

## Nivel Fundamentos

ITIL Foundations		México 25-27	México 22-24	México 26-28	México 25-27	México 28-30	México 27-29
	3 días			Guadalajara 14-16	Monterrey 25-27		Guadalajara 20-22
						Torreón 2-5	Puebla 20-22
ITIL Foundations en Español a Distancia <small>con instructor en línea (4 horas diarias) NUEVO</small>	6 días		8,10,13,15,17	12-16		7,9,11,14,16,18	11-15
ITIL Foundations Online Self-Paced Course <small>Esta modalidad le ofrece hacer más eficientes sus tiempos, en formatos individuales de aprendizaje y la obtención de la certificación acorde a sus necesidades, en donde sea y a su ritmo desde la comodidad de su casa u oficina.</small>							
COBIT® Fundamentals	3 días		México 20-22	Monterrey 26-28		México 21-23	Guadalajara 18-20
ISO/IEC 20000:2011 Essentials	3 días		México 8-10				
ISO/IEC 27001:2005 Foundations <small>Foundations Information Security Certification Course</small>	2 días	México 19-20					México 7-8
BS 25999 Business Continuity	2 días	México 9-10	México 16-17	México 12-13	Monterrey 23-24		Monterrey 7-8
ISO 38500 IT Governance	2 días		México 2-3		México 12-13	Monterrey 17-18	México 4-5
ISO 31000 Risk Management	2 días			México 1-2		México 3-4	Monterrey 4-5
Social Media Essentials For ITSM Professionals <small>NUEVO</small>	2 días	México 19-20				México 17-18	
Fundamentos de CMMi <small>NUEVO</small>	2 días			México 15-16			México 14-15

## Talleres Prácticos

How To Define & Implement Processes According to ITIL Best Practices	2 días		México 1-3	México 5-7	Guadalajara 18-20		
How To Define & Implement a CMDB According to ITIL Best Practices	2 días			México 12-13			
How To Define & Implement a Service Catalog According to ITIL Best Practices	2 días		Monterrey 13-14			México 7-8	
How To Define & Implement a Service Desk According to ITIL Best Practices	2 días						
How To Successfully Integrate External Suppliers With Supplier Management According To ITIL Best Practices <small>NUEVO</small>	2 días				México 23-24		
Measuring, Reporting & Improving The IT Infrastructure According To ITIL Best Practices	2 días	México 23-24					
MAAGTIC Implementation	4 días		México 14-17				México 5-8

## Nivel Intermedio

Intermediate: Operational Support & Analysis (OSA) <small>Official ITIL V3 Capability Certification</small>	5 días	México 16-20	Guadalajara 13-17	Monterrey 12-16		México 14-18	
Intermediate: Release Control & Validation (RCV) <small>Official ITIL V3 Capability Certification</small>	5 días		México 20-24	Guadalajara 26-31	Monterrey 23-27		México 18-22
Intermediate: Service Offerings & Agreements (SOA) <small>Official ITIL V3 Capability Certification</small>	5 días			México 12-16	Guadalajara 16-20	Monterrey 14-18	
Intermediate: Planning, Protection & Optimization (PPO) <small>Official ITIL V3 Capability Certification</small>	5 días					México 21-25	Guadalajara 25-29
Advanced Project Manager (APM) <small>(Curso Sabatino 40 hrs.) Information Security Management Certification NUEVO</small>	7 días	México 14,21,28	México 4,11,18,25	México 12-16		México 12,19,26	México 2,9,16,23

## Nivel Experto

Intermediate Manager Service Strategy (SS) <small>Official ITIL V3 Lifecycle Certification</small>	4 días		México 14-17				
Intermediate Manager Service Design (SD) <small>Official ITIL V3 Lifecycle Certification</small>	4 días			México 13-16			
Intermediate Manager Service Transition (ST) <small>Official ITIL V3 Lifecycle Certification</small>	4 días				México 17-20		
Intermediate Manager Service Operation (SO) <small>Official ITIL V3 Lifecycle Certification</small>	4 días					México 22-25	
Intermediate Manager Continual Service Improvement (CSI) <small>Official ITIL V3 Lifecycle Certification</small>	4 días						México 19-22

## Nivel ITIL Expert

Managing Across The Lifecycle <small>Official ITIL "Expert" Certification</small>	5 días			México 26-30			México 25-29
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## Talleres Ejecutivos

Seminario de Estrategia de ITSM para Ejecutivos	3 días						
The Implementation RoadMap for IT Service Management	3 días						

## Estrategia y Procesos de Negocio

Planeación Estratégica	2 días		México 16-17			México 17-18	
Indicadores Estratégicos	2 días			México 8-9			
Innovación	1 día				México 26-27		
Rediseño de Estrategias Comerciales	2 días		México 23-24			México 17-18	

## Simuladores

Apollo 13 IT Service Management Simulation Game** <small>NUEVO</small>	1 día		México 10		México 20		México 15
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## Eventos Especiales

Public ITIL Overviews	3 hrs.		LAM 15	LAM 14		LAM 9	LAM 13
Conferencias de IT Service Management	2 días					México 24-25	

### Cursos y Eventos

días JULIO AGOSTO SEPTIEMBRE OCTUBRE NOVIEMBRE DICIEMBRE

## Nivel Fundamentos

ITIL Foundations		México 25-27	México 29-31	México 26-28	México 24-26	México 26-28	México 5-7
	3 días	Monterrey 18-20		Guadalajara 20-22		Monterrey 17-19	
			S.L.P. 8-10			Puebla 21-23	
ITIL Foundations en Español a Distancia <i>con instructor en línea (4 horas diarias)</i> NUEVO	6 días		6,8,10,13,15,17	10-14		5,7,9,12,14,16	10-14
ITIL Foundations Online Self-Paced Course <i>Esta modalidad le ofrece hacer más eficientes sus tiempos, en formatos individuales de aprendizaje y la obtención de la certificación acorde a sus necesidades, en donde sea y a su ritmo desde la comodidad de su casa u oficina.</i>							
COBIT® Fundamentals	3 días	Monterrey 23-25	México 20-22			México 21-23	
ISO/IEC 20000:2011 Essentials	3 días		México 8-10				
ISO/IEC 27001:2005 Foundations <i>Foundations Information Security Certification Course</i>	2 días				México 11-12		México 10-11
BS 25999 Business Continuity	2 días	México 12-13		México 3-4	México 4-5	México 5-6	
ISO 38500 IT Governance	2 días		Monterrey 6-7		México 4-5		
ISO 31000 Risk Management	2 días	México 23-24		Monterrey 6-7		México 5-6	
Social Media Essentials For ITSM Professionals	2 días		México 16-17				México 13-14
Fundamentos de CMMi	2 días			México 20-21			México 6-7

## Talleres Prácticos

How To Define & Implement Processes According to ITIL Best Practices	2 días		México 6-8	Monterrey 3-5	Guadalajara 10-12		
How To Define & Implement a CMDB According to ITIL Best Practices	2 días	Monterrey 12-13			México 15-16		
How To Define & Implement a Service Catalog According to ITIL Best Practices	2 días			Guadalajara 3-4			México 6-7
How To Define & Implement a Service Desk According to ITIL Best Practices	2 días	México 5-6		Monterrey 17-18		México 29-30	
How To Successfully Integrate External Suppliers With Supplier Management According To ITIL Best Practices	2 días	Monterrey 5-6			México 22-23		
Measuring, Reporting & Improving The IT Infrastructure According To ITIL Best Practices	2 días		México 20-21				
MAAGTIC Implementation	4 días						

## Nivel Intermedio

Intermediate: Operational Support & Analysis (OSA) <i>Official ITIL V3 Capability Certification</i>	5 días	México 16-20	Guadalajara 13-17	Monterrey 3-4		México 12-16	
Intermediate: Release Control & Validation (RCV) <i>Official ITIL V3 Capability Certification</i>	5 días		México 20-24	Guadalajara 3-7			México 17-21
Intermediate: Service Offerings & Agreements (SOA) <i>Official ITIL V3 Capability Certification</i>	5 días			México 24-28	Guadalajara 22-26		
Intermediate: Planning, Protection & Optimization (PPO) <i>Official ITIL V3 Capability Certification</i>	5 días	Monterrey 23-27			México 15-19	Guadalajara 12-16	
Advanced Project Manager (APM) <i>(Curso Sabatino 40 hrs.) Information Security Management Certification</i> NUEVO	7 días		México 20-24				

## Nivel Experto

Intermediate Manager Service Strategy (SS) <i>Official ITIL V3 Lifecycle Certification</i>	4 días	México 17-20			México 16-19		
Intermediate Manager Service Design (SD) <i>Official ITIL V3 Lifecycle Certification</i>	4 días		México 14-17			México 13-16	
Intermediate Manager Service Transition (ST) <i>Official ITIL V3 Lifecycle Certification</i>	4 días			México 18-21			
Intermediate Manager Service Operation (SO) <i>Official ITIL V3 Lifecycle Certification</i>	4 días				México 23-26		
Intermediate Manager Continual Service Improvement (CSI) <i>Official ITIL V3 Lifecycle Certification</i>	4 días					México 27-30	

## Nivel ITIL Expert

Managing Across The Lifecycle <i>Official ITIL "Expert" Certification</i>	5 días			México 24-28			México 17-21
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## Talleres Ejecutivos

Seminario de Estrategia de ITSM para Ejecutivos	3 días					Caribe 14-16	
The Implementation RoadMap for IT Service Management	3 días				México 29-31		

## Estrategia y Procesos de Negocio

Planeación Estratégica	2 días		México 16-17		México 30-31		
Indicadores Estratégicos	2 días		México 2-3			México 15-16	
Innovación	1 día	México 26-27				México 29-30	
Rediseño de Estrategias Comerciales	2 días			México 27-28			

## Simuladores

Apollo 13 IT Service Management Simulation Game**	1 día		México 10		México 19		México 7
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## Eventos Especiales

Public ITIL Overviews	3 hrs.		LAM 15	LAM 13	LAM 17	LAM 14	
Conferencias de IT Service Management	2 días						



## Cursos

Precios  
USD

### Nivel Fundamentos

ITIL Foundations	3 días	\$1,695
ITIL Foundations en Español a Distancia	6 días	\$890
ITIL Foundations Online Self-Paced Course	N/A	\$475
COBIT® Fundamentals	3 días	\$1,495
ISO/IEC 20000:2011 Essentials	3 días	\$1,695
ISO/IEC 27001:2005 Foundations	2 días	\$1,395
Social Media Essentials For ITSM Professionals	2 días	\$1,395

### Talleres Prácticos

How To Define & Implement Processes According to ITIL Best Practices	2 días	\$1,395
How To Define & Implement a CMDB According to ITIL Best Practices	2 días	\$1,395
How To Define & Implement a Service Catalog According to ITIL Best Practices	2 días	\$1,395
How To Define & Implement a Service Desk According to ITIL Best Practices	2 días	\$1,395
How To Successfully Integrate External Suppliers With Supplier Management According To ITIL Best Practices	2 días	\$1,395
Measuring, Reporting & Improving The IT Infrastructure According To ITIL Best Practices	2 días	\$1,395

### Nivel Intermedio

Intermediate: Operational Support & Analysis (OSA) <i>Official ITIL V3 Capability Certification</i>	5 días	\$2,695
Intermediate: Release Control & Validation (RCV) <i>Official ITIL V3 Capability Certification</i>	5 días	\$2,695
Intermediate: Service Offerings & Agreements (SOA) <i>Official ITIL V3 Capability Certification</i>	5 días	\$2,695
Intermediate: Planning, Protection & Optimization (PPO) <i>Official ITIL V3 Capability Certification</i>	5 días	\$2,695
Advanced Project Manager (APM) <i>(Curso Sabatino 40 hrs.) Information Security Management Certification</i>	7 días	\$1,240

### Nivel Experto

Intermediate Manager Service Strategy (SS) <i>Official ITIL V3 Lifecycle Certification</i>	4 días	\$2,100
Intermediate Manager Service Design (SD) <i>Official ITIL V3 Lifecycle Certification</i>	4 días	\$2,100
Intermediate Manager Service Transition (ST) <i>Official ITIL V3 Lifecycle Certification</i>	4 días	\$2,100
Intermediate Manager Service Operation (SO) <i>Official ITIL V3 Lifecycle Certification</i>	4 días	\$2,100
Intermediate Manager Continual Service Improvement (CSI) <i>Official ITIL V3 Lifecycle Certification</i>	4 días	\$2,100

### Nivel ITIL Expert

Managing Across The Lifecycle <i>Official ITIL "Expert" Certification</i>	5 días	\$2,850
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### Talleres Ejecutivos

Seminario de Estrategia de ITSM para Ejecutivos	3 días	\$3,000
The Implementation RoadMap for IT Service Management (mayo 28,29 y 30)	3 días	\$1,995

### Simuladores

Apollo 13 IT Service Management Simulation Game**	1 día	\$450
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### Eventos Especiales

Public ITIL Overviews	3 hrs.	gratis
Conferencias de IT Service Management	2 días	\$790

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