



Public Training Calendar 2012

for more information contact us at:

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training@itsm-experts.com

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 | Calendar updated on 30-Dec-2011

	Days	Fees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
SERVICE DESK CERTIFICATION COURSES														
		MYR												
SDI Service Desk Analyst	3	3800		14-16	13-15	10-12	15-17	12-14	10-12	28-30	25-27	30-01	27-29	18-20
SDI Service Desk Manager - Part 1	5	5800				12-13						4-5		
SDI Service Desk Manager - Part 2						16-18						8-10		
IT SERVICE MANAGEMENT COURSES														
		MYR												
ITIL Foundation Certification	3	3200	17-19	28-01	20-22	24-26	22-24	19-21	17-19	14-16	11-13	16-18	20-22	18-20
Incident Management Practitioner Workshop	2	1800		9-10			9-10			8-9			28-29	
Problem Management Practitioner Workshop	2	1800			28-29			27-28			05-06			
Change Management Practitioner Workshop	2	1800	30-31						26-27			24-25		
INDUSTRY STANDARDS FOR IT ORGANISATIONS														
		MYR												
Foundation in IT Service Management according to ISO/IEC 20000	3	3500			12-14						19-21			
Information Security Foundation based on ISO/IEC 27002	3	3500						6-8						
OTHER PROFESSIONAL IT CERTIFICATIONS														
		MYR												
Cloud Computing Foundation Certificate	3	3300			27-29			26-28						
Green IT Citizen	2	1900		16-17			8-9		5-6		4-5			

For more information, training registration or inquiries please contact us at:

ITSM EXPERTS Training Centre

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