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Pink Elephant Course Schedule January - December 2013

ITIL® IT Service Management Certifications and Courses

Course Description	Duration	Location	Jan	Feb	March	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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				5-6		4-5	
Software Asset Management (SAM) Essentials	3 days	JHB			4-6					15-17			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	1-3 / 15-17 29-31	5-7 / 19-21	2-4 / 16-18	1-3 / 21-23	4-6 / 18-20	2-4 / 9-11
		CPT		25-27	25-27	22-24	6-8	24-26	29-31	26-28		28-30	18-20	2-4

ITIL® Intermediate: Capability Modules

Course Description	Duration	Location	Jan	Feb	March	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
◊ ITIL® Intermediate: Operational Support & Analysis	4 days	JHB	21-24		11-14		27-30			22-25	9-12		18-21	
		CPT		18-22					15-18					
◊ ITIL® Intermediate: Release, Control & Validation	4 days	JHB		11-14	8-11		24-27			19-22		14-17		
		CPT			11-14			3-6						
◊ ITIL® Intermediate: Service Offerings & Agreements	4 days	JHB		25-28			13-16			26-29			11-14	
		CPT				15-18					9-12			
◊ ITIL® Intermediate: Planning, Protection & Optimisation	4 days	JHB			4-7			3-6			2-5			
		CPT				27-30							11-14	

ITIL® Intermediate: Lifecycle Modules

Course Description	Duration	Location	Jan	Feb	March	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
◊ ITIL® Intermediate: Service Strategy	3 days	JHB	28-30			22-24			8-10			7-9		
		CPT		4-6					1-3					
◊ ITIL® Intermediate: Service Design	3 days	JHB		25-27			6-8			19-21		28-30		
		CPT			4-6				12-14					
◊ ITIL® Intermediate: Service Transition	3 days	JHB			4-6		27-29				2-4		25-27	
		CPT				8-10						7-9		
◊ ITIL® Intermediate: Service Operation	3 days	JHB		4-6		8-10		3-5		12-14	9-11		4-6	
		CPT	28-30					10-12						
◊ ITIL® Intermediate: Continual Service Improvement	3 days	JHB		11-13		3-5		24-26		26-28		1-3		
		CPT					20-22				2-4			
◊ ITIL® Managing Across the Lifecycle	5 days	JHB			11-15			24-28			16-20			2-6

Course Description	Duration	Location	
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	Jul	Aug	Sep	Oct	Nov	Dec
ISO/IEC 20000 Foundation	3 days	JHB		11-13			13-15				16-18			
ISO 27002 Foundation	2 days	JHB			7-8			6-7				10-11		
COBIT® Foundation	3 days	JHB		18-20		15-17		18-20	5-7			21-23		

PRINCE2 Project Management Certifications

Course Description	Duration	Location	Jan	Feb	March	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
PRINCE2® Foundation	3 days	JHB	21-23		11-13		27-29		15-17		16-18		18-20	
◊ PRINCE2® Practitioner	2 days	JHB	24-25		14-15		30-31		18-19		19-20		21-22	
◊ PRINCE2® 2009 Conversion / Re-Accreditation	2 days	JHB	24-25		14-15		30-31		18-19		19-20		21-22	
PRINCE2® Fast Track	5 days	JHB	21-25		11-15		27-31		15-19		16-20		18-22	

Service Desk Certifications and Courses

Course Description	Duration	Location	Jan	Feb	March	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Call Coaching for Service Desks	1 day	JHB		14		11			4			24		
Service Desk & Support Analyst	3 days	JHB		18-20		22-24				12-14			25-27	
Service Desk & Support Manager	4 days	JHB			11-14			10-13				14-17		
Web-based exams		Location	Jan	Feb	March	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	5 / 12 / 19 / 26	2 / 16 / 23 / 30	6 / 13 / 20 / 27	4 / 11 / 18 / 25	1 / 8 / 15 / 22 / 29	6 / 13 / 20

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

Pink Elephant – World Leaders in Transforming IT Services

PRINCE2 LICENSED AFFILIATE • ITIL ACCREDITED BY iseb Qualifications from BCS • ITIL TRAINING ORGANIZATION ACCREDITED BY Loyalist • ITIL ACCREDITED BY EXIN • SDI Service Desk Institute AUTHORISED TRAINING PARTNER • IT SERVICE MANAGEMENT 20000 AN exin PRODUCT

WHY NOT BRING US IN HOUSE? CONTACT US NOW!
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Dates above may change without prior notice.