

Cursos y Eventos

días **ENERO** **FEBRERO** **MARZO** **ABRIL** **MAYO** **JUNIO**

Nivel Fundamentos

ITIL Foundations		3 días	Guayaquil 18-20	Quito 15-17	Guayaquil 14-16	Quito 11-13	Guayaquil 16-18	Loja 6-8
ITIL Foundations en Español a Distancia	6 sesiones de 4 horas en línea	NUEVO	6 días	6,8,10,13,15,18			7,9,11,14,16,18	
ITIL Foundations Online Self-Paced Course	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.							
COBIT® Fundamentals		3 días		Guayaquil 1-3	Quito 20-22		Quito 21-23	Guayaquil 11-13
ISO/IEC 20000:2011 Essentials		3 días		Guayaquil 20-22				
ISO/IEC 27001:2005 Foundations	Foundations Information Security Certification Course	2 días	Quito 23-25					Guayaquil 4-5
Social Media Essentials For ITSM Professionals	NUEVO	2 días	Guayaquil 16-17				Quito 14-15	

Talleres Prácticos

How To Define & Implement Processes According to ITIL Best Practices		2 días		Quito 13-14	Guayaquil 12-13			
How To Define & Implement a CMDB According to ITIL Best Practices		2 días			Quito 19-20			
How To Define & Implement a Service Catalog According to ITIL Best Practices	Government Complementary Guidance Course	2 días		Quito 27-28			Guayaquil 14-15	
How To Define & Implement a Service Desk According to ITIL Best Practices		2 días			Guayaquil 19-20			
How To Successfully Integrate External Suppliers With Supplier Management According To ITIL Best Practices	NUEVO	2 días				Quito 9-10		
Measuring, Reporting & Improving The IT Infrastructure According To ITIL Best Practices		2 días	Quito 16-17					

Nivel Intermedio

Intermediate: Operational Support & Analysis (OSA)	Official ITIL V3 Capability Certification	5 días	Guayaquil 16-20	Quito 13-17	Loja 12-16		Quito 14-18	
Intermediate: Release Control & Validation (RCV)	Official ITIL V3 Capability Certification	5 días		Guayaquil 20-24	Quito 19-23	Loja 23-27		Quito 18-22
Intermediate: Service Offerings & Agreements (SOA)	Official ITIL V3 Capability Certification	5 días			Guayaquil 12-16	Quito 16-20	Loja 14-18	
Intermediate: Planning, Protection & Optimization (PPO)	Official ITIL V3 Capability Certification	5 días					Guayaquil 21-25	Quito 25-29
Advanced Project Manager (APM) (Curso Sabatino 40 hrs.)	Magnament Certificaiton, Módulo No. 1	NUEVO	7 días		Quito			Quito

Nivel Experto

Intermediate Manager Service Strategy (SS)	Official ITIL V3 Lifecycle Certification	4 días		Quito 14-17			Loja 7-10	
Intermediate Manager Service Design (SD)	Official ITIL V3 Lifecycle Certification	4 días			Quito 13-16			Loja 4-8
Intermediate Manager Service Transition (ST)	Official ITIL V3 Lifecycle Certification	4 días				Guayaquil 17-20		
Intermediate Manager Service Operation (SO)	Official ITIL V3 Lifecycle Certification	4 días					Guayaquil 24-27	
Intermediate Manager Continual Service Improvement (CSI)	Official ITIL V3 Lifecycle Certification	4 días		Loja 13-16				Quito 19-22

Nivel ITIL Expert

Managing Across The Lifecycle	Official ITIL "Expert" Certification	5 días			Quito 19-23			Guayaquil 18-22
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Talleres Ejecutivos

Seminario de Estrategia de ITSM para Ejecutivos		3 días						
The Implementation RoadMap for IT Service Management		3 días					México 28-30	

Simuladores

Apollo 13 IT Service Management Simulation Game**	NUEVO	1 día		Quito 13		Quito 23		Guayaquil 18
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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	

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