



Education Schedule-At-A-Glance: January To June 2015
















































Self-Paced Learning
Learn at your pace at your own time



Live, Instructor-Led Online
Learn from your home or office in a regularly scheduled class (Central Time)



Public Classroom
Offered at a specific time, date & location

Courses	January	February	March	April	May	June
ITIL® FOUNDATION CERTIFICATION						
ITIL Foundation   	Toronto (19-21) Central Time (26-28)	Chicago (2-4) Las Vegas (13-15) Central Time (23-25)	Washington (9-11) San Francisco (23-25) Central Time (30-1)	Toronto (13-15) Chicago (20-22) Central Time (27-29)	Philadelphia (4-6) Central Time (20-22) San Francisco (27-29)	Toronto (15-17) Chicago (22-24) Central Time (24-26)
ITIL CAPABILITY CERTIFICATION						
ITIL Operational Support & Analysis   	Central Time (19-23)	Las Vegas (11-15)			Central Time (11-15)	Toronto (8-12)
ITIL Release, Control & Validation   		Las Vegas (11-15)	Central Time (9-13)		San Francisco (11-15)	
ITIL Service Offerings & Agreements  		Las Vegas (11-15) Central Time (23-27)		Washington (13-17)		Central Time (1-5)
ITIL Planning, Protection & Optimization  	Central Time (26-30)	Las Vegas (11-15)			Central Time (4-8)	
ITIL LIFECYCLE CERTIFICATION						
ITIL Service Strategy  		Las Vegas (12-15)	Central Time (16-19)	Chicago (7-10)		Central Time (15-18)
ITIL Service Design   		Las Vegas (12-15)	Central Time (23-26)			
ITIL Service Transition   	Central Time (12-15)	Las Vegas (12-15)			Central Time (19-22)	
ITIL Service Operation   	Central Time (6-9)	Las Vegas (12-15)	Chicago (9-12)		Central Time (26-29)	
ITIL Continual Service Improvement   		Las Vegas (12-15)		Central Time (20-23)		Central Time (8-11)
ITIL EXPERT CERTIFICATION						
Managing Across The Lifecycle  		Las Vegas (11-15)		Central Time (27-1)		
COBIT® CERTIFICATION						
COBIT 5 Foundation  		Las Vegas (19-21)		Central Time (8-10)		
ISO CERTIFICATION						
ISO/IEC 27002 Foundation: Developing Capabilities In Security Management Activities 						
LEAN IT CERTIFICATION						
Lean IT Foundation: Using Lean Principles For Continual Service Improvement  		Las Vegas (19-20)		Central Time (16-17)		
ITAM CERTIFICATION						
NEW! IT Asset Management Professional  		Las Vegas (14-15)	Central Time (9-10)			Central Time (22-23)
NEW! Certified Software Asset Manager  		Las Vegas (19-20)	Central Time (11-12)			Central Time (24-25)
PMP Certification Course						
NEW! PMP Exam Preparation 			Central Time February 9-10, February 26-27 & March 9		Central Time May 4-5, May 14-15 & May 29	
"HOW TO" INSTRUCTIONAL WORKSHOPS						
How To Define & Implement A Service Catalog  		Las Vegas (19-20)			Central Time (11-12)	
How To Define & Implement A CMDB According To ITIL Best Practices  		Las Vegas (14-15)			Central Time (13-14)	
Problem Management: Root Cause Analysis Workshop 		Las Vegas (19-20)				Central Time (4-5)
IT Service Management Strategic Roadmap 		Las Vegas (19)				Central Time (4-5)
Service Catalog Implementation Overview 						
Implementing IT Service Management Boot Camp  		Las Vegas (19-21)				Central Time (1-3)
NEW! The ITSM Leadership MasterClass 		Las Vegas (19)				
NEW! How To Measure, Improve & Manage The Effectiveness Of Your Service Level Management Processes 		Las Vegas (19)				
CONFERENCES & SPECIAL EVENTS						
19 th Annual International IT Service Management Conference & Exhibition		Las Vegas (15-18)				

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