ITSM ACADEMY
...educate & inspire®

DevOps Campus
...at ITSM Academy

🦩 THIS SYMBOL INDICATES CLASS IS GUARANTEED TO RUN

View details on website: 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	April	May	June	July/Aug	Sept
ITSM for DevOps	16 - 19 (10-3pm)				
Value Stream Mapping/Process Improvement	**April**	**May**	**June**	**July/Aug**	**Sept**
Certified Process Design Engineer (CPDE)®				Aug 13 - 16 (10-4pm)	
Value Stream Mapping (VSM) Fundamentals		7 - 10 (10-2pm)			
ITIL® 4	**April**	**May**	**June**	**July/Aug**	**Sept**
Foundation - *Pre-requisite for all ITIL courses below*	9 - 12 (10-3pm) 🦩		18 - 21 (10-3pm)		
Managing Professional - Create, Deliver, Support (CDS)	23 - 26 (10-4pm) 🦩				
Strategic Leader - Digital & IT Strategy (DITS)	9 - 12 (10:30am-4:30pm) 🦩				
Managing Professional | Strategic Leader - Direct, Plan, Improve (DPI)					17 - 20 (10-4pm)
Managing Professional - Drive Stakeholder Value (DSV)	Next Date: October 29 - Nov 1				
Managing Professional - High Velocity IT (HVIT)		14 - 17 (10-4pm)			
ITIL Specialist: Monitor, Support & Fulfill (MSF)	Next Date: December 3 - 6				
ITIL Specialist: Sustainability in Digital & IT (SDIT)	Coming late 2024 or 2025 - Waitlist is open				
Employee Experience (XLA)	**April**	**May**	**June**	**July/Aug**	**Sept**
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	☑	☑	☑
Site Reliability Engineer (SRE) Foundation	☑	☑	☑
Site Reliability Engineer (SRE) Practitioner	☑	☑	☑
DevOps Practitioner - DevSecOps Foundation (DSOF)	☑	☑	☑
DevOps Practitioner - DevOps Leader (DOL)	☑	☑	☑
Certified Agile Service Manager (CASM)	☑	☑	☑
Key Concepts of…			
ITIL, 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 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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