



2012 Class Schedule

	January	February	March	April	May	June
ITIL® V3 Foundation	18-20 Dallas, TX	1-3 Frederick, MD	7-9 Washington DC area	9-13 <i>Virtual</i> 1pm - 5pm	2-4 Washington, DC area	13-15 Melbourne, FL
ITIL Operational Capability and Analysis (OSA)		13-17 Ft Lauderdale, FL				11-15 Ft Lauderdale FL
ITIL Planning, Protection & Optimization (PPO)		27-2 Mar Ft Lauderdale, FL			14-18 Dallas, TX	
ITIL Release, Control & Validation (RCV)	23-27 Dallas, TX		26-30 Ft Lauderdale, FL			
ITIL Service Offerings & Improvements (SOA)			19-23 Ft Lauderdale, FL			18-22 Dallas, TX
Service Strategy				16-20 <i>Virtual</i> 12pm - 5pm		
Service Design	9-13 <i>Virtual</i> 1pm to 9pm				21-25 <i>Virtual</i> 12 -5 PM	
Service Transition	23-27 <i>Virtual</i> 12pm - 5pm					18-22 <i>Virtual</i> 12 - 5pm
Service Operation		6-10 <i>Virtual</i> 12pm - 5pm				
Continual Service Improvement (CSI)	30-3 Feb <i>Virtual</i> 12pm - 5pm			30- 4 May <i>Virtual</i> 12pm-5pm		
Managing Across The Lifecycle (MALC)			12-16 Ft Lauderdale FL			4-8 Dallas, TX
Microsoft Operations Framework (MOF) Foundation			19-22 <i>Virtual</i> 9am to 1pm			
ISO/IEC 20000 Foundation Certification			27-2 March <i>Virtual</i> 9am to 1pm			11-14 <i>Virtual</i> 1pm - 5pm
Certified Process Design Engineer (CPDE)		6-10 Dallas, TX			7-11 Ft Lauderdale FL	
PMP® Certification Boot camp	16-19 Chantilly, VA	27-1 Mar Frederick, MD		9-12 Washington, DC Area	29-1 June Melbourne, FL	18-21 Washington, DC Area

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