

EDUCATION SCHEDULE-AT-A-GLANCE

JULY – DECEMBER 2018

Knowledge Translated Into Results



Self-Paced
Learn at your
pace on your
own schedule.



Virtual
Online at a
specific date
and time.



Public
Offered at a
specific date
time and
location



In-House
Onsite at your
preferred location,
date and time.

COURSES		JUL	AUG	SEPT	OCT	NOV	DEC
BUSINESS PORTFOLIO							
Business Relationship Management Professional			Virtual Class (1-3) Scottsdale, AZ (22-24)		Virtual Class (1-3)		Virtual Class (3-5)
Organizational Change Management Foundation		Virtual Class (9-11)	Scottsdale, AZ (22-24)	Virtual Class (10-12)		Virtual Class (5-7)	
Organizational Change Management Practitioner		Virtual Class (12-13)		Virtual Class (13-14)		Virtual Class (8-9)	
IT PORTFOLIO							
NEW! Integrated Service Management Essentials		Virtual Class (26-27)	Scottsdale, AZ (22-23)	Virtual Class (27-28)	Virtual Class (25-26)	Virtual Class (19-20)	Virtual Class (13-14)
Agile Scrum Foundation			Scottsdale, AZ (22-23)		Virtual Class (18-19)		Virtual Class (6-7)
Certified Agile Scrum Master & Leader		Virtual Class (23-25)				Virtual Class (7-9)	
Certified Hardware Asset Management Professional		Virtual Class (16-17)			Virtual Class (16-17)		
Certified Software Asset Manager			Virtual Class (13-14)			Virtual Class (1-2)	
Defining & Governing Enterprise IT To Deliver Business Value					Virtual Class (29-31)		
NEW! DevOps Essentials		Virtual Class (30-1)	Scottsdale, AZ (22-24)	Virtual Class (19-21)		Virtual Class (14-16)	
NEW! DevOps Leadership		Virtual Class (30-1)	Scottsdale, AZ (22-24)	Virtual Class (24-26)			Virtual Class (10-12)
How To Define & Implement A Service Catalog					Virtual Class (9-10)		
How To Define & Implement A CMDB According to ITIL Best Practices					Virtual Class (11-12)		
ITAM Foundations				Virtual Class (13-14)			Virtual Class (6-7)
ITIL Continual Service Improvement		Virtual Class (17-20)					
ITIL Foundation		Virtual Class (25-27)	Scottsdale, AZ (22-24) Virtual Class (27-29)	Virtual Class (24-26)	Virtual Class (22-24)	Virtual Class (26-28)	Virtual Class (17-19)
ITIL Managing Across The Lifecycle				Virtual Class (17-21)			Virtual Class (17-21)
ITIL Operational Support & Analysis				Virtual Class (24-28)			
ITIL Planning, Protection & Optimization						Virtual Class (5-9)	
ITIL Practitioner		Virtual Class (18-20)			Virtual Class (3-5)		
ITIL Release, Control & Validation							Virtual Class (3-7)
ITIL Service Design			Virtual Class (7-10)				
ITIL Service Offerings & Agreements						Virtual Class (26-30)	
ITIL Service Operation		Virtual Class (10-13)					Virtual Class (10-13)
ITIL Service Strategy				Virtual Class (4-7)			
ITIL Service Transition			Virtual Class (14-17)				
Lean IT Foundation: Understanding Lean IT Principles & Objectives		Virtual Class (30-31)	Scottsdale, AZ (22-23) Virtual Class (30-31)	Virtual Class (27-28)	Virtual Class (29-30)	Virtual Class (29-30)	Virtual Class (20-21)
Lean IT Leadership			Scottsdale, AZ (22-24) Virtual Class (27-29)				Virtual Class (20-21)
Lean IT Kaizen: Implementing Lean IT Practices		Virtual Class (18-20)			Virtual Class (15-17)		
Problem Management: Root Cause Analysis			Virtual Class (23-24)				

CONFERENCES & SPECIAL EVENTS

[PinkFORUM18](#) – IT Service Management Leadership Forum – August 19-21, 2018 – Montelucia, Scottsdale, AZ

[Pink19](#) – 23rd Annual International IT Service Management Conference & Exhibition – February 17-20, 2019 – Bellagio, Las Vegas, NV

Bring us onsite. All of Pink's courses can be delivered at your location.
For course descriptions and more details, visit www.pinkelephant.com or call 1-888-273-PINK.