



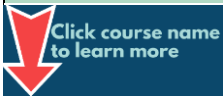
THIS SYMBOL INDICATES CLASS IS GUARANTEED TO RUN

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



Delivered in our Public, Open Enrollment virtual classrooms, in Eastern Time  
Includes GAME ON! an Interactive Learning Experience® and access to our Learner Portal  
All of these classes, and many others are also available via Corporate training and Courseware Licensing

Service Management	May/June	July/Aug	September	October	November
ITSM Key Concepts including ITIL 4		July 19 (10-2pm)			
Value Stream Mapping/Process Improvement	May/June	July/Aug	September	October	November
Certified Process Design Engineer (CPDE)®		Aug 13 - 16 (10-4pm)			
Value Stream Mapping (VSM) Fundamentals		July 23 - 26 (10-3pm)			
ITIL® 4	May/June	July/Aug	September	October	November
Foundation - Pre-requisite for all ITIL courses below	June 18 - 21 (10-3pm)	Aug 6 - 9 (10-3pm)		8 - 11 (10-3pm)	
Managing Professional - Create, Deliver, Support (CDS)					5 - 8 (10-4pm)
Strategic Leader - Digital & IT Strategy (DITS)				1 - 4 (10-4pm)	
Managing Professional   Strategic Leader - Direct, Plan, Improve (DPI)			17 - 20 (10-4pm)		
Managing Professional - Drive Stakeholder Value (DSV)				October 29 - Nov 1 (10-4pm)	
Managing Professional - High Velocity IT (HVIT)			10 - 13 (10-4pm)		
ITIL Specialist: Monitor, Support & Fulfill (MSF)	Next Date: December 3 - 6				
ITIL Practitioner: Change Enablement (CE) - 8-hr Practice Manager		Aug 20 - 21 (10-3pm)			
ITIL Specialist: Sustainability in Digital & IT (SDIT)	Coming late 2024 or 2025 - Waitlist is open				
Employee Experience (XLA)	May/June	July/Aug	September	October	November
Essence of Experience (XLA)	Next Date: TBA - Waitlist is open				



All the course titles on this document - and many others -  
are delivered for groups as corporate training  
and available through our Courseware Licensing Program

DevOps/Agile	Corporate Delivery	Courseware Licensing	Independent
DevOps Foundation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Site Reliability Engineer (SRE) Foundation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Site Reliability Engineer (SRE) Practitioner	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DevOps Practitioner - DevSecOps Foundation (DSOF)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DevOps Practitioner - DevOps Leader (DOL)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Certified Agile Service Manager (CASM)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Key Concepts of...			
ITSM, DevOps, Agile Service Management, Value Stream Mapping, Process Engineering	Onsite, Corporate Delivery (in 2-4 hours) and Courseware Licensing		

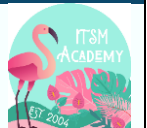
We offer a wide variety of workshops and simulations, not listed on this calendar. Please contact us to discuss.

Classes are delivered as live, virtual, instructor led courses (unless otherwise noted). 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 Public Passes; save big dollars & achieve multiple certifications.

Founded in 2004, we are Minority Business Enterprise (MBE) certified, woman owned & operated.



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