

Pink Elephant Course Schedule January - June 2013

| ITIL® IT Service Management Certifications and Courses | | | | | | | | |
|---|----------|---------------------|---|-----------------|---------------------|------------------|-----------------------|------------------|
| Course Description | Duration | Location | Jan | Feb | March | April | May | Jun |
| Executive ITIL® Overview | ½ day | At your Convenience | | | | | | |
| ITIL® Overview | 1 day | At your Convenience | | | | | | |
| Polestar ITIL® Simulation (10-18 people) | 1 day | At your Convenience | | | | | | |
| Self Paced Online ITIL® Overview | n/a | At your Convenience | | | | | | |
| ITIL® Foundation Self Paced Online | n/a | At your Convenience | | | | | | |
| ITIL® Service Catalogue | 2 days | JHB | | 4-5 | | | 13-14 | |
| Software Asset Management (SAM) Essentials | 3 days | JHB | | | 4-6 | | | |
| ITIL® Foundation | 3 days | JHB | 14-15 / 21-23 | 4-6 / 25-27 | 6-8 / 18-20 / 25-27 | 8-10 / 22-24 | 6-8 / 20-22 | 3-5 / 18-20 |
| | | CPT | | 25-27 | 25-27 | 22-24 | 6-8 | 24-26 |
| ITIL® Intermediate: Capability Modules | | | | | | | | |
| ♦ ITIL® Intermediate: Operational Support & Analysis | 4 days | JHB | 21-24 | | 11-14 | | 27-30 | |
| | | CPT | | 18-22 | | | | |
| ♦ ITIL® Intermediate: Release, Control & Validation | 4 days | JHB | | 11-14 | | 8-11 | | 24-27 |
| | | CPT | | | 11-14 | | | 3-6 |
| ♦ ITIL® Intermediate: Service Offerings & Agreements | 4 days | JHB | | 25-28 | | | 13-16 | |
| | | CPT | | | | 15-18 | | |
| ♦ ITIL® Intermediate: Planning, Protection & Optimisation | 4 days | JHB | | | 4-7 | | | 3-6 |
| | | CPT | | | | | 27-30 | |
| ITIL® Intermediate: Lifecycle Modules | | | | | | | | |
| ♦ ITIL® Intermediate: Service Strategy | 3 days | JHB | 28-30 | | | 22-24 | | |
| | | CPT | | 4-6 | | | | |
| ♦ ITIL® Intermediate: Service Design | 3 days | JHB | | 25-27 | | | 6-8 | |
| | | CPT | | | 4-6 | | | |
| ♦ ITIL® Intermediate: Service Transition | 3 days | JHB | | | 4-6 | | 27-29 | |
| | | CPT | | | | 8-10 | | |
| ♦ ITIL® Intermediate: Service Operation | 3 days | JHB | | 4-6 | | 8-10 | | 3-5 |
| | | CPT | 28-30 | | | | | 10-12 |
| ♦ ITIL® Intermediate: Continual Service Improvement | 3 days | JHB | | 11-13 | | 3-5 | | 24-26 |
| | | CPT | | | | | 20-22 | |
| ♦ ITIL® Managing Across the Lifecycle | 5 days | JHB | | | 11-15 | | | 24-28 |
| Course Description | | | | | | | | |
| Personal Education Pass | 1 year | JHB/CPT | Attend any courses required to achieve 22 credits and ITIL® Expert status | | | | | |
| Team Education Pass | 1 year | JHB/CPT | Unlimited ITIL® training for a team of 6 delegates for a year | | | | | |
| Practitioner Team Ticket | 1 year | JHB/CPT | Need a specialised team? - Send 4 delegates on each of the ITIL® Capability courses over a year | | | | | |
| Management Team Ticket | 1 year | JHB/CPT | Need a specialised team? Send 5 delegates on each of the ITIL® Lifecycle courses over a year | | | | | |
| IT Governance & ISO Certifications | | | | | | | | |
| Course Description | Duration | Location | Jan | Feb | March | April | May | Jun |
| ISO/IEC 20000 Foundation | 3 days | JHB | | 11-13 | | | 13-15 | |
| ISO 27002 Foundation | 2 days | JHB | | | 7-8 | | | 6-7 |
| COBIT® Foundation | 3 days | JHB | | 18-20 | | 15-17 | | 18-20 |
| PRINCE2 Project Management Certifications | | | | | | | | |
| Course Description | Duration | Location | Jan | Feb | March | April | May | Jun |
| PRINCE2® Foundation | 3 days | JHB | 21-23 | | 11-13 | | 27-29 | |
| ♦ PRINCE2® Practitioner | 2 days | JHB | 24-25 | | 14-15 | | 30-31 | |
| ♦ PRINCE2® 2009 Conversion / Re-Accreditation | 2 days | JHB | 24-25 | | 14-15 | | 30-31 | |
| PRINCE2® Fast Track | 5 days | JHB | 21-25 | | 11-15 | | 27-31 | |
| Service Desk Certifications and Courses | | | | | | | | |
| Course Description | Duration | Location | Jan | Feb | March | April | May | Jun |
| Call Coaching for Service Desks | 1 day | JHB | | 14 | | 11 | | |
| Service Desk & Support Analyst | 3 days | JHB | | 18-20 | | 22-24 | | |
| Service Desk & Support Manager | 4 days | JHB | | | 11-14 | | | 10-13 |
| Web-based exams | | | | | | | | |
| | | Location | Jan | Feb | March | April | May | Jun |
| ITIL® exam days available Fridays at 9am, 11am, 1pm | | JHB | 4 / 11 / 18 / 25 | 1 / 8 / 15 / 22 | 1 / 8 / 15 / 22 | 5 / 12 / 19 / 26 | 3 / 10 / 17 / 24 / 31 | 7 / 14 / 21 / 28 |

♦ Please note that pre-requisites are required for these courses. Please contact Pink Elephant for further information.

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Dates above may change without prior notice.