

[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®	June	July	August	September	October
Foundation			22 - 24 Virtual (9-5pm)		
Practitioner	6 - 8 Virtual (9-5pm)				
Capability - Operational Support & Analysis (OSA)		24 - 28 Virtual (9-2pm)			
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)	Call for Availability Onsite & eLearning Delivery Available				
Lifecycle - Service Design (SD)	Call for Availability Onsite & eLearning Delivery Available				
Lifecycle - Service Transition (ST)					Oct 31-Nov 3 Virtual (12-5pm)
Lifecycle - Service Operation (SO)		17 - 21 Virtual (12-5pm)			
Lifecycle - Continual Service Improvement (CSI)	Next Date: Dec 2017				
Managing Across the Lifecycle (MALC)			7 - 11 Virtual (9-5pm)		
DevOps & Agile Service Management®	June	July	August	September	October
Certified Process Design Engineer (CPDE)®					16-20 Virtual (9-2pm)
Certified Agile Service Manager (CASM)®			1 - 4 Virtual (10-2pm)		
Certified Agile Process Owner (CAPO)®				12 - 15 Virtual (10-2pm)	
DevOps Foundation®	26 - 29 Virtual (10-2pm)				2-5 Virtual (10-2pm)
DevOps Test Engineering (DTE)®		10 - 14 Virtual (10-3pm)			
DevOps Leader®	Coming Soon!				
Continuous Delivery Architect (CDA)®	Coming Soon!				
DevOps Overview (Workshop)	9 Virtual (10-2pm)				
ITIL Overview (Workshop)	1 Virtual (1-5pm)		21 Virtual (10-2pm)		
Minimum Viable ITSM (Workshop)		31 Virtual (10-2pm)		8 Virtual (10-2pm)	
Business Relationship Management	June	July	August	September	October
Business Relationship Management Professional (BRMP)®				25 - 29 Virtual (9-2pm)	

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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