



CLAVE	NOMBRE DEL CURSO	Dur. (días)							
			DICIEMBRE	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO
<b>Foundation Certification in IT Service Management</b>									
ITIL-FOUND	ITIL V3 Foundation (2 credits) (18 PDUs)	3	5 19	2 16 23	6 27	5 20 26	2 23	7 14 21	4 25
<b>Intermediate Level - Capability</b>									
ITIL-RCV	ITIL V3 Service Capability - Release, Control & Validation (4 credits) (30 PDUs)	5		2 16	13	20	2	14 21	
ITIL-OSA	ITIL V3 Service Capability - Operational Support & Analysis (4 credits) (30 PDUs)	5	12 19	23	20		9 16 23		18
ITIL-SOA	ITIL V3 Service Capability - Service Offerings & Agreements (4 credits) (30 PDUs)	5	5			5			4
ITIL-PPO	ITIL V3 Service Capability - Planning, Protection & Optimization (4 credits) (30 PDUs)	5			13			14	
<b>Intermediate Level - Lifecycle</b>									
ITIL-SS	ITIL V3 Service Lifecycle - Strategy (3 credits) (21 PDUs)	3		23			23		
ITIL-SD	ITIL V3 Service Lifecycle - Design (3 credits) (21 PDUs)	3		23				28	
ITIL-ST	ITIL V3 Service Lifecycle - Transition (3 credits) (21 PDUs)	3			27				25
ITIL-SO	ITIL V3 Service Lifecycle - Operation (3 credits) (21 PDUs)	3				12			
ITIL-CSI	ITIL V3 Service Lifecycle - Continual Service Improvement (3 credits) (21 PDUs)	3	12				12		11

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