



# 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	Sep 21-23	Oct 5-7	Nov 16-18			Aug 24-26		Sep 14-16		Sep 21-23 Dec 7-9	Sep 21-23 Oct 19-21 Nov 22-24	
COBIT Foundation											Nov 16-18	
Building an Effective Svc. Catalog									Aug 24-25			
ITIL v3 Intermediate: Capability Course: Release Control & Validation (RCV)											Nov 15-19	Oct 25
ITIL v3 Intermediate: Capability Course: Service Offerings & Agreements (SOA)											Aug 23-27 Oct 18-22	Oct 4, Dec 13
ITIL v3 Intermediate: Capability Course: Operational Support & Analysis (OSA)											Sep 13-17	Oct 27
ITIL v3 Intermediate: Capability Course: Planning Protecting & Optimizing (PPO)												Oct 6, Dec 15
ITIL v3 Intermediate: Lifecycle Course: Continual Service Improvement (CSI)											Dec 14-16	Sept 23 Oct 7, Nov 18
ITIL v3 Intermediate: Lifecycle Course: Service Strategy (SS)											Aug 17-19	Sept 20 Oct 4, Nov 15
ITIL v3 Intermediate: Lifecycle Course: Service Operations (SO)											Dec 7-9	Oct 5 Oct 26, Dec 7
ITIL v3 Intermediate: Lifecycle Course: Service Transition (ST)												Oct 4 Oct 25, Dec 6
ITIL v3 Intermediate: Lifecycle Course: Service Design (SD)											Dec 1-3	Sept 21 Oct 5, Nov 16
ITIL v3 Intermediate Capstone: Managing Across the Lifecycle												Aug 30 Oct 18, Nov 15
ITIL v2 to v3 Service Managers Bridge												Sept 13

\*Blended is a combination of e-Learning and instructor led courses. Contact [sales@thirdsky.com](mailto:sales@thirdsky.com) for more information.