



| <b>Australia<br/>2010 Schedule</b>         | <b>City</b>                     | <b>Dates</b>   | <b>Venue</b> | <b>Fees (incl.<br/>GST) unless<br/>indicated<br/>otherwise</b> | <b>Details</b>                                      |
|--|---------------------------------|--|--------------|--|---|
| <b>ITIL Foundation Courses</b>             |                                 |  |              |  |   |
| V2 Foundation                              |                                 | Contact us for details                                     |              | \$1,788.00   |   |
| V3 Foundation                              | Adelaide                        | <b>Sept 8-10 Dec 1-3</b>                                   |              | \$1788.00  | * must be paid 3 weeks prior to course commencement |
|  | Sydney<br>Melbourne             | <b>Oct 4-6<br/>Nov 3-5</b>                                 |              | <b>Promo *<br/>\$1,400.00+gst</b>                              |   |
| V2 to V3 Foundation Bridge                 |                                 | 2 day + exam   |              |  | Corporate classes<br>– min 6 pax ++                 |
| <b>V3 Intermediate Courses</b>             |                                 |  |              |  |   |
| <i>Capabilities: 5 days – 4 credits</i>    |                                 |  |              |  |   |
| <b>Operational Support and Analysis</b>    | Melbourne                       | <b>Nov 1-5 2010</b>  |              | \$3500.00<br><b>Promo</b>                                      | * must be paid 3 weeks prior to course commencement |
| <b>Release Control and Validation</b>      | Melbourne<br>Adelaide<br>Sydney | <b>Oct 11 -15 2010<br/>Nov 8-12 2010<br/>Dec 6-10 2010</b> |              | \$3500<br><b>Promo *<br/>\$2800.</b>                           | * must be paid 3 weeks prior to course commencement |
| Planning Protection and Optimization       |                                 | Contact us for details                                     |              |  |   |
| Service Offerings and Agreement            |                                 | Contact us for details                                     |              |  |   |
| <i>Lifecycle: 4 days – 3 credits</i>       |                                 |  |              |  |   |
|  |                                 |  |              | \$3,000.00<br><b>Promo *</b>                                   | *must be paid 3 weeks prior to course commencement  |
| Service Strategy                           |                                 | Contact us for details                                     |              |  |   |
| Service Design                             |                                 | Contact us for details                                     |              |  |   |
| Service Transition                         |                                 | Contact us for details                                     |              |  |   |
| Service Operations                         |                                 | Contact us for details                                     |              |  |   |
| Continual Service Improvement              |                                 | Contact us for details                                     |              |  |   |
| <b>ITIL Expert Course</b>                  |                                 |  |              |  |   |
| Managing Across the Lifecycle              |                                 | Contact us for details                                     |              |  |   |
| <b>Service Manager to V3 Expert bridge</b> | Melbourne                       | <b>Oct 4 2010</b>  |              | \$3,500.00<br><b>Promo *<br/>\$2,990.00</b>                    | *must be paid 3 weeks prior to course commencement  |
|  |                                 |  |              |  | Updated Aug 12-2010                                 |

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