



[View details on website: www.itsmacademy.com](http://www.itsmacademy.com)

Courses are **virtual** (unless otherwise noted) and include **GAME ON!** an Interactive Learning Experience® and access to our Learner Portal

ITIL® 4	April	May	June	July	August
Foundation	13 - 16 (10-3pm)		8 - 11 (10-3pm)		24 - 27 (10-3pm)
Managing Professional - Transition (MPT)			21 - 25 (9-4pm)		
Managing Professional - Create, Deliver, Support (CDS)		11 - 14 (10-3pm)			
Managing Professional - Direct, Plan, Improve (DPI)		18 - 21 (10-3pm)			
Managing Professional - Drive Stakeholder Value (DSV)	27 - 30 (10-4pm)				
Managing Professional - High Velocity IT (HVIT)	Next Date: September				
Strategic Leader - Digital & IT Strategy (DITS)			15 - 18 (10-4pm)		
ITIL v3 - all courses available	Courseware Licensing, Onsite & eLearning Delivery Available				
Agile Service Management®	April	May	June	July	August
Certified Agile Service Manager (CASM)				Date TBA	
Certified Agile Process Owner (CAPO)	Courseware Licensing, Onsite Delivery & Independent Study				
Value Stream Mapping/Process Improvement	April	May	June	July	August
Certified Process Design Engineer (CPDE)®			15 - 18 (12-5pm)		
Value Stream Mapping (VSM) Fundamentals		18-21 (10-2pm)			
Employee Experience (XLA)	April	May	June	July	August
Essence of Experience (XLA)			11 (9-1pm)		
XLA Foundation	Next Date: TBA				
DevOps	April	May	June	July	August
ITSM for DevOps		12-14 (10-4pm)			
DevOps Foundation			8 - 11 (10-2pm)		
DevOps Practitioner - DevOps Leader (DOL)					17 - 20 (10-3pm)
DevOps Site Reliability Engineer (SRE) Foundation			22 - 25 (10-3pm)		
DevOps Practitioner - DevSecOps Foundation (DSOF)	Independent Study				
DevOps Practitioner - Continuous Testing Foundation (CTF) DevOps Practitioner - Continuous Delivery Ecosystem Foundation (CDEF)	Courseware Licensing, Onsite Delivery & Independent Study				

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.

DevOps Institute Registered Education Partner (REP), approved to train Agile Service Management and DevOps certification courses.

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

Minority Business Enterprise (MBE) certified, woman owned & operated.

954. 491. 3442 | www.itsmacademy.com | info@itismacademy.com | BLOG: www.itsmprofessor.net

