Eddic®
Value-addition · Innovation

PROGRAMS
IT Management Training Catalog

Eddic • Since 2003

About
Eddic Training Center

Eddic in 2003, Eddic Training Center has been focused on enterprise's IT application and management training for twelve years. As the leader of enterprise's IT training market, Eddic has gained reputation among a number of customers in China. Eddic Training Center has sub-brands such as Office Staffers Elite Academy, CIO Management Academy, PMP Project Management Academy, and MPDAY Asia-Pacific Software Summit. The commercial headquarters is founded in Tianjin, and the teaching and research headquarters in Beijing.

With a decade of continuous efforts, Eddic has expanded to fourteen direct branches and representative offices throughout China, following the philosophy of "Innovative Service, Value- added Programs". So far, the marketing and service team has over 150 members; and the full-time/part-time lecturer team more than 200. Thanks to the comprehensive & systematic training courses, flexible & diversified training methods, as well as standardized & efficient training services, Eddic has become the best partner of enterprises. At the turning of the new century, enterprises are encountered with fierce competition and challenges.

Meanwhile, information technology is transforming the business operation and management modes day by day. It is against such business background that Eddic Training Service Division provides all-round training solutions by relying on its training resources in the IT industry, with a grand goal to create a better future hand in hand with the enterprises.

Our Customers

Qualification

With quality certification and authorization by many well-known IT firms, we, Eddic Training Center, offer comprehensive training course and test certification services. Since internationalized certification standard has become one of the criteria for measuring corporate strength, we can not only provide high-quality training but also all-round excellent services for our vast clients.

- Microsoft Authorized Training Center
- Microsoft Office Authorized Training Center
- Cisco Authorized Training Center
- PMI Authorized Training Center
- Prometric Certified Exam Center
- VUE Certified Exam Center

Eddic Training Center

Annual Card for Courses

When Eddic becomes your supplier, do you hope for more economic, favorable purchase price? Do you worry over cumbersome process in frequent applying for training expenses with your company during the year? Do you hope that staffs in varied regional branches can locally enjoy courses of the same quality? Next, are you able to make unified management and settlement in purchasing courses for employees at nationwide branches in a satisfactory way? Enjoy high-quality courses, easily manage entire staff training and attend the Eddic Client Training Annual Meeting?

Just purchase the Eddic Annual Card for Courses, above problems will be readily solved and you will have relaxed experience of high-quality Eddic Training service!

Eddic (China) Training Center presents a method for its clients to pay training fees by purchasing the Annual Card for Courses. This is a new pattern of payment designed by our professional course team based on several-year work experience, which will bring following benefits for our clients:

Favourable Price
Purchasing the Annual Cards with different face values can help you save the training budget costs for entire staff and the whole year and gain higher profits of cost performance.

Simplified Process
Purchasing the Annual Cards not only saves training cost but also avoid the cumbersome process in respectively applying for training expenses, and it will simplify the approval procedure for training.

Consistent Quality
No longer worries over finding suppliers with excellent course quality and services. Training managers or IT supervisors can help staffs at nationwide branches locally arrange and attend high-quality Eddic courses, which not only saves high cost of training travels but also makes it easier for unified course management.

Easy Settlement
Eddic Annual Card for Courses supports nationwide business settlement. You just need to assist local or nonlocal trainees in course registration, and tuition will be deducted from the Annual Card and each item of specific course-purchasing information will be recorded.

Unified Management
When you have become VIP client of Eddic Annual Card for Courses, you can easily realize staff course management on this platform and make real-time search of services such as training records, remaining consumption sum and training points. No more hesitation, please join in at once. Annual Card for Courses of Different Favorable Types.

Card Type	Value	Discount	Course Range	Applicability
Eddic Silver Card	300000RMB	10% OFF	IT Course Series	30W-49W
Eddic Gold Card	600000RMB	15% OFF	IT Course Series	50W-89W
Eddic Platinum Card	900000RMB	20% OFF	IT Course Series	Above 90W

Articles and Conditions
- Since the day ofv buying it, the Annual Card for Courses has no limits on   its expiration date. It becomes invalid with less than 100 RMB face value during the same year.
- Once the Annual Card was purchased, Eddic defines its function as merely use for training fees (Please understand that test fees are collected on behalf of other agency and thus could not have discount calculation) , and the course range for registration is exactly in accordance with latest publicity on its websites as well as plan brochures.
- In addition, no refund is available with this card, so please deliberate that.
- Eddic Annual Card users each year give some seatsv to trainees in attending Eddic Client Training Annual Meeting (sharing theme undetermined).
- The Annual Card for Courses is mainly for Beijing, Tianjin,v Dalian, Shanghai, Guangzhou, Shenzhen and Chengdu, with other regions under discussion.
- Eddic Training Center's   Annual Card for Courses shall reservev the right for the   ultimate interpretation for above preferential clauses and conditions.

Catalogue

Cloud Essentials

Certificate: CompTIA Cloud Essentials Exam   **Accreditor:** CompTIA
Duration: 2 days   **Language:** English
Course Delivery: Classroom   **Credits:** 11 PDUs, 14 CPEs

Course Description:

The Cloud Essentials Course™ is a 2-day, interactive, classroom-based learning experience. This introductory course provides a balanced curriculum and addresses the business and technical perspectives of cloud computing. It will also explain how to adopt, operate, and govern the cloud. The course enables participants to successfully complete the associated CompTIA® Cloud Essentials Exam to become Cloud Essentials Certified. In addition, the course complements the Virtualization Essentials course, which they can do either before or after they have taken the Cloud Essentials course.
- This course has been designated as CompTIA Approved Quality Content.
- Cloud Essentials courseware is tested by ProCert Labs.

Audience:

This course is best suited to following audience:
- IT Support Staff
- IT Consultants
- Business Managers
- Business Analysts
- Small and Mid-Size Business Owners
- Specialist (IT, security, infrastructure, services, systems, test, and so on)
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators
- Architects
- Consultants
- IT Management

Professional Cloud Administrator

Certificate: CCC Professional Cloud Administrator (PCA)   **Language:** English
Course Delivery: (Virtual) Classroom, eBook   **Duration:** 3 days
Accreditor: Cloud Credential Council

Course Description:

The interaction between a cloud environment and the existing network/administrative policies is one of the most challenging management issues to resolve. This is the domain of cloud administrators. They configure and maintain the cloud platform—and have to understand and master all aspects regarding cloud provisioning.

The Cloud Provisioning and Administration course enables Network, Systems, and Database Administrators to effectively operate in the cloud. This 2-day training program provides a hands-on, practical approach to cloud provisioning for administrators and touches upon all the aspects of administering cloud services. The training covers best practices on cloud administration. It is supported by major vendor technology solutions and covers Open Source, as well as global vendor standards. This is a professional level course and relevant to professionals with at least 2-5 years of experience as an Administrator. The course prepares candidates for the Professional Cloud Administrator Certification (PCA).

Audience:

The Cloud Administrator course will be of interest to:
(Primary Audience)
- Network Administrators
- Systems Administrators
(Database Administrator Secondary Audience)
- Service Desk Managers
- Senior Operators

Professional Cloud Developer

Certificate: CCC Professional Cloud Developer (PCD) **Language:** English
Course Delivery: (Virtual) Classroom **Duration:** 3 days
Accreditor: Cloud Credential Council

Course Description:

A thorough understanding of the technology platform and cloud-computing provider is essential for any cloud application developer. However, application developers benefit further from having a thorough understanding, and working-level knowledge, of vendor-neutral application design principles, ensuring that applications provide the most-value throughout the application lifecycle.

The Cloud Developer course is designed for application developers who are designing and developing applications for cloud environments. This training is delivered as a 3-day classroom or virtual classroom program. The training covers best practices on application design for cloud environments and supports many vendor technology solutions, covering Open Source and major Vendor Standards. The principles covered in the course apply to the entire application lifecycle, and are relevant to any technology or platform.

The course material includes various reference materials that help to continue participants' educational experience when they are back at work after completion of the course. The course prepares candidates for the Professional Cloud Developer Certification (PCD) Exam provided by the Cloud Credential Council. The PCD is endorsed, recognized and supported by several key technology vendors and standards bodies. The content for this course, as well as the PCD certification is based on the cloud standards developed by NIST.

Audience:

The Professional Cloud Developer course will be of interest to:
*   Application Developers
*   Cloud Architects

Professional Cloud Security Manager

Certificate: CCC Professional Cloud Security Manager Certification (PCS)
Course Delivery: (Virtual) Classroom **Language:** English
Accreditor: Cloud Credential Council **Duration:** 3 days

Course Description:

The aim of this course is to explore relevant concepts related to security, risk, and compliance within the cloud computing environment. The objectives for this course are to enable the candidates to apply the underpinning security concepts into an enterprise cloud computing environment. The risks and the impact of cloud computing must be understood in terms of both business and technical security challenges and their effect on business and technical governance and policy. The course also presents the terminologies used to describe security threats and issues and, in particular, those in cloud computing.

At the end of the course, the learner will be able to understand how to secure the different cloud computing services and deployment models and also how to design security in the cloud infrastructure, configurations and applications running within a cloud computing environment. This course provides an overview of different security topics, such as identifying, categorizing, and protecting your assets within an enterprise cloud computing environment. It helps in understanding, applying and analyzing how to manage access to cloud computing resources using accounts, users and groups; and ways that the security manager can secure the data, operating systems, and applications and overall infrastructure within the cloud.

Audience:

The Cloud Security Manager course will be of interest to:
*   IT Security Professionals (e.g., Security Engineers, Analysts and Architectures) and IT Risk and Compliance Professionals (e.g., Risk Management, Audit and Compliance Managers).
*   Auditors of Cloud Computing Services, Network Engineers/Administrators and Email System Administrators.

Prerequisites:

Five years of Enterprise Security experience and solid understanding of Cloud Computing Services and Deployment models (reference NIST SP 800-145).

Professional Cloud Service Manager

Certificate: CCC Professional Cloud Service Manager (PCSM)
Course Delivery: (Virtual) Classroom, eBook   **Language:** English
Accreditor: Cloud Credential Council   **Duration:** 3 days

Course Description:

In an increasingly interconnected and complex IT environment, IT management is under pressure to deliver more agile IT services and adapt to change. Organizations are adopting strategies that include cloud computing in order to meet these challenges and offer repeatable, flexible and scalable services. Service Management professionals are challenged to help organizations optimally ensure measurable service delivery and management in cloud environments.

The Cloud Service Manager course enables participants to design and deliver cloud services. This training is delivered as a 3-day classroom or virtual classroom program. The course provides a hands-on, practical approach to understanding how cloud computing and cloud-based services impacts operational processes, and how to adapt existing processes to deliver better services.

The course materials include comprehensive reference materials that help participants continue the educational experience after the course. The Cloud Service Manager course prepares candidates for the Professional Cloud Service Manager (PCSM) exam provided by the Cloud Credential Council. The Cloud Service Manager course is endorsed, recognized and supported by several key technology vendors and Standards bodies.

Audience:

The Cloud Service Manager course will be of interest to:
- IT Managers and CIOs
- Service Managers (with or without an ITIL background)
- Service Management Professionals
- Cloud Strategy and Management Consultants
- Service Architects, Technical Pre-Sales Consultants
- IT Professionals

Professional Cloud Solutions Architect

Certificate: CCC Professional Cloud Solutions Architect (PCSA)
Course Delivery: (Virtual) Classroom, eBook   **Language:** English
Accreditor: Cloud Credential Council   **Duration:** 3 days

Course Description:

This course is designed for technology professionals who architect the technology solutions that support the changing requirements due to adoption of cloud computing, and help organizations leverage the opportunities that cloud is creating. Solution Architects need to understand the impact that cloud is having on business and information architecture, application design, data management, and security architecture—and be very familiar with the topology and eco-systems that are being created as a result of increasing adoption of cloud technologies and operating models.

The Cloud Solution Architect course is designed for senior technology professionals who are architecting and designing the future generation of technology solutions. This training is delivered as a 3-day classroom or virtual classroom program. The training covers the critical concepts, and supplements this with hands-on, practical exercises, and case studies, which extensively refer to the technologies from the most important technologies, platforms and cloud standards.

The course materials include comprehensive reference materials that help to continue the participants' educational experience after the course. The course prepares candidates for the Professional Cloud Solutions Architect Certification (PCSA) Exam provided by the Cloud Credential Council. The PCSA is endorsed, recognized and supported by several key technology vendors and standards bodies. The content for this course, as well as the PCSA certification is based on the cloud standards developed by NIST.

Audience:

The Professional Cloud Solutions Architect course will be of interest to:
- Technology Architects
- Application Architects
- System Architects
- Cloud Strategy Consultants
- Enterprise Architects
- Senior Developers

CCSK Foundation

Certificate: CCSK Certificate of Cloud Security Knowledge
Duration: 3 days
Course Delivery: (Virtual) Classroom

Accreditor: CSA
Language: English

Course Description:
The Cloud Computing Security Knowledge (CCSK) Foundation training provides students a comprehensive review of cloud security fundamentals and prepares them to take the Cloud Security Alliance CCSK certification exam. Starting with a detailed description of cloud computing, the course covers all major domains in the latest Guidance document from the Cloud Security Alliance, and the recommendations from the European Network and Information Security Agency (ENISA).

The course materials include extensive hands-on activities which will allow students to apply their knowledge. These activities consist of a series of exercises and a case study that involves implementing cloud within a fictional organization with the appropriate security controls.

Audience:
This class is geared towards security professionals, but is also useful for anyone looking to expand their knowledge of cloud security. This includes IT professionals such as developers, architects, service managers and IT auditors.

Course Logistics:
- Classroom with U-shaped setup preferred
- Whiteboard, flipchart, and projector
- A maximum of 20 participants
- Most exercises require the participants to use laptops. The 'private cloud exercise' requires a WiFi hotspot that the trainer brings to the venue. It is strongly recommended to be able to connect this hotspot to a wired internet connection. The participants should be able to use outbound ssh (port 22) access, as well as http and https traffic. With this setup, there is no requirement for other guest WiFi.

Learning Objectives:
At the end of this Cloud Security training course students will have built a deeper understanding of:
- Cloud computing characteristics, resources, service models and security considerations
- Creating and Securing a Public Cloud Instance how is security impacted by the adoption of one or more cloud service models. What to expect from providers. Risk, Governance and Compliance considerations when looking at Cloud solutions.
- Securing Data in the Public Cloud cloud data storage options, moving data throughout the management lifecycle and encryption architectures
- Securing users and applications in the cloud include the provider in your threat assessment, testing implications, Identity Management standards.
- Creating and Securing Private Cloud virtulisation security concepts, managed internally or externally, on or off site

The body of knowledge for the CCSK examination includes:
- CSA Security Guidance for Critical Areas of Focus in Cloud Computing V3, English language version, and the
- ENISA report "Cloud Computing: Benefits, Risks and Recommendations for Information Security".

Big Data Foundation

Certificate: Big Data Foundation **Accreditor:** Cloud Credential Council
Duration: 2 days **Language:** English
Course Delivery: Classroom

Course Description:

This is a foundation level course designed to provide you with an understanding of Big Data, the potential sources of Big Data that can be used for solving real business problems, and overview of Data Mining and the tools used in it.

This is a fundamental course with practical exercises designed to provide you with some degree of hands-on experience in using two of the most popular technologies in Big Data processing – Hadoop and MongoDB. You will get the opportunity to practice installing these two technologies through our Work-Labs. The course exposes you to real-life Big Data technologies with the purpose of obtaining results from real datasets from Twitter.

After completing the course, you will be equipped not only with fundamental Big Data knowledge, but will also be introduced to a working development environment containing Hadoop and MongoDB, installed by yourself. This practical knowledge can be used as a starting point in the organizational Big Data journey.

Audience:

This course is best suited to Information Technology professionals who possess intermediate to advanced programming, system administration, or relational database skills and are looking to move into the area of Big Data. These include:
*   Software Engineers
*   Application Developers
*   IT architects
*   System administrators

The course can also be of benefit to other professionals, such as business analytics and research analytics, who possess strong Information Technology skills and have a deep interest in Big Data analytics and the benefits it can bring to an organization.

Prerequisites:

None.

Big Data Strategy

Certificate: N/A **Accreditor:** N/A
Duration: 1 days **Language:** English
Course Delivery: (Virtual) Classroom

Course Description:

Developing and implementing a Big Data strategy is vital if you want to stay in business in the coming years. Big Data offers so many benefits to organizations and research indicated that companies leveraging Big Data financially outperform their peers by 20% or more. So, if you do not want to be left behind, you should focus on Big Data now.

But what is Big Data? How should you develop a Big Data strategy? What can Big Data do for your organization and how should you deal with the privacy aspect of Big Data? Important questions to ask that can be difficult to answer without sufficient knowledge on Big Data.

This unique Big Data strategy training focuses on Big Data from a business perspective and will provide you with all the knowledge and valuable insights to develop a successful and winning Big Data strategy. This is the only training available that focuses on Big Data from a strategic point of view.

Audience:

The Big Data Training is tailored towards decision-makers, marketers, operations managers, supply-chain managers, HR managers, sales representatives, IT personnel and/or financial controllers who want to learn more about Big Data and what it can do for their organization.
Three use cases of target audiences:
1. Senior VP of Marketing large American retail chain
2. Operations Manager at a Regional European Manufacturer Company
3. IT Employee for a Local Australian Telecom Company

Prerequisites:

None. A basic understanding of business strategy is recommended.

TOGAF® 9 Foundation (Level 1)

Certificate: TOGAF 9 Foundation
Duration: 2 days
Course Delivery: (Virtual) Classroom

Course ID: INF1210CL
Language: English
Credits: 21 CPEs, 14 PDUs

Course Description:

The TOGAF 9® Foundation (Level 1) course is a 2-day, interactive, classroom-based learning experience. The course covers the Foundation Level 1 curriculum and includes many examples of architecture deliverable and artifacts are provided throughout the course. The course enables participants to successfully complete the associated TOGAF Level 1 exam, known as TOGAF 9 Foundation. The certification provides validation that the candidate has gained knowledge of the terminology, structure, and basic concepts of TOGAF 9, and understands the core principles of Enterprise Architecture and TOGAF.

Audience:

- Individuals who require a basic understanding of TOGAF 9
- Professionals who are working in roles associated with an architecture project such as those responsible for planning, execution, development, delivery, and operation
- Architects who are looking for a first introduction to TOGAF 9
- Architects who want to achieve Level 2 certification.

Prerequisites:

There are no formal prerequisites; it is recommended that participants have experience in the IT domain.

TOGAF® 9 Practitioner (Level 2)

Certificate: TOGAF 9 Certified
Duration: 3 days
Course Delivery: (Virtual) Classroom

Course ID: INF1310CL
Language: English
Credits: 18 CPEs, 21 PDUs

Course Description:

The TOGAF® 9 Practitioner (Level 2) course is a 3-day, interactive, classroom-based learning experience. The course focuses on the practical application of the TOGAF® 9 framework, building on the foundational knowledge and comprehension of Level 1, using practical scenarios to enforce concepts. The purpose of certification for Level 2, known as TOGAF® 9 Practitioner, is to provide validation that, in addition to the knowledge and comprehension of TOGAF 9 Foundation, the candidate is able to analyze and apply this knowledge. The learning objectives at this level focus on application and analysis, in addition to knowledge and comprehension.

Audience:

- Individuals who require a deeper understanding of TOGAF 9, e.g., System Integrators, Operational, Business and IT Developers, CIO's and IT Managers, Program and Project Leaders, IT Specialists, Architects
- Professionals who are working in an organization where TOGAF 9 has been adopted and who need to participate in architecture projects and initiatives
- Architects who will be responsible for developing architecture artifacts
- Architects who wish to introduce TOGAF 9 into an architecture practice
- Architects who want to achieve a recognized qualification to demonstrate their detailed knowledge of TOGAF 9

Prerequisites:

There are no formal prerequisites. However, it is recommended that participants have experience in the IT domain. Note, to be certified on TOGAF 9 Level 2, it is required to have passed the TOGAF Level 1 exam.

Certified Information Security Manager (CISM®)

Certificate: CISM
Accreditor: ISACA
Duration: 4 days
Language: English
Course Delivery: (Virtual) Classroom

Course Description:

The ISACA CISM Exam Preparation 4-Day course focuses exclusively on essential areas covered in CISM exam and ISACA IT audit guidelines. Course materials are based on CISM job practice as defined by ISACA. Participants will gain valuable experience in IT audit areas and prepare themselves for ISACA CISM exam.

Audience:

- Information System Managers
- Chief Information Security Officers (CISO)
- Security engineers
- IT Administrators
- Compliance personnel
- Anyone seeking broader understanding of IT audit best practices

Prerequisites:

Basic understanding of Information Security.

Course Outline:

- Domain 1 - Information Security Governance
- Domain 2 - Information Risk Management and Compliance
- Domain 3 - Information Security Program Development and Management
- Domain 4 - Information Security Incident Management

Certified Information Systems Auditor (CISA®)

Certificate: CISA
Accreditor: ISACA
Duration: 4 days
Language: English
Course Delivery: (Virtual) Classroom

Course Description:

The ISACA CISA Exam Preparation 4-Day course focuses exclusively on essential areas covered in CISA exam and ISACA IT audit guidelines. Course materials are based on CISA job practice as defined by ISACA. Participants will gain valuable experience in IT audit areas and prepare themselves for ISACA CISA exam.

Audience:

- Information System Auditors
- IT Administrators
- Chief Information Security Officers (CISO)
- Risk Managers
- Compliance personnel
- Anyone seeking broader understanding of IT audit best practices

Prerequisites:

Basic understanding of IT management and control (governance).

Course Outline:

- Domain 1 - The Process of Auditing Information Systems
- Domain 2 - Governance and Management of IT
- Domain 3 - Information Systems Acquisition, Development, and Implementation
- Domain 4 - Information Systems Operations, Maintenance and Support
- Domain 5 - Protection of Information Assets

ISO/IEC 27001 Information Security Foundation Course

Certificate: Certified ISO/IEC 27001 Foundation
Duration: 2 days
Course Delivery: (Virtual) Classroom

Course ID: SEC1210
Language: English, French
Credits: 14 CPEs

Course Description:

This course enables participants to learn about the best practices for implementing and managing an Information Security Management System (ISMS) as specified in ISO/IEC 27001:2013, as well as the best practices for implementing the information security controls of the eleven domains of the ISO 27002. This training also helps to understand how ISO 27001 and ISO 27002 relate with ISO 27003 (Guidelines for the implementation of an ISMS), ISO 27004 (Measurement of information security) and ISO 27005 (Risk Management in Information Security).

Audience:

- Members of an information security team
- IT Professionals wanting to gain a comprehensive knowledge of the main processes of an Information Security Management System (ISMS)
- Staff involved in the implementation of the ISO 27001 standard
- Technicians involved in operations related to an ISMS
- Auditors
- CxO and Senior Managers responsible for the IT governance of an enterprise and the
- management of its risks

ISO/IEC 27001 Information Security Lead Auditor Course

Certificate: Certified ISO/IEC 27001 Lead Auditor
Duration: 5 days
Course Delivery: (Virtual) Classroom

Course ID: SEC1310
Language: English, French
Credits: 31 CPEs

Course Description:

This five-day intensive course enables participants to develop the expertise needed to audit an Information Security Management System (ISMS) and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques.

During this training, the participant will acquire the skills and knowledge needed to proficiently plan and perform audits compliant with the certification process of the ISO/IEC 27001:2013 standard. Based on practical exercises, the participant will develop the abilities (mastering audit techniques) and skills (managing audit teams and audit program, communicating with customers, conflict resolution, etc.) necessary to the efficient conducting of an audit.

Audience:

- Auditor wanting to perform and lead an Information Security Management System (ISMS) audit
- Project manager or consultant wanting to master the Information Security Management System audit process
- Person responsible for the Information security or conformity in an organization
- Member of the information security team
- Expert advisor in information technology
- Technical expert wanting to prepare for an Information security audit function

CBAP® Exam Preparation

Certificate: Certified Business Analysis Professional (IIBA®)

Duration: 4 days

Language: English

Course Delivery: (Virtual) Classroom

Credits: 28 PDUs

Course Description:

This course prepares participants to take Certified Business Analysis Professional (CBAP®) exam based on the BABOK®v2.0 Edition from the International Institute of Business Analysis(IIBA®). In the evolving world of Business Analysis, there is an increasing demand for effective and experienced Business Analysts who have obtained the IIBA Certified Business Analyst Professional (CBAP®) designation.

The course is about you: understanding your learning style, leveraging your professional background, knowledge and experience, identifying those areas where you need to expand and solidify your knowledge, identifying learning and study techniques that work best for you to help you to make the most of your study time, and focus your time and energy where you will benefit most. We use a variety of interactive study methods to immerse you in the BABOK® Guide, including practice quizzes, small group breakouts, memorization techniques and online research, all facilitated by a professional CBAP-certified instructor who understands how to help you learn best. At the end of every module, you will write a practice test, measure your performance, and identify your study priorities.

Audience:

You should already have extensive experience gathering, documenting, validating and managing requirements, whether your role was as a business analyst, systems analyst, project lead, project manager or subject matter expert or something similar. If you are just graduating from school and don't have much on-the-job experience yet, you can still profit from this course; it will help you to plan and manage your career so that you will be able to earn the professional certification as soon as you qualify.

Prerequisites:

This course is suitable for experienced people who wish to prepare for the CBAP exam. In order to attain CBAP certification, you must meet the standard IIBA certification qualifications listed on the IIBA webpage (under certification).

Agile for Business Analysts

Certificate: N/A

Language: English

Duration: 2 days

Credits: 14 PDUs

Course Delivery: (Virtual) Classroom

Course Description:

Business analysis professionals frequently find themselves on Agile development teams only to discover that many of the tools and techniques no longer work effectively. Agile Scrum is an incremental, iterative framework for project management and software development in which requirements and solutions evolve through collaboration between self-organizing cross-functional teams.

Project success is dependent on how effective you manage change. Many traditional project teams run into trouble when they try to define all of the requirements up front, but the reality is that the requirements document is usually insufficient. Regardless of how much effort goes into it, requirements change during the project and have to be updated. Agile experts know that if they have the ability to elicit detailed requirements up front then they can also do the same when they actually need the information. In short, agile professionals strive to truly manage change, not to prevent it.

Benefits of Taking This Course:

In this advanced business analysis course you will explore and apply proven techniques to help you to understand and apply business analysis techniques within the context of an Agile software development project, AND to apply Agile techniques within the context of business analysis.

Prerequisites:

No prerequisites - This course is suitable for both novices and experienced people who need to manage and communicate requirements for Agile projects. It is recommended that participants complete the Business Analysis Essentials course prior to enrolling or have equivalent experience. Understanding concepts of project management and business analysis is helpful.

Business Analysis Essentials

Certificate: N/A

Language: English

Duration: 2 days

Credits: 14 PDUs, 14 CDUs

Course Delivery: (Virtual) Classroom

Course Description:

This is an introductory course designed to provide you with a basic understanding of the benefits, functions and impact a Business Analyst has within an organization. The course discusses the business analysis process as it is applied throughout a project to include the pre-project activities that comprise enterprise analysis. You also learn how a business analyst supports the project throughout the solution development life cycle, from establishing the solution vision and scope in the analysis phase to validating that requirements have been met in the testing phase.

Audience:

This course is suitable for both novices and experienced people who need to have a clear and systematic approach to Business Analysis such as:

- Systems Analysts and programmers interested in expanding their role into the business area
- Entry-level IT Business Analysts and their managers
- IT Project Managers
- Self-taught IT Business Analysts

Benefits of Taking This Course:

After completing this course, you will understand why and when to involve the business analysis function. You will also have a working vocabulary to enable you to communicate effectively with those who perform that role.

Strategic Enterprise Analysis

Certificate: N/A

Language: English

Duration: 2 days

Credits: 14 PDUs, 14 CDUs

Course Delivery: (Virtual) Classroom

Course Description:

Learn enterprise analysis skills and support your enterprise solutions with effective consulting and leadership. Learn how to move enterprise projects and strategies forward from both a consulting and Enterprise Analysis perspective. Use Enterprise Analysis techniques to identify profitable enterprise opportunities. Learn how to package and present a compelling rationale for your enterprise solution and develop your consulting skills to get buy-in from senior management.

Audience:

- Executives
- Business Analysts
- Project Leaders
- Facilitators who will be leading requirements-gathering sessions
- Business Users who will be explaining business requirements to software developers
- Systems Analysts expanding their role into the business realm

Prerequisites:

This course is aimed for experienced people who require a clear understanding and systematic approach to Strategic Enterprise Business Analysis. It is recommended that you complete the Business Analysis Essentials course prior to enrolling or have equivalent experience.

COBIT® 5 Foundation

Certificate: COBIT® 5 Foundation
Duration: 2 or 3 days (Plus)
Course Delivery: (Virtual) Classroom, eBook

Course ID: GOV1230 / GOV1240
Language: English, Portuguese (Br.)
Credits: 19.5 CPE units,
14 PDUs (2 days), 21 PDUs (3 days)

Course Description:
The COBIT 5 Foundation course is an interactive, classroom-based learning experience. Participants learn about the need for an IT governance framework and how COBIT addresses this need by providing the latest insights into enterprise-wide governance of IT. This course explains the elements and supporting materials of the COBIT framework, using a logical and example-driven approach for anyone interested in obtaining COBIT foundation level knowledge. COBIT 5 Foundation is the first step to enroll into COBIT 5 Implementation and COBIT 5 Assessor. The COBIT 5 Foundation exam is a prerequisite to attaining the COBIT 5 Implementation and COBIT 5 Assessor exams.

COBIT 5 Foundation Plus:
We offer COBIT 5 Foundation as a 2-day or 3-day "Plus" course. This "Plus" course includes extra content above the exam syllabus. The third day is optional for the exam.

Audience:
A wide range of business managers, IT management consultants, IT governance professionals, and auditors who wish to gain a better understanding of COBIT 5 and what the framework can provide their organization.

Prerequisites:
There are no formal prerequisites. However, it is recommended that you have experience in the IT governance domain.

COBIT® 5 Implementation

Certificate: COBIT® 5 Implementation
Duration: 2-3 days
Course Delivery: Classroom

Course ID: GOV1420
Language: English

Course Description:
Get a practical appreciation of how to apply COBIT 5 to specific business problems, pain points, trigger events and risk scenarios within the organization. Learn how to implement and apply COBIT 5 into your enterprise and how to effectively use it for client initiatives. Attendees will walk away with an appreciation of how to effectively use COBIT 5 for different organizational scenarios.

The course is supported by practical exercises and engaging case-based scenarios. Candidates learn how to apply the COBIT 5 continual improvement lifecycle approach to address requirements and establish and maintain a sustainable approach to governing and managing enterprise IT as "normal" business practice.

About COBIT 5:
COBIT 5 provides the next generation of ISACA's guidance on the enterprise governance and management of IT. It builds on more than 15 years of practical usage and application of COBIT by many enterprises and users from business, IT, risk, security and assurance communities. Today, more than ever, information and related technologies need to be governed, managed and operated in a holistic manner—with a single, integrated process model that provides end-to-end coverage of the roles, responsibilities and practices required.

Audience:
A wide range of IT auditors, IT managers, IT quality professionals, IT leadership, IT developers, process practitioners and managers in IT service providing firms, business managers.

ISO 22301 Business Continuity Management Foundation

Certificate: Certified ISO 22301 Foundation

Duration: 2 days

Course Delivery: (Virtual) Classroom

Course ID: GOV5110

Language: English

Credits: 14 CPEs

Course Description:

This course gives the participants an opportunity to learn about the best practices for implementing and managing a Business Continuity Management System (BCMS) as specified in ISO 22301, as well as the best practices for implementing the Business Continuity processes based on the ISO/PAS 22399.

The Professional Evaluation Certification Board (PECB) is ISO/IEC 17024 accredited by ANSI.

Audience:

- Members of a business continuity team
- IT Professionals wanting to gain a comprehensive knowledge of the main processes of a Business Continuity Management System (BCMS)
- Staff involved in the implementation of the ISO 22301 standard
- Technicians involved in operations related to a BCMS
- Auditors

Learning Objectives:

- To understand the implementation of a Business Continuity Management System in accordance with ISO 22301, ISO 27031 or BS 25999.
- To understand the relationship between a Business Continuity Management System, including risk management, controls and compliance with the requirements of different stakeholders of the organization.
- To know the concepts, approaches, standards, methods and techniques allowing to effectively manage a Business Continuity Management System.
- To acquire the necessary expertise to contribute in implementing a Business Continuity Management System (BCMS) as specified in ISO22301, ISO 27031 or BS 25999.

ISO/IEC 31000 Risk Manager

Certificate: Certified ISO 31000 Risk Manager

Duration: 3 days

Language: English

Course Delivery: Classroom

Course Description:

In this three-day intensive course you will develop the competence to master a model for implementing risk management processes throughout an organization using the ISO 31000 standard as a reference framework. Based on practical exercises you will acquire the necessary knowledge and skills to perform an optimal risk assessment and manage risks in time by being familiar with their life cycle. During this training, we will present the ISO 31000 general risk management standard, the process model it recommends, and how companies may use the standard. This training is also fully compatible with ISO/IEC 31010 which supports ISO 31000 by providing guidance for risk assessment.

Audience:

- Risk managers
- Business process owners
- Business finance managers
- Business Risk Managers
- Regulatory compliance managers
- Project Management
- Individuals responsible for information security or conformity within an organization

Learning Objectives:

- Understanding the concepts, approaches, methods and techniques allowing an effective Risk Management according to ISO/IEC 31000
- Understanding the relationship between the Risk Management and the compliance with the requirements of different stakeholders of an organization
- Acquiring the competence to implement, maintain and manage an ongoing Risk Management program according to ISO/IEC 31000
- Acquiring the competence to effectively advise organizations on the best practices in Risk Management

Apollo 13
- an ITSM case experience™

Certificate: None

Duration: One Day (8 hours)

Simulation Delivery: Classroom

Number of participants: 8 – 12

Related Framework: ITIL®

Course ID: ITL9325SIM

Language: English

Credits: None

Simulation Description:

The 'Apollo 13 – an ITSM case experience™' simulation game is an intense, one-day training in which ITIL concepts and processes are experienced through the use of an interactive game. In this training, real life situations taken from the Apollo 13 mission are simulated. You will work in a team, playing the roles of the Mission Control Center in Houston. Your mission: bring the crippled spacecraft and its crew safely home. During this exercise the team will learn how to apply ITIL theory, experience the fail and success factors of an ITIL implementation program.You will also experience the ITIL processes and activities in order to better understand the ITIL principles.

Scenario:

You are the Mission Control Center of NASA. Your aim is to support the Crew during the Mission. You must design your services, implement them, execute them and apply continual improvement practices in order to ensure mission success. In four rounds, you will be challenged with events, problems, issues, changes and increasing business demand. You must apply the ITSM best practices in order to become successful. You will guide the crew through the launch, journey to and from the moon, to a safe return and splashdown—at the same time realizing the strategic goals for the mission.

Audience:
- IT Support employees
- IT teams
- ITIL process managers

Prerequisites:

There is no specific need for ITIL knowledge in order to participate this simulation. However if the objectives are about implementation programs, peoples behaviors. It's good to have some ITIL understanding.

ITIL® Foundation

Certificate: ITIL® Foundation

Duration: 3 days

Course Delivery: Classroom (Group Live) , eBook

Accreditor: AXELOS

Language: English, French, Japanese, Brazilian Portuguese, Spanish

Credits: 2 Credits to ITIL Expert

PMI® PDUs: 18

NASBA CPEs: 21

Course Description:

This exciting and dynamic 3-day course, fully updated for ITIL 2011, introduces learners to the lifecycle of managing IT services to deliver to business expectations. As well as an engaging, case study based approach to learning the core disciplines of the ITIL best practice, this course also positions the student to successfully complete the associated exam, required for entry into the future ITIL intermediate level training courses.

The ITIL best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

Audience:

IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators.

Prerequisites:

None, although a familiarity with IT service delivery will be beneficial.

ITIL® Expert Lifecycle

Certificate: ITIL Expert, ITIL Intermediate Lifecycle SS, SD, ST, SO, CSI, ITIL Managing Across the Lifecycle
Duration: 10-day classroom, 55 hours online self-study
Course Delivery: (Virtual) Classroom, Blended, eBook
Language: English
Credits: 20 (15 Lifecycle 5 MALC)
PMI® PDUs: 21 per Lifecycle course Blended & 30 MALC Blended = Total 135

Course Description:

10-day classroom course (4 days + 4 days + 2 days) + 55 hours of self-paced online self-study (see diagram A below), OR (3 days + 5 days + 2 days) + 55 hours of self-paced online self-study (see diagram B below).
The ITIL Expert Program is designed for participants who would like to fast track their ITIL Expert Certification. Through a mix of self-paced study and instructor-led interactive teaching, you can leverage time to your advantage while working toward the highest level of internationally recognized certification available in the ITIL domain.

Participants will learn about the principles and core concepts of the Service Lifecycle approach to IT Service Management at the management-level, according to the ITIL Lifecycle approach. This includes a focus on the management and control elements of the Service Lifecycle and the processes associated with all Lifecycle modules, including Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operation (SO), and Continual Service Improvement (CSI). The Managing Across the Lifecycle capstone course will start once the participant has completed the five Lifecycle courses and exams.

Audience:

This course provides guidance towards the implementation of ITSM in an organization and the process relationships, roles and responsibilities. This course is suitable for IT managers, process owners, ITSM implementation teams, consultants, stakeholders and anyone else involved in the ITSM project.

ITIL® Expert Capability

Certificate: ITIL Expert, Intermediate Capability PPO, RCV, OSA, SOA and ITIL Managing Across the Lifecycle
Duration: 12-day classroom, 55 hours online self-study
Course Delivery: (Virtual) Classroom, Blended, eBook
Language: English
Credits: 21 (16 Capability - 5 MALC)
PMI® PDUs: 30 PDUs per Capability Blended Course & 30 PDUs for MALC Blended = total 150 PDUs

Course Description:

This intensive, 12-day classroom course (5 days + 5 days + 2 days) + 55 hours online self-study is designed for practitioners who would like to fast-track their ITIL Expert Certification. This course is delivered by an ITpreneurs Certified Instructor and prepares candidates for all the ITIL Capability exams, as well as the Managing Across the Lifecycle Certification Exams. The program enables participants to achieve a better understanding of the Service Lifecycle and the processes associated with all the Capability modules [Planning, Protection, and Optimization (PPO), Service Offerings and Agreements (SOA), Operational Support & Analysis (OSA), and Release, Control, and Validation (RCV)]. Candidates can take the exams for these courses at a time convenient to them, preferably between the classroom sessions. After completing the Capability courses, participants will participate in the Managing Across the Lifecycle (MALC) course.

This training course is delivered through a unique blend of self-paced and instructor-supported online self-study and high-level, fast-paced classroom delivery. ITpreneurs courseware is designed using an engaging, scenario-based approach to learning the core disciplines of the ITIL best practices.

Audience:

IT professionals who could be IT managers or consultants looking to use the breadth of the ITIL framework and developing a proper understanding of the key functions and processes of ITIL. Participants will have the opportunity to obtain the ITIL Expert Level, based on the Intermediate Capability stream followed by MALC.

ISO/IEC 20000 Foundation

Certificate: APMG ISO/IEC 20000 Foundation   **Course ID:** ISM2210CL
Duration: 3 days   **Language:** English
Course Delivery: Classroom Workshop

Course Description:
The Achieving ISO/IEC 20000 Certification training program is an intensive, case-study-oriented workshop that is designed for those involved in the ISO/IEC 20000 implementation process and for those who would like to understand what the implementation encompasses in a better manner. The workshop uses practical examples and real-life case studies to guide participants through the implementation route and prepare for the audit.

ISO/IEC 20000 is the international standard for IT service management (ITSM). It defines the requirements for and provides details of the IT service management system (SMS) needed to deliver managed services of an acceptable quality, together with guidance on how to demonstrate conformity with the standard.

This 3-day course is aimed at those wishing to demonstrate a Foundation-level knowledge concerning ISO/IEC 20000 and its use in a typical IT service provider organization. Candidates do not require any formal knowledge of ITSM. The course is delivered in a way that includes sufficient generic ITSM content to allow ISO/IEC 20000 to be understood in the context of how the standard operates in a typical IT service provider organization.

Audience:
This qualification is aimed at staff working within an ITSM service provider organization who require a basic understanding of the standard. It is equally relevant for those working within service providers, which are already certified to ISO/IEC 20000, or for those considering its implementation.

Prerequisites:
Delegates attending the course are required to have a minimum of three years' experience conducting audits in an IT environment. This may be as a third-party auditor or as an internal auditor for an organization. This qualification will build on basic audit and IT knowledge with regard to the contents of ISO/IEC 20000 and its use.

ISO/IEC 20000 for Auditors

Certificate: APMG ISO/IEC 20000 Auditors Exam   **Course ID:** ISO1023
Duration: 2 days   **Language:** English
Course Delivery: Classroom Workshop

Course Description:
The ISO/IEC 20000 Auditors course is a 2-day classroom training relevant for professionals who play a role as a 3rd party auditor in an ISO/IEC 20000 assessment. This course is designed for professionals and certified auditors who require an orientation into ITSM in general and ISO/IEC 20000 in particular. Internal auditors working in an organization which is implementing or already has ISO/IEC 20000 certification will also find this course useful to improve not only their understanding of the subject but also the application of ISO/IEC 20000 within their organization.

At the end of the 2-day classroom training, the APMG certification exam, which is a multiple-choice exam, can be conducted. This training does not cover audit techniques or the issues involved in preparing an organization for an audit.

The certificate is awarded to candidates passing the relevant examination, which can only be taken as part of an accredited training course. The course covers the interpretation and application of the ISO/IEC 20000 standard. The exam is a one-hour closed-book, 40-question, multiple-choice test, which is paper based or provided as an online exam. To pass, candidates must answer 26 or more questions correctly.

Audience:
This qualification is aimed at existing third-party or internal auditors who wish to understand the specific requirements of auditing IT service management systems for conformity with the ISO/IEC 20000 standard.

Prerequisites:
Delegates attending the course are required to have a minimum of three years' experience conducting audits in an IT environment. This may be as a third-party auditor or as an internal auditor for an organization. This qualification will build on basic audit and IT knowledge with regard to the contents of ISO/IEC 20000 and its use.

Kepner-Tregoe® Foundation Course

Certificate: Kepner-Tregoe Foundation
Duration: 2 days
Course Delivery: Classroom

Course ID: ISM3210
Language: English
Credits: 16 PDUs, 16.5 CPEs

Course Description:

The 2-day Kepner-Tregoe Foundation course introduces a systematic process of problem solving when responding to incidents and problems. The course is designed for individuals who work in trouble shooting environments. This allows them to deliver a high level of quality and consistency in customer support. The course equips participants with the terminology, structure and basic concepts of Kepner-Tregoe's problem management and incident management techniques, such as Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis. During the Foundation course, participants will receive the proper training and guidance to optimally prepare them to take and pass the Kepner-Tregoe Foundation examination.

The Kepner-Tregoe Foundation course is beneficial for individuals who want to be trained and certified in a best practice that is recommended for problem analysis (Kepner-Tregoe is referenced as a best practice in the official ITIL® Service Operation publication).

Other core benefits of the Kepner-Tregoe Foundation course include:
- Establish a common troubleshooting language that ensures consistency in customer support in a Service Management environment.
- Introduce structured, critical thinking techniques to analyze problems, make decisions and proactively avoid problems.
- Use a systematic approach independent of technical expertise.

Audience:

The Kepner-Tregoe Foundation course will be of interest to individuals who:
- Want the official Kepner-Tregoe Certificate, issued by Kepner-Tregoe.
- Plan to attend the (2-day) Kepner-Tregoe Advanced Workshop in order to learn to implement the concepts learned in the Foundation course.
- Want to improve their Incident Management and Problem Management techniques.
- Typical roles are (but not limited to): Roles that provide first-line support, including service-desk staff, Analysts, Problem Managers, Incident Managers, Auditors, Quality Managers, Operators, Technicians and Engineers.

Learning Objectives:

The course is structured around the KT Model.
After this course you will be able to:
- Understand KT's Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis
- Explain the definition of an incident and a concern
- Use the role of questioning in various phases of the KT Model
- List Threats and Opportunities
- Use KT's Steps: Separate and Clarify, Set Priority, Plan Next Steps
- Work with all phases in Problem Analysis: Describe Problem, Identify Possible Causes, Evaluate Possible Causes, Confirm True Cause
- Work with all phases in Decision Analysis: Clarify Purpose, Identify Alternatives, Evaluate Alternatives, Make Decision
- Effectively Present Recommendations and Assess Recommendations
- Work with all phases in Potential Problem Analysis: Identify Potential Problems, Identify Likely Causes, Take Preventive Action, Plan Contingent Action and Set Triggers

About Kepner-Tregoe:

Founded in 1958, the Princeton, New Jersey-based Kepner-Tregoe is the international leader in developing critical thinking skills. Kepner-Tregoe is a global leader in improving business performance through proprietary organizational transformation and troubleshooting methodologies. This proven methodology has been used to maximize service performance at global organizations, such as NASA, IBM, Sun Microsystems, RIM and Siemens.

Kepner-Tregoe®
Problem Management

Certificate: Kepner-Tregoe Problem Management **Course ID:** ISM3310
Duration: 2 days **Language:** English
Course Delivery: Classroom

Course Description:

This course is designed exclusively for learners who have successfully completed the KT Foundation course and is the next step in developing expertise in the area of Problem Management towards becoming a high performance "trouble-shooter".

Participants will have already learned an overview of the core KT skills—Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis. During the KT Problem Management workshop they will be introduced to additional Problem Analysis skills to find root cause:

- The use of 'Distinctions and Changes'—a critical approach in isolating causes of complex problems
- Solving Start-up Problems—often times the toughest to solve
- Solving Recurring Problems—they drive up your incident volume and negatively impact your customer satisfaction
- 'Think Beyond the Fix'—move from reactive to proactive problem management

Audience:

This two-day course is beneficial for service-desk staff, analysts, problem and incident managers, auditors, quality managers, operators, technicians, engineers and others responsible for customer service and support.

Individuals with ITIL® intermediate qualifications in Service Operation (SO) or Operational Support and Analysis (OSA) will find the Kepner-Tregoe course extremely beneficial in improving their problem and incident management.

Prerequisites:

Participants need to have successfully completed the Kepner-Tregoe Foundation Course and Exam.

Kepner-Tregoe®
High Severity Incident Management

Certificate: Kepner-Tregoe High Severity Incident Management
Duration: 2 days **Accreditor:** ITpreneurs
Course Delivery: Classroom **Language:** English

Course Description:

This course is designed exclusively for learners who have successfully completed the KT Foundation course and is the next step in developing expertise in the area of High Severity/Major Incident Management towards becoming a high performance "trouble-shooter".

Participants will have already learned an overview of the core KT skills—Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis. During the KT High Severity Incident Management workshop they will be introduced to additional Incident Handling skills to restore service:

- Using Situation Appraisal and Problem Analysis "at speed"— how to drive structured service restoration under time pressure
- Advanced Incident Management techniques—managing the "end-to-end" process of service restoration
- Facilitation of Major Incidents—leading the incident resolution process

Audience:

This two-day course is beneficial for service-desk staff, analysts, problem and incident managers, auditors, quality managers, operators, technicians, engineers and others responsible for customer service and support.

Individuals with ITIL® intermediate qualifications in Service Operation (SO) or Operational Support an Analysis (OSA) will find the Kepner-Tregoe course extremely beneficial in improving their problem and incident management.

Prerequisites:

Participants need to have successfully completed the Kepner-Tregoe Foundation Course and Exam.

CMAP Mobile App Testing Foundation Level

Certificate: CMAP Mobile App Testing - Foundation Level

Duration: 2 days

Course Delivery: (Virtual) Classroom

Accreditor: iSQI

Language: English, Spanish

Course Description:

Within a short period of time, apps and mobile technologies have become an important element in both today's IT and and everyday society. Mobile technologies are fast changing and have a huge impact on how we develop, how we test and what we test. IT professionals should be up to date with the latest development of the mobile technology and how it impacts testing, performance and security. This course will give you an introduction to the world of Mobile App Testing. As a result of the various exercises you will take part in during this course, you will gain a broader understanding of the impact of mobile and the broadness of the market.

Audience:

This course is aimed at professionals in the area of software quality and software testing, preferably on the level of ISTQB® Certified Tester - Foundation Level or with 2 years of experience in software testing, at the capacity of: testers, test analysts, test designers, test managers (in relation to test processes and in contact with stakeholders) and managers.

Prerequisites:

It is recommended that the candidate has an "ISTQB® Certified Tester" (CTFL) certification (foundation level) or has equivalent knowledge. Basic knowledge of concepts in software testing is required.

Learning Objectives:

Individuals certified at this level will have demonstrated the following:

- Be able to recall different types of Mobile Devices
- Be able to understand the general architecture of mobile applications
- Comprehend the challenges in mobile application testing
- Be able to enumerate various types of tests for mobile application testing
- Understand application of emulators and devices for mobile application testing
- Be able to explain, with examples, the additional tests that need to be done for mobile apps
- Be able to understand and implement different test types related to the mobile devices
- Demonstrate principles used for testing mobile applications on multiple device types
- Understand the differences in testing for different connectivity modes of mobile devices
- Describe challenges involved in multi-platform application testing
- Demonstrate different types of testing specific to mobile applications
- Understand the differences in testing for different types of mobile applications
- Identify various types of common tests that can be applied to mobile testing
- Describe field testing and various factors to be taken into account for performing it

ISTQB® Software Testing Foundation

Certificate: ISTQB® Software Testing Foundation
Duration: 3 days
Course Delivery: Classroom

Accreditor: iSQI
Language: English

Course Description:

This is a foundation-level course designed to provide participants with an understanding of some of the fundamental principles of testing. You will learn how testing activities support development activities across different software development models as well as the common testing terminology. The course provides an overview of both static and dynamic testing techniques and how to apply them; introduces test management issues including test planning and estimation, risk-based testing and incident management; and covers tool support for testing, describing many types of tool support, the benefits and potential risks of tools and an effective process for introducing them into an organization.

Holders of the Foundation Certificate will be able to go on to a higher-level software testing qualification.

Audience:

The Foundation Level qualification is primarily aimed at professionals who need to demonstrate practical knowledge of the fundamental concepts of software testing. This includes people in roles such as test designers, test analysts, test engineers, test consultants, test managers, user acceptance testers and IT Professionals.

The Foundation Level qualification is also appropriate for anyone who needs a basic understanding of software testing, such as project managers, quality managers, software development managers, business analysts, IT directors and management consultants.

Others include: Test Programme Manager, Test Manager, Requirements Engineer, Developer, Functional Tester, Agile Tester, User Acceptance Tester, Test Automation Specialist, Performance Test Specialist, Test Environments Specialist, Security Testing Specialist

Prerequisites:

The ISTQB® Certified Tester Foundation Level course is appropriate for everyone involved in software testing. However, it is strongly recommended by ISTQB that candidates also have a minimal background in either software development or software testing.

Learning Objectives:

Individuals certified at this level will be able to:
- Use a common language for efficient and effective communication with other testers and project stakeholders.
- Understand established testing concepts, the fundamental test process, test approaches, and principles to support test objectives.
- Design and prioritize tests by using established techniques; analyze both functional and non-functional specifications (such as performance and usability) at all test levels for systems with a low to medium level of complexity.
- Execute tests according to agreed test plans, and analyze and report on the results of tests.
- Write clear and understandable incident reports.
- Effectively participate in reviews of small to medium-sized projects.
- Be familiar with different types of testing tools and their uses; assist in the selection and implementation process.

ISTQB® Advanced Test Analyst

Certificate: ISTQB® Advanced Test Analyst
Duration: 4 days
Course Delivery: Classroom
Accreditor: BNTQB
Language: English

Course Description:
This Advanced Level course builds on the knowledge and skills acquired at the Foundation Level. In this course you will learn appropriate Test Analyst analysis and design tasks for different lifecycle models, when it is most appropriate to use low and high level test cases, and the steps and considerations necessary when executing tests. You will be able to participate in risk management activities, analyze a specification to determine likely types of defect, analyze defect taxonomy for applicability in a given situation, and specify test cases using a range of specification-based testing techniques. You will also be able to specify exploratory tests and explain how the results can be reported, determine which specification-based, defect-based or experience-based techniques should be applied to achieve specific goals, and identify approaches to verify and validate both the implementation of the usability requirements and the fulfilment of user expectations. You will learn how to analyze a use case or user interface and a requirements specification or user story, identifying problems using a checklist.

Holding the ISTQB Advanced Level Test Analyst Certificate entitles you to use the Certified Tester Advanced Level acronym CTAL-TA.

Audience:
The Advanced Level qualification is aimed at people who have achieved an advanced point in their careers in software testing. This includes people in roles such as Testers, Test Analysts, Test Engineers, Test Consultants, Test Managers, User Acceptance Testers and Software Developers.

This Advanced Level qualification is also appropriate for anyone who wants a deeper understanding of software testing, such as Project Managers, Quality Managers, Software Development Managers, Business Analysts, IT Directors and Management Consultants.

ISTQB® Advanced Test Manager

Certificate: ISTQB® Advanced Test Manager
Duration: 5 days
Course Delivery: Classroom
Accreditor: BNTQB
Language: English

Course Description:
This Advanced Level course builds on the knowledge and skills acquired at the Foundation Level. In this course you will learn how to manage a testing project by implementing the mission, goals and testing processes established for your organization. You will be able to organize and lead risk identification and risk analysis sessions and then use the results of these sessions for test estimation, planning, monitoring and control. You will also be able to propose a business case for test activities that outline the costs and benefits expected. You will understand how to create and implement test plans consistent with your organization's test policies and test strategies. You will learn how to ensure proper communication within the test team and with other project stakeholders, and to participate in and lead test process improvement initiatives. You will learn how to identify skills and resource gaps in your test team, be able to participate in sourcing adequate resources and identify and plan skills development within your team.

Holding the ISTQB Advanced Level Test Manager Certificate entitles you to use the Certified Tester Advanced Level acronym CTAL-TM and to go on to a subset of the higher Expert-Level software testing certifications.

Audience:
The Advanced Level qualification is aimed at people who have achieved an advanced point in their careers in software testing. This includes people in roles such as Testers, Test Analysts, Test Engineers, Test Consultants, Test Managers, User Acceptance Testers and Software Developers.

This Advanced Level qualification is also appropriate for anyone who wants a deeper understanding of software testing, such as Project Managers, Quality Managers, Software Development Managers, Business Analysts, IT Directors and Management Consultants.

DevOps Foundation

Certificate: DevOps Foundation
Duration: 2 days
Course Delivery: (Virtual) Classroom

Accreditor: DevOps Institute
Language: English
Credits: 16 PDUs

Course Description:

This sixteen (16) hour course provides an introduction to DevOps – the cultural and professional movement that stresses communication, collaboration, integration and automation in order to improve the flow of work between software developers and IT operations professionals. Improved workflows will result in an improved ability to design, develop, deploy and operate software and services faster for the benefit of the business.

This course is designed to provide the basic education needed to build your DevOps vocabulary and to understand its principles and practices. More importantly, this course is designed to inspire you to serve as a change champion by sharing and using what you've learned – and continue to learn – about DevOps to lead and mentor others.

Audience:

- Individuals involved in IT development, IT operations or IT service management, particularly those in an enterprise environment
- Individuals who require a detailed understanding of DevOps principles
- IT professionals working within, or about to enter, an Agile service design environment and requiring a detailed understanding of the concepts involved in interfacing Agile and DevOps
- Individuals who require an understanding of the culture changes associated with adopting DevOps

Prerequisites:

- Completion of pre-class reading assignments
- Familiarity with IT and IT services is recommended

Learning Objectives:

Individuals certified at this level will have demonstrated their understanding of DevOps:

- Goals, objectives and vocabulary
- Benefits to the business
- Performance measures and real-world results
- Principles
- Concepts and practices (including DevOps' relationship to Agile, Lean and IT Service Management (ITSM))
- Culture and organizational considerations
- Communication and collaboration practices
- Automation practices and technology considerations
- Adoption considerations (particularly in an enterprise environment)
- Challenges, risks and critical success factors

"Considering DevOps is a relatively new/fast evolving subject area, I found this course well designed and delivered. I was worried that it might be only theoretical discussion, but the instructor had a wealth of knowledge that we could all share."

"The concepts related to DevOps are new ground for me; the entire course was extremely beneficial."

"The course is very much real world scenario based which I could relate to my working environment very easily."

DevOps Foundation Class Survey Responses

Certified Process Design Engineer (CPDE)®

Certificate: Certified Process Design Engineer (CPDE)®
Duration: 5 days
Course Delivery: (Virtual) Classroom

Accreditor: Loyalist Certification Services
Language: English, Spanish
Credits: PMPs earn 38 PDUs priSM candidates earn 2 points, 12 CPDs

Course Description:
There are many frameworks and standards that define best practices for achieving quality IT service management (ITSM) - ITIL®, ISO/IEC 20000, COBIT, CMMI, DevOps, Knowledge-Centered Support, etc. While each describes processes and controls (what to do), none provide clear, step-by-step methods and techniques for actually designing, reengineering and improving processes (how to do it).

This five (5) day certification course teaches how to design, reengineer and improve quality, lasting ITSM processes. This highly-interactive course provides hands-on opportunities to analyze, design, measure and integrate ITSM processes. The knowledge obtained in this course applies to every ITSM framework, standard and maturity model.

Audience:
Individuals who:
- Hold a foundation-level certificate in IT service management (ITIL, COBIT, ISO/IEC 20000) - recommended but not required
- Have a project management background and want to understand process design and management techniques
- Require a deep understanding of process assessment, design, implementation, integration and management techniques
- Work in an organization that has adopted one or more IT service management or quality management frameworks or standards and want to understand how to use them as part of a continual improvement program
- Wish to enhance their role-based capabilities in activities such as organizational change management or the selection of process enabling technologies

Roles include:
- IT professionals
- Process owners
- Process managers
- Process champions
- Process stakeholders
- Business managers
- Business process owners

Prerequisites:
Foundation-level certification in IT service management, in one (1) of the following is recommended (but not required):
- ITIL Foundation
- ISO/IEC 20000 Foundation
- COBIT Foundation

Learning Objectives:
Individuals certified at this level will have demonstrated their understanding of:
- Utilizing available frameworks and standards
- Determining customer requirements
- Evaluating the maturity of existing processes
- Using proven methods to design (or redesign) processes
- Using best practices to implement and improve processes
- Measuring and marketing the benefits of process improvements
- Overcoming resistance to organizational change
- Using technology to increase efficiency and effectiveness

Lean IT Foundation

Certificate: Lean IT Foundation
Duration: 2 days
Course Delivery: (Virtual) Classroom

Accreditor: Lean IT Association
Language: English

Course Description:

Lean IT Foundation helps IT organizations to ensure that they provide their customers with the best possible services. Through understanding 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 are helped to develop a continuous improvement mindset. Lean IT is complementary to all other best practice methods (such as ITIL®, PRINCE2® and P3O®).

This course covers the Foundation level certification of the Lean IT Association. Further Lean IT qualifications are Lean IT Kaizen Lead, Lean IT Coach and Lean IT Leadership. The Lean IT Foundation is the entry level certification. This certification is mandatory for the other certifications.

The primary purpose of the course is to provide a basis for accreditation of people involved with Lean IT Foundation. It documents the learning outcomes of the Lean IT Foundation and describes the requirements a candidate is expected to meet to demonstrate that these learning outcomes have been achieved.

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:

Upon completion of the training and examination related to this qualification, a successful candidate will be familiar with the principles of the Lean philosophy and in particular with the application of this philosophy within an IT-environment.

- The principles underlying the Lean philosophy
- The importance of understanding and delivering customer value
- The way Lean looks at processes and the waste within them
- How to measure performance and the key determinants of performance
- What the organizational requirements are when implementing Lean, including the use of visual management tools
- Which behaviour and attitude is necessary for Lean to be successful within an IT organization
- The DMAIC problem-solving model
- How these Lean principles can be applied within an IT organization

Course Outline:

- Module 1: Introduction
- Module 2: The Customer
- Module 3: The Process
- Module 4: Performance
- Module 5: Organization
- Module 6: Kaizen
- Module 7: Behavior & Attitude

Lean Six Sigma - Black Belt - SXL and MT

Certificate: IASSC - Lean Six Sigma Black Belt
Duration: 5 Weeks (20-25 days in class)
Course Delivery: Classroom

Course ID: LSS1110, LSS1220
Language: English

Course Description:

A Lean Six Sigma Black Belt plays a critical role in Six Sigma projects. Black Belts are responsible as project managers for the ultimate result of these projects. This intensive Lean Six Sigma Black Belt course trains you to perform the role of a Lean Six Sigma Black Belt and successfully execute Six Sigma projects.

The comprehensive curriculum takes a practical and problem solving approach to cover the data driven D-M-A-I-C improvement cycle as defined in the International Lean Six Sigma Body Of Knowledge (ILSSBOK). Various Statistical and Business Improvement tools help you to understand the flow and process of the methodology. There are two options for this course, one with Minitab or another version with SigmaXL as the featured statistical analysis package.

Candidates are prepared to take the International Association of Six Sigma Certification (IASSC) Lean Six Sigma Black Belt exam at the end of the course.

Audience:

This course is suitable for professionals seeking Six Sigma Black Belt certification and who are charged with responsibility for improving quality and processes at the organizational or departmental level:
- Process Owners
- Quality Professionals
- Engineers
- Production Managers
- Frontline Supervisors

Learning Objectives:

Individuals certified at this level will have demonstrated their understanding of:
- Simultaneously improve both quality and speed by combining Lean with Six Sigma
- Understand the Lean Six Sigma methodology and improvement processes
- Properly define, scope and work on Lean Six Sigma projects
- Gather Voice of the Customer and analyze survey data
- Construct a Value Stream Map and apply the map to identify improvement opportunity
- Learn to recognize waste
- Apply Lean tools to analyze process flow and delay times and focus on the separation of "value-added" from "non-value-added" and work with tools to eliminate the root causes of non-value-added activities
- Incorporate a comprehensive set of statistical analysis tools to problem solving
- Provide a means for quantifying and eliminating the cost of complexity
- Investigate basic queuing problems
- Implement quick improvements using a structured Kaizen Event
- Learn to mistake-proof a process to reduce rework

Lean Six Sigma - Green Belt - SXL and MT

Certificate: IASSC - Lean Six Sigma Green Belt
Duration: 10 to 12 days (Covered in 2 weeks)
Course Delivery: Classroom

Course ID: LSS1120, LSS1310
Language: English

Course Description:

The Lean Six Sigma Green Belt course aims to prepare you to perform the role of a Lean Six Sigma Green Belt. The comprehensive curriculum covers everything within the Lean Six Sigma D-M-A-I-C body of knowledge and the problem solving strategy is demonstrated throughout the course. Various Statistical and Business Improvement tools help you to understand the flow and process of the methodology.

The course comprises of a comprehensive course book with all slides and slide explanations. The course also includes over 30 exercises, 20 templates and almost 40 Data Sets. The activities will facilitates interactive group learning within a class.
The course can be offered with either Minitab or SigmaXL as the statistical analysis package. These software packages work well with JMP or any other statistical analysis programs.

Candidates are prepared to take the International Association of Six Sigma Certification (IASSC) Lean Six Sigma Green Belt exam at the end of the course.

Audience:

This course is suitable for professionals who will be involved in Six Sigma projects:
* IT Professionals
* Business Professionals
* Engineers
* Operations Managers
* Business Professionals from financial, government, healthcare, manufacturing, education, and supply chain industries
* Internal consultants
* Change agents
* Project managers
* Team Leaders and Team Members

Learning Objectives:

Individuals certified at this level will have demonstrated their understanding of:
* Understand the concept of Six Sigma and the DMAIC approach to process improvement
* Understand the tools involved in the Define, Measure, Analyse, Improve and Control phases
* Understand the use of the tools in characterising processes, analysing process data, solving problems and controlling processes
* Use the key tools to solve practical business problems
* Lead small Six Sigma project teams or assist Black Belts to deliver tangible business results on larger projects

Lean Six Sigma - Yellow Belt - SXL and MT

Certificate: IASSC Lean Six Sigma - Yellow Belt Certificate
Duration: 5 Days
Course Delivery: Classroom

Course ID: LSS1230, LSS1320
Language: English

Course Description:

The Lean Six Sigma Yellow Belt course is designed for everyone who plays a role in a Lean Six Sigma project. This practical and hands-on Lean Six Sigma Yellow Belt course trains you to perform the role of a Lean Six Sigma Yellow Belt and successfully participate in Six Sigma projects.

The comprehensive curriculum covers everything within the Lean Six Sigma D-M-A-I-C body of knowledge and the problem solving strategy is demonstrated throughout the course. Various Statistical and Business Improvement tools help you to understand the flow and process of the methodology. There are two options for this course, with Minitab or with SigmaXL as the featured statistical analysis package.

Candidates are prepared to take the International Association of Six Sigma Certification (IASSC) Lean Six Sigma Yellow Belt exam at the end of the course.

Audience:

This course is suitable for professional who will be responsible for directing, managing and reviewing the performance of Black Belts and Green Belts who will be delivering Lean and/or Six Sigma projects:

*   Senior Managers
*   Department Managers
*   Line Managers
*   Internal Consultants
*   Change Agents
*   Project Managers
*   Team Leaders

Learning Objectives:

Individuals certified at this level will have demonstrated their understanding of:

*   Problem solving and process improvement methods (Integrate knowledge gained with the LSS Yellow Belt)
*   Plan and manage a real Lean Six Sigma DMAIC project
*   Identify the elements of Cost of Poor Quality and waste in a process and develop a realistic Business Case for their projects
*   Understand basic concepts of Project Risk Management (including probabilistic approaches)
*   Structure a measurement system and identify the appropriate metrics to support quantitative process improvement efforts
*   Root cause analysis and value analysis methods
*   Process Improvement strategies
*   Communicate with key stakeholders and drive change in the organization

AgilePM® Foundation and Practitioner

Certificate: AgilePM®
Duration: 4 days
Course Delivery: Classroom

Course ID: SDD3330
Language: English

Course Description:

The Agile Project Management™ (AgilePM®) certification aims to address the needs of those working in a project-focused environment who want to be Agile. The course covers an approach to project management that aligns with PRINCE2®. Based on the proven fundamentals within DSDM Atern, the certification provides the ability to deliver Agile Projects in organizations requiring standards, rigour and visibility around project management.

The course will suit project managers who want to add to their knowledge of traditional approaches and who work in a fast-paced, changing environment and are embracing the empowerment provided by agile methods. The qualification is aimed at both practising project managers and agile team members who wish to become Agile Project Managers.

The practitioner level empowers, encourages and equips you with an in-depth knowledge of not just the certification, but also how to apply and implement these principles into the life of a project manager on a daily basis.

Audience:

- Project Managers
- Program Managers
- Scrum Masters
- PMO members
- Executives
- Managers
- Business Analysts
- Senior Technical Leads
- Agile Team Members

Prerequisites:

- Agile Project Management Foundation certificate, or
- DSDM Atern Foundation certificate, or
- DSDM Advanced Practitioner certificate

Learning Objectives:

Individuals certified at this level will have demonstrated their understanding of:

- Explain how to lay the foundations for successful agile projects
- Explain how an agile project is managed
- Clarify the different management styles needed for successful agile projects (compared to "traditional" projects)
- Provide integration with PRINCE2®

Agenda:

Introduction
- What is Agile?
- What is AgilePM and DSDM?
- The Fundamentals
- The Philosophy and Principles

Organisation
- Roles and Responsibilities
- Teams and Team Structures
- Empowerment

Preparation
- Project Constraints
- Success Factors
- Approach Questionnaire

The Lifestyle and Framework
- The Phases and Products
- Lifecycle Configuration

Techniques
- Communication
- MoSCoW
- Timeboxing
- Estimation and Measurement
- Quality and Maintainability
- Planning, Control and Risk
- Implementing Agile Project Management

Project and Program Management - Agile

Certified Associate in Project Management (CAPM)®

Certificate: CAPM
Duration: 3 Days
Course Delivery: (Virtual) Classroom

Course ID: PPM3230
Language: English

Course Description:

At the end of this course, the learner will be prepared for the CAPM® examination and be able to contribute to projects based upon the knowledge related to the Guide to the Project Management Body of Knowledge 5th Edition.

Audience:

Managers, project team members or non-project managers working in a project environment who want to improve their effectiveness. Entry level for PM practitioners on their way to the Project Management Professional (PMP)® certification.

Learning Objectives:

Individuals certified at this level have a demonstrated understanding of: The framework of Project Management as described in the Guide to the Project Management Body of Knowledge® 5th Edition.

Prerequisites:

It is recommended that the learner has experience working in a project environment and has knowledge of the basics of project management prior to taking the course.

Course Materials:

You will receive the following:
- Guide to the Project Management Body of Knowledge 5th Edition.
- A course book with reference materials, test questions and an exam preparation guide.

Examination:

- Application individually via www.pmi.org.
- CAPM® Eligibility Requirements: To apply for the exam the learner needs EITHER a secondary diploma (high school / global equivalent) and 1.500 hours of professional experience on a project team, OR a secondary diploma and 23 contact hours of formal education.
- During the 3-hour exam, the learner answers 150 multiple-choice questions in a computer-based test.
- No supporting material is allowed during the exam.

Agenda:

Day 1
1. Introduction
2. Overview
3. Life Cycle and Framework
4. Integration Management
5. Scope Management
6. Time Management

Day 2
1. Cost Management
2. Quality Management
3. HR Management
4. Communications Management
5. Risk Management

Day 3
1. Procurement Management
2. Stakeholder Management
3. Test Questions

Workshop Dynamic Business Case Management (DBCM)

Certificate: DBCM
Duration: 2 days
Course Delivery: (Virtual) Classroom

Course ID: PPM4210
Language: English

Course Description:

We are living in a fast, changing world. Managing projects by the book is not enough anymore. Especially when the external effects on projects, from the business, the environment, media, public opinion and even natural disasters, can be enormous. This workshop helps you gain the additional knowledge and tools to manage projects in the future with an increased chance of success. The workshop covers information on the underlying theory, principles, techniques, methods, etc.

Audience:

Executives, decision makers, managers, project managers, program managers who want to improve their effectiveness.

Prerequisites:

Being familiar with the theory of project management and having experience with managing projects and/or programs.

Learning Objectives:

At the end of this workshop, you will be aware of the necessity of business case management, be able to apply the tools and techniques and be prepared for a future with more successful projects.

Course Materials:

Participants receive a handbook with the needed reference materials.

Examination:

Not applicable.

Agenda:

Day 1
1. Introduction
2. Overview
3. Business Case

Day 2
1. Business Case Management
2. Examples / Cases
3. Exercise

PMP® Exam Prep Classroom

Certificate: PMP®

Duration: 4 Days, 35 hours

Course Delivery: (Virtual) Classroom, Blended (combined with Classroom)

Course ID: PPM3210CL

Language: English

Credits: 35 PDU, 35 CPEs

Course Description:

This Classroom course is aimed at people who work, or would like to work, on projects on a daily basis and would like to achieve the PMP® Certification. More specifically, this course is for project managers who want to master the Project Management Body Of Knowledge (PMBOK®) and improve their skills in managing projects.

The ITpreneurs approach to project management education is application driven. You will be immersed in project management through use of a comprehensive case study, exercises, examples and war stories. At the end of this program, you will be able to pass the exam and at the same time know how to use PMBOK® in practice as a project management professional.

This program contains 14 highly interactive, and modular course units. The course is enriched with engaging questions from real-life project situations. Through a series of sample-exam questions you will be optimally prepared to take and pass the exam.

Audience:

- Those considering adopting the PMI Project Management Body of Knowledge
- Project managers
- Project team managers and leaders
- Project coordinators
- Project support staff
- Project assurance staff
- Project officers
- Consultants and contractors

Learning Objectives:

At the end of this course, you will:

- Be able to pass the PMP® Exam become a certified project management professional (PMP®)
- Gain the skills and knowledge of project management based on the PMBOK® Guide and real-life project management practices
- Know how to use the tools and techniques you learned while studying for the PMP® exam
- Apply project management techniques useful in the real world
- Share a common lexicon of project management terms and principles

PMI's Project Management Professional (PMP®) credential is the most important, industry-recognized certification for project managers. Globally recognized and demanded, the PMP® credential demonstrates that you have the experience, education and competency to successfully lead and direct projects.

MoP® Foundation Classroom Course

Certificate: MoP Foundation®
Duration: 2 days
Course Delivery: (Virtual) Classroom

Course ID: PPM6220
Language: English

Course Description:

In this MoP Foundation course, participants will acquire the sufficient knowledge and understanding of the principles, cycles, practices, techniques, roles, responsibilities, documents, and organizational context within which portfolio management operates. MoP helps organizations ensure if the investments are done in the right change initiatives and implementing them correctly. This is achieved by:

- Prioritizing the programs and projects in terms of their contribution to the organization's strategic objectives and overall level of risk.
- Managing the programs and projects consistently to ensure efficient and effective delivery.
- Maximizing the benefit by providing the greatest return from the investment made.

Audience:

MoP Foundation qualification is targeted for professionals:

- Involved in a range of formal and informal portfolio management roles encompassing investment decision making, project and program delivery, and benefits realization.
- Involved in the selection and delivery of business change initiatives.
- Acting as experienced portfolio managers, managing large and complex portfolios of change initiatives.
- Members of portfolio offices and senior managers such as, financial managers, quality managers involved in setting strategic goals and giving direction to the organization's portfolio of changes.

Roles:

- Members of Management Boards
- Directors of Change
- Senior Responsible Owners (SROs)
- Portfolio, program, project, business change and benefits managers
- Business case writers
- Project appraisers

Learning Objectives:

Individuals certified at the MoP Foundation level will be able to:

- Define the scope and objectives of portfolio management and how it differs from program and project management.
- List the benefits of applying portfolio management.
- Explain the context it operates in.
- List the principles upon which successful portfolio management is based on.
- List the different approaches to implement MoP.
- List the factors required to maintain the progress and assess the success of portfolio management.
- State the purpose and key content of the major portfolio documents.
- Define the scope of key portfolio management roles.

MoV® Foundation Classroom Course

Certificate: MoV® Foundation

Duration: 2 Days

Course Delivery: (Virtual) Classroom

Course ID: PPM6210

Language: English

Course Description:

This 2-day interactive MoV Foundation course provides a modular and case-study-driven approach to learning Management of Value (MoV). The core knowledge is structured and comprehensive; and well-rounded modules cover the methodology and various techniques. A case study is used to help appreciate the relevance of MoV in its practical application.

About MoV:

MoV is about maximizing value in line with program and project objectives and key stakeholder requirements. It is not simply about minimizing costs. The fundamental question that MoV addresses is, "Are we maximizing the value of our essential investments so we are getting optimal benefits, at an affordable cost, with a known and acceptable level of risk?" Because value is subjective, MoV must also seek to achieve an optimum balance between all of the stakeholders and their needs.

Audience:

MoV Foundation qualification is targeted for professionals involved in:
- Management and staff in an organization and wish to use MoV; whether MoV is embedded in their organization or not.
- Directing, managing, supporting and delivering portfolios, programs and projects.
- Applying the methods in other PPM guides to build on and enhance the activities to maximize value and delivery of benefits.

Roles:

- Senior Management
- Program Managers
- Project Managers
- Change Managers
- Project and Program Office staff and their sponsors

Learning Objectives:

The MoV Foundation Course prepares you for the Foundation exam. Individuals certified at the MoV Foundation level will be able to:
- Explain the key processes and techniques used within MoV and the reasons for using them.
- Apply MoV at portfolio, program, project and operational levels.
- List the differences in applying MoV at different stages in a project and the expected outputs from MoV at each stage.
- Explain the circumstances under which MoV should be used.
- Explain the concept of value and how value may be improved.
- List the key benefits arising from implementing MoV.
- State the different approaches for implementing MoV.
- List the responses to external and internal influences.
- List the principles of embedding MoV into an organization.
- List the key topics in document checklists, the toolbox, health check, organizational maturity and individual competence.

P3O® Foundation Classroom Course

Certificate: P3O® Foundation
Duration: 2 days
Course Delivery: (Virtual) Classroom

Course ID: PPM6240
Language: English

Course Description:

P3O is the Axelos standard for the design of decision-making processes regarding changes in organizations. P3O provides a guideline for the design of portfolio, program, and project offices in organizations.

The P3O Foundation course is an interactive, classroom-based learning experience. The course covers the curricula of both foundation and practitioner level. The P3O Foundation level content provides you with sufficient knowledge and understanding of the P3O guidance to interact effectively with, or act as an informed member of, an office within a P3O model. It enables you to successfully complete the associated P3O Foundation exam and achieve the qualification.

In this course, you will be prepared to successfully attempt the P3O Foundation exam and learn how to implement or re-energize a P3O model in their own organization.

Benefits:

*   Fast-track program for those who want to achieve P3O Foundation qualification
*   Practical case study and scenarios
*   Attractive slides and course book

Audience:

P3O Foundation qualification is targeted for professionals who:

*   Needs to understand the terminology and concepts underpinning P3O
*   Aspire to join a portfolio, program, or project office environment.
*   Are new to a portfolio, program, or project office environment.

Roles might include:

*   (Portfolio) Managers
*   Program Directors
*   Consultants
*   Senior Members of a Portfolio, Program, or Project Bureau

Learning Objectives:

Individuals certified at the P3O Foundation level will be able to:

*   Define a high-level P3O model and its component offices.
*   List the component offices in a P3O model.
*   Differentiate between Portfolio, Program, and Project Management.
*   List the key functions and services of a P3O.
*   List the reasons for establishing a P3O model.
*   Compare different types of P3O model.
*   List the factors that influence selection of the most appropriate P3O model for an organization.
*   Define the processes to implement or re-energize a P3O.

Course Outline:

*   Introduction to P3O
*   Designing a P3O Model
*   Why Have a P3O
*   How to Implement or Re-Energize a P3O
*   How to Operate a P3O

Managing Benefits™ Foundation

Certificate: APMG Managing Benefits Foundation
Duration: 3 days
Course Delivery: Classroom
Course ID: MAB1210
Language: English

Course Description:

The purpose of the Managing Benefits™ guidance and certification scheme is to provide managers and practitioners from different disciplines / in a variety of organizations with applicable guidance in benefits management principles, practices and techniques.

This 3-day foundation course discusses Managing Benefits' guidance at a foundation level, ensuring that the candidate has sufficient knowledge and understanding of the principles, practices and techniques of this domain.

Audience:
- Change leaders (e.g., senior responsible owners and directors of change).
- Change initiators (e.g., strategic planners and policy leads).
- Change appraisers and evaluators (e.g., business case developers and project appraisers).
- Change implementers/enablers (e.g., portfolio, program and project managers).
- Change support staff (e.g., portfolio, program and project office staff).

Managing Benefits™ Practitioner

Certificate: APMG Managing Benefits Practitioner
Duration: 2 days
Course Delivery: Classroom
Course ID: MAB1310
Language: English

Course Description:

The purpose of the Managing Benefits™ guidance and certification scheme is to provide managers and practitioners from different disciplines / in a variety of organizations with applicable guidance in benefits management principles, practices and techniques.
This 2-day Practitioner level course enables delegates to apply and understand how to tailor the Managing Benefits methodology effectively.

Audience:
- Change leaders (e.g., senior responsible owners and directors of change).
- Change initiators (e.g., strategic planners and policy leads).
- Change appraisers and evaluators (e.g., business case developers and project appraisers).
- Change implementers/enablers (e.g., portfolio, program and project managers).
- Change support staff (e.g., portfolio, program and project office staff).

Prerequisites:

Candidates must pass the Managing Benefits Foundation exam prior to attending this course.

MSP® Foundation Course

Certificate: MSP® Foundation
Duration: 2 or 3 days
Course Delivery: (Virtual) Classroom

Course ID: PPM2210
Language: English

Course Description:

This two-day course provides participants with a thorough understanding of the Managing Successful Programmes (MSP) programme management methodology, providing the knowledge needed to confidently understand and explain the use of MSP to manage programmes in line with strategic aims of a business and the its day-to-day running.

Delivered by fully accredited trainers and industry leading experts who have extensive experience using MSP, the course includes a relevant, modern case study to help delegates understand how to apply the MSP way of managing programmes in the real world. There is also plenty of opportunity for participants to present their exercise results and discuss them with the rest of the class, thus gaining further knowledge from many different points of view, in many different industries.

About MSP

Managing Successful Programmes (MSP®) was developed as a best practice guide on Programme Management. The guide comprises a set of Principles and a set of Processes for use when managing a program. MSP represents proven programme management best practice in the successful delivery of transformational change through the application of programme management. MSP is very flexible and designed to be adapted to meet the needs of local circumstances.

The MSP framework is based on three core concepts:

* MSP Principles. These are derived from positive and negative lessons learned from programme experiences. They are the common factors that underpin the success of any transformational change.
* MSP Governance Themes. These define an organization's approach to programme management. They allow an organization to put in place the right leadership, delivery team, organization structures and controls, giving the best chance for success.
* MSP Transformational Flow. This provides a route through the lifecycle of a programme from its conception through to the delivery of the new capability, outcomes and benefits.

Audience:

* Newly appointed programme managers who may have a background in managing projects, but have not previously operated in a transformational change environment.
* Senior managers who will "sponsor" the change, or perhaps be held accountable for its success.
* Operational managers charged with embedding the change in their area.
* Operational staff undertaking a role in the programme or related projects.
* Programme office staff (PMO) wishing to build upon their project management knowledge.
* Experienced project managers.
* Those seeking a professional qualification in programme management.

Prerequisites:

Delegates should ideally have experience of managing or working in programmes prior to attending. Knowledge of the PRINCE2® project management method is advantageous but by no means mandatory; some exposure to a project management method will aid understanding of how the programme works with these projects.

Learning Objectives:

At the end of this course, participants will gain in the ability to:

* Understand the principles and structure of MSP
* Understand the benefits of a structured method in a changing environment.
* Explain the MSP process model
* Understand the MSP themes
* Draft a Programme brief and Vision Statement
* Propose a Programme organisation structure
* Engage with stakeholders at all levels
* Understand the vision and the blueprint and how they can be applied to the best advantage
* Apply progress control mechanisms
* Appreciate the principles of programme level quality and risk management
* Realize the importance of configuration management

MSP® Practitioner

Certificate: MSP® Practitioner   **Course ID:** PPM2310

Duration: 2 days   **Language:** English

Course Delivery: (Virtual) Classroom

Course Description:

The Managing Successful Programmes (MSP®) Practitioner Course provides an opportunity to learn how MSP can be applied to real live programmes and it prepares participants for the MSP Practitioner examination.

This level aims to confirm that a candidate has sufficient knowledge and understanding of the MSP guidance to act as an informed member of a programme management team. That is, someone responsible for managing, leading, supporting or advising on work within an MSP environment.

The course is entirely focused at applying MSP in programme scenarios. Exercises will be based on the participant's own experience, and a case study with a similar format used in the APM Group Practitioner Exam. This case study will be used to test the thorough understanding of the application of MSP.

Audience:

- Programme managers who may have a background in managing projects, but have not previously operated in a transformational change environment.
- Senior managers who will "sponsor" the change, or perhaps be held accountable for its success.
- Programme office staff (PMO) wishing to build upon their project management knowledge.
- Experienced project managers.
- Business change managers.
- Senior Responsible Owners (a.k.a. programme executives).
- Other specialist/governance roles involved in supporting programmes that follow the MSP guidance, as well as those wishing to pursue higher level qualifications (e.g., programme managers).

MSP® Advanced Practitioner

Certificate: MSP® Advanced Practitioner   **Course ID:** PPM2320

Duration: 2 days   **Language:** English

Course Delivery: (Virtual) Classroom

Course Description:

The Managing Successful Programmes (MSP®) Advanced Practitioner Course provides an opportunity to learn how MSP can be applied to large programmes, in complex and changing environments, with full accountability of the achievement of the required outcomes. The course also prepares participants for the MSP Advanced Practitioner examination.

This level is aiming to confirm that a candidate has sufficient understanding of the MSP guidance, combined with actual programme management experience to act as a programme manager, any other member of a programme management team, or head of a programme office. The candidate will also learn how MSP can be tailored to suit any programme environment.

The course is entirely focused at applying MSP in complex programme scenarios. Exercises will be based on the candidates own programme management experience, and on the case study used in the Advanced Practitioner Exam. This scenario will need to be studied in advance of the first day of the course.

Audience:

- Experienced Programme Managers, used to operating in a transformational change environment.
- The Head of Programme Office.
- Business Change Managers.
- Other specialist/governance roles involved in ensuring high quality programme management based on best practices is in place, based on the MSP guidance.

Prerequisites:

- Participants must have passed the MSP Practitioner examination.
- Participants must have refreshed their MSP 2011 knowledge prior to the course.
- Participants should have experience in acting as a member of a programme management team prior to attending.

M_o_R® Foundation

Certificate: M_o_R® Foundation   **Course ID:** PPM6230

Duration: 3 days   **Language:** English

Course Delivery: (Virtual) Classroom

About M_o_R:

M_o_R (Management of Risk) considers risk from different perspectives within an organization: Strategic, Program, Project and Operational. While it links to other Cabinet Office Best Practices, it respects the roles, responsibilities and terminologies used outside the disciplines of program and project management.

"A risk consists of a combination of the probability of a perceived threat or opportunity occurring and the magnitude of its impact on objectives." With this definition "threat" is used to describe an uncertain event that could have a negative impact on objectives or benefits; and "opportunity" is used to describe an uncertain event that could have a favourable impact on objectives or benefits.

Course Description:

This M_o_R Foundation Course lasts 3 days and prepares learners to demonstrate knowledge and comprehension of the four elements of the M_o_R framework: Principles, Approach, Processes, Embedding and Reviewing; and how these elements support corporate governance. The M_o_R Foundation Course is also a prerequisite for the M_o_R Practitioner qualification.

Audience:

This M_o_R Foundation Course is ideal for professionals who need to learn and apply the concepts of risk management, and specifically, understand the principles and language of the M_o_R method. For example, Directors, all levels of Managers, Program and Project Managers, Program Office Staff, Business Change Managers, and Business Consultants.

M_o_R® Practitioner

Certificate: M_o_R Practitioner   **Course ID:** PPM6330

Duration: 2 days   **Language:** English

Course Delivery: (Virtual) Classroom

Course Description:

The M_o_R Practitioner Course has been designed to provide learners with the opportunity to practice the practical application of the M_o_R method and covers the twelve M_o_R principles; Approach, Process and the basic techniques essential to managing risks using the M_o_R guidance. The purpose of the M_o_R Practitioner qualification is to confirm that the learner has achieved sufficient understanding of how to apply and tailor M_o_R in a scenario situation.

Audience:

The M_o_R Practitioner Course will be of benefit to all levels of management including:

- Corporate Managers – responsible for corporate governance and the organization's overall exposure to risk.
- Program Managers – responsible for risk relating to specific programs.
- Project Managers – responsible for managing risk in projects.
- Operational Managers – responsible for risks that affect the on-going continuity of business services.
- All other personnel who have an interest or responsibility for the Management of Risk within their organization.

Prerequisites:

Successful completion of the M_o_R Foundation Exam.

PRINCE2® Foundation

Certificate: PRINCE2 Foundation
Duration: 3 days
Course Delivery: (Virtual) Classroom, eBook
Course ID: PPM1211
Language: English, Norwegian, French, Japanese
Credits: 21 PDUs

PRINCE2 provides an easily tailored and scalable method for the management of all types of projects. This method is the de-facto standard for Project Management and is practiced worldwide.

Course Description:
PRINCE2® (Projects IN Controlled Environments) provides common processes, management products, roles, and language for use throughout an organization's projects. PRINCE2 is the most successful Project Management method in the world — it has become the de facto standard in both the private and public sectors.

This course is aimed at people who work, or would like to work, on projects on a daily basis. This course is designed to provide you with that information and working-level understanding of structured Project Management, as presented in PRINCE2. At the end of this course, you will be able to use this knowledge to manage a project and pass the Axelos PRINCE2 Foundation examination.

Audience:
Those considering adopting PRINCE2:
- Project managers
- Project team managers and leaders
- Project coordinators
- Project support staff
- Project officers
- Consultants and contractors

PRINCE2® Practitioner

Certificate: PRINCE2 Practitioner
Duration: 2 days
Course Delivery: Classroom, Exam , eBook
Course ID: PPM1311
Language: English, Norwegian, French, Japanese
Credits: 14 PDUs

Course Description:
PRINCE2 (PRojects IN Controlled Environments) provides common processes, management products, roles, and language for use throughout an organization's projects. PRINCE2 is the most successful Project Management method in the world—it has become the de facto standard in both the private and public sectors.

This course is aimed at people who work, or would like to work on projects on a daily basis. It provides practical knowledge on how to manage projects using the PRINCE2 method. Successful delegates will gain certification at the Practitioner level.

Audience:
Those considering adopting PRINCE2:
- Project Managers
- Project Team Managers and Leaders
- Project Coordinators
- Project Support Staff
- Project Officers
- Consultants and Contractors

Prerequisites:
PRINCE2 Foundation certification

Contact Us

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