

Skillsoft KnowledgeCenter Descriptions

Skillsoft offers 17 KnowledgeCenters available in three content areas, they are:

- [Business Professional](#)
- [IT Professional](#)
- [Desktop](#)

For KnowledgeCenter Content Types click [here](#).

Business Professional

We currently offer nine Business Professional KnowledgeCenters.

Below is a list of the Business Professional KnowledgeCenters along with the target audience and description for each.

KnowledgeCenter	Target Audience / Description
Call Center	The Call Center KnowledgeCenter is designed to equip new and experienced call center employees with the necessary skills to meet the demands of a busy call center environment. Learning Roadmaps provide intuitive paths for achieving and maintaining expertise and are aimed at new and existing call center employees
Finance and Accounting	The Finance and Accounting KnowledgeCenter targets those working in the Finance/Accounting function, across a range of business types. The content is largely based on the finance and accounting curriculum; there is no financial services curriculum-related content. Learning Roadmaps are equally suitable for use as a primer or as a means of ensuring ongoing expertise.
HR Professional	The HR Professional KnowledgeCenter is designed to raise awareness among professionals of the evolving HR function in today's business world, and to equip them with the necessary skills to succeed. Learning Roadmaps focus on areas such as effective hiring and recruiting of staff, behavioral-based interviewing, getting careers on the fast track, and implementing innovative and creative ideas in the workplace. In addition, there are two certification roadmaps designed specifically for those pursuing PHR or SPHR certification.
Leadership	The Leadership KnowledgeCenter targets business professionals who have had some involvement in leadership roles, work in a leadership capacity, or have several years' leadership experience. Learning Roadmaps are equally suitable for use as a leadership primer or as a means of ensuring ongoing expertise.



Management	The Management KnowledgeCenter focuses on the many roles played by managers in today's dynamic business community. It's a gateway to learning resources suitable for managers at every level: recently appointed, relatively experienced, and veteran. Learning Roadmaps provide intuitive paths for achieving and maintaining expertise.
Project Management	The Project Management KnowledgeCenter targets business professionals new to project management, wanting to enhance existing skills, or seeking to obtain or maintain credentials. In addition to a number of roadmaps aimed at new and existing project managers, certification roadmaps are included to prepare learners for the Project Management Institute's CAPM and PMP exams.
Sales	The Sales KnowledgeCenter contains learning assets that will be of assistance to sales professionals at all levels. Learning Roadmaps provide intuitive gateways to instruction and practice on sales topics, such as inbound call sales, field sales, and territorial and strategic account sales. It also provides learners with instruction on the communication skills required to tackle selling at the executive level.
Six Sigma	The Six Sigma KnowledgeCenter targets those employed or consulting with manufacturing and service companies who have a responsibility for the implementation of Six Sigma, and those personnel involved in Six Sigma projects in their organization. Learning Roadmaps are equally suitable for use as a primer or as a means of ensuring ongoing expertise.
Professional Foundations	The Professional Foundations KnowledgeCenter is targeted for individuals throughout the organization who are looking to develop, enhance, or refresh their skills on a range of key workplace competencies.

IT Professional

We currently offer five IT Professional KnowledgeCenters.

Below is a list of the IT Professional KnowledgeCenters along with the target audience and description for each.

KnowledgeCenter	Target Audience / Description
Cisco	The Cisco KnowledgeCenter provides a wide range of suitable learning resources for anyone new to Cisco technologies, wishing to improve existing skills, or aiming for certification. Learning Roadmaps target associate-level, professional-level, and specialist certifications.
DoD 8570.1	The DoD 8570.1 KnowledgeCenter provides effective training for those affiliated with the Department of Defense. Learning Roadmaps provide gateways to detailed instructional routes learners can take to help them achieve expertise. Different roadmaps target various areas of certification and specific knowledge.
IT Security	The IT Security KnowledgeCenter provides a wide range of suitable learning resources for anyone new to IT security, wishing to increase existing skills, or aiming for certification. Specific roadmaps aimed at learners preparing for certifications, such as Microsoft, CompTIA, and Cisco qualifications are also included.
Microsoft Enterprise Solutions	The Microsoft Enterprise Solutions KnowledgeCenter provides effective training for those new to or already familiar with Microsoft technology products. Learning Roadmaps provide gateways to detailed instructional routes learners can take to help them achieve expertise and gain certification. Different roadmaps target those getting started with Microsoft technology products and those seeking certification.
Oracle	The Oracle KnowledgeCenter provides a wide range of suitable learning resources for anyone new to Oracle technologies, wishing to improve existing skills, or aiming for certification. Learning Roadmaps cater for anyone wishing to learn about Oracle9i, Oracle 10g, and Oracle 11i. A number of targeted certification roadmaps are also provided.

Desktop

We currently offer three Desktop KnowledgeCenters.

Below is a list of the Desktop KnowledgeCenters along with the target audience and description for each.

KnowledgeCenter	Target Audience / Description
<p>Microsoft Office 2007</p>	<p>The Microsoft Office 2007 KnowledgeCenter provides effective training for those new to or already familiar with the Microsoft Office suite of applications. Learning Roadmaps provide gateways to detailed instructional routes learners can take to help them achieve expertise. Different roadmaps target those new to Office 2007 and those wishing to enhance existing skills.</p>
<p>Microsoft Office 2010</p>	<p>The Microsoft Office 2010 KnowledgeCenter provides a wide range of suitable learning resources for anyone new to Office 2010, upgrading from Office 2007 or Office 2003, or aiming for Microsoft Office Specialist certification on Office 2010. It also provides related learning resources on the Windows 7 operating system and Internet Explorer 8 and it provides learning resources for users new to SharePoint or upgrading to SharePoint 2010. Learning Roadmaps cater for different skill levels in these technologies.</p>
<p>Microsoft Office 2013</p>	<p>The Microsoft Office 2013 KnowledgeCenter provides a wide range of suitable learning resources for anyone new to Office 2013, upgrading from Office 2010 or Office 2007, or aiming for Microsoft Office Specialist certification on Office 2013. It also provides related learning resources for users new to SharePoint or upgrading to SharePoint 2013. Learning Roadmaps cater for different skill levels in these technologies.</p>

KnowledgeCenter Content Types

Below are the content types that can found within the 17 KnowledgeCenters.

KnowledgeCenter	Roadmaps	Books Collection	Featured Topic	SkillBriefs / JobAids	Business Impacts	Challenge Series	Practice Labs	Learning Sparks	Mentoring	Videos	Links to Vendor Sites	SkillChoice Requirements
Call Center	X	X	X	X	X	X					X	Business
Finance and Accounting	X	X	X	X	X	X						Business
HR Professional	X	X	X	X	X	X			X			Business
Leadership	X	X	X	X	X	X						Business
Management	X	X	X	X	X	X						Business
Sales	X	X	X	X	X	X						Business
Six Sigma	X	X	X	X	X	X			X		X	Business
Project Management	X	X	X	X	X	X			X			Complete
Professional Foundations	X	X	X	X	X	X					X	Desktop and Business
MS Office 2007	X	X	X				X	X	X		X	Desktop
MS Office 2010	X	X	X				X	X	X		X	Desktop
MS Office 2013	X	X	X				X		X	X	X	Desktop
Cisco	X	X	X				X	X	X		X	IT
DoD 8570.1	X	X	X				X	X	X		X	IT
IT Security	X	X	X				X	X	X		X	IT
MS Enterprise Solutions	X	X	X				X	X	X		X	IT
Oracle	X	X	X				X	X	X		X	IT