

HP education services  
ITSM courses  
April 2012 through September 2012



**Online RAIL 6:30PT/7:30MT/8:30CT/9:30ET**

Curriculum	Course#	Course name	Apr	May	Jun	Jul	Aug	Sep
ITSM	<a href="#">HF422S</a>	ITIL V3 Foundation for IT Service Management (with Case Study)	24	8, 22	19	10, 24	7, 21	11, 25
ITSM	<a href="#">HF427S</a>	ITIL V3 Service Offerings and Agreements	30			30		
ITSM	<a href="#">HF428S</a>	ITIL V3 Operational Support and Analysis		7		9		17
ITSM	<a href="#">HF429S</a>	ITIL V3 Release, Control and Validation		21			13	
ITSM	<a href="#">HF430S</a>	ITIL v3 Planning, Protection and Optimization	16		4			10
ITSM	<a href="#">HF437S</a>	ITIL V3 Service Strategy		15		17	28	
ITSM	<a href="#">HF438S</a>	ITIL V3 Service Design		1		10	21	
ITSM	<a href="#">HF439S</a>	ITIL V3 Service Transition			5	24		
ITSM	<a href="#">HF440S</a>	ITIL V3 Service Operation	10		12	24		25
ITSM	<a href="#">HF441S</a>	ITIL V3 Continual Service Improvement	24		19	17		11
ITSM	<a href="#">HF442S</a>	ITIL V3 Managing Across the Lifecycle			25		20	

**Alpharetta, GA**

Curriculum	Course#	Course name	Apr	May	Jun	Jul	Aug	Sep
ITSM	<a href="#">HF421S</a>	ITIL V3 Foundation for IT Service Management (with SM Simulation)		15				

**Chicago-Downers Grove**

Curriculum	Course#	Course name	Apr	May	Jun	Jul	Aug	Sep
ITSM	<a href="#">HF421S</a>	ITIL V3 Foundation for IT Service Management (with SM Simulation)			5			

**Irvine, CA**

Curriculum	Course#	Course name	Apr	May	Jun	Jul	Aug	Sep
ITSM	<a href="#">HF421S</a>	ITIL V3 Foundation for IT Service Management (with SM Simulation)				17		

**Canada - Toronto**

Curriculum	Course#	Course name	Apr	May	Jun	Jul	Aug	Sep
ITSM	<a href="#">HF421S</a>	ITIL V3 Foundation for IT Service Management (with SM Simulation)	24		12			

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