

IT Service Management									
ITIL® Foundation Course		Duration	Location	Jan	Feb	March	April	May	June
ITSM002CL	Foundation 2011	3 Days	Johannesburg	8-10, 22-24	5-7, 19-21	5-7, 26-28	16-18	21-23	18-20
ITSM002CL	Foundation 2011	3 Days	Cape Town						
ITSM002CL	Foundation 2011	3 Days	Durban	29-31	28-2				
ITIL® Practitioners		Duration	Location	Jan	Feb	March	April	May	June
ITSM025CL	Practitioners	3 Days	Johannesburg		19-21			7-9	
ITIL® Lifecycle Courses		Duration	Location	Jan	Feb	March	April	May	June
ITSM004CL	Continual Service Improvement	3 Days	Johannesburg	29-31			23-25		
ITSM005CL	Service Transition	3 Days	Johannesburg			26-28			25-27
ITSM006CL	Service Operation	3 Days	Johannesburg		12-14			2-4	
ITSM007CL	Service Strategy	3 Days	Johannesburg		26-28			28-30	
ITSM008CL	Service Design	3 Days	Johannesburg	15-17			9-11		
ITIL® Capability Courses		Duration	Location	Jan	Feb	March	April	May	June
ITSM009CL	Planning Protection and Optimisation	4 Days	Johannesburg		5-8			14-17	
ITSM010CL	Service Offerings and Agreements	4 Days	Johannesburg		26-1				11-14
ITSM011CL	Release, Control and Validation	4 Days	Johannesburg			12-15			4-7
ITSM012CL	Operational, Support and Analysis	4 Days	Johannesburg	8-11			16-19		
ITIL® MALC		Duration	Location	Jan	Feb	March	April	May	June
ITSM013CL	Managing Across the Lifecycle	5 Days	Johannesburg			12-16			

- ❖ Dates are subject to change and cancellation
- ❖ Foster-Melliar also offers all courses On-Site for your team – T&C's apply
- ❖ E&OE



iSolve Learning Solutions incorporating  
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Kepner-Tregoe		Duration	Location	Jan	Feb	March	April	May	June
ITSM015CL	Kepner-Tregoe Foundation	2 Days	Johannesburg		8-9	19-20			7-8, 21-22
ITSM021CL	Kepner-Tregoe® High Severity Incident Management	2 Days	Johannesburg						
ITSM022CL	Kepner-Tregoe Problem Management	2 Days	Johannesburg						

Software Asset Management		Duration	Location	Jan	Feb	March	April	May	June
ITSM016CL	Software Asset Management Fundamentals	3 Days	Johannesburg						

HDI®		Duration	Location	Jan	Feb	March	April	May	June
ITSM017CL	HDI® - Customer Service Representative	1 Day	Johannesburg			8			8
ITSM018CL	HDI® - Support Centre Analyst	2 Days	Johannesburg			19-20		10-11	
ITSM020CL	HDI® - Support Centre Manager	3 Days	Johannesburg	29-31			9-11, 23-25		

DevOps		Duration	Location	Jan	Feb	March	April	May	June
ITSM026CL	DevOps Fundamentals	3 Days	Johannesburg		12-14		3-5		11-13

IT Governance and Strategy Training		Duration	Location	Jan	Feb	March	April	May	June
<b>COBIT</b>									
GOV001CL	COBIT 5 Foundation	2 Days	Johannesburg	15-16		5-6		24-25	
GOV002CL	COBIT 5 Implementation	3 Days	Johannesburg	17-19		7-9		2-4	11-13

TOGAF		Duration	Location	Jan	Feb	March	April	May	June
GOV004CL	TOGAF Level 1 & 2 Combo	5 Days	Johannesburg		12-16			21-25	

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IT Security									
Resilia®		Duration	Location	Jan	Feb	March	April	May	June
ISM002CL	Resilia® Foundation	3 Days	Johannesburg					28-30	18-20
ISO/IEC		Duration	Location	Jan	Feb	March	April	May	June
	ISO/IEC 27001 Management Based	2 Days	Johannesburg		26-27			7-8	
	ISO/IEC 27001 Management Professional Based	5 Days	Johannesburg	On Request					

Emerging Technologies									
Cloud		Duration	Location	Jan	Feb	March	April	May	June
EMTC001CL	Cloud Essentials	2 Days	Johannesburg		1-2	1-2			14-15

Project Management									
Prince2		Duration	Location	Jan	Feb	March	April	May	June
PMC001CL	PRINCE2 Foundation	3 Days	Johannesburg	22-24		12-14		14-16	
PMC002CL	PRINCE2 Practitioners	2 Days	Johannesburg	25-26		15-16		17-18	
PMC003CL	PRINCE2 Agile Foundation and Practitioner	4 Days	Johannesburg	On Request					
AgilePM		Duration	Location	Jan	Feb	March	April	May	June
PMC003APM	AgilePM® Foundation and Practitioner	4 Days	Johannesburg	29-1		12-15		7-10	

ISO/IEC									
Service Management		Duration	Location	Jan	Feb	March	April	May	June
ISOS001CL	ISO/IEC 20000 Foundation	3 Days	Johannesburg				3-5		25-27

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