



CLASS SCHEDULE

Fill the seat. Fill your mind.

IT Infrastructure Library™ (ITIL®)	September	October	November	December	January
Foundation		13 - 15 Ft. Lauderdale, FL		1 - 3 Ft. Lauderdale, FL	
	21 - 23 Dallas, TX		16 - 18 Dallas, TX		25 - 27 Dallas, TX
	8 - 10 Reston, VA			14 - 16 Reston, VA	
		25 - 29 Virtual			17 - 21 Virtual
Foundation - Bridge (V2 to V3)	8 - 10 Virtual		10 - 12 Virtual		
Capability - Operational Support & Analysis (OSA)	27 - Oct 1 Dallas, TX		8 - 12 Phoenix, AZ 15 - 19 Reston,VA		
Capability - Planning, Protection & Optimization (PPO)		25 - 29 Reston, VA			
Capability - Release, Control & Validation (RCV)		18 - 22 Dallas, TX		6 - 10 Ft. Lauderdale, FL	
Capability - Service Offerings & Agreements (SOA)	20 - 24 Ft. Lauderdale, FL		8 - 12 Dallas, TX		
Lifecycle - Continual Service Improvement (CSI)		13 - 15 Dallas, TX			19 - 21 Ft. Lauderdale, FL
Lifecycle - Service Design (SD)			1 - 5 Virtual		
Lifecycle - Service Operation (SO)	15 - 17 Dallas, TX				
Lifecycle - Service Strategy (SS)		4 - 8 Virtual			
Lifecycle - Service Transition (ST)			3 - 5 Ft. Lauderdale, FL		
Managing Across the Lifecycle (MALC)				6 - 10 Dallas, TX	
Service Manager - Bridge (V2 to V3)		18 - 22 Ft. Lauderdale, FL			
Process Engineering	September	October	November	December	January
Certified Process Design Engineer (CPDE)®	27 - Oct 1 Ft. Lauderdale, FL			13 - 17 Dallas, TX	
Call Center Management	September	October	November	December	January
Certified Call Center Manager (CCCM)	1 - 3 Miami 15 - 17 Dallas	15 - 17 Philadelphia PA			
Other Frameworks	September	October	November	December	January
ISO/IEC 20000 Foundation			Nov 30-Dec 3 Virtual		
MOF Foundation					10 - 13 Virtual

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

Ask us about the **ITIL Expert Pass**; save big dollars & achieve expert certification.

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).

We are GSA approved, minority owned small business. Federal Government Agencies, please contact your account rep or visit our website.

888. 872. ITSM (4876) | www.itsmacademy.com | info@itsmacademy.com | BLOG: www.itsmprofessor.com

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