

HP education services
ITSM courses
January 2010 through June 2010



COBIT Foundations (HE602S)

Location	Course#	Course name	Jan	Feb	Mar	Apr	May
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	Jan	Feb	Mar	Apr	May
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HE784S	HP Ed ITIL Version 3 Overview Training	15	25			

ITIL V3 for Executives (HF411S)

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

ITIL V3 Foundation (HF421S)

Location	Course#	Course name	Jan	Feb	Mar	Apr	May
Alpharetta, GA	HF421S	ITIL V3 Foundation		23			
Anaheim	HF421S	ITIL V3 Foundation	19				
Canada - Edmonton - NAIT HP Centre	HF421S	ITIL V3 Foundation	26			20	
Canada - Metafore - Calgary	HF421S	ITIL V3 Foundation		17		27	
Canada - Toronto	HF421S	ITIL V3 Foundation		1		12	
Canada - Toronto, ON Downtown	HF421S	ITIL V3 Foundation			22		
Canada - Vancouver	HF421S	ITIL V3 Foundation				20	
Chicago-Downers Grove	HF421S	ITIL V3 Foundation				27	
Cupertino	HF421S	ITIL V3 Foundation			23		

ITIL v3 Foundation with Case Study (HF422S)

Location	Course#	Course name	Jan	Feb	Mar	Apr	May
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF422S	ITIL v3 Foundation with Case Study	11, 25	16	15, 30	12	
Online RAIL 8:30PT/9:30MT/10:30CT/11:30	HF422S	ITIL v3 Foundation with Case Study			2	20	

ITIL v3 Service Offering and Agreements (HF427S)

Location	Course#	Course name	Jan	Feb	Mar	Apr	May
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF427S	ITIL v3 Service Offering and Agreements		22			
Canada - Toronto	HF427S	ITIL v3 Service Offering and Agreements		22			

Operational Support and Analysis (HF428S)

Location	Course#	Course name	Jan	Feb	Mar	Apr	May
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Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF428S	Operational Support and Analysis		1				
Online RAIL 8:30PT/9:30MT/10:30CT/11:30	HF428S	Operational Support and Analysis			15			
Canada - Toronto	HF428S	Operational Support and Analysis			1			

Release Control and Validation (ITIL v3) (HF429S)

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

ITIL v3 Planning, Protection and Optimization (HF430S)

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

ITIL V3 Managers Bridge (HF436S)

Location	Course#	Course name	Jan	Feb	Mar	Apr	May
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF436S	ITIL V3 Managers Bridge			9		

ITIL Service Strategy (HF437S)

Location	Course#	Course name	Jan	Feb	Mar	Apr	May
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF437S	ITIL Service Strategy		2			
Online RAIL 8:30PT/9:30MT/10:30CT/11:30	HF437S	ITIL Service Strategy				6	

ITIL V3 Service Design (HF438S)

Location	Course#	Course name	Jan	Feb	Mar	Apr	May
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF438S	ITIL V3 Service Design			2		

ITIL V3 Service Transition (HF439S)

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

ITIL V3 Service Operation (HF440S)

Location	Course#	Course name	Jan	Feb	Mar	Apr	May
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HF440S	ITIL V3 Service Operation			9		
Online RAIL 8:30PT/9:30MT/10:30CT/11:30	HF440S	ITIL V3 Service Operation				20	

ITIL V3 Continual Service Improvement (HF441S)

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

ITIL V3 Managing Across the Lifecycle (HF442S)

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

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

Location	Course#	Course name	Jan	Feb	Mar	Apr	May
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HG876S	ITIL Practitioner Bridge: IPSR-to-OS&A		19			

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

Location	Course#	Course name	Jan	Feb	Mar	Apr	May
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HG877S	ITIL Practitioner Bridge: IPRC-to-RC&V		26			

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

Location	Course#	Course name	Jan	Feb	Mar	Apr	May
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HG894S	ITIL Practitioner Bridge: IPAD-to-SO&A			5		

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

Location	Course#	Course name	Jan	Feb	Mar	Apr	May
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HG895S	ITIL Practitioner Bridge: IPPI-to-PP&O	15		12		

ITIL Version 3 Upgrade Workshop (HE785S)

Location	Course#	Course name	Jan	Feb	Mar	Apr	May
Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET	HE785S	ITIL Version 3 Upgrade Workshop	21		18	15	
Canada - Toronto, ON Downtown	HE785S	ITIL Version 3 Upgrade Workshop	21				20

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