

Education Schedule-At-A-Glance: November 2014 To March 2015

- Self-Paced Learning: Learn at your pace at your own time
- Live, Instructor-Led Online: Learn from your home or office in a regularly scheduled class (Central Time)
- Public Classroom: Offered at a specific time, date and location

COURSES		NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH
ITIL Foundation Certification						
ITIL Foundation		Washington, DC (10-12) Toronto (12-14) Central Time (17-19)	Chicago (8-10) Toronto (10-12) Central Time (15-17)	Philadelphia (12-14) Toronto (19-21) Central Time (26-28)	Chicago (2-4) Las Vegas (13-15) Central Time (23-25)	Washington (2-4) San Francisco (23-25) Central Time (30-1)
ITIL Capability Certification						
ITIL Operational Support & Analysis		Central Time (3-7)	San Francisco (8-12)	Central Time (19-23)	Las Vegas (11-15)	
ITIL Release, Control & Validation		Toronto (24-28)	Central Time (1-5)		Las Vegas (11-15)	Central Time (9-13)
ITIL Service Offerings & Agreements		Central Time (17-21)			Las Vegas (11-15) Central Time (23-27)	
ITIL Planning, Protection & Optimization				Central Time (26-30)	Las Vegas (11-15)	
ITIL Lifecycle Certification						
ITIL Service Strategy			Central Time (15-18)		Las Vegas (12-15)	Central Time (16-19)
ITIL Service Design		Central Time (3-6)			Las Vegas (12-15)	Central Time (23-26)
ITIL Service Transition		Central Time (10-13)		Central Time (12-15)	Las Vegas (12-15)	
ITIL Service Operation				Central Time (6-9)	Las Vegas (12-15)	Chicago (9-12)
ITIL Continual Service Improvement		San Francisco (3-6)	Central Time (2-5)		Las Vegas (12-15)	
ITIL Expert Certification						
Managing Across The Lifecycle			Central Time (8-12)		Las Vegas (11-15)	
COBIT® Certification						
COBIT 5 Foundation			Toronto (10-12)		Las Vegas (19-21)	
ISO Certification						
ISO/IEC 27002 Foundation: Developing Capabilities In Security Management Activities						
Lean IT Certification						
Lean IT Foundation: Using Lean Principles For Continual Service Improvement			Toronto (10-11) Central Time (4-5)		Las Vegas (14-15)	
ITAM Certification						
IT Asset Management Foundation		Central Time (17-18)	Toronto (10-11)		Las Vegas (14-15)	Central Time (2-3)
Certified Software Asset Manager		Central Time (19-20)	Toronto (10-11)		Las Vegas (19-20)	Central Time (4-5)
PMP® Certification Course						
NEW! PMP Exam Preparation			Central Time November 24-25, December 4-5 & December 12			Central Time February 9-10, February 26-27 & March 6
"How To" Instructional Workshops						
How To Define & Implement A Service Catalog					Las Vegas (19-20)	
How To Define & Implement A CMDB According To ITIL Best Practices		Central Time (5-6)			Las Vegas (14-15)	
Problem Management: Root Cause Analysis Workshop					Las Vegas (19-20)	
IT Service Management Strategic Roadmap					Las Vegas (19)	
Service Catalog Implementation Overview						
Implementing IT Service Management Boot Camp					Las Vegas (19-21)	
The ITSM Leadership MasterClass					Las Vegas (19)	
How To Measure, Improve & Manage The Effectiveness Of Your Service Level Management Processes					Las Vegas (19)	
Conferences & Special Events						
19th Annual International IT Service Management Conference & Exhibition – "Pink15"					Las Vegas (15-18)	
NEW! IT Service Management Conference & Exhibition – North Regional – "PinkNORTH14"			Toronto (8-9)			
Breakfast With Pink		Toronto (20)				

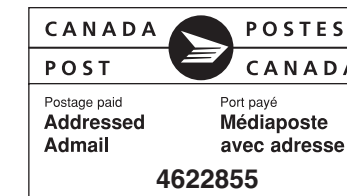
Bring us onsite. All of Pink's courses can be delivered at your location. For course descriptions and more details, visit www.pinkelephant.com or call 1-888-273-PINK.

ITIL® is a registered trade mark of AXELOS Limited. COBIT® 5 is a trademark of ISACA® registered in the United States and other countries.

PinkNORTH14 post-conference courses Pink15 pre and post-conference courses



5575 North Service Road, Suite 200
Burlington, Ontario L7L 6M1



Welcome To Another Issue Of PinkLINK

This quarterly newsletter from Pink Elephant provides valuable information about current industry trends and updates about our products and services.

FALL 2014

LOTS OF NEWS INSIDE!
New Courses. New Events.
CHECK IT OUT!



NEW!
IT SERVICE MANAGEMENT CONFERENCE & EXHIBITION
NORTH REGIONAL
"PinkNORTH14"
TORONTO, ON ► DECEMBER 8-9, 2014
Register Today!

BRINGING THE WORLD'S #1 ITSM EVENT TO THE NORTH!

PinkLINK NEWSLETTER

NEW!
IT Service Management Conference & Exhibition
"PinkNORTH14"
Toronto, ON ► December 8-9, 2014

Can't make it to Vegas? Then join us in Toronto and come experience what thousands of IT professionals are raving about!

Building on the popularity of our annual Vegas conference, we are also bringing it to the north – to Toronto! Now you have two choices to experience what thousands of IT professionals are raving about.

Visit our website to check out the conference program and the many confirmed speakers, including:

- Chester Elton: Celebrated Author & Motivational Speaker
- Jim Clemmer: Award Winning Leadership Expert
- Kirk Weisler: Chief Morale Officer, Team Dynamics
- David Mainville: CEO & Co-Founder, Navvia
- Martha Wenc: ICS Process Manager, Jazz Aviation Services
- Eric Cook: Head of Service Management Practice, LANDESK
- Jean-Francois Gingras: Dir. Service Management Practices, The Co-operators
- Anthony Krasinski: Director, IT Service Management, Erie Insurance Group
- Laurie Dolan: Principal, Dolan & Associates
- Matt Hooper: Vice President, Integrated Solutions Management
- Zahra Rahemtulla: Principal, Enigma Consulting
- Steve West: Territory Manager, Axios Systems
- Stewart Crymble: Service Delivery Director, Capgemini Canada
- Matthew Selheimer: Vice President, Marketing, ITInvolve
- Gabriel Soreanu: Senior ITSM Consultant, Cisco Systems, Inc.
- Kevin Brown: Process Manager – Incident, Problem, Request, Cogeco Cable, Inc.

And many more speakers! Check our website to look at the exciting program.

Pink Elephant is the world's #1 IT Service Management consulting, conference and training service provider.



For more details about all Pink Elephant services, visit www.pinkelephant.com or call 1-888-273-PINK.

Lean IT Certification Courses

Every IT organization today **MUST** know about Lean IT

Based on the core principles of Lean, this two-day certification course will help IT departments become customer and value oriented, removing waste, inflexibility and variability. Lean IT departments and organizations benefit from increased customer value, eliminated waste, continual improvement and maintain value with less effort.

Lean IT complements other IT management methods, including ITIL and PRINCE2®, through adding a clear sense of purpose to deliver value to customers where other methods focus on how to execute certain aspects of IT.

Education Format	Dates & Locations
Instructor-Led Online (Central Time)	December 4-5
Public Classroom	Toronto – December 10-11 Las Vegas – February 14-15

NEW! PMP Exam Preparation Course

Are you looking for further preparation before taking the four hour PMP Exam based on the PMBOK® Guide?

This course is planned for your success when writing your PMP Exam to pass and obtain your PMP certification. The course program, in combination with your homework, studying and practice exams, is designed to peak your knowledge and performance to write the PMP Exam immediately on completion of the course.

Join us for one of our upcoming deliveries:

Education Format	Dates
Instructor-Led Online (Central Time)	November 24-25, December 4-5 & December 12
	February 9-10, February 26-27 & March 6

Note: The course includes 3 sets of dates, totaling 5 days to allow candidates time to complete required assignments.



Two Must-Attend, Powerful Courses!

IT Asset Management Certification Courses

Accredited by IAITAM™ (International Association of IT Asset Managers), Pink Elephant's certification courses are aimed at IT professionals interested in learning about the interrelationships of asset management, resource budgeting, finance, software licensing, contract management and strategic planning.

IT Asset Management Foundation	
Education Format	Dates & Locations
Instructor-Led Online (Central Time)	November 17-18
Public Classroom	Toronto – December 10-11

Certified Software Asset Manager	
Education Format	Dates & Locations
Instructor-Led Online (Central Time)	November 19-20
Public Classroom	Toronto – December 10-11

COBIT 5 Foundation

This course provides an end-to-end business view of COBIT 5 – an internationally accepted framework for governing and managing enterprise IT that supports executives and management in their definition and achievement of business and related IT goals. Formerly known as Control Objectives for Information and related Technology (COBIT), the current version of COBIT consolidates and integrates the frameworks of COBIT 4.1, Val IT 2.0 and Risk IT.

You will gain an understanding of how the COBIT 5 framework supports enterprises in the development, implementation, continuous improvement and monitoring of good IT-related governance and management practices.

Join us for one of our upcoming deliveries:

Location	Dates
Toronto	December 10-12
Las Vegas	February 19-21

Mark Your Calendars For “Pink15”

19th Annual International
IT Service Management Conference & Exhibition
Las Vegas > Bellagio Hotel > February 15-18, 2015

Attend the industry's #1 conference

Here are 7 key reasons to attend the world's #1 ITSM conference:

- 1 Our Program Is Content-Rich & Comprehensive**
There's something for everyone in the comprehensive and power-packed program, covering the most important and relevant subjects.
- 2 Pink Think Tank**
Not found anywhere else! The best minds in the industry will come together to give their views, insights and predictions for the future of ITSM.
- 3 Powerful Real-World Case Studies**
Listen to real-life IT managers' stories about what worked, what didn't, and valuable lessons learned.
- 4 Inspirational Speakers**
The world is full of people who make a difference – and we bring them to you! Our agenda is packed with sessions by world-leaders and top-ranked IT professionals.
- 5 Expert Panel Discussions**
Get the opportunity to not only learn from the presenter/facilitator, but also to contribute your own experiences and ideas and learn from peers.
- 6 Exhibition Showcase**
Gain valuable insight into the constantly changing world of ITSM focused services and products.
- 7 Free Half-Day Sessions**
Only at Pink! Choose from one of the many half-day workshops ranging from operational to strategic in focus.

LAST Early Bird Ends October 31st!



14 Dynamic Tracks – More Than 160+ Sessions!

Others try but no one comes close to surpassing our content rich program.

ITSM, ITIL, ISO, Lean IT, Six Sigma, PRINCE2, PMBOK, COBIT. There is something for everyone – strategic, tactical, operational – we've got you covered!

New to IT Service Management? Learn all the how-tos from these been-there-done-that practitioners.



Amy Merino
SPX Corporation



Frank Daino
Capital District
Physicians' Health Plan



Preston Abadie
Quicken Loans



Dana Swanstrom
EMC Corporation

Want to take your IT improvement initiatives to higher levels? Many experts are on hand to show you how.



N. Dean Meyer
Internal Market
Economics



Dr. George Westerman
MIT Center for
Digital Business



Cathy Kirch
Allstate Insurance
Company



Jeff D. Gill
Corporation Service
Company

Are Service Desk and Service Operations main focus areas? The program includes numerous success stories.



Glenn Leavitt
eBay Inc.



Joe Gallagher
Bank of New York Mellon



Gustav Toppenberg
Cisco IT



Jack Mansfield Jr.
Bell TechLogix

Up your game! These CIOs and senior IT leaders give you valuable strategic insight.



William Robinson
Sandia National
Laboratories



Christian Feldbech
Nissen
CFN People



Joe Hayes
Prudential Group
Insurance



Edward Marx
Texas Health Resources

Get your Pink on! The world's most respected consultants are on hand to spend quality time with you!



David Ratcliffe
Pink Elephant



Troy DuMoulin
Pink Elephant



Brian Newcomb
Pink Elephant



Jack Probst
Pink Elephant

And many, many more! Visit our website for more details.

IT EXCELLENCE AWARDS

SEND IN YOUR NOMINATIONS BY
DECEMBER 5TH!

Pink Elephant is now accepting nominations for Project Of The Year, Practitioner Of The Year, Innovation Of The Year and IT Leader Of The Year. These awards are presented annually at our conference to recognize individual and corporate commitment to IT excellence and ITSM best practices.

Project Of The Year

Recognizes an organization that has demonstrated significant commitment to best practice frameworks including ITIL, ISO, COBIT, Lean IT and Six Sigma.

Practitioner Of The Year

Recognizes an individual who has shown commitment to best practices, continuous improvement and quality principles.

Innovation Of The Year

This award is in recognition of a product or service developed by the vendor community that has made the greatest contribution to ITSM in the last calendar year.

Leader Of The Year

Recognizes senior IT Leaders who inspire others to successfully achieve positive business results.



2013 Project Of The Year Award Winner, EMC

Visit our website for details about qualification, submission criteria, and all winners from previous years.