

EDUCATION SCHEDULE-AT-A-GLANCE

JANUARY – JUNE 2019

Knowledge Translated Into Results



Self-Paced
Learn at your
pace on your
own schedule.



Virtual
Online at a
specific date
and time.



Public
Offered at a
specific date
time and
location



In-House
Onsite at your
preferred location,
date and time.

COURSES	JAN	FEB	MAR	APR	MAY	JUN
BUSINESS PORTFOLIO						
Business Relationship Management Professional			Virtual Class (4-6) Las Vegas, NV (21-23)		Virtual Class (1-3)	Virtual Class (3-5)
Organizational Change Management Foundation		Virtual Class (7-9)	Las Vegas, NV (21-23)	Virtual Class (4-6)		Virtual Class (6-8)
Organizational Change Management Practitioner		Virtual Class (10-11)		Virtual Class (7-8)		Virtual Class (9-10)
IT PORTFOLIO						
NEW! Integrated Service Management Essentials			Las Vegas, NV (21-22)	Virtual Class (28-29)		Virtual Class (9-10)
Agile Scrum Foundation					Virtual Class (18-19)	Virtual Class (20-21)
Certified Agile Scrum Master & Leader				Virtual Class (20-22)		Virtual Class (17-19)
Certified Hardware Asset Management Professional		Virtual Class (17-18)			Virtual Class (15-16)	
Certified Software Asset Manager			Virtual Class (25-26)			Virtual Class (23-24)
Defining & Governing Enterprise IT To Deliver Business Value					Virtual Class (24-26)	
NEW! DevOps Essentials		Virtual Class (23-25)	Las Vegas, NV (21-23)	Virtual Class (25-27)		Virtual Class (22-24)
NEW! DevOps Leadership			Las Vegas, NV (21-23)			Virtual Class (10-12)
How To Define & Implement A Service Catalog						
How To Define & Implement A CMDB According To ITIL v3 Best Practices					Virtual Class (25-26)	
ITAM Foundations				Virtual Class (11-12)		Virtual Class (13-14)
NEW! ITIL 4 Foundation			Virtual Class (14-15) Las Vegas (15-17) Las Vegas (21-23) Virtual Class (25-26)	Virtual Class (4-5) Virtual Class (11-12) Virtual Class (18-19) Virtual Class (28-29)	Toronto, ON (4-5) Virtual Class (8-9) Philadelphia, PA (15-16) Virtual Class (25-26)	Virtual Class 9-10 Virtual Class (27-28) Virtual Class (10-11) Virtual Class (27-28)
ITIL v3 Continual Service Improvement		Virtual Class (21-23)				
ITIL v3 Foundation		Virtual Class (28-30)		Virtual Class (25-27)	Virtual Class (29-1)	Virtual Class (29-31) Virtual Class (24-26)
ITIL v3 Managing Across The Lifecycle				Virtual Class (18-22)		Virtual Class (17-21)
ITIL v3 Operational Support & Analysis				Virtual Class (26-29)		
ITIL v3 Planning, Protection & Optimization						Virtual Class (21-24)
ITIL v3 Practitioner		Virtual Class (14-16)				
ITIL v3 Release, Control & Validation						Virtual Class (3-6)
ITIL v3 Service Design			Virtual Class (27-1)			
ITIL v3 Service Offerings & Agreements						Virtual Class (14-17)
ITIL v3 Service Operation					Virtual Class (8-10)	
ITIL v3 Service Strategy				Virtual Class (18-20)		
ITIL v3 Service Transition			Virtual Class (25-27)			
Lean IT Foundation: Understanding Lean IT Principles & Objectives		Virtual Class (31-1)	Las Vegas, NV (16-17) Virtual Class (28-1)	Virtual Class (28-29)	Virtual Class (29-30)	Virtual Class (30-31) Virtual Class (27-28)
Lean IT Leadership			Las Vegas, NV (21-23)		Virtual Class (17-19)	
Lean IT Kaizen: Implementing Lean IT Practices		Virtual Class (2-4)			Virtual Class (1-3)	
Problem Management: Root Cause Analysis			Virtual Class (25-26)			

CONFERENCES & SPECIAL EVENTS

[Pink19](#) – 23rd Annual International IT Service Management Conference & Exhibition – February 17-20, 2019 – Bellagio, Las Vegas, NV

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For course descriptions and more details, visit www.pinkelephant.com or call 1-888-273-PINK.