

## CALENDARIO DE CURSOS 2012

Nombre del Curso o Evento	DÍAS	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO
<b>Nivel Fundamentos</b>							
ITIL Foundations	3	LIMA (25-27)	LIMA (22-24)	LIMA (28-30)	LIMA (25-27)	LIMA (29-31)	LIMA (27-29)
¡Nuevo! ITIL Foundations en Español A Distancia (6 sesiones de 4 horas)	6						
ITIL Foundations Online Self-Paced Course	NA	Esta modalidad le ofrece eficientar sus tiempos, en formatos individuales de aprendizaje y la obtención de la certificación acorde a sus necesidades, en donde sea y a su ritmo desde la comodidad de su casa u oficina.					
COBIT® Fundamentals	3	LIMA (11-13)		LIMA (21-23)			
ISO/IEC 20000:2011 Essentials	3			LIMA (14-16)			LIMA (20-22)
ISO/IEC 27001:2005 Foundations <i>Foundations Information Security Certification Course</i>	2						
¡Nuevo! Social Media Essentials For ITSM Professionals	2						
¡Nuevo! Fundamentos de CMMi	2						
<b>Talleres Prácticos</b>							
How To Define & Implement Processes According to ITIL Best Practices.**	2						
How To Define & Implement a CMDB According to ITIL Best Practices.**	2		LIMA (20-21)				
How To Define & Implement a Service Catalog According to ITIL Best Practices. **	2	LIMA (23-24)			LIMA (23-24)		
How To Define & Implement a Service Desk According To ITIL Best Practices**	2						
¡Nuevo! How To Successfully Integrate External Suppliers With Supplier Management According To ITIL Best Practices. **	2						
Measuring, Reporting & Improving The IT Infrastructure According To ITIL Best Practices**	2						
<b>Nivel Intermedio</b>							
Operational Support & Analysis (OSA) <i>Official ITIL V3 Capability Certification</i>	5	LIMA (30-03)			LIMA (16-20)		
Release Control & Validation (RCV) <i>Official ITIL V3 Capability Certification</i>	5		LIMA (13-17)				
Service Offerings & Agreements (SOA) <i>Official ITIL V3 Capability Certification</i>	5					LIMA (21-25)	
Planning, Protection & Optimization (PPO) <i>Official ITIL V3 Capability Certification</i>	5				LIMA (9-13)		
¡Nuevo! Advanced Project Manager (APM) (Curso Sabatino, 40 hrs.) <i>Project Management Certification, Módulo No. 1</i>	7						
<b>Nivel Experto</b>							
Service Strategy (SS) <i>Official ITIL V3 Lifecycle Certification</i>	4						
Service Design (SD) <i>Official ITIL V3 Lifecycle Certification</i>	4						
Service Transition (ST) <i>Official ITIL V3 Lifecycle Certification</i>	4						
Service Operation (SO) <i>Official ITIL V3 Lifecycle Certification</i>	4						
Continual Service Improvement (CSI) <i>Official ITIL V3 Lifecycle Certification</i>	4				LIMA		
<b>Nivel ITIL Expert</b>							
Managing Across The Lifecycle <i>Official ITIL "Expert" Certification</i>	5						
<b>Talleres Ejecutivos</b>							
Seminario de Estrategia de ITSM para Ejecutivos**	3		LIMA (7-9)				
The Implementation RoadMap for IT Service Management**	3			LIMA (7-9)			
<b>Simuladores</b>							
¡Nuevo! Apollo 13 IT Service Management Simulation Game**	1						
<b>Eventos Especiales</b>							
Public ITIL Overviews	3hrs						
Conferencias de IT Service Management**	2						

\*\* Cursos con Constancia de Participación

Nota: ¡¡¡¡¡Pregunte por nuestros Cursos de PMI- In-House!!!!