

EDUCATION SCHEDULE-AT-A-GLANCE

JULY – DECEMBER 2017

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		JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
BUSINESS PORTFOLIO							
Business Relationship Management Professional		Virtual Class (10-12)	Scottsdale, AZ (23-25) Virtual Class (9-11)	Virtual Class (11-13)	Toronto, ON (16-18)	Virtual Class (1-3)	Virtual Class (4-6)
Leading The Organizational Change Process			Scottsdale, AZ (23-24)				Virtual Class (14-15)
Organizational Change Management Foundation		Virtual Class (17-21) PM	Scottsdale, AZ (23-25)	Virtual Class (18-20)	Toronto, ON (16-18)	Philadelphia, PA (6-8)	Virtual Class (11-13)
Organizational Change Management Practitioner				Virtual Class (21-22)			
IT PORTFOLIO							
NEW! Integrated Service Management Overview		Virtual Class (21)	Scottsdale, AZ (23)	Phoenix, AZ (18)	Virtual Class (20)	Virtual Class (27)	Virtual Class (18)
Agile Scrum Foundation		Virtual Class (10-11)		Virtual Class (7-8)	Toronto, ON (19-20)		Virtual Class (7-8)
Certified Agile Scrum Master & Leader						Virtual Class (1-3)	
Certified Agile Service Manager			Scottsdale, AZ (23-25)				
Certified Hardware Asset Management Professional		Virtual Class (13-14)			Virtual Class (19-20)		
Certified Software Asset Manager				Virtual Class (5-6)			
Defining & Governing Enterprise IT To Deliver Business Value						Virtual Class (20-22)	
NEW! DevOps Essentials						Virtual Class (13-15)	Virtual Class (4-6)
How To Define & Implement A Service Catalog		Virtual Class (10-11)					
How To Define & Implement A CMDB According to ITIL Best Practices				Virtual Class (5-6)			Virtual Class (18-19)
ITAM Foundations			Virtual Class (8-9)		Virtual Class (5-6)		
ITIL Continual Service Improvement		Virtual Class (10-13)		Phoenix, AZ (19-22)		Virtual Class (6-9)	
ITIL Foundation		Virtual Class (24-28)AM Virtual Class (24-28)PM	Scottsdale, AZ (23-25) Virtual Class (28-30)	Phoenix, AZ (19-21) Virtual Class (25-29) AM Virtual Class (25-29) PM	Toronto, ON (16-18) Virtual Class (23-25)	Virtual Class (27-29) Philadelphia, PA (6-8)	Virtual Class (18-20)
ITIL Managing Across The Lifecycle				Phoenix, AZ (18-22)			Virtual Class (11-15)
ITIL Operational Support & Analysis			Virtual Class (7-11)				Virtual Class (4-8)
ITIL Practitioner					Virtual Class (2-4)		
ITIL Release, Control & Validation			Virtual Class (14-18)		Virtual Class (23-27)		
ITIL Service Design							Virtual Class (12-15)
ITIL Service Operation				Phoenix, AZ (19-22)		Virtual Class (13-16)	
ITIL Service Strategy			Virtual Class (1-4)	Phoenix, AZ (19-22)		Virtual Class (27-30)	
ITIL Service Transition		Virtual Class (18-21)		Phoenix, AZ (19-22)	Virtual Class (10-13)		
Lean IT Foundation: Understanding Lean IT Principles & Objectives		Virtual Class (27-28)	Scottsdale, AZ (23-24) Virtual Class (31-1)	Virtual Class (28-29)	Toronto, ON (19-20) Virtual Class (26-27)	Virtual Class (27-28)	Virtual Class (18-19)
Lean IT Leadership			Scottsdale, AZ (23-25)			Virtual Class (29-1)	
Lean IT Kaizen: Implementing Lean IT Practices							Virtual Class (20-22)
Problem Management: Root Cause Analysis		Virtual Class (27-28)			Virtual Class (26-27)		

CONFERENCES & SPECIAL EVENTS

[Pink Elephant Virtual Conference "PinkCONNECT" – FREE! The Service Desk Is Not Dead Yet!](#) – On-Demand Until July 28, 2017

[PinkROADMAP – Lean Service Management Implementation Roadmap](#) – Scottsdale, AZ – August 20-22, 2017

Coming Soon! Pink Elephant Online Event "PinkCONNECT" – FREE! Supercharging ITSM For 2018! – November 8, 2017

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 2018

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

CONFERENCES & SPECIAL EVENTS

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

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