

# ITIL v2 Training Schedule 2009



Training Courses	Location	Code	No Days	Prices	April	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
ITIL v2 Foundation Course	Heywood	ITILv2-FC	3	£625												
<b>Practitioner Courses</b>					<b>April</b>	<b>May</b>	<b>Jun</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Service Desk & Incident Management	Heywood	ITIL-PSDI	3	£835		26-28			24-26			16-18				
	Bracknell															
Problem Management	Heywood	ITIL-PPM	3	£835	6-8				3-5		19-21					
Change Management	Heywood	ITIL-PCM	3	£835		26-28				1-3						
Configuration Management	Heywood	ITIL-PCON	3	£835			29-1 Jul					9-11				
Service Level Management	Heywood	ITIL-PSLM	3	£835		5-7		20-22								
Financial Management	Heywood	ITIL-PFM	3	£895		5-7					5-7					
IT Service Continuity	Heywood	ITIL-PITSC	3	£895	6-8			13-15			26-28					
Capacity Management	Heywood	ITIL-PCAPM	3	£895	14-16			27-29				16-18				
					<b>April</b>	<b>May</b>	<b>Jun</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Infrastructure Management	Heywood	ICT-IM	5	£1,195		18-22			17-21							
ISEB Infrastructure Management Exam	London	ICTIM Exam	1	£140		28			27							
ITIM Service Support (Manager)	Heywood	ITIL-SS	5	£1,395			1-5			7-11		30-4Dec				
ITIM Service Delivery (Manager)	Heywood	ITIL-SD	5	£1,395			22-26			21-25			14-18			
ITIM Mock Examination (Manager)	Heywood	ITIL-ME	1	£250	15			8			15			12		
ITIM Revision Workshop (Manager)	Heywood	ITIL-REV	1	£250	16			9			16			13		
ISEB Service Management Exam (Manager)		ISEB-EXAM	2	£290	29-30			29-30			28-29			27-28		

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](http://www.sysop.co.uk)

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# ITIL v3 Training Schedule 2009/10

Training Courses	Location	Code	No Days	Prices	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
ITIL v3 Overview	Heywood	ITIL3-OV	1	Free	24	15	12 19	10 31	14 28	11	1 8 23	5 19	4 11	15 29	12 25	12 25
ITIL v3 Foundation Course	Heywood	ITILv3-FC	3	£545	6-8 20-22	11-13	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
	Bracknell	ITILv3-FC	3	£545		5-7	9-11	14-16	18-20	22-24	27-29		1-3	12-14	9-11	9-11
	London	ITILv3-FC	3	£545		6-8	16-18			8-10		24-26		11-13	2-4	9-11
<b>Slicker ITIL Conference</b>						19-20										
<b>ITIL v3 Capability Modules</b>					<b>April</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Operational Support & Analysis	Heywood	ITIL3-OSA	5	£1395	20-24		8-12	20-24		7-11	12-16	23-27		18-22		1-5
	London	ITIL3-OSA	5	£1395		11-15		20-24			12-16			11-15		15-19
Release, Control & Validation	Heywood	ITIL3-RCV	5	£1395	27-1 May		15-19			14-18	19-23	30-4 Dec		25-29		8-12
	London	ITIL3-RCV	5	£1395					24-28		26-30			25-29		
Service Offerings & Agreements	Heywood	ITIL3-SOA	5	£1395			22-26		3-7	21-25	26-30		7-11		1-5	15-19
	London	ITIL3-SOA	5	£1395						14-18		9-13			8-12	
Planning, Protection & Optimisation	Heywood	ITIL3-PPO	5	£1395			29-3Jul		10-14	28-2 Oct		2-6	14-18		8-12	22-26
	London	ITIL3-PPO	5	£1395						29-2Oct			7-11		22-26	
<b>ITIL v3 Lifecycle Modules</b>					<b>April</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Service Operation	Heywood	ITIL3-SO	4	£995	20-23		8-11	20-23		1-4	12-15	23-26		18-12		1-4
	London	ITIL3-SO	4	£995	14-17	26-29	30-3Jul				6-9		15-18		16-19	
Service Transition	Heywood	ITIL3-ST	4	£995	27-30		15-18	27-30		7-10	19-22	30-3 Dec		25-28		8-11
	London	ITIL3-ST	4	£995				7-10			20-23			5-8		2-4
Continual Service Improvement	Heywood	ITIL3-CSI	4	£995		11-14	22-25		3-6	14-17	26-29		7-11		1-4	15-18
	London	ITIL3-CSI	4	£995						1-4		3-6		19-22		23-26
Service Design		ITIL3-SD	4	£995		18-21	29-2Jul		10-13	21-24		2-5	14-17		8-11	22-25
Service Strategy	Heywood	ITIL3-SS	4	995				6-9	17-20	28-1 Oct		9-12		5-8	15-18	29-1Apr
<b>Managing Across the Lifecycle</b>	Heywood	ITIL3-MAL	5	£1495					24-28		5-9	16-20		11-15	22-26	
ITIL v3 Manager's Bridging Course	Heywood	ITIL-MBR	5	£1,395	27-1 May		1-5	13-17	17-21	14-18	5-9	9-13	7-11	25-29	15-19	22-26

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Management Skills Programme																
Managing Change	Heywood	SS-MC	2	£595		14-15		16-17		17-18		19-20				
Building a Cohesive Project Team	Heywood	SS-BPT	2	£595	8-9		11-12		13-14		15-16		17-18			
Managing Performance	Heywood	SS-MP	2	£595	23-24		25-26		27-28		29-30					
Manging the Motivation of the IT Team	Heywood	SS-MM	2	£595	2-3		4-5		6-7		8-9		10-11			
Presenting an IT Solution to Key Decision Makers	Heywood	SS-PS	2	£595		21-22		23-24		24-25		26-27				