



# BULLETPROOF Education Services

## 2020 COURSES

### ITIL® 4 Foundation Certification Program

3-day format (with instructor-proctored exam on the last day)

### Microsoft 10982C | Supporting and troubleshooting Windows 10

This course is designed to provide students with the knowledge and skills required to support and troubleshoot Windows 10 PCs and devices in a Windows Server domain environment. These skills include understanding of Windows 10 features, how they can be used in an Active Directory environment and how to troubleshoot them.

### Microsoft 20703-1 | Administering System Center Configuration Manager for Server 2016

Students will learn day-to-day management tasks, including how to manage applications, client health, hardware and software inventory, operating system deployment, and software updates by using Configuration Manager.

	ITIL® 4 Foundation	Microsoft 10982C	Microsoft 20703-1
January	6, 8, 13,20, 23,27,29	6,20	6,13,20,27
February	3,5,10,12,17,19,24,27	3,17	3,17,24
March	2,4,9,11,16,18,23,25,30	2,16,30	2,9,16,23,30
April	1,6,13,15,20,22,27,29	13,27	6,13,20,27
May	4,6,11,13,18,21,26,28	11	4,11,18
June	1,3,8,10,15,22,24,29	1,15	1,8,15,22
July	1,6,8,13,15,20,27,29	6,20	6,13,20,27
August	24		3,24
September	21		21,28
October			19
November	23		30
December			7

**BOOK YOUR SEAT**