



ITIL

| Course No | Course Title | Course Length | Dates | |
|------------|---|---------------|--------------|---------|
| Iv3 Str Ex | ITIL v3 Executive Awareness | 1 Day | Jan 26 | |
| Iv3 FD Bri | ITIL v2 – v3 Foundation Bridging | 1 Day | Mar 1 | |
| ITIL v3 F | ITIL v3 Foundation | 3 Days | Jan 20-22 | Mar 3-5 |
| Iv3 CSI | ITIL v3 Continual Service Improvement Lifecycle Course | 3 Days | Mar 16-18 | |
| ITIL-MALC | ITIL v3 Managing Across the Lifecycle Course | 5 Days | Feb 8-12 | |
| Iv3 OSA | ITIL v3 Operation Support and Analysis Capability Course | 5 Days | Feb 8-12 | Apr 5-9 |
| Iv3 PPO | ITIL v3 Planning, Protection & Optimization Capability Course | 5 Days | Dec 7-11 | |
| Iv3 RCV | ITIL v3 Release, Control and Validation Capability Course | 5 Days | Feb 22-26 | Apr 5-9 |
| Iv3 Srv De | ITIL v3 Service Design Lifecycle Course | 3 Days | Dec 14-16 | |
| Iv3 SOA | ITIL v3 Service Offerings and Agreements Capability Course | 5 Days | Jan 11-15 | |
| Iv3 Srv Op | ITIL v3 Service Operation Lifecycle Course | 3 Days | Feb 3-5 | |
| Iv3 Srv St | ITIL v3 Service Strategy Lifecycle Course | 3 Days | Mar 29-Apr 1 | |
| Iv3 Srv Tr | ITIL v3 Service Transition Lifecycle Course | 3 Days | Jan 13-15 | |



Project Management & Business Analysis

| Course No | Course Title | Course Length | Dates | |
|-----------|--|---------------|-------------|-------------|
| RTI-520 | Preparation for PMP Exam | 4 Days | Feb 8 – 11 | |
| RTI-521 | Methods & Tools for Project Management | 3 Days | Jan 11 – 12 | |
| RTI-603 | Requirements Planning, Elicitation, and Management | 3 Days | Jan 20 – 22 | |
| RTI-606 | Business Analysis & Project Management | 2 Days | Jan 18-19 | |
| RTI-607 | Business Analysis Theory and Practice | 5 Days | Aug 17 – 21 | |
| RTI-608 | Business Analysis Essentials | 3 Days | Dec 2 – 5 | Feb 23 – 26 |
| PM Fund | Project Management Fundamentals | 2 Days | Jan 11-12 | |

If you don't see the course you are looking for or need a date in the future contact

RiverHead Training, Inc.

Phone 412-391-7473 Fax 412-391-7484 or E-mail education@riverhd.com



RiverHead Professional Skills Schedule Winter\Spring 2010

Microsoft Office Project

| Course No | Course Title | Course Length | Dates | |
|-----------|---|---------------|-----------|--------------|
| PM Fund | Project Management Fundamentals (recommended prerequisite for MS Project) | 2 Days | Jan 11-12 | May 10-11 |
| PR103 | Microsoft Project 2003 Level 1 | 1 Day | Feb 22 | Jun 15 |
| PR203 | Microsoft Project 2003 Level 2 | 1 Day | Feb 23 | Jun 16 |
| PR303 | Microsoft Project 2003 Professional | 1 Day | Feb 24 | Jun 17 |
| PR403 | Microsoft Project 2003 Web Access | 1 Day | Feb 25 | Jun 18 |
| 5927 | Microsoft Office Project 2007- Managing Projects | 3 Days | Mar 1-3 | Jun 1-3 |
| 5928 | Microsoft Office Project Server 2007- Managing Projects | 3 Days | Jan 13-15 | May 12-14 |
| 5929 | Microsoft Office Project Server 2007, Managing Projects and Programs | 5 Days | Mar 22-26 | Jun 28-Jul 2 |

Business Skills

| Course No | Course Title | Course Length | Dates | |
|-----------|--------------------------------------|---------------|--------|--------|
| PS200 | Effective Management | 1 Day | May 11 | Oct 19 |
| PS300 | Effective Time Management | 1 Day | May 12 | Oct 20 |
| PS400 | Effective Business Writing | 1 Day | May 13 | Oct 22 |
| PS500 | Project Management Skills Workshop | 1 Day | Apr 20 | Aug 3 |
| PS600 | Strategic Management Skills Workshop | 1 Day | May 14 | Oct 23 |

Customer Service

| Course No | Course Title | Course Length | Dates | |
|-----------|--|---------------|--------------------|--|
| CS1 | Customer Service Skills for the Help Desk Professional | 2 Days | Schedule on Demand | |



Train the Trainer

| Course No | Course Title | Course Length | Dates | |
|-----------|---|---------------|--------------------|--|
| CTT+ | CTT+ Certification Preparation Training | 3 Days | Schedule on Demand | |

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