Lean IT

Description

It focuses on the lifecycle aspects of Service Strategy. The course covers the management and control of the activities and techniques within the Service Strategy stage of the lifecycle but not the detail of each of the supporting processes. Lower level details of the processes from Service Strategy are mostly covered in the Service Offering and Agreements capability course. Additionally the course looks at the concept of Service Strategy as a practice and at the interfaces between Service Strategy and the other stages Lifecycle.

Course Content
Module 1: Introduction to Service strategy Module 2: Service strategy principles Module 3: Service strategy processes Module 4: Governance Module 5: Organizing for service strategy Module 6: Technology considerations Module 7: Implementing service strategy Module 8: Challenges, critical sucess factors and risks
Lab / Exercises
This course offers:

- Practical exercises
- Group Restitution
- Case Scenarios

Participant profiles

- IT Managers and Practitioners involved in the strategy, design and implementation
- On-going support and delivery of business IT services
- Those interfacing with information systems who require an insight into Service Management best practice
- Business Analysts
- Business Relationship Managers

Prerequisites

- Experience and a good knowledge of an IT environment

Objectives

- Understand the basic concepts and principles of Lean
- Apply Lean philosophy in an IT environment
- Use Lean IT analysis tools
- Manage a Lean IT project under a Lean expert manager
- Have a clear idea of what Lean IT means for an organization, and the benefits of its implementation

Niveau
Fondamental
Classroom Registration Price (CHF)
1800
Virtual Classroom Registration Price (CHF)
1700
Duration (in Days)
2
Reference
LEANIT