

### Cursos y Eventos

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

## Nivel Fundamentos

ITIL Foundations		3 días	Caracas 18-20	Caracas 15-17	Caracas 14-16	Caracas 11-13	Caracas 16-18	Maracaibo 6-8
ITIL Foundations en Español a Distancia	6 sesiones de 4 horas en línea <b>NUEVO</b>	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		Caracas 1-3	Caracas 20-22		Caracas 21-23	Caracas 11-13
ISO/IEC 20000:2011 Essentials		3 días		Caracas 20-22				
ISO/IEC 27001:2005 Foundations	Foundations Information Security Certification Course	2 días	Caracas 23-25					Caracas 4-5
Social Media Essentials For ITSM Professionals	<b>NUEVO</b>	2 días	Caracas 16-17				Caracas 14-15	

## Talleres Prácticos

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

## Nivel Intermedio

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

## Nivel Experto

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

## Nivel ITIL Expert

Managing Across The Lifecycle	Official ITIL "Expert" Certification	5 días			Caracas 19-23			Caracas 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**	<b>NUEVO</b>	1 día		Caracas 13		Caracas 23		Caracas 18
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## Eventos Especiales

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

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