



2010 Public Training Schedule

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Course Name	Atlanta	Boston	Chicago	Dallas	DC Metro	Denver	NY/NJ	Phoenix	San Francisco	Seattle	Virtual	*Blended
ITIL v3 Foundation	Jun 15-17	April 6-8 Oct 5-7	April 20-22 Nov 16-18		Aug 10-12	Mar 9-11 Aug 24-26	Mar 17-19 May 25-27	Mar 23-25 Sep 14-16	Jul 13-15	May 4-6 Dec 7-9	Mar 16-18 Apr 23-25 May 11-13 Jun 22-24	
COBIT Foundation											Mar 22-24 Jun 21-22	
Building an Effective Svc. Catalog							Apr 6-7		Aug 24-25	Jun 15-16		
ITIL v3 Intermediate: Capability Course: Release Control & Validation (RCV)			May 3-7							May 10-14	Mar 15-19 May 3-7	Apr 26 Jun 14
ITIL v3 Intermediate: Capability Course: Service Offerings & Agreements (SOA)						May 10- 14			Apr 12-16		Apr 12-16 Jun 7-11	Mar 29 May 10
ITIL v3 Intermediate: Capability Course: Operational Support & Analysis (OSA)	Mar 15-19	May 10-14		Mar 29- Apr 2					Jul 19-23		Mar 29- Apr 2 May 24-28	Apr 28 Jun 16
ITIL v3 Intermediate: Capability Course: Planning Protecting & Optimizing (PPO)				Apr 19- 23						Jul 12-16		Mar 31 May 12
ITIL v3 Intermediate: Lifecycle Course: Continual Service Improvement (CSI)	May 18-21							Aug 9-12			Mar 9-11	
ITIL v3 Intermediate: Lifecycle Course: Service Strategy (SS)					May 19-21						May 19-21	Apr 6 Jun 8
ITIL v3 Intermediate: Lifecycle Course: Service Operations (SO)											Mar 30-Apr 1 June 1 - 3	May 6 Jul 15
ITIL v3 Intermediate: Lifecycle Course: Service Transition (ST)											March 16-18 Apr 20-22	May 4 Jul 13
ITIL v3 Intermediate: Lifecycle Course: Service Design (SD)												Apr 8 Jun 10
ITIL v3 Intermediate Capstone: Managing Across the Lifecycle												May 13 Jul 22
ITIL v2 to v3 Service Managers Bridge											Apr 19-22	

*Blended is a combination of e-Learning and instructor led courses. Contact sales@thirdsky.com for more information.

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