INFORMATION FOR PROJECT MANAGEMENT PROFESSIONALS (PMPs)

Pink Elephant is a global Registered Education Provider with the Project Management Institute (PMI). As such, we are able to issue Category Three Professional Development Units (PDUs) to Project Management Professionals worldwide. By attending a Pink Elephant course, you qualify to receive PDUs towards your Project Management Practitioner (PMP) certification. PMPs have to obtain 60 PDUs every three (3) years to maintain their designation. One PDU is equal to one hour of structured learning.

The following is an overview of our current education programs where you are eligible to obtain PDUs (visit www.pinkelephant.com to access full course descriptions):

Foundation Level		
Course	**Area Of Focus**	**Certification/PDUs**
ITIL V2		
ITIL IT Service Management Essentials	Details the concepts, terms, definitions, goals, benefits and relationships within the 10 core ITIL Service Support and Service Delivery processes, plus the Service Desk function.	Foundation Certificate In IT Service Management (this is a prerequisite for Practitioner and Management Certification); 14 PDUs
ITIL V3		
ITIL V3 Foundations	Provides an overview of the IT Service Management Lifecycle and its supporting processes, functions and roles.	Foundation Certificate In IT Service Management (this is a prerequisite for Intermediate and Advanced Certification); 18 PDUs
V2-V3 Foundations Bridging Course	Provides a very intense and focused overview of the new and modified topics in ITIL V3.	Foundation Certificate In IT Service Management (this is a prerequisite for Intermediate and Advanced Certification); 7 PDUs
How To Use ITIL V3 In IT Operations	Provides a focused look at the processes related to the Service Operation and Service Transition phases of the service lifecycle.	This is a non-certification ITIL course; 13 PDUs
Complementary Education		
COBIT Foundations	Examines in detail the 4 domains of COBIT, how the framework helps guide overall IT governance and control, and how it integrates with other best practice frameworks.	Certificate of completion is awarded by Information Systems Audit and Control Association; 18 PDUs

(cont'd)

Practitioner Level		
Course	**Area Of Focus**	**Certification/PDUs**
ITIL V2		
ITIL Practitioner: Configuration, Change & Release Management	Focuses on the interdependent processes of Configuration, Change and Release Management.	Practitioner Certificate in IT Service Management: ITIL Practitioner Release & Control; 38 PDUs
ITIL Practitioner: Service Desk, Incident & Problem Management	Focuses on the interdependent processes of Incident and Problem Management, plus the Service Desk function.	Practitioner Certificate in IT Service Management: ITIL Practitioner Support & Restore; 38 PDUs
ITIL Practitioner: Service Level & Financial Management	Focuses on how to effectively budget, cost and charge for IT services with SLM and Financial Management.	Practitioner Certificate in IT Service Management: ITIL Practitioner Agree & Define; 38 PDUs
ITIL Practitioner: Availability, Capacity & IT Service Continuity Management	Focuses on how to properly plan for and improve service quality parameters such as Availability, Capacity and Continuity Management.	Practitioner Certificate in IT Service Management: ITIL Practitioner Plan & Improve; 38 PDUs
ITIL V3		
Continual Service Improvement (An ITIL V3 Intermediate Level – Service Lifecycle course)	Identify the steps required for implementing a successful CSI practice and how to incorporate it into an ITIL program/project.	ITIL Diploma Qualification: Continual Service Improvement Certificate *(PDUs TBC)*
Complementary Education		
How To Define & Implement Processes According To ITIL Best Practices	Examines how to re-engineer and improve IT business processes to increase efficiency and reduce costs in your IT department.	Practitioner Certificate in How To Define & Implement Processes According To ITIL Best Practices ; 19 PDUs
How To Create A CMDB According To ITIL Best Practices	Explores the Configuration Management Database (CMDB) in depth as a critical resource for almost all other ITSM disciplines.	This is a non-certification ITIL course; 13 PDUs
How To Create A Service Catalog According To ITIL Best Practices	Provides insight on how the Service Catalog, and its role in defining IT services, helps to achieve greater alignment with the business.	This is a non-certification ITIL course; 13 PDUs

(cont'd)

Management Level		
Course	**Area Of Focus**	**Certification/PDUs**
ITIL V2		
ITIL Service Manager Program	The most comprehensive ITIL certification course available, covering how to apply, manage and analyze ITIL processes in your organization.	Manager's Certificate In IT Service Management; 85 PDUs
ITIL V3		
V2-V3 Service Manager Bridging Course	Provides a very intense and focused exploration of the new and modified topics in ITIL V3 from a strategic, advanced level.	ITIL Diploma in IT Service Management; 38 PDUs
Complementary Education		
Developing A Vision & Strategy For IT Service Management	Offers guidance on building a vision and strategy for IT Service Management, with consideration given to IT and corporate governance.	This is a non-certification ITIL course; 13 PDUs
The Implementation Road Map For IT Service Management	Learn all of the critical success factors required to build and execute implementation plans for an improved IT Service Management operation	This is a non-certification ITIL course; 19 PDUs

How To Acquire & Report Your PDUs

Each of the above courses carries a specific number of PDUs. After attending a course, Pink Elephant will send you a reminder e-mail indicating the number of PDUs you have acquired. You are responsible for reporting qualifying activities to the Project Management Institute as they occur.

PDUs should be reported using the online PDU Resources system at www.pmi.org. The online system also allows you to view your transcripts to confirm that PDUs have been posted.

If you are unable to report PDUs online, you may complete and mail/fax the Continuing Certification Requirements Activity Reporting Form available on PMI's website. You will also be asked to supply a 'Provider ID' when you report your PDUs. Pink Elephant's provider ID is **2457.**

If you have any questions about submitting your PDUs, please contact PMI Customer Care at 1-610-356-4600 (option 8 from phone menu) or e-Mail customercare@pmi.org.