

[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®	August	September	October	November	December
Foundation	22 - 24 Virtual (9-5pm)			14-17 Virtual (12-5pm)	
Practitioner	Next Date: Jan 2018				
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)		18 - 22 Virtual (12-5pm)			
Capability - Service Offerings & Agreements (SOA)			23-27 Virtual (12-5pm)		
Lifecycle - Service Strategy (SS)				7 - 9 Blended (9-5:30pm)	
Lifecycle - Service Design (SD)				28 - 30 Blended (9-5:30pm)	
Lifecycle - Service Transition (ST)	15 - 17 Blended (9-5:30pm)				5 - 7 Blended (9-5:30pm)
Lifecycle - Service Operation (SO)			17 - 19 Blended (9-5:30pm)		
Lifecycle - Continual Service Improvement (CSI)					
Managing Across the Lifecycle (MALC)	7 - 11 Virtual (9-5pm)				
DevOps & Agile Service Management®	August	September	October	November	December
Certified Process Design Engineer (CPDE)®			16 - 20 Virtual (9-2pm)		
Certified Agile Service Manager (CASM)®	1 - 4 Virtual (10-3pm)				
Certified Agile Process Owner (CAPO)®		12 - 15 Virtual (10-3pm)			
DevOps Foundation®	28 - 31 Virtual (10-2pm)		2 - 5 Virtual (10-2pm)		12 - 15 Virtual (10-2pm)
DevOps Test Engineering (DTE)®		25 - 28 Virtual (10-3pm)			
DevOps Leader®				6-9 V (10-3pm)	
Continuous Delivery Architect (CDA)®	Coming Soon!				
DevOps Overview (Workshop)		29 Virtual (10-2pm)		10 Virtual (10-2pm)	
ITIL Overview (Workshop)	25 Virtual (10-2pm)				
Minimum Viable ITSM (Workshop)		8 Virtual (10-2pm)			
Business Relationship Management	July	August	September	October	November
Business Relationship Management Professional (BRMP)®	Next Date: Jan 2018				

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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