

	Blended Physical Classroom				e-hours		Days		Virtual Classroom		Days	
	Start date:								Start date:			
Capability	Release Control & Validation (RCV)	August 9 October 25		10	2.5				November 15	5	June 14 August 9 October 25	10 2.5
	Service Offerings & Agreements (SOA)	July 19 October 4 December 13		10	2.5				June 7 August 23 October 18	5	May 24 July 19 October 4 December 13	10 2.5
	Operational Support & Analysis (OSA)	August 11, October 27		10	2.5				May 24 September 13	5	June 16 August 11 October 27	10 2.5
	Planning Protecting & Optimizing (PPO)	July 21 October 6 December 15		10	2.5						May 26 July 21 October 6 December 15	10 2.5
Lifecycle	Continual Service Improvement (CSI)	July 15 October 7 November 18		8	2				June 22 December 14	3	May 13 July 15 October 7 November 18	8 2
	Service Strategy (SS)	July 12 October 4 November 15		8	2				August 17	3	May 10 July 12 October 4 November 15	8 2
	Service Operations (SO)	August 3 October 26 December 7		8	2				July 20 December 7	3	June 8 August 3 October 26 December 7	8 2
	Service Transition (ST)	August 2 October 25 December 6		8	2				July 27	3	June 7 August 2 October 25 December 6	8 2
	Service Design (SD)	July 13 October 5 November 16		8	2				December 1	3	May 11 July 13 October 5 November 16	8 2
	Managing Across the Lifecycle (MALC)	August 30 November 15		12	2						June 28 August 30 November 15	12 2
	Service Managers Bridge								May 3 July 19	4		
	ITIL Foundations								June 22 September 21 October 19 November 22	3		
	COBIT Foundations	August 9 November 16							August 9 November 16	2.5		

Color bar indicate location:

■ Washington, DC

## Blended Courses

Blended training courses use an optimal mix of training methods that provide participants with the most convenient, effective and economical path in obtaining ITIL Intermediate certification. Blended courses offer the best of both worlds: classroom interaction with peers and additional flexibility of self-paced e-Learning.

Thinking beyond the traditional classroom 'box', blended courses deliver the 'knowing' component of the course via self-paced eLearning that can be completed at own time and at own pace.

## eLearning

This delivery approach is ideal for training large groups of people in various locales along with those who face challenges with being away from client engagements. Each e-Learning module is developed allowing you to gain most value from our highly innovative, interactive and comfortable e-Learning environment providing for optimal anytime, anywhere learning.

## Traditional Classroom

ITpreneurs continues to offer traditional classroom training courses in both a public and on-site environment. These highly engaging and interactive courses provide participants with the opportunity to more closely collaborate with colleagues.

## Virtual Classroom

ITpreneurs virtual classroom mimics a traditional classroom environment with virtual break out rooms and video conferencing options enabling a truly engaging and interactive course experience. The virtual classroom provides a travel-free, cost effective and efficient approach towards best obtaining the knowledge covered in the course while engaging with a LIVE instructor virtually.

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ITIL Expert Program		e-hours	Days	ITIL Expert Program		e-hours	Days
Capability:				Lifecycle:			
Classic Virtual	Kick off: May 17	50	12	Classic Virtual	Kick off: April 26	50	10
	May 24-28   June 14-18    June 28-29				May 10-14   June 7-9    June 28-29		
	Kick off: July 9	50	12		Kick off: June 25	50	10
	July 19-23   August 9-13    August 30-31				July 12-16   August 2-4    August 30-31		
Kick off: Sept. 24	50	12	Kick off: Sept. 13	50	10		
October 4-8   October 25-29    November 15-16			October 4-8   October 25-27    November 15-16				
Kick off: Dec. 3	50	12	Kick off: Nov. 5	50	12		
December 13-17   January 10-14    January 31-Feb.1			November 15-19   December 6-8    January 31-Feb.1				
Classic	Kick off: July 9	50	12	Classic	Kick off: June 25	50	10
	July 19-23   August 9-13    August 30-31				July 12-15   August 2-5    August 30-31		
	Kick off: Sept. 24	50	12		Kick off: Sept. 13	50	10
October 4-8   October 25-29    November 15-16			October 4-7   October 25-28    November 15-16				
Kick off: Dec. 3	50	12	Kick off: Nov. 5	50	12		
December 13-17   January 10-14    January 31-Feb.1			November 15-18   December 6-9    January 31-Feb.1				

### Capability

- I. Service Offerings & Agreements + Planning Protecting & Optimizing
- II. Release Control & Validation + Operational Support & Analysis
- III. Managing Across the Lifecycle

### Lifecycle

- I. Service Strategy+ Service Design + Continual Service Improvement
- II. Service Transition +Service Operations
- III. Managing Across the Lifecycle

### Classic

In this option, participants will meet with instructor and other learners 3-times over a period of 12 weeks. The eLearning portion of the course modules needs to be completed before the classroom and the remainder once module is completed. Exams are completed between the classroom sessions and are scheduled at your leisure; exams are web-based.

### Classic Virtual

This program is identical to the 'Classic' with the difference that all sessions take place in a virtual classroom setting with a 'live' instructor. This means that you do not have to travel to become an ITIL Expert, resulting in a significant cost reduction.

**e-hours:**

Total hours for e-Learning modules which are required to be completed before each block. e-Learning hours do not include recommended self-study hours.

It is required to complete the eLearning module for a specific session before entering the classroom.

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