

IT Management Skills Programme

Training Courses	Location	Code	No Days	Prices	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Managing Change	Heywood	SS-MC	2	£595	14-15			6-7								
Building a Cohesive Project Team	Heywood	SS-BPT	2	£595		4-5		13-14								
Managing Performance	Heywood	SS-MP	2	£595		11-12		29-30								
Managing the Motivation of the IT Team	Heywood	SS-MM	2	£595		25-26			5-6							
Presenting an IT Solution to Key Decision Makers	Heywood	SS-PS	2	£595			4-5		11-12							
Green IT	Heywood	ISEB-GITF	3	£795			29-31			9-11		18-20		27-29		
ISO 20000 Consultants	London	ISO2KCT	£730			16-18		13-15		8-10						

Please note: prices quoted are for the training courses including: course materials; refreshments; and lunch where applicable. Examinations will be charged at cost.

For further information, please call your account manager or refer to our web site: www.sysop.co.uk

Email: admin@sysop.co.uk

Tel: 01706 361110

ITIL V2 Training Courses

ISEB Manager's Certificate

Packaged Set £2,750

Book a packaged set of: Service Support, Service Delivery,

Mock Exam & Review Day

Training Courses	Location	Code	No Days	Prices	Jan	Feb	Mar	Apr	May
Practitioner Courses									
Service Desk & Incident Management	Heywood	ITIL-PSDI	3	£835				7-9	
Problem Management	Heywood	ITIL-PPM	3	£835		1-3			
Change Management	Heywood	ITIL-PCM	3	£835		8-10			
Configuration Management	Heywood	ITIL-PCON	3	£835		22-24			
Service Level Management	Heywood	ITIL-PSLM	3	£835			1-3		
IT Service Continuity	Heywood	ITIL-PITSC	3	£895			15-17		
Capacity Management	Heywood	ITIL-PCAPM	3	£895			8-10		

Training Courses	Location	Code	No Days	Prices	Jan	Feb	Mar	Apr	May
Managers Certificate									
ITIM Service Support (Manager)	Heywood	ITIL-SS	5	£1,395			22-26		
ITIM Service Delivery (Manager)	Heywood	ITIL-SD	5	£1,395				12-16	
ITIM Mock Examination (Manager)	Heywood	ITIL-ME	1	£250	12			26	
ITIM Revision Workshop (Manager)	Heywood	ITIL-REV	1	£250	13			27	
ISEB Service Management Exam (Manager)		ISEB-EXAM	2	£290	27-28				13-14

ITIL v3 Training Schedule 2010

Please note: prices quoted are for the training courses including: course materials; refreshments; and lunch where applicable. Examinations will be charged at cost.

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Training Courses	Location	Code	No Days	Prices	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
ITIL - A Strategic Tool	Heywood	ITIL-AST	1	FREE	29	26	18	23	21	18	30			1	12	
ITIL v3 Overview	Heywood	ITIL3-OV	1	FREE	15	12	12		7	4	23		17	8 29	19	10
	Maidenhead	ITIL3-OV	1	FREE	8	4	19		14							
ITIL v3 Foundation Course	Heywood	ITILv3-FC	3	£695	5-7 26-28	16-18	10-12 30-1 Apr	20-22	11-13	1-3 22-24	13-15	3-5 24-26	13-15 28-30	26-28	16-18	7-9
	Maidenhead	ITILv3-FC	3	£695	12-14	23-25		7-9	18-20	29-1 Jul		10-12	21-23		2-4	14-16
	London	ITILv3-FC	3	£730	12-14	23-25	16-18	20-22	18-20	22-24						
ITIL v2-v3 Foundation Bridge	Heywood	ITILv2v3FC	2	£295	14-15	25-26		8-9	20-21		1-2	12-13	16-17		4-5	16-17
	Maidenhead	ITILv2v3FC	2	£295		2-3	30-31		18-19	22-23			1-2	12-13	30-1 Dec	
ITIL v3 Manager's Bridging Course	Heywood	ITIL-MBR	5	£1,195	25-29	15-19	22-26	26-30	24-28		5-9	16-20		4-8	15-19	
	London	ITIL3-MBR	5	£1255	25-29	22-26	8-12		10-14							
ITIL v3 Capability Modules	Location	Code	No Days	Prices	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Operational Support & Analysis	Heywood	ITIL3-OSA	5	£1395	18-22		22-26		24-28		26-30		27-1 Oct		29-3 Dec	
	Maidenhead	ITIL3-OSA	5	£1395	18-22			12-16			5-9		27-1 Oct			
	London	ITIL3-OSA	5	£1465	18-22		15-19		17-21							
Release, Control & Validation	Heywood	ITIL3-RCV	5	£1395		1-5		12-16		7-11		9-13		11-15		13-17
	Maidenhead	ITIL3-RCV	5	£1395		8-12			10-14		26-30			18-22		
	London	ITIL3-RCV	5	£1465		8-12		19-23		14-18						
Service Offerings & Agreements	Heywood	ITIL3-SOA	5	£1395		15-19		19-23		21-25		23-27		25-29		
	Maidenhead	ITIL3-SOA	5	£1395			15-19			7-11			6-10		22-26	
	London	ITIL3-SOA	5	£1465	25-29		22-26		24-28							
Planning, Protection & Optimisation	Heywood	ITIL3-PPO	5	£1395	4-8		1-5		10-14		5-9		6-10		8-12	
	London	ITIL3-PPO	5	£1465	4-8		1-5		10-14							
ITIL v3 Lifecycle Modules	Location	Code	No Days	Prices	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Service Operation	Heywood	ITIL3-SO	4	£995	5-8		8-11		4-7		12-15		13-16		15-18	
	London	ITIL3-SO	4	£1045		9-12		13-16		8-11						
Service Transition	Heywood	ITIL3-ST	4	£995	11-14		15-18		17-20		19-22		20-23		22-25	
	London	ITIL3-ST	4	£1045	12-15		2-5		25-28							
Continual Service Improvement	Heywood	ITIL3-CSI	4	£995	25-28		29-1 Apr			1-4		2-5		4-7		6-9
	London	ITIL3-CSI	4	£1045		16-19		27-30		1-4						
Service Design	Heywood	ITIL3-SD	4	£995		8-11		6-9		14-17		16-19		18-21		20-23
	London	ITIL3-SD	4	£1045		2-5		6-9		15-18						
Service Strategy	Heywood	ITIL3-SS	4	995		22-25		26-29		28-1 Jul			7-10		1-4	
	London	ITIL3-SS	4	£1045	5-8		23-26		4-7							
Managing Across the Lifecycle	Heywood	ITIL3-MAL	5	£1495	18-22			19-23			19-23			18-22		