

ITIL v2 Training Schedule 2009 / 10



Training Courses	Location	Code	No Days	Prices	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
ITIL v2 Foundation Course	Heywood	ITILv2-FC	3	£545			24-26	22-24		2-4	15-17		8-10		7-9	
Practitioner Courses					Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Service Desk & Incident Management	Heywood	ITIL-PSDI	3	£835			24-26			16-18		5-7			7-9	
	London	ITIL-PDSI	3	£875				15-17		24-26						
Problem Management	Heywood	ITIL-PPM	3	£835			3-5		19-21			5-7		9-11		
	London	ITIL-PPM	3	£875				28-30			8-10					
Change Management	Heywood	ITIL-PCM	3	£835				1-3			21-23		22-24			
	London	ITIL-PCM	3	£875				1-3	27-29							
Configuration Management	Heywood	ITIL-PCON	3	£835	29-1 Jul		10-12			9-11			22-24			
	London	ITIL-PCON	3	£875				22-24			1-3					
Service Level Management	Heywood	ITIL-PSLM	3	£835		20-22			5-7			11-13		29-31		
	London	ITIL-PSLM	3	£875				8-10		10-12						
Release and Control	London	ITIL-PR&C	5	£1410				21-25			14-18					
IT Service Continuity	Heywood	ITIL-PITSC	3	£895		13-15			26-28				22-24			
Capacity Management	Heywood	ITIL-PCAPM	3	£895		27-29				16-18				29-31		
Managers Certificate					Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
ITIM Service Support (Manager)	Heywood	ITIL-SS	5	£1,395	1-5			7-11		30-4Dec				22-26		
ITIM Service Delivery (Manager)	Heywood	ITIL-SD	5	£1,395	22-26			21-25			14-18				12-16	
ITIM Mock Examination (Manager)	Heywood	ITIL-ME	1	£250		8			15			12			26	
ITIM Revision Workshop (Manager)	Heywood	ITIL-REV	1	£250		9			16			13			27	
ISEB Service Management Exam (Manager)		ISEB-EXAM	2	£290		29-30			28-29			27-28				13-14
ISO 20000																
ISO 20000 Consultants	London	ISO2KCT	£730					28-30			8-10					
Management Skills Programme																
Managing Change	Heywood	SS-MC	2	£595		16-17		17-18		19-20		14-15			6-7	
Building a Cohesive Project Team	Heywood	SS-BPT	2	£595	11-12		13-14		15-16		17-18		4-5		13-14	
Managing Performance	Heywood	SS-MP	2	£595	25-26		27-28		29-30				11-12		29-30	
Managing the Motivation of the IT Team	Heywood	SS-MM	2	£595	4-5		6-7		8-9		10-11		25-26			5-6
Presenting an IT Solution to Key Decision Makers	Heywood	SS-PS	2	£595		23-24		24-25		26-27				4-5		11-12

Please note: prices quoted are for the training courses including: course materials; refreshments; and lunch where applicable. Where examinations are taken these 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

ISEB Manager's Certificate

Packaged Sets

Book a packaged set of Service Support, Service Delivery, Mock Exam & Review Day:

Only £2750

www.sysop.co.uk

ITIL v3 Training Schedule 2009/10

Training Courses	Location	Code	No Days	Prices	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
ITIL - A Strategic Tool	Heywood	ITIL-AST	1	FREE					9	6	11	29	25	25	23	21
ITIL v3 Overview	Heywood	ITIL3-OV	1	£95	12 19	10 31	14 28	11	1 8 23	5 19	4	15	12	12	9	7
	London	ITIL3-OV	1	£100	16	2	6	24				8	4	19	8	20
ITIL v3 Foundation Course	Heywood	ITILv3-FC	3	£695	1-3 15-17	6-8 20-22	10-12	1-3 28-30	12-14	2-4 23-25	21-23	5-7 18-20	1-3 15-17	1-3 15-17 29-31	19-21	4-6 17-19
	Bracknell	ITILv3-FC	3	£730	9-11	14-16	18-20	22-24	27-29		1-3	12-14	9-11	9-11	27-29	25-27
	London	ITILv3-FC	3	£730		20-22	18-20	8-10 21-23	20-22		8-10					
ITIL v2-v3 Foundation Bridge	Heywood	ITILv2v3FC	2	£395	04-05	16-17	18-19		22-23	12-13	21-22	21-22	22-23	18-19	22-23	20-21
	London	ITILv2v3FC	2	415		17-18	21-22	11-12	23-24	13-14	4-5					
ITIL v3 Manager's Bridging Course	Heywood	ITIL-MBR	5	£1,195	1-5	13-17	17-21	14-18	5-9	9-13	7-11	25-29	15-19	22-26		24-28
	Bracknell	ITIL3-MBR	5	£1255						16-20		18-22			12-16	
	London	ITIL3-MBR	5	£1255				28-2 Oct		16-20						
ITIL v3 Capability Modules					Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Operational Support & Analysis	Heywood	ITIL3-OSA	5	£1395	8-12	20-24		7-11	12-16	23-27		18-22		1-5	12-16	
	Bracknell	ITIL3-OSA	5	£1465		20-24			12-16			11-15		15-19		
	London	ITIL3-OSA	5	£1465			3-7	28-2 Oct		30-4 Dec						
Release, Control & Validation	Heywood	ITIL3-RCV	5	£1395	15-19			14-18	19-23	30-4 Dec		25-29		8-12	19-23	
	Bracknell	ITIL3-RCV	5	£1465			24-28		26-30			25-29				
	London	ITIL3-RCV	5	£1465				7-11	5-9		7-11					
Service Offerings & Agreements	Heywood	ITIL3-SOA	5	£1395	22-26		3-7	21-25	26-30		7-11		1-5	15-19	26-30	
	Bracknell	ITIL3-SOA	5	£1465				14-18		9-13			8-12			
	London	ITIL3-SOA	5	£1465			17-21		19-23		14-18					
Planning, Protection & Optimisation	Heywood	ITIL3-PPO	5	£1395			10-14	28-2 Oct		2-6	14-18		8-12	22-26		10-14
	Bracknell	ITIL3-PPO	5	£1465				28-2 Oct			7-11		22-26			
	London	ITIL3-PPO	5	£1465			10-14		12-16	30-4 Dec						
ITIL v3 Lifecycle Modules					Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Service Operation	Heywood	ITIL3-SO	4	£995	8-11	20-23		1-4	12-15	23-26		18-12		1-4	12-15	
	Bracknell	ITIL3-SO	4	£1045					6-9		15-18		16-19			
	London	ITIL3-SO	4	£1045			4-7		6-9		1-4					
Service Transition	Heywood	ITIL3-ST	4	£995	15-18	27-30		7-10	19-22	30-3 Dec		25-28		8-11	19-22	
	Bracknell	ITIL3-ST	4	£1045					20-23			5-8		2-5		
	London	ITIL3-ST	4	£1045				8-11		24-27						
Continual Service Improvement	Heywood	ITIL3-CSI	4	£995	22-25			14-17			7-10		1-4	15-18	26-29	
	Bracknell	ITIL3-CSI	4	£1045				1-4		3-6		19-22		23-26		
	London	ITIL3-CSI	4	£1045			11-14		13-16		15-18					
Service Design	Heywood	ITIL3-SD	4	£995	29-2Jul			21-24		2-5			8-11			4-7
	Bracknell	ITIL3-SD	4	£1045												
	London	ITIL3-SD	4	£1045			18-21		20-23		15-18					
Service Strategy	Heywood	ITIL3-SS	4	995		6-9		28-1 Oct		9-12			15-18	29-1Apr		10-13
	Bracknell	ITIL3-SS	4	£1045												
	London	ITIL3-SS	4	£1045			11-14		13-16		8-11					
Managing Across the Lifecycle	Heywood	ITIL3-MAL	5	£1495			24-28			16-20		11-15				17-21
	London	ITIL3-MAL	4	£1570												

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