

[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

Agile Service Management®	February	March	April	May	June
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)			13 Virtual (10-2pm)		
Minimum Viable ITSM (Workshop)					22 Virtual (10-2pm)
DevOps	February	March	April	May	June
DevOps Foundation®	12 - 15 Virtual (10-2pm)		9 - 12 Virtual (10-2pm)		5 - 8 Virtual (10-2pm)
DevOps Practitioner - DevOps Test Engineering (DTE)®	Next Date: Summer 2018				
DevOps Practitioner - DevOps Leader®		12 - 15 Virtual (10-3pm)			18 - 21 Virtual (10-3pm)
DevOps Overview (Workshop)				18 Virtual (10-2pm)	
ITSM for DevOps		22 - 23 Virtual (9-5pm)			
Value Stream Mapping (VSM) for DevOps	Coming Soon				
ITIL®	February	March	April	May	June
ITIL Overview (Workshop)	TBA				
Foundation	20 - 23 Virtual (12-5pm)		Apr 30 - May 3 Virtual (8-1pm)		
Practitioner	Next Date: Summer 2018				
ITIL Service Strategy (SS) Service Design (SD)	Courseware Licensing & Onsite Delivery Available				
ITIL Service Transition (ST)		27 - 29 Blended (9-5:30pm)			
ITIL Service Operation (SO)					5 - 7 Blended (9-5:30pm)
Lifecycle - Continual Service Improvement (CSI)				7 - 11 Virtual (12-5pm)	
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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