

HP education services  
ITSM courses  
October 2009 through March 2010



### COBIT Foundations (HE602S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HE602S	COBIT Foundations					17	

### HP Ed ITIL Version 3 Overview Training (HE784S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HE784S	HP Ed ITIL Version 3 Overview Training	16	6	11	15	19	

### ITIL V3 for Executives (HF411S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF411S	ITIL V3 for Executives	30		18	29	19	

### ITIL V3 Foundation (HF421S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Alpharetta, GA	HF421S	ITIL V3 Foundation					23	
Anaheim	HF421S	ITIL V3 Foundation				12		
Canada - Edmonton - NAIT HP Centre	HF421S	ITIL V3 Foundation				26		
Canada - Metafore - Calgary	HF421S	ITIL V3 Foundation			1		17	
Canada - Toronto	HF421S	ITIL V3 Foundation		23			1	
Canada - Toronto, ON Downtown	HF421S	ITIL V3 Foundation		2				22
Canada - Vancouver	HF421S	ITIL V3 Foundation				12		
Cupertino	HF421S	ITIL V3 Foundation						23
Houston	HF421S	ITIL V3 Foundation		10				
New York City, NY	HF421S	ITIL V3 Foundation			8			

### ITIL v3 Foundation with Case Study (HF422S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF422S	ITIL v3 Foundation with Case Study	20	9	1, 7, 14	5, 11, 20, 25	17	9, 30
Online RAIL 8:30PT/9:30MT/10:30CT/11:30	HF422S	ITIL v3 Foundation with Case Study						2

### ITIL v3 Service Offering and Agreements (HF427S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF427S	ITIL v3 Service Offering and Agreements		9		18	22	
Canada - Toronto	HF427S	ITIL v3 Service Offering and Agreements		30				
Canada - Toronto, ON Downtown	HF427S	ITIL v3 Service Offering and Agreements					8	

To register, visit [www.hp.com/education](http://www.hp.com/education) or call 1-800-HPCLASS (1-800-472-5277)

## Operational Support and Analysis (HF428S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF428S	Operational Support and Analysis	19		7		1	
Online RAIL 8:30PT/9:30MT/10:30CT/11:30	HF428S	Operational Support and Analysis						15
Canada - Toronto	HF428S	Operational Support and Analysis				11		
Canada - Toronto, ON Downtown	HF428S	Operational Support and Analysis						1

## Release Control and Validation (ITIL v3) (HF429S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF429S	Release Control and Validation (ITIL v3)		16		11		1
Canada - Toronto	HF429S	Release Control and Validation (ITIL v3)			14			

## ITIL v3 Planning, Protection and Optimization (HF430S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF430S	ITIL v3 Planning, Protection and Optimization			14		8	

## ITIL V3 Managers Bridge (HF436S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF436S	ITIL V3 Managers Bridge	27		8	19		9

## ITIL V3 Service Strategy (HF437S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF437S	ITIL V3 Service Strategy	26		7		2	

## ITIL V3 Service Design (HF438S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF438S	ITIL V3 Service Design			1	19		2

## ITIL V3 Service Transition (HF439S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF439S	ITIL V3 Service Transition		16		11	9	

## ITIL V3 Service Operation (HF440S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF440S	ITIL V3 Service Operation	19		1	5		9

## ITIL V3 Continual Service Improvement (HF441S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF441S	ITIL V3 Continual Service Improvement			7	25		2

## ITIL V3 Managing Across the Lifecycle (HF442S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF442S	ITIL V3 Managing Across the Lifecycle	26			11		22

To register, visit [www.hp.com/education](http://www.hp.com/education) or call 1-800-HPCLASS (1-800-472-5277)

## ITIL Practitioner Bridge: IPSR-to-OS&A (HG876S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	<a href="#">HG876S</a>	ITIL Practitioner Bridge: IPSR-to-OS&A		20			19	

## ITIL Practitioner Bridge: IPRC-to-RC&V (HG877S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	<a href="#">HG877S</a>	ITIL Practitioner Bridge: IPRC-to-RC&V			4		26	

## ITIL Practitioner Bridge: IPAD-to-SO&A (HG894S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	<a href="#">HG894S</a>	ITIL Practitioner Bridge: IPAD-to-SO&A		13				5

## ITIL Practitioner Bridge: IPPI-to-PP&O (HG895S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	<a href="#">HG895S</a>	ITIL Practitioner Bridge: IPPI-to-PP&O				15		8

## ITIL Version 3 Upgrade Workshop (HE785S)

Location	Course#	Course name	Oct	Nov	Dec	Jan	Feb	Mar
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	<a href="#">HE785S</a>	ITIL Version 3 Upgrade Workshop	29		17	21	18	18
Canada - Metafore - Calgary	<a href="#">HE785S</a>	ITIL Version 3 Upgrade Workshop		19				
Canada - Toronto	<a href="#">HE785S</a>	ITIL Version 3 Upgrade Workshop		26				
Canada - Toronto, ON Downtown	<a href="#">HE785S</a>	ITIL Version 3 Upgrade Workshop				21		

To register, visit [www.hp.com/education](http://www.hp.com/education) or call 1-800-HPCLASS (1-800-472-5277)