

# EDUCATION SCHEDULE-AT-A-GLANCE

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

## CONFERENCES & SPECIAL EVENTS

[Pink18 – 22<sup>nd</sup> Annual International IT Service Management Conference & Exhibition](#) – Orlando, FL – February 18-21, 2018

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