



Education Schedule-At-A-Glance: January To June 2012

Courses	January	February	March	April	May	June
ONLINE COURSES						
ITIL® Foundations Self-Paced Online (Official ITIL Foundation Certification)	Learn at your own pace through your computer from anywhere at anytime. Contact 1-888-273-PINK for details.					
ITIL Awareness Overview Self-Paced Online						
Service Catalog Implementation Overview Self-Paced Online						
ISO/IEC 27002 Foundation Self-Paced Online						
ITIL Foundations Instructor-Led Online (Official ITIL Foundation Certification) (9:00am – 5:00pm, 18 hours of instruction time over 4 days.)		6 – 9 Eastern Time			22 – 25 Eastern Time	
FOUNDATION LEVEL CERTIFICATION						
ITIL Foundations Public Classroom (Official ITIL Foundation Certification)	16 – 18 Toronto, ON	1 – 3 Phoenix, AZ	12 – 14 San Francisco, CA	2 – 4 Raleigh, NC	2 – 4 Denver, CO	4 – 6 Philadelphia, PA
	18 – 20 Dallas, TX	6 – 8 Philadelphia, PA	14 – 16 Washington, DC	11 – 13 Houston, TX	9 – 11 Washington, DC	11 – 13 San Francisco, CA
	23 – 25 Chicago, IL	17 – 19 Las Vegas, NV	21 – 23 Toronto, ON	16 – 18 Chicago, IL	15 – 17 Vancouver, BC	18 – 20 Chicago, IL
	30 – 1 New York, NY	23 – 25 Las Vegas, NV	26 – 28 Ottawa, ON	25 – 27 Calgary, AB	30 – 1 Toronto, ON	19 – 21 Ottawa, ON
				30 – 2 Seattle, WA		
COBIT® Fundamentals		18 – 19 Las Vegas, NV	19 – 20 Toronto, ON		7 – 8 Washington, DC	
ISO/IEC 20000 Foundation (Official ITIL Complementary Guidance Course)				2 – 4 Toronto, ON		4 – 6 Washington, DC
PRINCE2® Foundations					14 – 16 Washington, DC	
PRACTITIONER LEVEL CERTIFICATION						
ITIL Practitioner: Operational Support & Analysis (Official ITIL Capability Certification)	10 – 13 San Francisco, CA	16 – 19 Las Vegas, NV				4 – 8 Chicago, IL
ITIL Practitioner: Release, Control & Validation (Official ITIL Capability Certification)		16 – 19 Las Vegas, NV	13 – 16 Washington, DC			11 – 15 Toronto, ON
ITIL Practitioner: Service Offerings & Agreements (Official ITIL Capability Certification)		16 – 19 Las Vegas, NV	6 – 9 Toronto, ON		7 – 11 San Francisco, CA	
ITIL Practitioner: Planning, Protection & Optimization (Official ITIL Capability Certification)		16 – 19 Las Vegas, NV				
ITIL Practitioner: How To Define & Implement A Service Catalog According To ITIL Best Practices (Official ITIL Complementary Guidance Course)	25 – 27 Toronto, ON	23 – 25 Las Vegas, NV	14 – 16 San Francisco, CA			
PRINCE2 Practitioner					17 – 18 Washington, DC	
MANAGER LEVEL CERTIFICATION						
ITIL Manager: Service Strategy (Official ITIL Lifecycle Certification)	24 – 27 Washington, DC	16 – 19 Las Vegas, NV		30 – 3 San Francisco, CA		
ITIL Manager: Service Design (Official ITIL Lifecycle Certification)		16 – 19 Las Vegas, NV	20 – 23 Washington, DC		22 – 25 Chicago, IL	
ITIL Manager: Service Transition (Official ITIL Lifecycle Certification)		16 – 19 Las Vegas, NV				5 – 8 Washington, DC
ITIL Manager: Service Operation (Official ITIL Lifecycle Certification)		16 – 19 Las Vegas, NV		10 – 13 Chicago, IL		
ITIL Manager: Continual Service Improvement (Official ITIL Lifecycle Certification)	17 – 20 Chicago, IL	16 – 19 Las Vegas, NV	27 – 30 Toronto, ON			
Managing Across The Lifecycle (Official ITIL Expert Certification)		15 – 19 Las Vegas, NV	19 – 23 Toronto, ON	23 – 27 Chicago, IL		25 – 29 San Francisco, CA
NON-CERTIFICATION COURSES						
ITSM In Action: The Apollo 13 Simulation Workshop	This team-based workshop is delivered onsite only. Call for details.					
ITIL Practitioner: How To Conduct An IT Service Management Process Assessment		23 – 24 Las Vegas, NV				
ITIL Practitioner: How To Define & Implement A CMDB According To ITIL Best Practices	23 – 24 Toronto, ON	18 – 19 Las Vegas, NV	12 – 13 San Francisco, CA			
The Implementation Road Map For IT Service Management		23 – 25 Las Vegas, NV				
CONFERENCES & SPECIAL EVENTS						
16 th Annual IT Service Management Conference & Exhibition		19 – 22 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 2012

Courses	July	August	September	October	November	December
ONLINE COURSES						
ITIL® Foundations Self-Paced Online (Official ITIL Foundation Certification)	Learn at your own pace through your computer from anywhere at anytime. Contact 1-888-273-PINK for details.					
ITIL Awareness Overview Self-Paced Online						
Service Catalog Implementation Overview Self-Paced Online						
ISO/IEC 27002 Foundation Self-Paced Online						
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FOUNDATION LEVEL CERTIFICATION						
ITIL Foundations Public Classroom (Official ITIL Foundation Certification)	10 – 12 Phoenix, AZ	8 – 10 Washington, DC	10 – 12 San Francisco, CA	1 – 3 Philadelphia, PA	7 – 9 Raleigh, NC	3 – 5 San Francisco, CA
	18 – 20 Boston, MA	13 – 15 New York City, NY	19 – 21 Ottawa, ON	3 – 5 Orlando, FL	12 – 14 Washington, DC	10 – 12 Ottawa, ON
	23 – 25 Dallas, TX	13 – 15 Scottsdale, AZ	24 – 26 Toronto, ON	15 – 17 Denver, CO	13 – 15 Vancouver, BC	10 – 12 Chicago, IL
	30 – 1 Toronto, ON	27 – 29 Chicago, IL	25 – 27 Houston, TX	22 – 24 Seattle, WA	26 – 28 Toronto, ON	17 – 19 Phoenix, AZ
		28 – 30 Atlanta, GA		23 – 25 Chicago, IL		
COBIT® Fundamentals		20 – 21 Scottsdale, AZ				13 – 14 Chicago, IL
ISO/IEC 20000 Foundation (Official ITIL Complementary Guidance Course)		13 – 15 Scottsdale, AZ	24 – 26 Chicago, IL			5 – 7 San Francisco, CA
PRINCE2® Foundations	16 – 18 San Francisco, CA	20 – 22 Scottsdale, AZ			5 – 7 Chicago, IL	
PRACTITIONER LEVEL CERTIFICATION						
ITIL Practitioner: Operational Support & Analysis (Official ITIL Capability Certification)		20 – 23 Scottsdale, AZ	24 – 28 Toronto, ON		12 – 16 Washington, DC	10 – 13 Orlando, FL
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The Implementation Road Map For IT Service Management		13 – 15 Scottsdale, AZ				

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