

View extended calendar and details on website: www.itsmacademy.com

Courses include GAME ON! an Interactive Learning Experience® and access to our Learner Portal

Agile Service Management®	December	January	February	March	April
Certified Process Design Engineer (CPDE)®			5 - 9 Virtual (12-5pm)		
Certified Agile Service Manager (CASM)®				5 - 8 Virtual (12-5pm)	
Certified Agile Process Owner (CAPO)®					16 - 19 Virtual (10-3pm)
Agile Service Management® Overview (Workshop)		15 Virtual (10-2pm)			13 Virtual (10-2pm)
DevOps	December	January	February	March	April
DevOps Foundation®	12 - 15 Virtual (10-2pm)		12 - 15 Virtual (10-2pm)		9 - 12 Virtual (10-2pm)
DevOps Practitioner - DevOps Test Engineering (DTE)®	Next Date: Summer 2018				
DevOps Practitioner - DevOps Leader®				12 - 15 Virtual (10-3pm)	
Accelerating ITSM for DevOps	Coming Soon				
Value Stream Mapping (VSM) for DevOps	Coming Soon				
DevOps Overview (Workshop)			16 Virtual (10-2pm)		
ITIL®	December	January	February	March	April
ITIL Overview (Workshop)	TBA				
Foundation			20-23 Virtual (12-5pm)		30 - May 3 Virtual (12-5pm)
Practitioner			29 - 1 Virtual (10-3pm)		
Lifecycle - Continual Service Improvement (CSI)	Next Date: May 7 - 11				
Lifecycle - Service Strategy (SS) Service Design (SD) Service Transition (ST) Service Operation (SO)	Courseware Licensing, Onsite & eLearning Delivery Available				
Capability - Operational Support & Analysis (OSA) Planning, Protection & Optimization (PPO) Release, Control & Validation (RCV) Service Offerings & Agreements (SOA)	Courseware Licensing, Onsite & eLearning Delivery Available				
Managing Across the Lifecycle (MALC)	Courseware Licensing, Onsite & eLearning Delivery Available				

Virtual Classes are delivered over the internet as live, instructor led courses. 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 ITIL Expert Pass & Agile Pass; 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 and DevOps Certifications 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.

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