



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 (3-5) |
| 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 v3 Continual Service Improvement | | Virtual Class (17-20) | | | | |
| ITIL v3 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 v3 Managing Across The Lifecycle | | | | Virtual Class (17-21) | | Virtual Class (17-21) |
| ITIL v3 Operational Support & Analysis | | | | Virtual Class (24-27) | | |
| ITIL v3 Planning, Protection & Optimization | | | | | | Virtual Class (12-15) |
| ITIL v3 Practitioner | | Virtual Class (18-20) | | | Virtual Class (3-5) | |
| ITIL v3 Release, Control & Validation | | | | | | Virtual Class (3-6) |
| ITIL v3 Service Design | | | | | | |
| ITIL v3 Service Offerings & Agreements | | | | | | |
| ITIL v3 Service Operation | | Virtual Class (10-13) | | | | Virtual Class (10-12) |
| ITIL v3 Service Strategy | | | | Virtual Class (5-7) | | |
| ITIL v3 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 (25-26) | 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 (10-12) |
| 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

[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.

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JANUARY – JUNE 2019

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| COURSES | JAN | FEB | MAR | APR | MAY | JUN |
|--|-----|-----------------------|--|--|---|--|
| BUSINESS PORTFOLIO | | | | | | |
| Business Relationship Management Professional | | | Virtual Class (4-6) Las Vegas, NV (21-23) | | Virtual Class (1-3) | Virtual Class (3-5) |
| Organizational Change Management Foundation | | Virtual Class (7-9) | Las Vegas, NV (21-23) | Virtual Class (4-6) | Virtual Class (6-8) | |
| Organizational Change Management Practitioner | | Virtual Class (10-11) | | Virtual Class (7-8) | Virtual Class (9-10) | |
| IT PORTFOLIO | | | | | | |
| NEW! Integrated Service Management Essentials | | Virtual Class (10-11) | Virtual Class (11-12) Las Vegas, NV (21-22) | Virtual Class (14-15) | Virtual Class (11-12) | Virtual Class (9-10) Virtual Class (13-14) |
| Agile Scrum Foundation | | | Las Vegas, NV (16-17) | | Virtual Class (18-19) | Virtual Class (20-21) |
| Certified Agile Scrum Master & Leader | | | | Virtual Class (20-22) | | Virtual Class (17-19) |
| Certified Hardware Asset Management Professional | | Virtual Class (17-18) | | | Virtual Class (15-16) | |
| Certified Software Asset Manager | | | Virtual Class (25-26) | | Virtual Class (23-24) | |
| Defining & Governing Enterprise IT To Deliver Business Value | | | | | Virtual Class (24-26) | |
| NEW! DevOps Essentials | | Virtual Class (23-25) | Las Vegas, NV (21-23) | Virtual Class (25-27) | | Virtual Class (22-24) |
| NEW! DevOps Leadership | | | Las Vegas, NV (21-23) | | Virtual Class (10-12) | Virtual Class (10-12) |
| How To Define & Implement A Service Catalog | | | | | Virtual Class (23-24) | |
| How To Define & Implement A CMDB According To ITIL v3 Best Practices | | | | | Virtual Class (25-26) | |
| ITAM Foundations | | | | Virtual Class (11-12) | | Virtual Class (13-14) |
| NEW! ITIL 4 Foundation | | | Virtual Class (14-15) Las Vegas (15-17) Las Vegas (21-23) Virtual Class (25-26) | Virtual Class (4-5) Virtual Class (11-12) Virtual Class (18-19) Virtual Class (28-29) | Toronto, ON (4-5) Virtual Class (8-9) Philadelphia, PA (15-16) Virtual Class (25-26) | |
| ITIL v3 Continual Service Improvement | | Virtual Class (21-23) | | | | |
| ITIL v3 Foundation | | Virtual Class (28-30) | Virtual Class (25-27) | Virtual Class (25-27) | Virtual Class (29-1) | Virtual Class (29-31) Virtual Class (24-26) |
| ITIL v3 Managing Across The Lifecycle | | | | Virtual Class (18-22) | | Virtual Class (17-21) |
| ITIL v3 Operational Support & Analysis | | | | Virtual Class (26-29) | | |
| ITIL v3 Planning, Protection & Optimization | | | | | Virtual Class (21-24) | |
| ITIL v3 Practitioner | | Virtual Class (14-16) | | | Virtual Class (3-5) | |
| ITIL v3 Release, Control & Validation | | | | | | Virtual Class (3-6) |
| ITIL v3 Service Design | | | Virtual Class (6-8) | | | |
| ITIL v3 Service Offerings & Agreements | | | | | Virtual Class (14-17) | |
| ITIL v3 Service Operation | | | | | Virtual Class (8-10) | |
| ITIL v3 Service Strategy | | | | Virtual Class (18-20) | | |
| ITIL v3 Service Transition | | | Virtual Class (25-27) | | | |
| Lean IT Foundation: Understanding Lean IT Principles & Objectives | | Virtual Class (31-1) | Las Vegas, NV (16-17) Virtual Class (28-1) | Virtual Class (28-29) | Virtual Class (29-30) | Virtual Class (30-31) Virtual Class (27-28) |
| Lean IT Leadership | | | Las Vegas, NV (21-23) | | Virtual Class (17-19) | |
| Lean IT Kaizen: Implementing Lean IT Practices | | Virtual Class (2-4) | | | Virtual Class (1-3) | |
| Problem Management: Root Cause Analysis | | | Virtual Class (25-26) | | | |

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