

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

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

ITIL	October	November	December	January	February
Foundation		14 - 17 Virtual (12-5pm)		15 - 18 Virtual (12-5pm)	
Practitioner				29 - 1 Virtual (10-3pm)	
Capability - Operational Support & Analysis (OSA)	Next Date: Spring 2018				
Capability - Planning, Protection & Optimization (PPO)	Call for Availability Onsite & eLearning Delivery Available				
Capability - Release, Control & Validation (RCV)	Next Date: Summer 2018				
Capability - Service Offerings & Agreements (SOA)	Next Date: Fall 2018				
Lifecycle - Service Strategy (SS)		7 - 9 Blended (9-5:30pm)		16 - 18 Blended (9-5:30pm)	
Lifecycle - Service Design (SD)		28 - 30 Blended (9-5:30pm)			6 - 8 Blended (9-5:30pm)
Lifecycle - Service Transition (ST)			5 - 7 Blended (9-5:30pm)		
Lifecycle - Service Operation (SO)	17 - 19 Blended (9-5:30pm)			30 - 1 Blended (9-5:30pm)	
Lifecycle - Continual Service Improvement (CSI)			4 - 8 Virtual (12-5pm)		
Managing Across the Lifecycle (MALC)	Next Date: Fall 2018				
<b>DevOps &amp; Agile Service Management®</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>January</b>	<b>February</b>
Certified Process Design Engineer (CPDE)®	16 - 20 Virtual (9-2pm)				5 - 9 Virtual (12-5pm)
Certified Agile Service Manager (CASM)®	Next Date: Spring 2018				
Certified Agile Process Owner (CAPO)®	Next Date: Spring 2018				
DevOps Foundation®	2 - 5 Virtual (10-2pm)		12 - 15 Virtual (10-2pm)		12 - 15 Virtual (10-2pm)
DevOps Test Engineering (DTE)®	Next Date: Summer 2018				
DevOps Leader®		6 - 9 V (10-3pm)			
Continuous Delivery Architect (CDA)®	Next Date: Spring 2018				
DevOps Overview (Workshop)		10 Virtual (10-2pm)			16 Virtual (10-2pm)
ITIL Overview (Workshop)				5 Virtual (10-2pm)	
Minimum Viable ITSM (Workshop)				19 Virtual (10-2pm)	
<b>Business Relationship Management</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>January</b>
Business Relationship Management Professional (BRMP)®	Call for Availability 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](http://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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