



CLASS SCHEDULE

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IT Infrastructure Library® (ITIL®)	February	March	April	May	June
Foundation	22 - 24 Ft. Lauderdale, FL		3 - 5 Ft. Lauderdale, FL		12 - 14 Ft. Lauderdale, FL
		13 - 15 Dallas, TX		1 - 3 Dallas, TX 15 - 17 Reston, VA	
			9 - 13 Virtual (1-5pm)		25 - 29 Virtual (9am-1pm)
Capability - Operational Support & Analysis (OSA)	13 - 17 Ft. Lauderdale, FL		16 - 20 Chicago, IL		11 - 15 Dallas, TX
Capability - Planning, Protection & Optimization (PPO)	Feb 27 - Mar 2 Ft. Lauderdale, FL			14 - 18 Ft. Lauderdale, FL	
Capability - Release, Control & Validation (RCV)		26 - 30 Ft. Lauderdale, FL			July 16 - 20 Dallas, TX
Capability - Service Offerings & Agreements (SOA)		19 - 23 Ft. Lauderdale, FL			18 - 22 Dallas, TX
Lifecycle - Service Strategy (SS) - Bootcamp		26 - 30 SS/SD Bootcamp - Dallas	16 - 20 Virtual (12-5pm)		
Lifecycle - Service Design (SD) - Bootcamp				21 - 25 Virtual (12-5pm)	
Lifecycle - Service Transition (ST) - Bootcamp			23 - 27 ST/SO Bootcamp - Dallas		18 - 22 Virtual (12-5pm)
Lifecycle - Service Operation (SO) - Bootcamp	6 - 10 Virtual (12-5pm)				
Lifecycle - Continual Service Improvement (CSI)	Jan 30 - Feb 3 Virtual (12-5pm)		Apr 30-May 4 Virtual (12-5pm)		
Managing Across the Lifecycle (MALC)		12 - 16 Ft. Lauderdale, FL			4 - 8 Ft. Lauderdale, FL
Process Engineering	February	March	April	May	June
Certified Process Design Engineer (CPDE)®	6 - 10 Dallas, TX			7 - 11 Ft. Lauderdale, FL	
Call Center Management	February	March	April	May	June
Certified Call Center Manager (CCCM)	13-15 Austin, TX	5 - 7 Chicago, IL	23 - 25 Salt Lake City, UT	14 - 16 Atlanta, GA	4 - 6 Dallas, TX
Other Frameworks	February	March	April	May	June
ISO/IEC 20000 Foundation					11 - 14 Virtual (1-5pm)
ISO/IEC 20000 Foundation Bridge	22 - 23 Virtual (9am-1pm)				
MOF Foundation		19 - 22 Virtual (9am-1pm)			

Virtual Classes are delivered over the internet as live, instructor led courses, 4 hours per day for Foundation, 5 hours per day for Intermediate.

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All of the classes listed above, along with our workshops and simulations, are available for on-site delivery or licensing.

We are recognized by PMI® as a Global Registered Education Provider (R.E.P.), courses accrue Professional Development Units (PDUs).

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