

## Pink Elephant Course Schedule January - June 2013

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Physical Coloring ControlP dep AllP dep All	Self Paced Online ITIL <sup>®</sup> Overview	n/a	At your Convenience							
Schlums Asset Manugament (SM) Essentials         3 dags         3 HB         1 MP         1 4 1 5 1 2         4 4 6 1 52.7         6 8 1 1 5 2 (1 2 2 4)         6 8 1 0 2 2 3         5 1 1 5 0           ITL <sup>®</sup> foundation         3 agg         4 HB         1 4 1 5 1 2 3         6 1 1 2 2 4         6 1 1 2 2 4         6 8 1 0 2 2 4         6 8 1 0 2 2 4         6 8 1 0 2 2 4         6 8 1 0 2 4         6 8 1 0 2 4         6 8 1 0 2 1 0 2 4         6 8 1 0 2 1 0 2 4         6 8 1 0 2 1 0 2 4         6 8 1 0 2 1 0 2 4         6 8 1 0 2 1 0 2 4         6 8 1 0 2 1 0 2 4         6 8 1 0 2 1 0 2 4         6 8 1 0 2 1 0 2 4         6 8 1 0 2 1 0 2 1 0 1 1 1 1 1 0 4         6 8 1 0 2 1 0 1 1 1 1 1 0 4         6 8 1 0 2 1 0 1 1 1 1 1 0 4         6 8 1 0 2 1 0 1 1 1 1 1 0 1 0 4 2 4 2 1 1 1 1 1 0 1 0 4 2 4 2 1 1 1 1 1 0 1 0 4 2 4 0 1 1 1 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1	ITIL <sup>®</sup> Foundation Self Paced Online	n/a	At your Convenience							
Implementation         3 drags         Julie         14 H3 [21-2]         4 4 / 25 27         6 3 / 16 20 / 25 47         6 H0 / 72 24         7 H0 / 72 24 <td>ITIL<sup>®</sup> Service Catalogue</td> <td>2 days</td> <td>JHB</td> <td></td> <td>4-5</td> <td></td> <td></td> <td>13-14</td> <td></td>	ITIL <sup>®</sup> Service Catalogue	2 days	JHB		4-5			13-14		
The Partner The Partner <b< td=""><td>Software Asset Management (SAM) Essentials</td><td>3 days</td><td>JHB</td><td></td><td></td><td>4-6</td><td></td><td></td><td></td></b<>	Software Asset Management (SAM) Essentials	3 days	JHB			4-6				
Hill         Intermediate         Capability Modules         Note         Note <th< td=""><td>ITIL<sup>®</sup> Foundation</td><td>3 days</td><td></td><td>14-15 / 21-23</td><td></td><td></td><td></td><td></td><td></td></th<>	ITIL <sup>®</sup> Foundation	3 days		14-15 / 21-23						
Initial Intermediate Operational Support & Analysis         4 days operational Support &			CPT		25-27	25-27	22-24	6-8	24-26	
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Oll II. "International in Research, Catholic Vancence on A sequence on A sequ	◊ ITIL <sup>®</sup> Intermediate: Operational Support & Analysis	4 days	CPT	2124				21 00		
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Image         Image <t< td=""><td>A ITIL® Intermediate: Service Offerings &amp; Agreements</td><td>4 days</td><td>JHB</td><td></td><td>25-28</td><td>11719</td><td></td><td>13-16</td><td>J-U</td></t<>	A ITIL® Intermediate: Service Offerings & Agreements	4 days	JHB		25-28	11719		13-16	J-U	
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Initial Intermediate: Saviols Statutgy3 digs3	◊ ITIL <sup>®</sup> Intermediate: Planning, Protection & Optimisation	4 days				4-1		27-30	3-0	
0 III "Internation Service Disary         3 days         OPT         4-6         Image: Control Service Disary           0 ITIL "Internadate: Service Disary         3 days	ITIL <sup>®</sup> Intermediate: Lifecycle Modules									
Off III         Internetiate         Service Design         3 days         UHB CPT         46         Image: CPT         4.6         Image: CPT         4.6         Image: CPT         4.6         Image: CPT         1mage: CPT         2mage: CPT </td <td>♦ ITIL<sup>®</sup>Intermediate: Service Strategy</td> <td>3 days</td> <td></td> <td>28-30</td> <td>4.6</td> <td></td> <td>22-24</td> <td></td> <td></td>	♦ ITIL <sup>®</sup> Intermediate: Service Strategy	3 days		28-30	4.6		22-24			
Intl         Intl <t< td=""><td>A ITII <sup>®</sup>Intermediate: Section Design</td><td>3 dave</td><td></td><td></td><td></td><td></td><td></td><td>6-8</td><td></td></t<>	A ITII <sup>®</sup> Intermediate: Section Design	3 dave						6-8		
0 II C 'Intermediate: Service Transition         3 days         CPT         Image of the service transition         3 days         CPT         28-30         Image of the service transition         3 days         Image of the service transition         3	VIIIL Intermediate: Service Design	5 uays						07.00		
of TIL® Intermediate: Service Operation3 daysJHB CPF4.4 PCF8.103.5 PCF3.5 PCF3.5 PCF3.5 PCF24.26 PCF0 TIL® Managing Across the Lifecycle5 daysJHB11-133.520.22 PCF24.26 PCF0 TIL® Managing Across the Lifecycle5 daysJHB11-133.520.22 PCF24.26 PCF0 TIL® Managing Across the Lifecycle5 daysJHB11-1311-1510.0224.28 PCF0 TIL® Managing Across the Lifecycle5 daysJHB11-1311-1510.0224.28 PCF0 TIL® Managing Across the Lifecycle1 yearJHB/CPTAttend any yourse required to achieve 22 credits and TIL® Expert status70.00Personal Education Pass1 yearJHB/CPTNeed = specialised team? ->end 4 delegates or each of the TIL® C-publisy courses over a yearManagement Team Ticlet1 yearJHB/CPTNeed = specialised team? ->end 4 delegates or each of the TIL® C-publisy courses over a yearManagement Team Ticlet1 yearJHB/CPTNeed = specialised team? ->end 4 delegates or each of the TIL® C-publisy courses over a yearManagement Team Ticlet1 yearJHB/CPTNeed = specialised team? ->end 4 delegates or each of the TIL® C-publisy courses over a yearManagement Team Ticlet1 yearJHB/CPTNeed = specialised team? ->end 4 delegates or each of the TIL® C-publisy courses over a yearManagement Team Ticlet1 yearJHB/CPTNeed = specialised team? ->end 4 delegates or each of the TIL® C-publisy courses over a year <td< td=""><td>• ITIL<sup>®</sup> Intermediate: Service Transition</td><td>3 days</td><td></td><td></td><td></td><td>4-6</td><td>8-10</td><td>27-29</td><td></td></td<>	• ITIL <sup>®</sup> Intermediate: Service Transition	3 days				4-6	8-10	27-29		
Curl         Curl <th< td=""><td>♦ ITIL<sup>®</sup> Intermediate: Service Operation</td><td>3 days</td><td></td><td></td><td>4-6</td><td></td><td>8-10</td><td></td><td></td></th<>	♦ ITIL <sup>®</sup> Intermediate: Service Operation	3 days			4-6		8-10			
OTH IT         Array of Tr         Image and service improvement         3 days         OPT         Image and service improvement         20.92         Image and service improvement         20.92           OTIL® Annaging Across the Lifecycle         5 days         JHB         Image and service improvement         24.28           Orine Discription         Duration         Location         Image and service improvement         24.28           Present Education Pass         1 year         JHB/CPT         Attend any courses required to achieve 22 credits and TIL® Expert status         Terms and service improvement         7           Present Education Pass         1 year         JHB/CPT         Need a specialised term - Send 4 delegates or a send of the TIL® Capability courses over a year           Present Education Pass         1 year         JHB/CPT         Need a specialised term - Send 4 delegates or a send of the TIL® Capability courses over a year           Management Team Ticket         1 year         JHB/CPT         Need a specialised term - Send 4 delegates or a send of the TIL® Capability courses over a year           ISO/EC 20000 Foundation         Duration         Location         Jan         Feb         March         April         May         Jun           ISO/EC 20000 Foundation         2 days         JHB         21.23         Term image anding anding anding and anding anding anding and anding and andin				28-30	11-13		3-5			
Course Description         Duration         Location         Attend any courses required to achieve 22 credits and ITL® Expert status           Team Education Pass         1 year         JHBICPT         Unlimited ITL® training for a team of 6 delegates for a year           Preschloner Team Ticket         1 year         JHBICPT         Need a specialised team?- Send 4 delegates on each of the ITL® Capability courses over a year           Management Team Ticket         1 year         JHBICPT         Need a specialised team?- Send 4 delegates on each of the ITL® Lifecycle courses over a year           Course Description         Duration         Location         Jan         Feb         March         April         Mag         Jun           ISO/IEC 20000 Foundation         3 days         JHB         11-13         15-17         16-20           COLIF® Foundation         2 days         JHB         16-20         15-17         18-20           COLIF® Foundation         3 days         JHB         21-23         11-13         27-29           PRINCE2® Project Management Certifications         24-25         14-15         30-31         0-11           PRINCE2® Project Management Certifications         27-29         1-11         27-29         1-11           PRINCE2® Project Management Certifications         24-25         14-15         30-31	ITIL <sup>®</sup> Intermediate: Continual Service Improvement	3 days	CPT					20-22		
Personal Education Pass         1 year         JHB/CPT         Attend any courses required to achieve 22 credits and ITU.® 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 exch of the ITIL® Capability courses over a year           Management Team Ticket         1 year         JHB/CPT         Need a specialised team? - Send 4 delegates on exch of the ITIL® Capability courses over a year           Course Description         Duration         Location         Jan         Feb         March         April         Mag         Jun           D202000 Foundation         3 days         JHB         11-13         13-15         6-7           D20202 Foundation         2 days         JHB         18-20         15-17         18-20           D20202 Foundation         Duration         Location         Jan         Feb         March         April         Mary         Jun           D20202 Foundation         3 days         JHB         21-23         11-13         27-29         18-20           OCBIT <sup>®</sup> Foundation         3 days         JHB         21-23         11-13         27-29         14-15         30-31         <	♦ ITIL <sup>®</sup> Managing Across the Lifecycle	5 days	JHB			11-15			24-28	
Team Education Pass1 yearJHBICPTUnlimited ITL® training for a team of 6 delegates for a yearPractitioner Team Ticket1 yearJHBICPTNeed a specialised team? - Send 4 delegates on each of the ITIL® Capability courses over a yearManagement Team Ticket1 yearJHBICPTNeed a specialised team? - Send 4 delegates on each of the ITIL® Longobility courses over a yearIT Governance & ISO CertificationsCourse DescriptionDurationLocationJanFebMarchAprilMayJunISO/ECC 2000 Foundation3 daysJHB11-1313-156-7COURSE Description2 daysJHB18-2015-1718-20COURSE Project Management CertificationsCourse DescriptionDurationLocationJanFebMarchAprilMayJunOPINCE2 <sup>®</sup> Project Management CertificationsCourse DescriptionDurationLocationJanFebMarchAprilMayJunPRINCE2 <sup>®</sup> Project Management CertificationsOPINCE2 <sup>®</sup> Project Management CertificationsOpenseign colspan="4">Openseign colspan="4">Openseign colspan="4">Openseign colspan="4">Openseign colspan="4">Openseign colspan="4">Openseign colspan="4">Openseign colspan="4">Openseign colspan="4">Openseign colspan="4">NavJHBICPTNeed a specialised team? - Send 4 delegates on each of the ITIL® Capability courses over a yearISO Certifications										

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

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Contact Pink Elephant on: Tel: +27 (0)11 656 0020 or e-mail info.africa@pinkelephant.com. Building 11B, The Woodlands Office Park, 140 Western Service Road, Woodmead Dates above may change without prior notice.