APMG Lean IT Foundation

Certificate: Lean IT Foundation **Duration:** 2 Days **Course Delivery:** Classroom	**Course ID:** LIT1210 **Language:** English **Credits:** N/A

Course Description:
Lean IT Foundation helps IT organizations ensure that they provide their customers with the best possible services. Through understanding of the customer value, the processes that deliver this value, the way to manage performance, the way to organize, and the required attitude and behavior, IT organizations develop a continuous improvement mindset. Lean IT is complementary to almost all other best practice methods (such as ITIL®, PRINCE2® and P3O®).

Certification in Lean IT Foundation verifies that participants have gained knowledge of the Lean IT terminology, structure and basic concepts, and comprehend the core principles of Lean IT practices. The Lean IT Foundation Certificate enables the holders of the certificate to apply the Lean IT practices under guidance of a Lean expert. The Lean IT qualification has been awarded 0.5 credits of the 6 complementary credits available towards the ITIL Expert certification.

Audience:
- Any manager or specialist working in an IT organization can benefit from the insights provided by the qualification.
- IT professionals who are participating in or involved with lean projects.

Learning Objectives:
Individuals certified at this level have a demonstrated understanding of:

- Applying the principles of Lean IT practices in order to provide the necessary insight into business services and support IT assets, employees and processes.
- Being acquainted with the use of several Lean IT analysis tools and having an understanding of the application of the Lean IT philosophy in an IT environment.
- Providing insight into customer experience and identifying the cause of problems to increase customer satisfaction.
- Aligning business services with IT to evaluate the service delivery solution and identify and reduce non-value adding activities.
- Streamlining and automating compliance processes to lessen costs and risks.

Course Logistics:

- Classroom with U-shaped setup preferred.
- Whiteboard, flipchart, and projector.
- A maximum of 18 participants.

Prerequisites:
There are no formal prerequisites for this course.

Course Materials:
Participants will receive the following:

- A handbook/workbook/reference book (eBook) with reference materials, and an exam preparation guide.

Examination:

- The exam is closed-book format.
- The exam consists of 50 multiple-choice questions.
- A minimum score of 50% is required to pass the exam.
- The exam lasts 60 minutes.

Agenda:

Day 1	Day 2
1. Introduction of Lean	1. Performance Management
2. The Customer	2. Lean Visual Management
3. The Process	3. Problem Solving with Kaizen
4. Value Stream Mapping	4. The Lean Organization and Attitude
	5. Wrap-up and Mock Exam
	6. Exam