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**All courses are available upon request in "self-paced - Coach Assisted" format.
3 weeks preparation time is required.**

**Courseware is available in multiple formats at a single price.
See details at the bottom of the page.**

Product #	ITIL ® Programs (Instructor-Led/Virtual)	Duration Days	Material Language
	ITIL® 4		
	Overview and Foundation Courses		
CV3200	ITIL® 4 Awareness for Decision Makers Course - Non-Certification	1	E-F
CV3201	ITIL® 4 Overview Course - Non-Certification	1	E
CV3202	ITIL® 4 Foundation Certification Program	3	E-F
CV3203	ITIL® 4 Foundation Bridge Certification Program	1	E
	Intermediate Courses		
CV3204	ITIL® 4 Specialist: Create Deliver and Support (CDS) Certification Program	3	E
CV3205	ITIL® 4 Strategist: Direct Plan and Improve (DPI) Certification Program	3	E
CV3206	ITIL® 4 Specialist: Drive Stakeholder Value (DSV) Certification Program	3	E
CV3207	ITIL® 4 Specialist: High Velocity IT (HVIT) Certification Program	3	E
2020 Fall Release	ITIL® 4 Leader: Digital and IT Strategy (DITS) Certification Program	3	E
	Managing Professional Transition Course		
CV3209	ITIL® 4 Managing Professional Transition Certification Program	5	E
	ITIL® v3/2011		
	Overview and Foundation Courses		
CV3070	ITIL® v3/2011 Awareness for Decision Makers Course - Non-Certification	0.5	E-F
CV3071	ITIL® v3/2011 Awareness for Decision Makers Course - Non-Certification	1	E-F
CV3080	ITIL® v3/2011 Overview Course - Non-Certification	0.5	E-F
CV3081	ITIL® v3/2011 Overview Course - Non-Certification	1	E-F
CV3100	ITIL® v3/2011 Foundation Certification Program	3	E-F

Product #	ITIL ® Programs (Instructor-Led/Virtual)	Duration Days	Material Language
	ITIL® v3/2011 (cont'd)		
	Practitioner Course		
CV3550	ITIL® 2011 - Practitioner Certification Program	3	E-F
	ITIL® v3/2011 - Expert Program		
	Intermediate Lifecycle Programs		
CV3300	Service Strategy (SS) Certification Program	3	E
CV3310	Service Transition (ST) Certification Program	3	E
CV3320	Service Design (SD) Certification Program	3	E
CV3330	Service Operation (SO) Certification Program	3	E
CV3340	Continual Service Improvement (CSI) Certification Program	3	E
	Intermediate Capabilities Programs		
CV3410	Service Offerings and Agreements (SOA) Certification Program	5	E-F
CV3420	Operational Support and Analysis (OSA) Certification Program	5	E-F
CV3430	Release Control and Validation (RCV) Certification Program	5	E-F
CV3440	Planning, Protection and Optimization (PPO) Certification Program	5	E-F
	Managing Across the Lifecycle (MALC) Capstone Program		
CV3450	Managing Across the Lifecycle (MALC) Certification Program	5	E

Product #	ITIL ® Workshops (Instructor-Led/Virtual) Note that certification exams unavailable for the following programs Based on ITIL v3/2011	Duration Days	Material Language
	Workshops		
WS4010	Define & Implement Service Assets and Configuration Management (SACM)	2	E
WS4020	Define & Implement a Service Catalogue	2	E
WS4040	Define & Implement Service Desk, Incident Management	3	E
WS4090	Define & Implement Problem Management	3	E

Product #	DevOps	Duration Days	Material Language
DOI100	DOI DevOps Foundation (DOFD)® Certification Program	2	E-F
DOI110	DOI Continuous Testing Foundation (DTF)® - Intermediate Certification Program	2	E
DOI120	DOI Continuous Delivery Ecosystem Foundation (CDEF) SM Certification Program	2	E
DOI130	DOI DevOps Leader® Certification Program	2	E
DOI140	DOI DevSecOps Foundation (DSOF) SM Certification Program	2	E
DOI150	DOI Certified Agile Service Manager (CASM)® Certification Program	2	E
DOI160	DOI Certified Agile Process Owner (CAPO)® Certification Program	2	E
DOI170	DOI Site Reliability Engineering Foundation (SREF) SM Certification Program	2	E
EX200	EXIN DevOps Professional Certification Program	3	E
EX210	EXIN DevOps Master Certification Program	5	E

Product #	AGILE Scrum	Duration Days	Material Language
AS100	Foundation Certification Program	2	E
AS200	Master Certification Program	2	E

Product #	COBIT® (Instructor-Led/Virtual)	Duration Days	Material Language
CCB110	COBIT 5 Foundation Certification Program	3	E
CCB120	COBIT 5 Implementation Certification Program	3	E
CCB130	COBIT 2019 Bridge Course	1	E
CCB140	COBIT 2019 Foundation Course	2	E

Product #	SIAM	Duration Days	Material Language
SI100	SIAM Foundation Certification Program	3	E

Product #	Organization Change Management	Duration Days	Material Language
CCM100	Foundation Certification Program	3	E
CCM101	Practitioner Certification Program	2	E

Product #	Cloud Computing	Duration Days	Material Language
CCC100	Foundation Certification Program	2	E-F

Product #	Professional Cloud Solution Architect	Duration Days	Material Language
PCS200	Professional Cloud Solution Architect Certification Program	3	E

Product #	LeanIT	Duration Days	Material Language
LIT100	Foundation Certification Program	2	E-F

Product #	VeriSM	Duration Days	Material Language
VS100	Foundation Certification Program	2	E

Product #	TOGAF™ 9	Duration Days	Material Language
TGF300	Combined Program – Level 1 and Level 2	4	F

Product #	PRINCE2® (Instructor-Led)	Duration Days	Material Language
PR140	2017 Foundation Certification Program	3	E
PR150	2017 Practitioner Certification Program	2	E
PR130	Combined Certification Program	5	E-F

Courseware available format

Please note that three options are available which all include the same material content
(i.e. you can choose one or all of the options below for a single license price).

OPTION 1 - Paper based

- Ahead to print and ship (additional costs apply)
- Client to print and ship

OPTION 2 – Cost saving Digital Paperless/Green Option

- Online web-based via our Learning Management System (LMS)
- Material freely available for 12 months with both online and offline access
- Note that if a new/first time program, a minimum of 2 weeks is required to prepare your LMS Portal material