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Delivered in our virtual classrooms, in Eastern Time, include GAME ON! an Interactive Learning Experience® and access to our Learner Portal

Service Management	March	April	May	June	July
IT Service Management (ITSM) Essentials	28 - 31 (10-3pm)		16 - 19 (10-3pm)	13 - 16 (10-3pm)	
Certified Agile Service Manager (CASM)				6 - 9 (10-3pm)	
ITSM for DevOps	Courseware Licensing, Onsite Delivery & Independent Study				
Value Stream Mapping/Process Improvement	March	April	May	June	July
Certified Process Design Engineer (CPDE)®	14 - 17 (10-3:30pm)				
Value Stream Mapping (VSM) Fundamentals	Next Date: October				
ITIL® 4	March	April	May	June	July
Foundation - Pre-requisite for all ITIL courses below		11 - 14 (10-3pm)			18 - 21 (10-3pm)
Managing Professional - Create, Deliver, Support (CDS)	Next Date: November				
Managing Professional - Drive Stakeholder Value (DSV)		4 - 7 (10-4pm)			
Managing Professional - High Velocity IT (HVIT)			May 30 - June 2 (10-4pm)		
Managing Professional Strategic Leader - Direct, Plan, Improve (DPI)	28 - 31 (11-4pm)				
Strategic Leader - Digital & IT Strategy (DITS)					11 - 14 (10-4pm)
ITIL Specialist: Sustainability in Digital & IT (SDIT)	Coming Soon				
Employee Experience (XLA)	March	April	May	June	July
Essence of Experience (XLA)	Next Date: TBA				
DevOps	March	April	May	June	July
DevOps Foundation					18 - 21 (10-2pm)
DevOps Site Reliability Engineer (SRE) Foundation	Next Date: September				
DevOps Site Reliability Engineer (SRE) Practitioner	Next Date: TBA				
DevOps Practitioner - DevOps Leader (DOL)	Courseware Licensing, Onsite Delivery & Independent Study				
DevOps Practitioner - Continuous Testing Foundation (CTF) DevOps Practitioner - Continuous Delivery Ecosystem Foundation (CDEF)	Courseware Licensing, Onsite Delivery & Independent Study				
DevOps Practitioner - DevSecOps Foundation (DSOF)	Independent Study				
Key Concepts of...					
ITIL, DevOps, Agile Service Management, Value Stream Mapping, Process Engineering	Courseware Licensing, Onsite Delivery (in 2-4 hours)				

Classes are delivered over the internet as live, virtual, instructor led courses (unless otherwise noted). All the interaction of a physical classroom... with no travel costs!

All dates are subject to change; please check our calendar at www.itsmacademy.com to confirm.

Volume Discounts are available. Ask us about our Public Passes; save big dollars & achieve multiple certifications.

All of the classes listed above, along with our workshops and simulations, are available for on-site delivery and through our Courseware Licensing Program.

Founded in 2004, we are Minority Business Enterprise (MBE) certified, woman owned & operated.

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