**Public Schedule** Jul 2021 – Dec 2021

PINK

Classroom and Online Based

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## ITIL® 4 FOUNDATION | Introducing you to the management of modern IT-enabled services, to provide you with an understanding of the common language and key concepts, and to show you how your organization and your work can improve with the ITIL 4 guidance.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|--------|------|----------|----------|-------------|-----|-----|-----|-----|-----|-----|
| ITIL 4 Foundation Public Class | I4F | 2 days | JHB | PC | 5-6 26-27 | 2-3 23-24 | 6-7 27-28 | 4-5 25-26 | 8-9 22-23 | 6-7 20-21 |
| ITIL 4 Foundation Online | I4F-OL | 93 days | Online | PC | | | | | | |
| ITIL 4 Foundation Virtual Class | I4F-ILO | 2 days | Online | PC | 5-6 26-27 | 2-3 23-24 | 6-7 27-28 | 4-5 25-26 | 8-9 22-23 | 6-7 20-21 |

## ITIL® 4 MANAGING PROFESSIONAL (MP) TRANSITION | This course transitions ITIL® V3 Experts / delegates with 17 Points from ITIL® V3 to an ITIL® 4 MP.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|--------|------|----------|----------|-------------|-----|-----|-----|-----|-----|-----|
| ITIL 4 Managing Professional Transition Public Class | MPT | 5 days | JHB | PC | | 16-20 | 13-17 | | 29 Nov- 03 Dec | |
| ITIL 4 Managing Professional Transition Online | MPT-OL | 186 days | Online | PC | | | | | | |
| ITIL 4 Managing Professional Transition Virtual Class | MPT-ILO | 5 days | Online | PC | | 16-20 | 13-17 | | 29 Nov- 03 Dec | |

## ITIL® 4 MANAGING PROFESSIONAL (MP) STREAM | These are the advanced courses required in order to achieve the ITIL® 4 Managing Professional designation.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|--------|------|----------|----------|-------------|-----|-----|-----|-----|-----|-----|
| ITIL 4 Specialist – Create, Deliver & Support Public Class | CDS | 3 days | JHB | PC | 28-30 | | 20-22 | | 24-26 | |
| ITIL 4 Specialist – Create, Deliver & Support Online | CDS-OL | 186 days | Online | PC | | | | | | |
| ITIL 4 Specialist – Create, Deliver & Support Virtual Class | CDS-ILO | 3 days | Online | PC | 28-30 | | 20-22 | | 24-26 | |
| ITIL 4 Specialist – Drive  Stakeholder Value Public Class | DSV | 3 days | JHB | PC | 7-9 | | | 27-29 | | 13-15 |
| ITIL 4 Specialist – Drive Stakeholder Value Online | DSV-OL | 186 days | Online | PC | | | | | | |
| ITIL 4 Specialist – Drive  Stakeholder Value Virtual Class | DSV-ILO | 186 days | Online | PC | 7-9 | | | 27-29 | | 13-15 |
| ITIL 4 Strategist – Direct, Plan & Improve Public Class | DPI | 3 days | JHB | PC | | | 4-6 | 10-12 | | 08-10 |
| ITIL 4 Strategist – Direct, Plan & Improve Online | DPI-OL | 186 days | Online | PC | | | | | | |
| ITIL 4 Strategist – Direct, Plan & Improve Virtual Class | DPI-ILO | 3 days | Online | PC | | | 4-6 | 10-12 | | 08-10 |

## ITIL® 4 MANAGING PROFESSIONAL (MP) STREAM CONTINUED…

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|
| ITIL 4 Specialist – High Velocity IT Public Class | HVIT | 3 days | JHB | PC | | 25-27 | | | 17-19 | |
| ITIL 4 Specialist – High Velocity IT Online | HVIT-OL | 186 days | Online | PC | | | | | | |
| ITIL 4 Specialist – High Velocity IT Virtual Class | HVIT-ILO | 3 days | Online | PC | | 25-27 | | | 17-19 | |

## ITIL® 4 STRATEGIC LEADER (SL) STREAM | These are the advanced courses required in order to achieve the ITIL® 4 Strategic Leader designation.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|
| ITIL 4 Strategist – Direct, Plan & Improve Public Class | DPI | 3 days | JHB | PC | | 04-06 | | | 10-12 | 08-10 |
| ITIL 4 Strategist – Direct, Plan & Improve Online | DPI-OL | 186 days | Online | PC | | | | | | |
| ITIL 4 Strategist – Direct, Plan & Improve Virtual Class | DPI-ILO | 3 days | Online | PC | | 04-06 | | | 10-12 | 08-10 |
| ITIL 4 Leader - Digital & IT Strategy Public Class | DIS | 3 days | JHB | PC | 19-21 | | 8-10 | 6-8 | | 22-24 |
| ITIL 4 Leader – Digital & IT Strategy Virtual Class | DIS | 3 days | Online | PC | 19-21 | | 8-10 | 6-8 | | 22-24 |

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## ITIL® 4 FAST TRACK COURSES | A combination course of ITIL 4 Foundation with an ITIL 4 Advanced Course in one week in order to fast track the ITIL 4 qualification.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|
| ITIL 4 CDS Fast Track (Create, Deliver & Support) Public Class | CDSFT | 5 days | JHB | PC | 26-30 | | | | 22-26 | |
| ITIL 4 CDS Fast Track (Create, Deliver & Support) Virtual Classes | CDSFT-ILO | 5 days | Online | PC | 26-30 | | | | 22-26 | |
| ITIL 4 HVIT Fast Track (High Velocity IT) Public Class | HVITFT | 5 days | JHB | PC | | 23-27 | | | | |
| ITIL 4 HVIT Fast Track (High Velocity IT) Virtual Class | HVITFT-ILO | 5 days | Online | PC | | 23-27 | | | | |
| ITIL 4 DSV Fast Track (Drive Stakeholder Value) Public Class | DSVFT | 5 days | JHB | PC | 05-09 | | | 25-29 | | |
| ITIL 4 DSV Fast Track (Drive Stakeholder Value) Virtual Class | DSVFT-ILO | 5 days | Online | PC | 05-09 | | | 29-29 | | |
| ITIL 4 DIS – Fast Track (Digital & IT Strategy) Public Class | DISFT | 5 days | JHB | PC | | | 6-10 | 4-8 | | 20-24 |
| ITIL 4 DIS – Fast Track (Digital & IT Strategy) Virtual Class | DISFT-ILO | 5days | Online | PC | | | 6-10 | 4-8 | | 20-24 |

## ITIL® 4 FAST TRACK COURSES | A combination course of ITIL 4 Foundation with an ITIL 4 Advanced Course in one week in order to fast track the ITIL 4 qualification.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|
| ITIL 4 DSV Fast Track (Drive Stakeholder Value) Public Class | DSVSFT | 5 days | JHB | PC | 05-09 | | | 25-29 | | |
| ITIL 4 DSV Fast Track (Drive Stakeholder Value) Virtual Classes | DSVFT-ILO | 5 days | Online | PC | 05-09 | | | 25-29 | | |

## ITIL® 4 MANAGING PROFESSIONAL (MP) PERSONAL PASS

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|
| ITIL 4 Managing Professional Personal Pass Public Classes | IPP | 1 Year | JHB | PC | | | | | | |
| ITIL 4 Managing Professional Personal Pass Online | IPP-OL | 1 Year | Online | PC | | | | | | |

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## ITIL® V3 INTERMEDIATE LEVEL - CAPABILITY STREAM | Concentrating on executing, managing, and improving a series of clustered process activities throughout the ITIL Service Lifecycle, these courses should be taken leading up to the ITIL Expert Certificate in IT Service Management.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|--------|------|----------|----------|-------------|-----|-----|-----|-----|-----|-----|
| Operational Support & Analysis Online | OSA-OL | 186 days | Online | PC | | | | | | |
| Release, Control & Validation  Online | RCV-OL | 186 days | Online | PC | | | | | | |
| Service Offerings & Agreement  Online | SOA-OL | 186 days | Online | PC | | | | | | |
| Planning, Protection & Optimisation Online | PPO-OL | 186 days | Online | PC | | | | | | |

## ITIL® V3 INTERMEDIATE LEVEL - LIFECYCLE STREAM | These courses focus specifically on investigating the management and control of activities and techniques within the specific phases of the Service Lifecycle, without direct emphasis on the details of each supporting process.

| Course | Code | Duratio n | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|--------|------|-----------|----------|-------------|-----|-----|-----|-----|-----|-----|
| Service Strategy Online | SST-OL | 186 days | Online | PC | | | | | | |
| Service Design Online | SDE-OL | 186 days | Online | PC | | | | | | |
| Service Operation Online | SOP-OL | 186 days | Online | PC | | | | | | |
| Service Transition Online | STR-OL | 186 days | Online | PC | | | | | | |
| Continual Service Improvement Online | CSI-OL | 186 days | Online | PC | | | | | | |

## IT MANAGEMENT | Teaching you how to best manage your company's IT resources, taking into account your company's needs and priorities.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|--------|------|----------|----------|-------------|-----|-----|-----|-----|-----|-----|
| DevOps Essentials Public Class | DOE | 3 days | JHB | PDC | | 23-25 | | 11-13 | | 6-8 |
| DevOps Essentials Online | DOE-OL | 93 days | Online | PDC | | | | | | |
| DevOps Essentials Virtual Class | DOE-ILO | 3 days | Online | PDC | | 23-25 | | 11-13 | | 6-8 |
| DevOps Leadership Public Class | DevL | 3 days | JHB | PDC | | | | | | |
| DevOps Leadership Virtual Class | DevL-ILO | 3 days | Online | PDC | | | | | | |
| Lean IT Foundation Public Class | LITA | 2 days | JHB | PC | 19-20 | | 20-21 | | 15-16 | |
| Lean IT Foundation Online | LITA-OL | 365 days | Online | PC | | | | | | |
| Lean IT Foundation Virtual Class | LITA-ILO | 2 days | Online | PC | 19-20 | | 20-21 | | 15-16 | |
| IT Asset Management Public Class | ITAM | 3 days | JHB | PDC | | | | 18-20 | | |
| IT Asset Management Essentials Online | AME-OL | 93 days | Online | PDC | | | | | | |
| IT Asset Management Virtual Class | ITAM-ILO | 3 days | Online | PDC | | | | 18-20 | | |

## IT MANAGEMENT Continued… | Teaching you how to best manage your company's IT resources, taking into account your company's needs and priorities.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|--------|------|----------|----------|-------------|-----|-----|-----|-----|-----|-----|
| Software Asset Management Essentials Virtual Class | SAM-ILO | 3 days | Online | AP | On request | | | | | |
| Service Catalogue Specialist Public | SCS | 2 days | JHB | PDC | | | | | | |
| Service Catalogue Specialist Online | SCS-OL | 93 days | Online | PDC | | | | | | |
| Service Automation Framework Foundation Online | SAF-OL | 1 Year | Online | AP | | | | | | |
| VersiSM Foundation Online | VSMF-OL | 1 Year | Online | AP | | | | | | |

## SERVICE DESK & SUPPORT | Learn how to maintain, manage and update your company's knowledge database while providing hardware & software support

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|--------|------|----------|----------|-------------|-----|-----|-----|-----|-----|-----|
| Service Desk Analyst Public class | SDA | 3 days | JHB | PC | 12-14 | | 13-15 | | 22-24 | |
| Service Desk Analyst Virtual Class | SDA-ILO | 3 days | Online | PC | 12-14 | | 13-15 | | 22-24 | |
| Service Desk Manager Public Class | SDM | 4 days | JHB | PC | 26-29 | 30 Aug - 02 Sep | | | 8-11 | |
| Service Desk Manager Virtual Class | SDM-ILO | 4 days | Online | PC | 26-29 | 30 Aug- 02 Sep | | | 8-11 | |

PROJECT MANAGEMENT - AGILE | Learn all about the world's most complete agile project management solution that combines flexibility and responsibility of agile with the governance of APMG. It explores the interface between project management and agile product delivery.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|
| AgilePM® Foundation Public Class | AGIF | 2 days | JHB | AP | | 02-03 30 -31 | | 11-12 | 29-30 | |
| AgilePM® Foundation Online | AGIF-OL | 1 Year | Online | AP | | | | | | |
| AgilePM® Foundation Virtual Class | AGIF-ILO | 2 days | Online | AP | | 02-03 30-31 | | 11-12 | 29-30 | |
| AgilePM® Practitioner Public Class | AGIP | 3 days | JHB | AP | | 04-06 | 01-03 | 13-15 | | 01-03 |
| AgilePM® Practitioner Virtual Class | AGIP-ILO | 3 days | Online | AP | | 04-06 | 01-03 | 13-15 | | 01-03 |
| AgilePM® Fast Track Public Class | AGIFT | 5 days | JHB | AP | | 02-06 | 30 Aug-03 Sep | 11-15 | 29 Nov-03 Dec | |
| AgilePM® Fast Track Virtual Class | AGIFT-ILO | 5 days | Online | AP | | 02-06 | 30 Aug-03 Sep | 11-15 | 29 Nov-03 Dec | |

**PROJECT MANAGEMENT - AGILE|** Learn all about the world's most complete agile project management solution that combines flexibility and responsibility of agile with the governance of APMG. It explores the interface between project management and agile product delivery.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|--------|------|----------|----------|-------------|-----|-----|-----|-----|-----|-----|
| Agile® Scrum Essentials Public | ASE | 2 days | JHB | PDC | | 10-11 | | 21-22 | | |
| Agile® Scrum Essentials Online | ASE-OL | 93 days | Online | PDC | | | | | | |
| Agile® Business Consortium Scrum Master Public Class | ABC Scrum | 2 days | JHB | AP | | | 27-28 | 18-19 | | 6-7 |
| Agile® Scrum Master Online | SCM | 186 days | Online | PDC | | | | | | |
| Agile® Business Consortium Scrum Master Virtual Class | ABC Scrum-ILO | 2 days | Online | AP | | | 27-28 | 18-19 | | 6-7 |
| AgileSHIFT® Foundation Public Class | AGISFT | 2 days | JHB | PC | | | 20-21 | | 15-16 | |
| AgileSHIFT® Foundation Virtual Class | AGISFT-ILO | 2 days | Online | PC | | | 20-21 | | 15-16 | |

**PROJECT MANAGEMENT** | Through the process-based project management approach you'll learn in these PRINCE2 courses, you'll learn more about the organization and control of a project throughout its lifetime.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|--------|------|----------|----------|-------------|-----|-----|-----|-----|-----|-----|
| PRINCE2® Foundation Public Class | P2F | 3 days | JHB | PC | 19-21 | | 6-8 | | 8-10 | |
| PRINCE2® Foundation Online | P2F-OL | 1 Year | Online | PC | | | | | | |
| PRINCE2® Foundation Virtual Class | P2F-ILO | 3 days | Online | PC | 19-21 | | 6-8 | | 8-10 | |
| PRINCE2® Practitioner Public Class | P2P | 2 days | JHB | PC | 22-23 | | 9-10 | | 11-12 | |
| PRINCE2® Practitioner Virtual Class | P2P-ILO | 2 days | Online | PC | 22-23 | | 9-10 | | 11-12 | |
| PRINCE2® Fast Track Public Class | P2FT | 5 days | JHB | PC | 19-23 | | 6-10 | | 8-12 | |
| PRINCE2® Fast Track Virtual Class | P2FT-ILO | 5 days | Online | PC | 19-23 | | 6-10 | | 8-12 | |

**IT GOVERNANCE |** Get a big-picture understanding of the processes that ensure the effective and efficient use of IT in enabling an organization to achieve its goals. These courses focus on information technology and its performance and risk management.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|
| COBIT® 2019 Foundation Public Class | COB 2019 | 2 days | JHB | IS | 5-6 | | 6-7 | 4-5 | 15-16 | |
| COBIT® 2019 Foundation Virtual Class | COB 2019 - ILO | 2 days | Online | IS | 5-6 | | 6-7 | 4-5 | 15-16 | |
| COBIT® 2019 Design & Implementation Public Class | COB 2019 DI | 2 days | JHB | IS | 7-8 | | 8-9 | 6-7 | 17-18 | |
| COBIT® 2019 Design & Implementation Virtual Class | COB 2019 DI-ILO | 2 days | Online | IS | 7-8 | | 8-9 | 6-7 | 17-18 | |
| COBIT® 2019 Fast Track Public Class | COB 2019 FT | 4 days | JHB | IS | 5-8 | | 6-9 | 4-7 | 15-18 | |
| COBIT® 2019 Fast Track Virtual Class | COB 2019 FT-ILO | 4 days | Online | IS | 5-8 | | 6-9 | 4-7 | 15-18 | |

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BUSINESS PORTFOLIO | These courses can teach you how to overcome communication barriers between IT and the business, leverage innovative best practices, and solve business problems in an IT environment.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|--------|------|----------|----------|-------------|-----|-----|-----|-----|-----|-----|
| Business Relationship Management Professional Public Class | BRMP | 3 days | JHB | AP | 12-14 | 10-12 | 29 Sep-01 Oct | | 1-3 | 13-15 |
| IT Business Relationship Professional Online | IT BRP-OL | 93 days | Online | PDC | | | | | | |
| Business Relationship Management Professional Virtual Class | BRMP-ILO | 3 days | Online | AP | 12-14 | 10-12 | 29 Sep-01 Oct | | 1-3 | 13-15 |
| AgileBA® Foundation Public Class | ABAF | 3 days | JHB | AP | 5-6 | | 13-14 | | 22-23 | |
| AgileBA® Foundation Virtual Class | ABAF-ILO | 3 days | Online | AP | 5-6 | | 13-14 | | 22-23 | |
| AgileBA® Practitioner Public Class | ABAP | 2 days | JHB | AP | 7-9 | | 15-17 | | 24-26 | |
| AgileBA® Practitioner Virtual Class | ABAP-ILO | 2 days | Online | AP | 7-9 | | 15-17 | | 24-26 | |
| AgileBA® Fast Track Public Class | ABAFT | 5 days | JHB | AP | 5-9 | | 13-17 | | 22-26 | |
| AgileBA® Fast Track Virtual Class | ABAFT-ILO | 5 days | Online | AP | 5-9 | | 13-17 | | 22-26 | |

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**PINK**

BUSINESS PORTFOLIO | These courses can teach you how to overcome communication barriers between IT and the business, leverage innovative best practices, and solve business problems in an IT environment.

| Course | Code | Duration | Location | Cert. Board | Jul | Aug | Sep | Oct | Nov | Dec |
|--------|------|----------|----------|-------------|-----|-----|-----|-----|-----|-----|
| Change Management Foundation Public Class | CMF | 3 days | JHB | AP | | 16-18 | | 4-6 | | 20-22 |
| Change Management Foundation Virtual Class | CMF-ILO | 3 days | Online | AP | | 16-18 | | 4-6 | | 20-22 |
| Change Management Practitioner Public Class | CMP | 2 days | JHB | AP | | 19-20 | | 7-8 | | 23-24 |
| Change Management Practitioner Virtual Class | CMP-ILO | 2 days | Online | AP | | 19-20 | | 7-8 | | 23-24 |
| Change Management Fast Track  Public Class | CMFT | 5 days | JHB | AP | | 16-20 | | 4-8 | | 20-24 |
| Change Management Fast Track  Virtual Class | CMFT-ILO | 5 days | Online | AP | | 16-20 | | 4-8 | | 20-24 |
| Root Cause Analysis Specialist Public Class | RCS | 2 days | JHB | PDC | 22-23 | | 27-28 | | 1-2 | |
| Root Cause Analysis Specialist Virtual Class | RCS-ILO | 2 days | Online | PDC | 22-23 | | 27-28 | | 1-2 | |

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**SERVICE MANAGEMENT** | Our CASM course provides and introduction to Agile Service Management. This includes the application and integration of agile thinking into service management processes and process design projects. Through our SIAM qualification, learn how to manage multiple suppliers as well as IT service by integrating them to provide a single, business-facing IT organization.

| Course | Access | Cert Board | Course Price | Exam Price | Course & Exam Price |
|---|---|---|---|---|---|
| SIAM Foundation Online | 30 days | ITZ | R4,995 | R3,945 | R8,940 |
| ISO20000 Foundation Online | 30 days | ITZ | R3,900 | R2,585 | R6,485 |
| OBASHI Foundation Online | 30 days | ITZ | R3,150 | R3,945 | R7,095 |

**SECURITY** | Learn how to build Cyber Resilience across your organization, from the boardroom down, by taking our Resilia Foundation course.

| Course | Access | Cert. Board | Course Price | Exam Price | Course & Exam Price |
|---|---|---|---|---|---|
| Resilia Foundation Online | 30 days | PC | R2,875 | R4,345 | R7,220 |

| CERTIFICATION BOARD KEY: | |
|---|---|
| PeopleCert | PC |
| Professional Designations | PDC |
| APMG | AP |
| ISACA | IS |
| ITSM Zone | ITZ |

## TEXT BOOKS | The resources you need to help you prepare for various courses and certification exams.

| Course | Access | Book Price |
|---|---|---|
| Managing Successful Projects with PRINCE2® – 2017 Edition | PRINCE2® Practitioner | R2,285 |
| AgilePM® Handbook v2.0 | AgilePM® Practitioner | R1,215 |
| AgileBA® - Agile Business Analysis | AgileBA® Practitioner | R1,425 |
| The Effective Change Manager's Handbook CMBok | Change Management Practitioner | R1,215 |

Please note that these textbooks are only included in Fast Track courses. For all other courses, the books must be purchased as required

Please Note:

• All pricing excludes VAT

• Pricing applies to delegates within South Africa only, all other regions please contact info.africa@pinkelephant.co.za for a quotation

• Proctor fee is included for Exams for Online Courses and Virtual Courses. This is an additional cost for anyone who wants to do their exam remotely online.

• Pricing is subject to change

• Errors & omissions excepted

• Ts & Cs apply

• From 1 November 2019, all AXELOS courses certified by PeopleCert need to be purchased with the exam. This applies to the following courses: ITIL®, Prince2®, AgileSHIFT® and Resilia.