



Education Schedule-At-A-Glance: January To June 2010

Courses	January	February	March	April	May	June
NEW! ITIL Awareness Overview Self-Paced Online	Learn at your own pace through your computer from anywhere at anytime. Contact 1-888-273-PINK for details.					
NEW! Service Catalog Implementation Overview Self-Paced Online						
FOUNDATION LEVEL CERTIFICATION						
NEW! ITIL V2-V3 Foundations Bridging Course Self-Paced Online (Official ITIL V3 Foundation Certification)	Learn at your own pace through your computer from anywhere at anytime. Contact 1-888-273-PINK for details.					
NEW! ITIL Foundations Self-Paced Online (Official ITIL V3 Foundation Certification)						
NEW! ITIL Foundations Instructor-Led Online (Official ITIL V3 Foundation Certification) (9:00am – 5:00pm; 18 hours of instruction time over 4 days.)		8 – 11 Eastern Time			17 – 20 Eastern Time	
ITIL Foundations Public Classroom (Official ITIL V3 Foundation Certification)	20 – 22 Houston, TX	1 – 3 Toronto, ON	3 – 5 Chicago, IL	6 – 8 Philadelphia, PA	5 – 7 San Diego, CA	2 – 4 Seattle, WA
	20 – 22 Phoenix, AZ	8 – 10 Washington, DC	8 – 10 San Francisco, CA	7 – 9 Phoenix, AZ	17 – 19 Washington, DC	7 – 9 Winnipeg, MB
	27 – 29 Philadelphia, PA	19 – 21 Las Vegas, NV	10 – 12 Dallas, TX	12 – 14 Boston, MA	19 – 21 Vancouver, BC	9 – 11 Atlanta, GA
			22 – 24 Ottawa, ON	14 – 16 Calgary, AB	25 – 27 Raleigh, NC	23 – 25 San Francisco, CA
			29 – 31 New York, NY	28 – 30 Toronto, ON	26 – 28 Houston, TX	28 – 30 Chicago, IL
COBIT® Fundamentals		25 – 26 Las Vegas, NV		29 – 30 Washington, DC		21 – 22 Toronto, ON
ISO 27002 Foundations					17 – 18 Washington, DC	
PRACTITIONER LEVEL CERTIFICATION						
ITIL Process Clinic: Change Management		21 Las Vegas, NV				
ITIL Practitioner: Operational Support & Analysis (Official ITIL V3 Capability Certification)	26 – 29 Toronto, ON	18 – 21 Las Vegas, NV		20 – 23 Chicago, IL		22 – 25 San Francisco, CA
ITIL Practitioner: Release, Control & Validation (Official ITIL V3 Capability Certification)	26 – 29 Toronto, ON	18 – 21 Las Vegas, NV		20 – 23 Chicago, IL		22 – 25 San Francisco, CA
ITIL Practitioner: Service Offerings & Agreements (Official ITIL V3 Capability Certification)	26 – 29 Toronto, ON	18 – 21 Las Vegas, NV		20 – 23 Chicago, IL		22 – 25 San Francisco, CA
ITIL Practitioner: Planning, Protection & Optimization (Official ITIL V3 Capability Certification)	26 – 29 Toronto, ON	18 – 21 Las Vegas, NV		20 – 23 Chicago, IL		22 – 25 San Francisco, CA
ITIL Practitioner: How To Conduct An IT Service Management Process Assessment		25 – 26 Las Vegas, NV			20 – 21 Washington, DC	
ITIL Practitioner: How To Define & Implement A CMDB According To ITIL Best Practices		20 – 21 Las Vegas, NV	25 – 26 Toronto, ON		20 – 21 Washington, DC	
ITIL Practitioner: How To Define & Implement A Service Catalog According To ITIL Best Practices (Official ITIL V3 Complementary Guidance Course)		25 – 27 Las Vegas, NV			17 – 19 Washington, DC	
ITIL Practitioner: How To Define & Implement Processes According To ITIL Best Practices		19 – 21 Las Vegas, NV				
MANAGER LEVEL CERTIFICATION						
NEW! Continual Service Improvement One-Day Workshop		21 Las Vegas, NV				
NEW! Executive Strategic Workshop		21 Las Vegas, NV				
ITIL Manager: Service Strategy (Official ITIL V3 Lifecycle Certification)		18 – 21 Las Vegas, NV		20 – 23 Chicago, IL		22 – 25 San Francisco, CA
ITIL Manager: Service Design (Official ITIL V3 Lifecycle Certification)	26 – 29 Toronto, ON	18 – 21 Las Vegas, NV		20 – 23 Chicago, IL		22 – 25 San Francisco, CA
ITIL Manager: Service Transition (Official ITIL V3 Lifecycle Certification)		18 – 21 Las Vegas, NV		20 – 23 Chicago, IL		22 – 25 San Francisco, CA
ITIL Manager: Service Operation (Official ITIL V3 Lifecycle Certification)		18 – 21 Las Vegas, NV		20 – 23 Chicago, IL		22 – 25 San Francisco, CA
ITIL Manager: Continual Service Improvement (Official ITIL V3 Lifecycle Certification)		18 – 21 Las Vegas, NV		20 – 23 Chicago, IL		22 – 25 San Francisco, CA
The Implementation Road Map For IT Service Management		25 – 27 Las Vegas, NV				
ITIL Manager: V2 – V3 Service Manager Bridging Course (Official ITIL V3 "Expert" Certification)		17 – 21 Las Vegas, NV	22 – 26 Washington, DC	19 – 23 Chicago, IL		21 – 25 San Francisco, CA
ITIL Manager: ITIL Service Manager Program (Official ITIL V2 "Masters" Certification)			Classroom: March 8 – 12 Classroom: March 22 – 26 Exams: April 8 – 9 Toronto, ON		Classroom: May 3 – 7 Classroom: May 17 – 21 Exams: June 3 – 4 Washington, DC	
				Classroom: April 12 – 16 Classroom: April 26 – 30 Exams: May 13 – 14 Chicago, IL		
NEW! Managing Across The Lifecycle (Official ITIL Expert Certification)		17 – 21 Las Vegas, NV	29 – 2 Washington, DC		10 – 14 Toronto, ON	
CONFERENCE & SPECIAL EVENTS						
14th Annual International IT Service Management Conference & Exhibition		21 – 24 Las Vegas, NV				

Bring us on-site. All of Pink's courses can be delivered at your location.

For course descriptions and more details, visit www.pinkelephant.com or call 1-888-273-PINK.



Education Schedule-At-A-Glance: July To December 2010

Courses	July	August	September	October	November	December
NEW! ITIL Awareness Overview Self-Paced Online	Learn at your own pace through your computer from anywhere at anytime. Contact 1-888-273-PINK for details.					
NEW! Service Catalog Implementation Overview Self-Paced Online						
FOUNDATION LEVEL CERTIFICATION						
NEW! ITIL V2-V3 Foundations Bridging Course Self-Paced Online (Official ITIL V3 Foundation Certification)	Learn at your own pace through your computer from anywhere at anytime. Contact 1-888-273-PINK for details.					
NEW! ITIL Foundations Self-Paced Online (Official ITIL V3 Foundation Certification)						
NEW! ITIL Foundations Instructor-Led Online (Official ITIL V3 Foundation Certification) (9:00am – 5:00pm; 18 hours of instruction time over 4 days.)		16 – 19 Pacific Time				13 – 16 Eastern Time
ITIL Foundations Public Classroom (Official ITIL V3 Foundation Certification)	7 – 9 Toronto, ON	4 – 6 Phoenix, AZ	13 – 15 Chicago, IL	4 – 6 Toronto, ON	1 – 3 Washington, DC	1 – 3 Philadelphia, PA
	14 – 16 Philadelphia, PA	9 – 11 Washington, DC	15 – 17 Ottawa, ON	13 – 15 Raleigh, NC	3 – 5 Seattle, WA	8 – 10 Denver, CO
	19 – 21 Denver, CO	16 – 18 New York, NY	20 – 22 Houston, TX	18 – 20 Atlanta, GA	17 – 19 Chicago, IL	13 – 15 New York, NY
	21 – 23 Dallas, TX	25 – 27 Winnipeg	22 – 24 Vancouver, BC	25 – 27 Philadelphia, PA	22 – 24 Regina, SK	15 – 17 Toronto, ON
	28 – 30 Edmonton, AB	30 – 1 San Francisco, CA	29 – 1 Boston, MA	27 – 29 San Francisco, CA	30 – 2 Phoenix, AZ	20 – 22 San Francisco, CA
COBIT® Fundamentals		12 – 13 Philadelphia, PA		21 – 22 Chicago, IL		2 – 3 San Francisco, CA
ISO 27002 Foundations	22 – 23 Chicago, IL		20 – 21 San Francisco, CA			15 – 16 Toronto, ON
PRACTITIONER LEVEL CERTIFICATION						
ITIL Practitioner: Operational Support & Analysis (Official ITIL V3 Capability Certification)		24 – 27 Scottsdale, AZ	28 – 1 Toronto, ON		9 – 12 Washington, DC	
ITIL Practitioner: Release, Control & Validation (Official ITIL V3 Capability Certification)		24 – 27 Scottsdale, AZ	28 – 1 Toronto, ON		9 – 12 Washington, DC	
ITIL Practitioner: Service Offerings & Agreements (Official ITIL V3 Capability Certification)		24 – 27 Scottsdale, AZ	28 – 1 Toronto, ON		9 – 12 Washington, DC	
ITIL Practitioner: Planning, Protection & Optimization (Official ITIL V3 Capability Certification)		24 – 27 Scottsdale, AZ	28 – 1 Toronto, ON		9 – 12 Washington, DC	
ITIL Practitioner: How To Conduct An IT Service Management Process Assessment		26 – 27 Toronto, ON		25 – 26 San Francisco, CA		9 – 10 Chicago, IL
ITIL Practitioner: How To Define & Implement A CMDB According To ITIL Best Practices	12 – 13 Toronto, ON			25 – 26 San Francisco, CA		6 – 7 Chicago, IL
ITIL Practitioner: How To Define & Implement A Service Catalog According To ITIL Best Practices (Official ITIL V3 Complementary Guidance Course)	14 – 16 Toronto, ON			27 – 29 San Francisco, CA		8 – 10 Chicago, IL
MANAGER LEVEL CERTIFICATION						
ITIL Manager: Service Strategy (Official ITIL V3 Lifecycle Certification)		24 – 27 Scottsdale, AZ	28 – 1 Toronto, ON		9 – 12 Washington, DC	
ITIL Manager: Service Design (Official ITIL V3 Lifecycle Certification)		24 – 27 Scottsdale, AZ	28 – 1 Toronto, ON		9 – 12 Washington, DC	
ITIL Manager: Service Transition (Official ITIL V3 Lifecycle Certification)		24 – 27 Scottsdale, AZ	28 – 1 Toronto, ON		9 – 12 Washington, DC	
ITIL Manager: Service Operation (Official ITIL V3 Lifecycle Certification)		24 – 27 Scottsdale, AZ	28 – 1 Toronto, ON		9 – 12 Washington, DC	
ITIL Manager: Continual Service Improvement (Official ITIL V3 Lifecycle Certification)		24 – 27 Scottsdale, AZ	28 – 1 Toronto, ON		9 – 12 Washington, DC	
Developing A Vision & Strategy For IT Service Management		30 – 31 San Francisco, CA				
The Implementation Road Map For IT Service Management			1 – 3 San Francisco, CA			
ITIL Manager: V2 – V3 Service Manager Bridging Course (Official ITIL V3 "Expert" Certification)		30 – 3 Toronto, ON		18 – 22 Washington, DC		6 – 10 Chicago, IL
ITIL Manager: ITIL Service Manager Program (Official ITIL V2 "Masters" Certification)	Classroom: July 19 – 23 Classroom: August 2 – 6 Exams: August 19 – 20 San Francisco, CA					
NEW! Managing Across The Lifecycle (Official ITIL Expert Certification)		9 – 13 San Francisco, CA			15 – 19 Chicago, IL	

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