

	Topic	Content	Trainers	Date	Room
1	Information Technology Infrastructure Library Introduction	Overview of ITL	Tomasz Bździuch	2016-03-22; 15:00-16:30	1.1. - Faculty of Philology (Sosnowiec, Grota-Roweckiego 5)
2	Incident Management Process pt1	Detailed lecture and excersiese regarding Incident Management process its objectives, goals and principles.	Piotr Gdowski	2016-03-30; 15:00-16:30	1.1. - Faculty of Philology (Sosnowiec, Grota-Roweckiego 5)
3	Incident Management Process pt2	Detailed lecture and excersiese regarding Incident Management process its objectives, goals and principles.	Piotr Gdowski	2016-04-05; 15:00 - 16:30	1.1. - Faculty of Philology (Sosnowiec, Grota-Roweckiego 5)
4	Problem Management Process	Detailed lecture and excersiese regarding Problem Management process its objectives, goals and principles.	Tomasz Bździuch	2016-04-12; 15:00-16:30	1.1. - Faculty of Philology (Sosnowiec, Grota-Roweckiego 5)
5	Change Management Process pt1	Detailed lecture and excersiese regarding Problem Management process its objectives, goals and principles.	Tomasz Bździuch	2016-04-26; 15:00-16:30	1.1. - Faculty of Philology (Sosnowiec, Grota-Roweckiego 5)
6	Change Management Process pt2	Detailed lecture and excersiese regarding Problem Management process its objectives, goals and principles.	Tomasz Bździuch	2016-04-26; 16:45-18:00	1.1. - Faculty of Philology (Sosnowiec, Grota-Roweckiego 5)
7	Service Delivery account Management pt1	SDAM Roles & Responsibilities, IBM Service Lines	Piotr Gdowski	2016-05-10; 15:00-16:30	1.1. - Faculty of Philology (Sosnowiec, Grota-Roweckiego 5)
8	Service Delivery account Management pt2	SDAM Roles & Responsibilities, IBM Service Lines	Piotr Gdowski	2016-05-17; 15:00-16:30	1.1. - Faculty of Philology (Sosnowiec, Grota-Roweckiego 5)
9	Final Exam		Tomasz Bździuch	2016-05-24; 15:00-16:30	1.1. - Faculty of Philology (Sosnowiec, Grota-Roweckiego 5)