## EDUCATION SCHEDULE-AT-A-GLANCE
### JANUARY – JUNE 2019

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<th>COURSES</th>
<th>JAN</th>
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<td><strong>BUSINESS PORTFOLIO</strong></td>
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<td>Business Relationship Management Professional</td>
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<td><strong>IT PORTFOLIO</strong></td>
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<td>How To Define &amp; Implement A CMDB According To ITIL</td>
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<td>Virtual Class (13-14)</td>
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<td>Lean IT Foundation; Understanding Lean IT Principles &amp; Objectives</td>
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<td>Virtual Class (23-30)</td>
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<td>Problem Management; Root Cause Analysis Specialist</td>
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<td>Service Catalog Specialist</td>
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<td>PinkFORUM18 – IT Service Management Leadership Forum – August 18-20, 2019 – Montelucia Resort &amp; Spa, Scottsdale, AZ</td>
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<td>Pink20 – 24th Annual International IT Service Management Conference &amp; Exhibition – February 16-19, 2020 – Bellagio, Las Vegas, NV</td>
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## EDUCATION SCHEDULE-AT-A-GLANCE
**JULY – DECEMBER 2019**

### BUSINESS PORTFOLIO
- **Business Relationship Management Professional**
  - Virtual Class (7-9)
  - Virtual Class (2-4)
  - Virtual Class (2-4)
- **Organizational Change Management Foundation**
  - Virtual Class (8-11)
  - Virtual Class (9-11)
  - Virtual Class (4-6)
- **Organizational Change Management Practitioner**
  - Virtual Class (11-12)
  - Virtual Class (12-13)
  - Virtual Class (7-8)

### IT PORTFOLIO
- **Integrated Service Management Essentials**
  - Virtual Class (15-16)
  - Scottsdale, AZ (21-22)
  - Virtual Class (7-8)
  - Virtual Class (9-10)
- **Agile Scrum Foundation**
  - Virtual Class (3-4)
  - Virtual Class (18-19)
- **Certified Agile Scrum Master & Leader**
  - Virtual Class (24-26)
  - Virtual Class (9-11)
  - Virtual Class (11-13)
- **Certified Hardware Asset Management Professional**
  - Virtual Class (22-23)
- **Certified Software Asset Manager**
  - Virtual Class (21-22)
- **Defining & Governing Enterprise IT To Deliver Business Value**
  - Virtual Class (25-26)
  - Virtual Class (17-18)
- **ITAM Foundations**
  - Virtual Class (23-25)
- **NEW!* ITIL 4 Foundation**
  - Virtual Class (11-12)
  - Virtual Class (29-30)
  - Virtual Class (8-9)
  - Scottsdale, AZ (21-22)
  - Virtual Class (10-11)
  - Virtual Class (29-29)
  - Virtual Class (4-5)
  - Virtual Class (21-22)
  - Virtual Class (5-6)
  - Virtual Class (15-17)
- **ITIL v3 Continual Service Improvement**
  - Virtual Class (17-19)
- **ITIL v3 Foundation**
  - Virtual Class (2-4)
- **ITIL v3 Managing Across The Lifecycle**
  - Virtual Class (23-27)
  - Virtual Class (9-13)
- **ITIL v3 Operational Support & Analysis**
  - Virtual Class (12-15)
- **ITIL v3 Planning, Protection & Optimization**
- **ITIL v3 Practitioner**
  - Virtual Class (22-24)
  - Virtual Class (18-20)
- **ITIL v3 Release, Control & Validation**
  - Virtual Class (16-19)
- **ITIL v3 Service Design**
  - Virtual Class (24-26)
- **ITIL v3 Service Offering & Agreements**
- **ITIL v3 Service Operation**
  - Virtual Class (30-1)
- **ITIL v3 Service Strategy**
  - Virtual Class (16-18)
- **ITIL v3 Service Transition**
  - Virtual Class (26-28)
- **Lean IT Foundation: Understanding Lean IT Principles & Objectives**
  - Scottsdale, AZ (21-22)
  - Virtual Class (16-17)
  - Virtual Class (14-15)
- **Lean IT Leadership**
  - Virtual Class (25-27)
- **Lean IT Kaizen: Implementing Lean IT Practices**
  - Virtual Class (30-02)
- **Problem Management: Root Cause Analysis Specialist**
  - Virtual Class (29-30)
- **Service Catalog Specialist**
  - Virtual Class (11-12)

### CONFERENCES & SPECIAL EVENTS
- **PinkFORUM19** – IT Service Management Leadership Forum – August 18-20, 2019 – Montelucia Resort & Spa, Scottsdale, AZ
- **Pink20** – 24th Annual International IT Service Management Conference & Exhibition – February 16-19, 2020 – Bellagio, Las Vegas, NV

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