



MyLearning Overview

Debbie Collins
MyLearning Director



MyLearning – delivering virtual learning when it is needed, wherever it is needed - 24/7



- The MyLearning portal offers unrestricted access to a portfolio of online learning for all employees – including web-based courses, simulations, test preps, and online books
- Online registration to Capgemini University and locally offered instructor –led programs
- Global curriculum framework organizes learning by roles, sectors, and Alliances you are aligned with to better help you find learning relevant to each of these areas.
- Over 3,500 e-based courses in a wide variety of content areas including business skills, desktop, MS office, IT web-based learning, sales, professional effectiveness, software development
- E-based content is developed to support Capgemini’s global curriculum, methodologies and internal certification programs and to cover hot topic areas; e.g. Global Service Lines
- Over 30,000 online books with Books24x7 – including offline content with ‘Chapters to Go’ for flexible access
- Access to live online mentors, Knowledge Centers allowing easier access to all content in twelve key knowledge areas, Leadership Development Channel videos, and Executive Summaries



Our Global Curriculum Framework



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My Calendar

May 2013

S	M	T	W	T	F	S
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

Messages

Quick Links

Favorites

Pending Activities

EM-The Capgemini Way
(More...)

Curriculum | E-learning | Certification | Policies & Guidelines | FAQs

MyLearning

OurUniversity
EFMD CLIP ACCREDITED

Global | Select another Region ▾

Important Links

- Books24x7
- Global Library
- MyLearning Catalog

Knowledge Centers

- Java
- Microsoft Office 2010
- Finance & Accounting
- Management
- Professional Foundations
- Project Management
- Six Sigma
- Call Center
- IT Security
- Microsoft Enterprise Solutions 2008
- Microsoft MCSE & MCSA Certification
- Microsoft Office 2007

Job Aids / Reference Guides

- Learner
- Manager
- Assigned Approver

Help? Contact your local L&D Helpdesk

Global Curriculum Framework

Welcome to MyLearning

Debbie Collins
MyLearning Director

MyLearning provides you with many learning opportunities: classroom sessions, web-based learning, virtual classroom events, Books24x7, leadership videos, and KnowledgeCenters.

Find the training you need by exploring the Global Curriculum Framework, using the search options, or browsing the catalog.

To ensure an optimal experience, take a few minutes to review the [MyLearning online module](#) or reference the [Learner Quick Reference Guide](#).

In case you experience any problems or have questions, first check the FAQs tab. If you cannot find an answer to your question there, please contact your local IT help desk or L&D Manager.

Curriculum Supporting Global Rules



Global Roles

- BPO Professionals
- Business Analysts
- Engagement Managers
- Architects
- HR Professionals
- Infrastructure Engineers
- Legal Professionals
- Management Consultants
- Sales Professionals
- Enable Business by Excellence
- On Boarding
- Core Skills
- M&C Competency
- Role-based
- Service Delivery Professionals
- Service Transition Managers
- Software Engineers
- Testing Consultants
- ERP/SAP Professionals



- BPO Professionals
- Business Analysts
- Engagement Managers
- Architects
- Infrastructure Engineers
- Legal Professionals
- Management Consultants
- Sales Professionals
- Service Delivery Professionals
- Service Transition Managers
- Software Engineers
- Testing Consultants
- ERP/SAP Professionals

Updated on March 06 2013 by **Webmaster university**

Email Print Watch

CURRICULUM CONTACTS

Cluster lead Role Based Curriculum



Tim Lipscombe

Send an E-mail



- FAQ to come

Example, Business Analysts Role



Business Analysts - See forward to move forward



BREAKING NEWS



Curriculum Contacts

Curriculum Executive Sponsor

Alain Robbe



Global Content Owner

René Roest

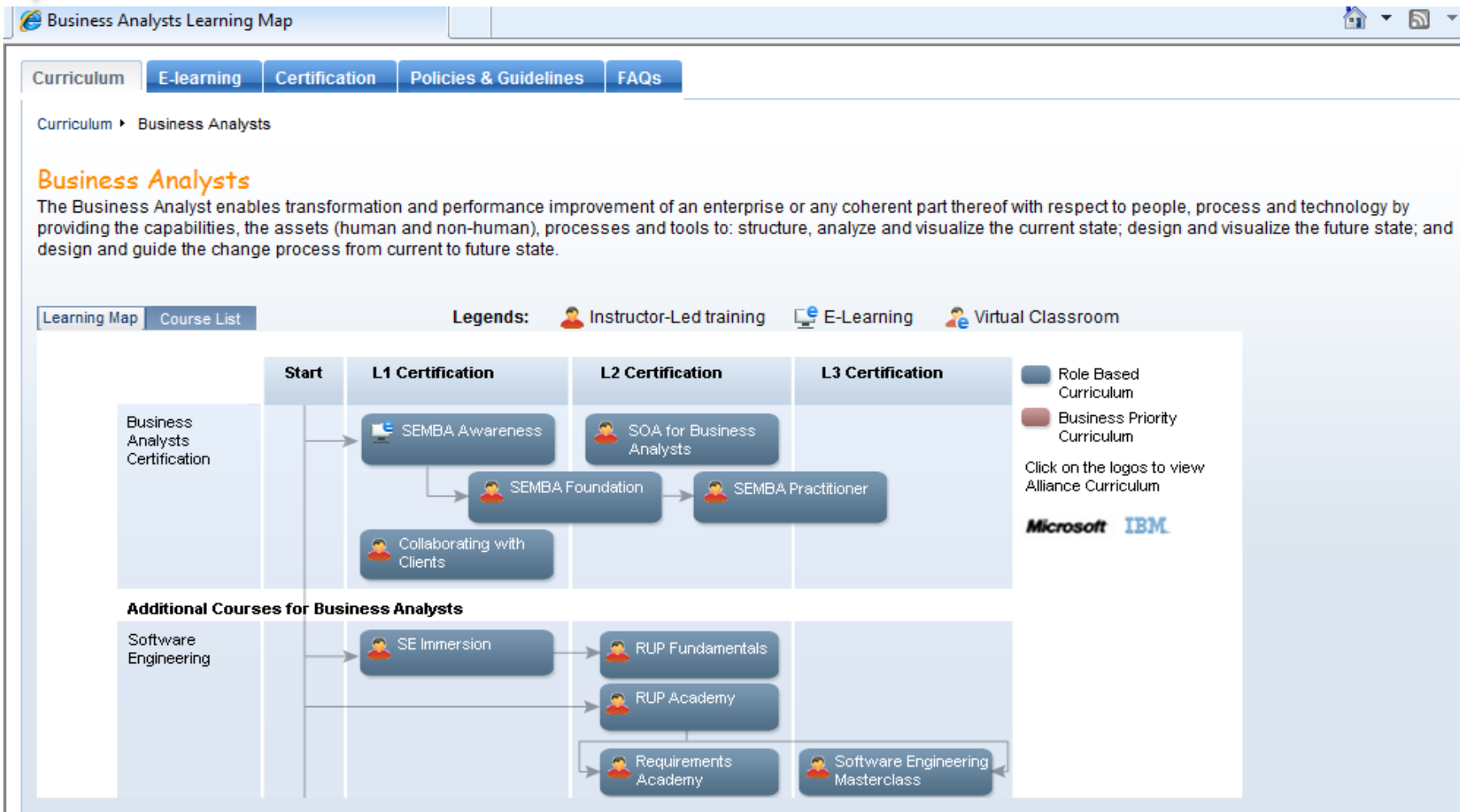
Curriculum Director

Tim Lipscombe



 Send an E-mail

Business Analysts Learning Map



What's Inside MyLearning?



Assess ▾

Learn ▾

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Messages ▾

Quick Links ▾

Favorites ▾

Pending Activities

EM-The Capgemini Way

(More...)

Curriculum

E-learning

Certification

Policies & Guidelines

FAQs

MyLearning

★★★★★

OurUniversity

EFMD CLIP ACCREDITED

Global | Select another Region ▾

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Self Study e-Learning Courses



Business Skills

- 955+ English titles
- 2,100+ localized titles



IT Professional

- 1,450+ English titles
- 800+ localized titles



Desktop

- 300+ English titles
- 690+ localized titles

- Comprehensive collections cover a wide range of enterprise needs
- Courses are constantly being updated and added in response to customer input
- Proven instructional design model and engaging presentation
- Job Aids, SkillBriefs and SkillSims to reinforce learning and ensure knowledge transfer

Business Skills Courseware



Professional Effectiveness	Management & Leadership	Project Effectiveness	Sales & Customer	Finance, HR & Administration	Bus. Strategy & Operations
Interpersonal Communication	Management Essentials	Project Mgmt. Essentials	Customer Support Specialist	Finance for Non-Financial Mgrs.	Six Sigma
Business Writing	Managing Performance	IT Project Mgmt.	IT Infrastructure Library (ITIL) Foundations	Accounting	- Overview
Cross-cultural Communication	Delegation	Project Integration	Customer Service Essentials	Auditing	- Green Belt
Negotiating & Influencing	Coaching & Mentoring	Project Scope	Customer Relationship Mgmt.	Budgeting	- Black Belt
Time Management	Managing Change	Project Time & Cost Mgmt.	Consulting with Internal & External Clients	HRCI Human Resource Certifications (SPHR & PHR)	- Champion
Dealing with Conflict	Leadership Essentials	Project HR	Strategic Account Sales Skills	Interviewing	ASQ Certified Manager of Quality/Organizational Excellence
Career Development	Leading Workforce Generations	Project Quality	Selling at the Executive Level	Recruiting & Retention	Strategic Thinking
Balancing Personal & Professional Life	Succession Planning	Project Communication	Industry Overviews	Diversity	Marketing Essentials
Critical Thinking		Project Risk Mgmt.		Administrative Support Skills	Operations Management
Dealing with Change		Project Procurement			Supply Chain Management
		Team Leading			
		Team Participation			
		Virtual Teams			



Web Design

Adobe Design Tools

Dreamweaver
Flash
Photoshop
Fireworks
GoLive
Illustrator

Scripting Languages

JavaScript
XML
DHTML
VBscript

Internet, Network & Security

CompTIA

- Network+ 2009
- Security+ 2008

Cisco

- CCNA
- CCNA Security, Voice & Wireless
- CCNP
- CCDA
- CCDP

ISC(2) CISSP

CEH certification

Data/Telecomm

Project Effectiveness

Project Management Essentials

PMI PMP & CAPM Certification

IT Project Mgmt.

PRINCE2 Foundations

Team Leading

Team Participation

IT Business

ITIL V3 Foundation

IIBA CBAP Certification for Business Analysts

- BABOK 2.0

Managing Technology Professionals

Tech Support Agent Skills

Internal Consulting



Software Development	OS & Server Technologies	Enterprise Resource Planning	Enterprise Database Systems
Java SE Microsoft .NET Development Tools <ul style="list-style-type: none">- VB.NET- C# C & C++ Perl Software Programming Fundamentals Software Development Principles Software Testing	CompTIA A+ 2009 CompTIA Server+ Windows Server 2008 MCTS Windows Server 2003 MCSA & MCSE Windows 7 Windows Vista Windows XP Windows 2000 SharePoint Server 2007 Linux & UNIX	Oracle E-Business Suite 11i SAP R/3	Oracle Database <ul style="list-style-type: none">- 11g- 10g- 9i Microsoft SQL Server <ul style="list-style-type: none">- 2008- 2005 Systems and Database Design

Desktop Courseware Collection



- Computing fundamentals for non-technical users
- Coverage of major operating systems and desktop applications from Microsoft, Adobe, Lotus and others
- Email, Groupware and Internet use

Microsoft Office	Microsoft Windows	Microsoft Other	Other
Office 2010 Office 2007 Office 2003 Office XP Office 2000	Windows 7 Windows Vista Windows XP Windows 2000	Project Visio Internet Explorer FrontPage	Information Security for Users Lotus Notes - Release 8 - Release 7 Crystal Reports Adobe Acrobat Adobe Reader

Mentoring Support for Mission-Critical Certifications



Covering the industry's most popular professional certifications

- Over 100 certifications supported
- Mentors hold over 1,000 certifications and accreditations
- A variety of mentoring options:
 - Real time chat
 - Email my mentor
 - Mentored exercises
 - Optional daily email reminders
- Test preps help learners prepare for certification exams



Business Exploration Series Content



Business Impact Series

- Concise rich-media vignettes dramatizing common business problems and solutions
- Key takeaways that help learners think more clearly about handling real-world business situations.
- About 5 to 10 minutes each



Challenge Series

- Interactive Case Studies focused on problem discovery and analysis
- Multi-path gaming and simulation techniques
- Full-motion videos
- About 20 minutes each



Technology, tools, and content assets combined to create customized learning portals for targeted groups of learners.

- Targeted content and Learning Roadmaps
- Featured Topics and links to external resources updated monthly
- Business Impact, Challenge Series, Learning Sparks, Practice Labs and Simulations
- Access to Books24x7, Mentoring services and more
- Knowledge Centers:
 - Management
 - Professional Foundations
 - Project Management
 - Six Sigma
 - Call Center
 - IT Security
 - Microsoft Enterprise Solutions
 - Microsoft MCSE & MCSA Certification
 - Microsoft Office 2007
 - Microsoft Office 2012
 - Java
 - Finance & Accounting

skillsft Welcome Srijita! May 13 2013, Logged In: 5:09 pm

Home | Business Impact Series | Challenge Series | Practice Zone | Roadmaps | Support | About | Log Out

Welcome to SkillSoft's professional foundations KnowledgeCenter™

SEARCH & LEARN™

Find

Category

GO

Selected Books

- The Essentials of Finance and Accounting for Nonfinancial Managers, Second Edition AMACOM
- Marketer's Toolkit: The 10 Strategies You Need to Succeed Harvard Business Press
- 85% Solution: How Personal Accountability Guarantees Success: No Nonsense, No

Featured Topic

The On-site Customer Service Roadmap

Industry Articles and Links

- Customer Service Tips
- Developing a Roadmap to Success with KANA Strategy Services
- 8 Strategies for First-Rate Customer Service

Course Spotlight

Use SkillSoft training to learn how to implement customer service in the field.

Customer Service in the Field

Monthly Challenge

Jeanette is late for a support call for a new client and isn't carrying the required tools. See if you can explain the five stages of providing high-level on-site customer service, how you can ensure that the visits go smoothly, and how Jeanette could've been more professional.

Take the challenge >

Featured Topic Archive

Looking for a recent Featured Topic? You can access the last three in the Featured Topic Archive.

Learning Roadmaps

Use targeted skills-improvement roadmaps to help you achieve your training goals

SkillBriefs

Use these helpful, topical guides to increase your business acumen.

Cohesion-building Techniques

Communicating in a Team

Cooperation and Team Success

Related Resources

Excellence 2.0

National Career Development Association

Mind Tools

Free Management Library



To focus on personal workplace skills, start here	To focus on specific professional skills, start here	To focus on management and leadership fundamentals, start here
		
<p>Communicate more effectively by sharpening your writing, e-mailing, and call-handling skills.</p> <p>Communication Basics</p> <p>Grasp the intricacies of business communications in relation to listening, comprehension, interpersonal relations, and assertiveness.</p> <p>Business Communication</p> <p>The ability to think clearly and make decisions is vital in business – learn the principles of effective, critical thinking and about the increasing focus on ethical decision making.</p> <p>Critical Thinking</p> <p>Find out what is meant by emotional intelligence and how it pertains to modern business practices, and discover ways to defuse workplace conflict and anger.</p> <p>Conflict and Anger Management</p> <p>Recognize ways you can better manage your time, goals, and attitude to increase your prospects for success.</p>	<p>Manage projects more effectively using standard project management processes and strategies.</p> <p>Project Management</p> <p>Explore various aspects of customer service including the elements of excellent service, service in the field and on the phone, and internal customer service.</p> <p>Customer Service Fundamentals</p> <p>Get to grips with Microsoft Office 2007 applications, such as Excel, PowerPoint, Outlook, Access, Publisher, and Enterprise.</p> <p>Microsoft Office 2007</p> <p>Get to grips with Microsoft Office 2010 applications such as Excel, PowerPoint, Outlook, and Access.</p> <p>Microsoft Office 2010</p> <p>Learn basic mathematical concepts that can be applied to business planning, analysis, and operations.</p> <p>Basic Business Math</p>	<p>Get the leadership skills necessary to give direction, share a vision, and inspire people, while still recognizing the challenges posed by corporate culture.</p> <p>Leadership Essentials</p> <p>Discover ways to build relationships and credibility to get results when you don't have direct authority over the people from whom you need results.</p> <p>Getting Results without Authority</p> <p>Learn the skills and methods required to become a successful first time manager.</p> <p>First Time Manager Essentials</p> <p>Understand accounting fundamentals such as accounting systems, closing activities, cash control, and merchandising businesses.</p> <p>Accounting Fundamentals</p>

The Books24x7® Solution



no starch press

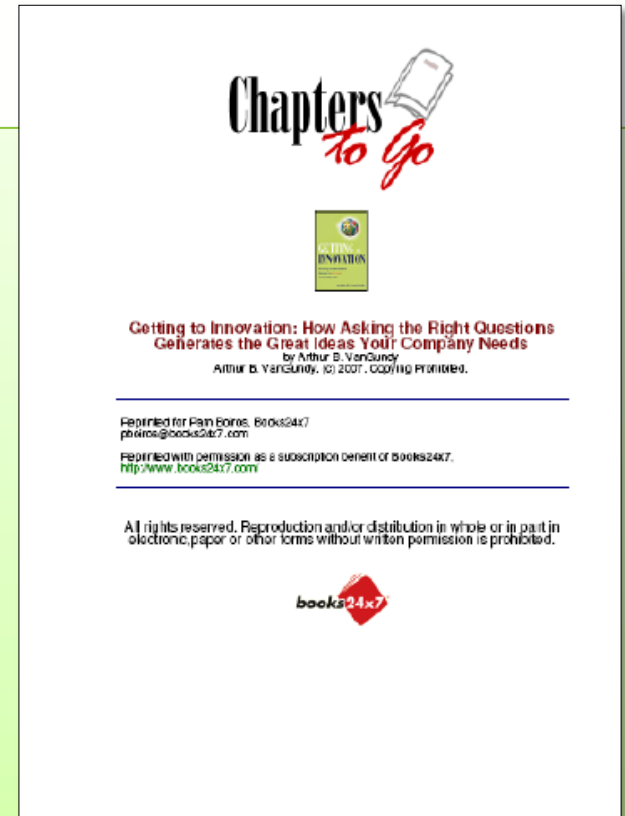


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- Includes watermark with user and company name
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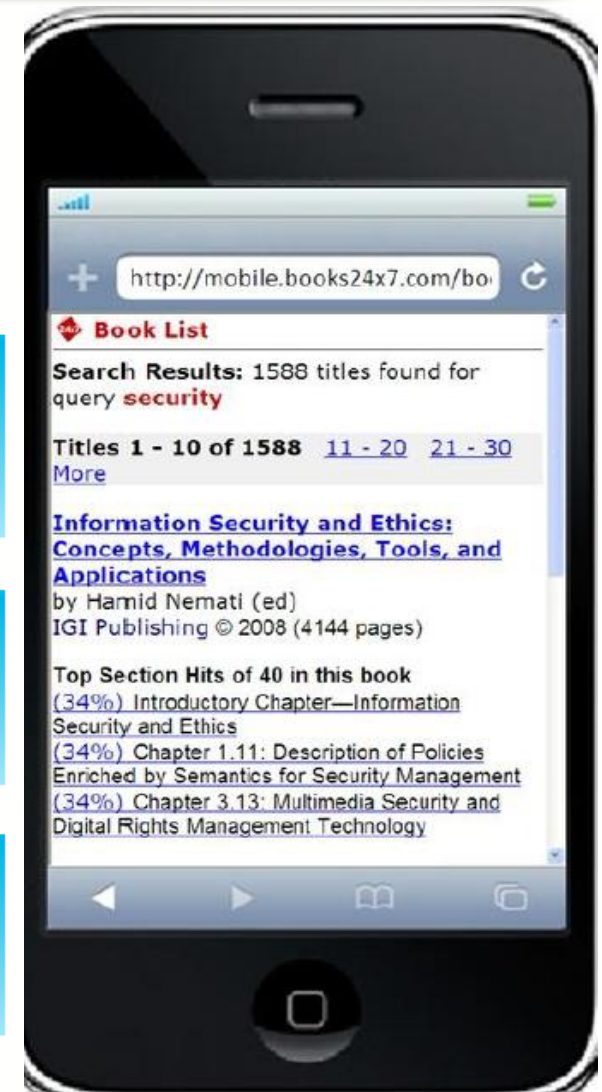


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inGenius Encourages Social Learning



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My Home | Sort by: Title | Tools: [] [] [] [] [] Plus text | Tips

Personal Folders

- Default
- Corporate Folders
- Blue Ocean Strategy
- Career Management
- Effective Communication & Presentation
- Effective Meetings**
- Instructors
- IT Infrastructure Library (ITIL) 2011 Edition Foundation
- Leadership
- Leading and Learning for Life
- Library Recommendations
- My Favorite Books...
- Newly Promoted Book Recommendations
- Onboarding
- People Management Best Sellers
- PMI Certification
- Prince2: 2009 Foundation
- Project Management
- Six Sigma
- Women in Leadership
- System Folders

Titles In This Folder | My Home Folder | Filter Options

The Art and Power of Facilitation: Running Powerful Meetings by Alice Zavala and Kathleen B. Hass Management Concepts © 2008
2 voted yes.

Conducting Powerful Meetings by Tony Alessandra and Phil Hunsaker Tony Alessandra © 2005

How to Conduct Productive Meetings: Strategies, Tips, and Tools to Ensure Your Next Meeting is Well Planned and Effective by Donald L. Kirkpatrick ASTD © 2006

Manage Meetings Positively: How to Take Charge and Come Up with Results by A & C Black Publishers A & C Black © 2006

Browse Topics

View by: Capgemini Global Curricu...
Business Analysts
Leadership
Management Consultant Role
Sales Professionals
Technology Awareness

Webservice Exception: code:InternalServerError

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1,200+ videos



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650+ titles



Well-BeingEssentials™
1,300+ titles



ExecBlueprints™
1,100+ articles authored
by C-level execs



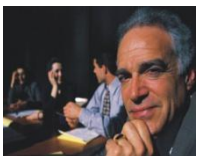
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600+ summaries of
best-selling business
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AnalystPerspectives™
3,700+ reports



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curriculum guides

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Compliance

Computer Science

Databases

Desktop & Office
Applications

Enterprise Computing

Graphic Design &
Multimedia

Hardware

IBM Technologies

Internet & Web
Development

IT Governance

IT Management

Networks & Protocols

Operating Systems

Oracle Technologies

Programming Languages

Security

Software Engineering

Telecommunications

Broad and Deep Content Coverage from 165+ Publishers



Example: Java

Multi-perspective Approaches

Levels: Beginner to Expert

Perspectives: Vendors, Power Users, Enterprise Users

Instructional Styles: Step-by-Step Guides to Complete References to Certification prep



For beginners



For Experienced Users



Vendor Perspective



User Perspective



Enterprise Perspective



Specific Topic



Complete Reference



Cookbook



Certification Prep

IT Content: The Bestsellers...



Wrox Wrox

- Leading imprint for advanced programmers
- Programmer to programmer
- First choice of programmers by 2:1 ratio (source: Y2K Marketing)



Bible Series

John Wiley & Sons

- Move beyond the novice stage. Learn to master important technologies and platforms



Apress Apress

- Over 950 titles
- Written by programmers for programmers
- Irreverent style – not afraid to point out the bugs, hints, and hacks



The Complete Reference Series McGraw-Hill/Osborne

- Covers a technology topic from soup to nuts
- Rich in code examples and practical hints



Microsoft Press

Microsoft Press

- Over 680 official titles
- Beginner to advanced to certification
 - MCSA/MCSE
 - MCAD/MCSD



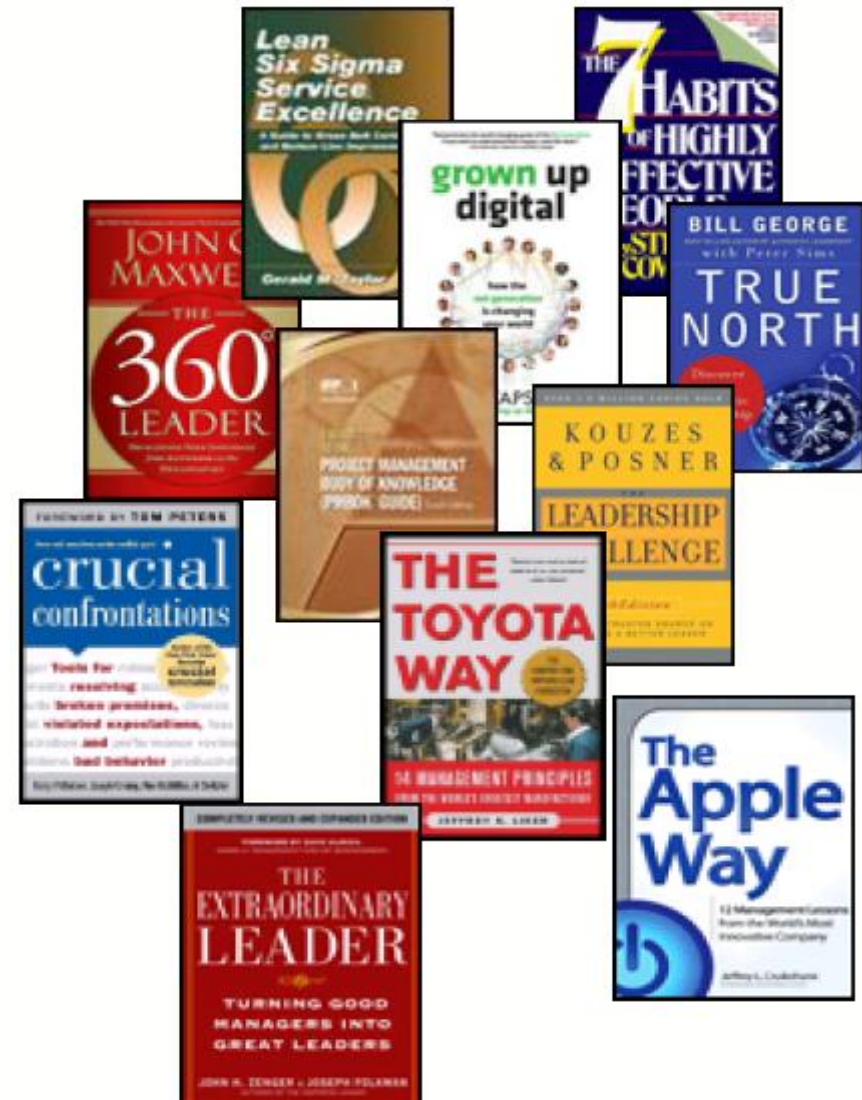
The For Dummies® Series John Wiley & Sons

- #1 best-selling computer book series ever
- Appeals to users at all levels
- 125 million+ copies sold



- Library of over 8,100+ broad & deep business titles
- Support multiple disciplines and initiatives including Project management,
- Six Sigma, Sales, personal development
- Addition of downloadable audio books

Industry-best publishers:



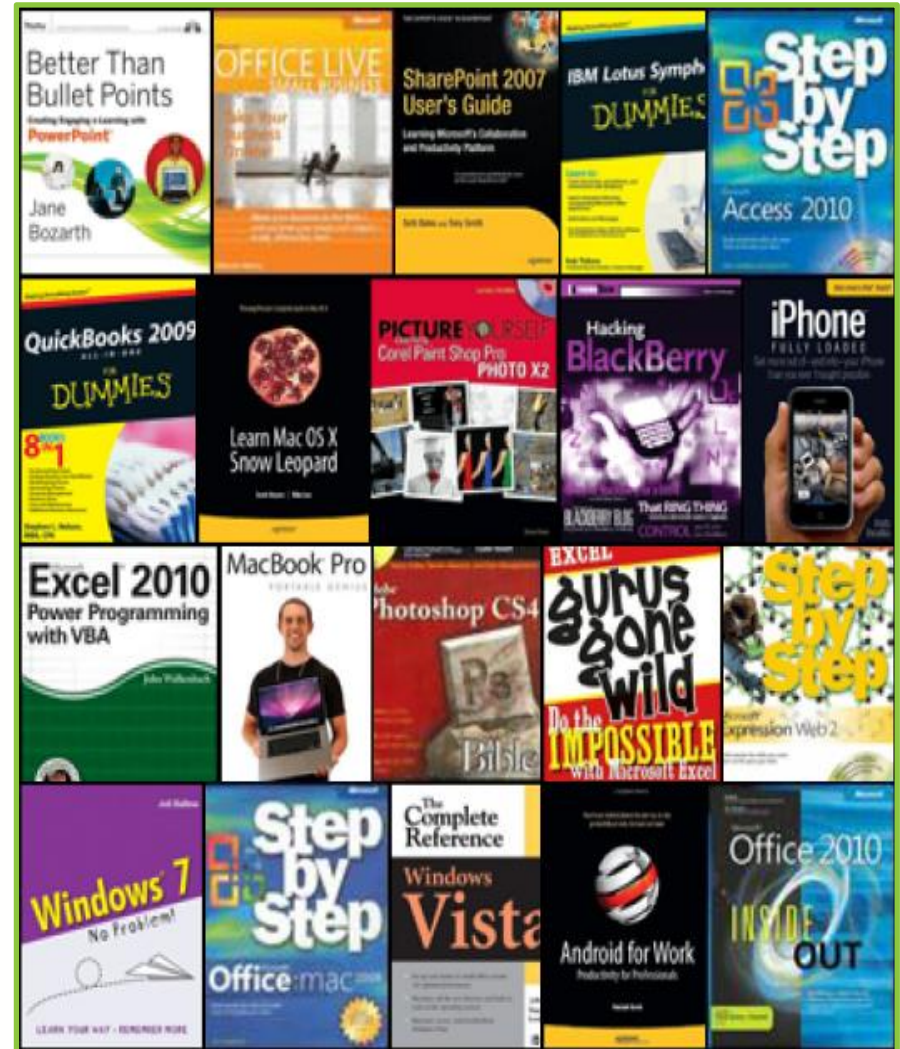


- **Over 650 easy-to-understand books covering desktop applications and general computing**

- Microsoft® Office 2010/2007/2003/97/2000
- Microsoft® Windows 7/8/Vista/XP/95/98/2000
- Apple® Macintosh
- Graphics & Design, Adobe®
- Handheld Devices, PC Basics, Internet Skills and more

- **Delivering best-selling book series**

- Step-by-step, Bible Series, Complete Reference, For Dummies, Inside Out, How to Do Everything, Plain & Simple, Picture Yourself Learning





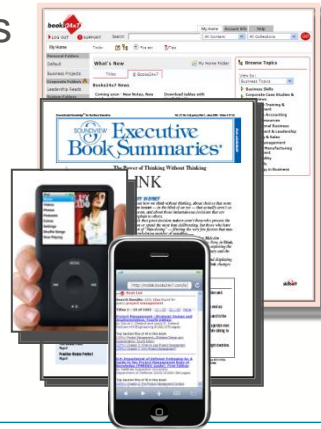
- 1100+ articles authored by C-level execs
 - Targeted & succinct content
 - Supports unique learning needs of C-level execs
 - Strategically oriented
- Focus on practice areas:
 - Management Strategies (CEO)
 - Human Capital Management Strategies (HR)
 - Marketing & Sales Strategies (CMO)
 - Technology Strategies (CTO/CIO)
- Multiple media formats tailored for on-the-go professionals
 - Online
 - PDF
 - Audio (MP3)

- ▶ **Capgemini**
 - North America CEO
 - Global CTO
- ▶ **Dow Corning Corporation**
 - CIO & Executive Director
- ▶ **E*TRADE**
 - Chief Marketing Officer
- ▶ **Eli Lilly**
 - Group VP - Global Marketing/Sales
- ▶ **Humana, Inc.**
 - President, CEO, & Director
- ▶ **MGM Grand Hotel, LLC**
 - President & COO
- ▶ **Sun Microsystems**
 - Chief Architect, Java Enterprise Tools
- ▶ **UPS**
 - Senior Vice President - Worldwide Sales & Marketing





- Over 600 best-of-the-best business books
 - Eight-page, succinct, quick to digest format
 - Captures salient points for immediate application
 - “Personal shopper” of business concepts
- PLUS:
 - “Custom” summaries
 - Audio recordings of author presentations
 - Additional featured book Reviews
- Multiple Media Formats
 - Online
 - PDF
 - Audio (MP3)
 - Kindle-ready mobi



Leadership Development Channel™



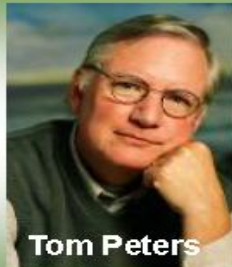
Bill George



Vijay
Govindarajan



Linda Hill



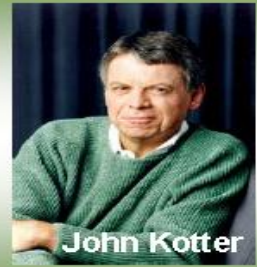
Tom Peters



Ann Mulcahy



Stephen Covey



John Kotter

- Over 2,300 video-based programs
 - Leadership QuickTalks™
 - CEO QuickTalks
 - Annual series of live Executive Leadership Events

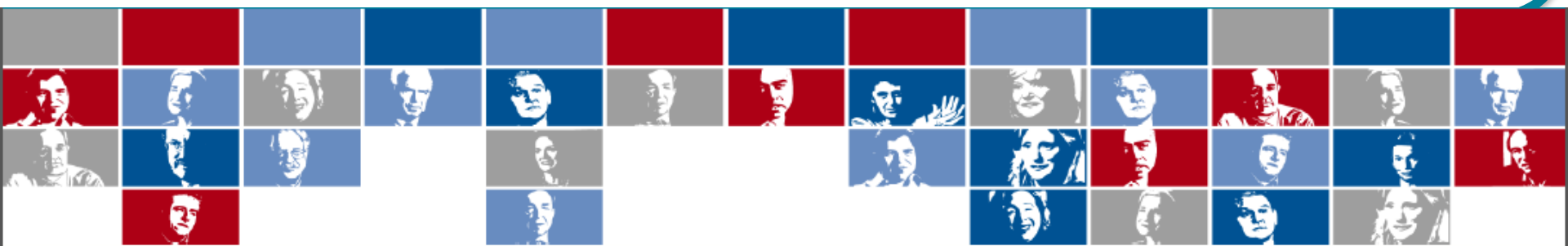
Sample QuickTalks:

Bill George – Authentic Leadership,
Scott Eblin – Accountability,
David Allen – Getting Things Done,
Jeff Immelt – Performance Management,
Erik Weißenmayer – Climbing In Dark
Michael Treacy – Value Driven Strategy

- Best in-class video content, live and on demand
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- A management tool to drive team development, group learning and one-on-one coaching
- Includes companion files with select videos available for PDA downloading
- Combines foremost theory with real-world application
- Live events allow viewers to interact with speaker via phone, fax and e-mail

NOTE: Leadership videos are available in localized languages

50 Lessons™



- Over 1,300 digital business lessons featuring more than 250 recognized global business leaders
- Compelling story-based approach to capturing and sharing critical business lessons
- 3-5 minute video lessons; short, engaging and shot to broadcast standards
- Annual series of live leadership events





Official ITIL curriculum per UK's The Stationery Office (TSO) and the Best Management Practice, part of the UK Cabinet Office (formally the UK Office of Government Commerce – OGC).

• **ITIL 2011 Edition:** Includes five V3 volumes that have been updated.

- ITIL Service Strategy
- ITIL Service Design
- ITIL Service Transition
- ITIL Service Operation
- ITIL Continual Service Improvement



• **ITIL Version 3:** Curriculum includes 5 volumes listed above plus a 'migration' guide and "The Official Introduction to the ITIL Service Lifecycle"

• **ITIL Version 3** titles also included for those companies that have not yet migrated to Version 3.

Books24x7 Well-Being Essentials Collection



Health & Wellness

Adolescent's Health
Adult's Health
Children's Health
Health Challenges
Remedies & Cures
Stress Management
Substance Abuse

Daily Living

Consumer Tips
Financial
Fraud & Theft
Government
Legal
Moving
Pets
Safety
Travel & Recreation

Family & Caregiving

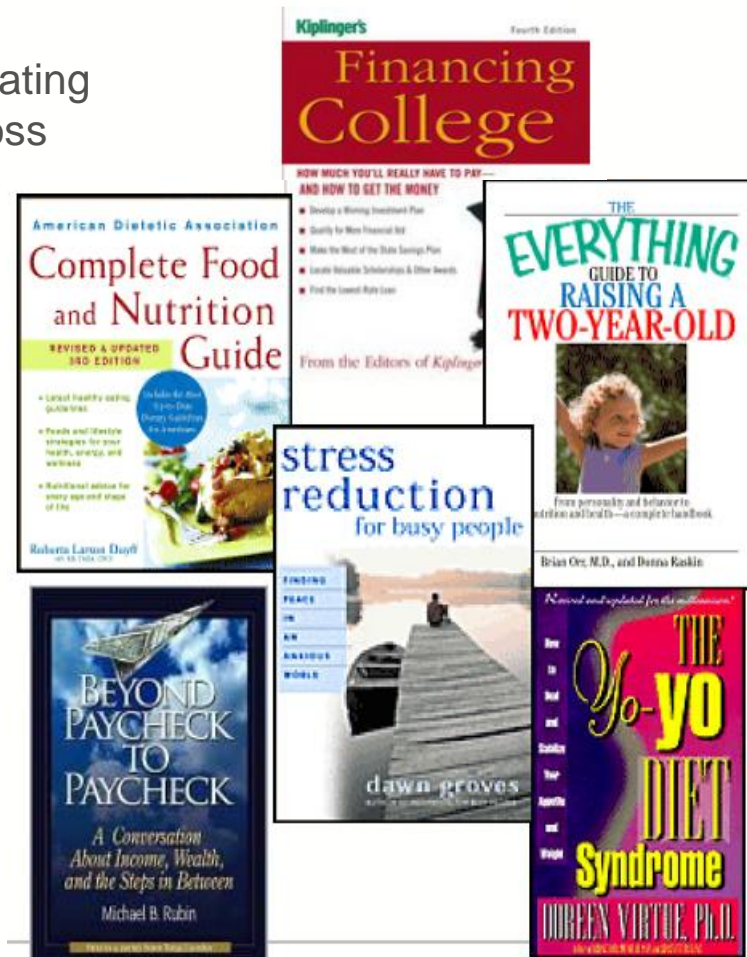
Adoption
Child Care
Education
Emotional Well-Being
Grief & Loss
Infant Care
Mental Health
Older Adults
Parenting
Relationships

Working Smarter

Career Development
Career Transitions
Women in the Workplace
Work-Life Balance

Nutrition & Weight Loss

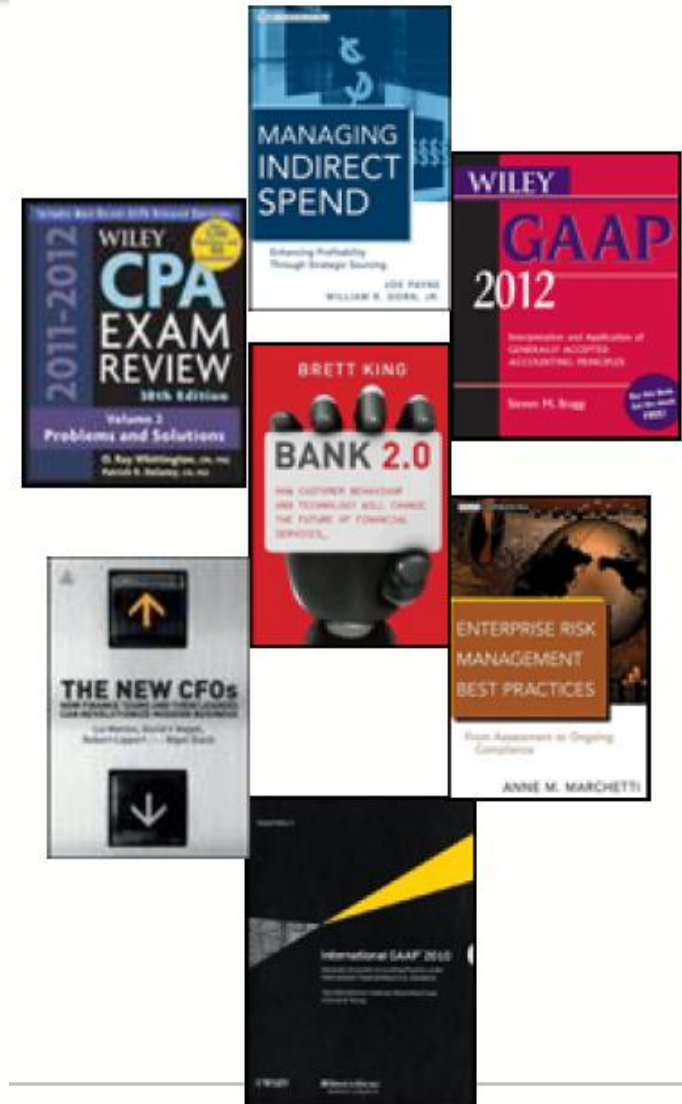
Fitness
Healthy Eating
Weight Loss



Books24x7 FinancePro™ Collection




- Library of over 1,300 titles
- Covers numerous financial topics including:
 - Accounting
 - Auditing
 - Operations Management
 - Risk Management
 - Consolidation & Mergers
 - Credit & Loans
 - Economic Influences
 - Venture Capital
 - Investment Management



Books24x7 AnalystPerspectives



- Provides strategic views of the IT and telecommunications markets. Licensed full-text reports from dozens of technology analyst firms
- Weekly scan Newsletter – contains 100's of headlines and links to recent posts from analyst firms (web sites, newsletters, Blog posts, RSS feeds, mentions in the press)
 - Sorted by topic
 - Archived and fully searchable



This issue of AnalystPerspectives Weekly Scan covers analyst commentary from the week ending January 15, 2010.

News of the Week in Review

The latest acquisition that had analysts attention is VMware's acquisition of Zimbra. Burton Group starts off by pre-acknowledging the [Estimated Zimbra Sales in 2009](#), analystDiana Kouravsky devotes three different blog posts to the acquisition, one of which the author [Will VMware slide its core assets?](#). Forrester Research explains [Why VMware Bought Zimbra: Is The Search, Sayid? Laurie McCabe](#), a partner atHuntvitz & Associates, believes a [SWO Collaboration Ratio Matters](#), and RedWork discusses why [VMware Adds Zimbra: The Odds](#). To read more on VMware's purchase, as well as a couple of other acquisitions, see the [Acquisitions](#) section.

The other main topic of the week in analyst discussion is the attacks on Google that originated in China. Forrester Research explains [The Attack on Google: What It Means](#) as well as [What Google's China Tells us about how the security market is changing](#). SecureOps communicates [Veeva, China's Security and Standards Out Shift](#). Brody Research claims that Google [Stinks & B&I](#), and in the aftermath of the attack on Gmail servers, Google Research describes [The China Problem](#). Also, JohnPascarella, a member of the Gardner Blog Network, discusses some of the [Lessons Learned from the Google Attack](#). In other security discussions, Andrea Cifalini, another member of the Gardner Blog Network, compares [The Future of Facebook vs. the Future of Privacy and What They Mean to Go](#). Mike Orla, an analyst with Burton Group, reports that [Facebook's Zuckerberg Says The Age of Privacy is Over](#), and ABI Research predicts that the [Mobile Security Market to Exceed \\$4 Billion by 2014](#). For more on security and privacy, see the [Security & Privacy](#) section.

Topics that continue to receive much attention from analysts and research groups are the following: [Mobile Application & Web Development](#), [IT Management](#), and [Enterprise Applications](#). In mobile, Forrester Research releases their 2010 mobile topics, Juniper Research comments on the major [first time in 2010](#), Complete data Application & Web Development [Enterprise Mobile Cloud Connect](#), [quick mock, enterprise mobility](#), [IT Organizations and Users in 2010](#), [vs. SharePoint can be Applied vs.](#)

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General Topics 2010 Predictions & Forecasts Acquisitions Application & Web Development Data Center Data & Content Assets Enterprise Applications Governance & Compliance Hardware, Storage & Servers IT & the Environment IT Management & Human Resources IT & Telecom Markets Marketing & Branding Mobile Open Source Outsourcing, Offshoring & IT Services Security & Privacy Service & Support Social Media, E-mail, Messaging, & Collaboration The Web	Industries Financial Services Government Healthcare Retail Utilities Other Related News of the Week in Review Pick of the Week AnalystPerspectives Blog Success of IT Blog
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Headlines By Topic

2010 Predictions & Forecasts

1. [CES 2010 Wrap-up](#) - January 11, Technology Partners
2. [Positive Growth and Outlook: Capgemini IDC's Future Predictions for 2010](#) - January 12, IDC
3. [Juniper Research's New Predictions for IT Outsourcing and Cloud Services 2010 and Beyond](#) - January 13, Juniper Group
4. [Juniper Research's New Business Process Outsourcing Predictions for 2010 and Beyond](#) - January 13, Juniper Group
5. [Pick of the Week for YouTube's Business in 2010](#) - January 14, AllMarket
6. [Beyond Virtual Range - IDC's 2010 Australian IT Services Predictions](#) - January 14, IDC
7. [IC's Annual Off-the-Top 10 Telecommunications Predictions 2010 as the Year of 'Threats of Change' that Will Shape the Industry](#) - January 15, IDC
8. [2010 mobile trends](#) - January 15, Forrester Research

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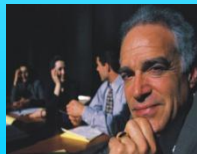
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