



# Public Training Calendar for 2011

for more information contact us at:

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Delivering **Expert Advice, Expert Solution, Expert Knowledge**

Training schedule is subject to change without prior notice, please download the latest training calendar at [www.itsm-experts.com](http://www.itsm-experts.com)

	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
<b>Service Desk Certification Courses</b>		MYR												
SDI Service Desk Foundation	2	2800			5-6				2-3			1-2		
SDI Service Desk Analyst	3	3800	28-30	25-27	25-27	29-01	20-22	15-17	12-14	9-11	27-29	21-23	8-10	6-8
SDI Service Desk Senior Analyst <i>(There is no qualification exam at the end of this course)</i>	2	2000			30-31			29-30						
SDI Service Desk Manager - Part 1	5	5800				6-7						5-6		
SDI Service Desk Manager - Part 2						11-13					10-12			
<b>ITIL V3 Certification Courses</b>		MYR												
ITIL v3 Foundation	3	2995	11-13	22-24	22-24	26-28	24-26	21-23	19-21	23-25	20-22	18-20	15-17	13-15
ITIL v3 Intermediate - OSA (Operational Support & Analysis)	5	5995		21-25										
ITIL v3 Intermediate - RCV (Release, Control & Validation )	5	5995					23-27							
ITIL v3 Intermediate - SOA (Service Offerings & Agreements)	5	5995							1-5					
ITIL v3 Intermediate - PPO (Planning, Protection & Optimization)	5	5995						13-17						
<b>IT Service Management according to ISO/IEC 20000</b>		MYR												
Foundation in IT Service Management according to ISO/IEC 20000	3	3495			1-3		3-5		5-7		6-8		2-4	
<b>Information Security based on ISO/IEC 27002</b>		MYR												
Information Security Foundation based on ISO/IEC 27002	3	3495			15-17			7-9		9-11		4-6		6-8
<b>Green IT Citizen</b>		MYR												
Green IT Citizen	1	995			8			21			20		22	
<b>Root Cause Analysis</b>		MYR												
Root Cause Analysis for Problem Management	1	990						28	27	18	27	31	24	21

## ITSM EXPERTS Training Centre

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