

## IT Governance & Service Management

### January – June 2018 Public Course Schedule

Course Name	Jan	Feb	Mar	Apr	May	June
<u>ITIL® Foundation Certificate</u>		7-9			16-18	
<u>ITIL® Intermediate Certification – Service Lifecycle – CSI</u>	29-31	12-14			30-1	18-20
<u>ITIL® Intermediate Certification – Service Lifecycle – Service Design</u>			21-23			27-29
ITIL® Intermediate Certification – Service Lifecycle – Service Strategy		5-7	14-16			27-29
<u>ITIL® Intermediate Certification – Service Lifecycle – Service Operation</u>	24-26		26-28	25-27		
ITIL® - Intermediate Certification - Capability - Service Offerings and Agreements	8-12			30-4		25-29
ITIL® - Intermediate Certification - Capability - Operational Support and Analysis					21-25	
ITIL® - Intermediate Certification - Capability – Planning, Protection and Optimisation				9-13		11-15
ITIL® - Intermediate Certification - Capability – Release, Control and Validation			5-9			4-8

Course Name	Jan	Feb	Mar	Apr	May	June
<u>BCS Foundation in Business Analysis</u>		21-23				20-22
<u>BCS Practitioner Certificate in Requirements Engineering</u>					23-25	
<u>BCS Practitioner Certificate in Business Analysis Practice</u>					30-01	
<u>BCS Practitioner Certificate in Modelling Business Processes</u>			22-23			
<u>TOGAF 9 – Foundation Level 1 &amp; 2 Certificate</u>	15-18	19-22	5-8			
<u>CISCO CCMA Skills Camp</u>		5-9		30-4		