



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.

EDUCATION SCHEDULE-AT-A-GLANCE

JULY – DECEMBER 2018

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						
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 v3 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 – 23 rd 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.

EDUCATION SCHEDULE-AT-A-GLANCE

JANUARY – JUNE 2019

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	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			Las Vegas, NV (21-22)	Virtual Class (14-15)	Virtual Class (9-10)	
Agile Scrum Foundation					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)			

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.