



LITA Lean IT Foundation

Duration: 2 Days **Course Code: LEANITF**

Overview:

Using Lean Principles for Continual Service Improvement. Based on the core principles of Lean, this two-day certification course will help IT departments become customer and value oriented, removing waste, inflexibility and variability. Lean IT departments and organisations benefit from increased customer value, eliminated waste, continual improvement and maintain value with less effort.

The principles of Lean IT are applicable to all organisations with IT operations regardless of industry or sector. Any organisation effectively applying Lean IT will notice increased customer satisfaction, reductions of IT costs and increased productivity and ability to manage demand. Through a focus on efficiency, speed and reduction of waste within their value delivery processes IT organisations will ensure their role as a strategic partner in winning and maintaining customers.

Lean IT is built on the proven Lean practices developed in manufacturing organisations around the world and tailored for the IT processes spanning the Service Lifecycle. The central focus of Lean IT is on the flow of value to customers across all IT domains. The elimination of waste, where waste is defined as something that adds no value to a product or service, provides diligent focus on undertaking activities and processes and managing infrastructure and resources in managing the customer value stream.

Target Audience:

The training Lean IT is designed to provide insight into the basic processes of , understanding, and is therefore especially suitable for: Any member of an IT organisation wanting to improve efficiency within their operation. IT practitioners charged with managing a customer relationship and its outcomes. IT professionals within organisations that have adopted Lean IT philosophies and practices.

Objectives:

- Understand the origin and development of the Lean philosophy
 - Understand and be able to identify the concept of waste
 - Learn about and how to apply Lean analytical tools
 - A3 Thinking / PDCA
 - Go Look and See (fact not emotion)
 - Value Stream Mapping
 - Kaizen (System, Process, Activity)
 - Standardise Work Practices
 - 5S (Sort, Set in Order, Shine, Standardise, Sustain)
 - Visual Workplace (Eliminate visual and mental noise)
 - Be able to define Key Performance Indicators (KPIs) for your organisation
 - Be able to initiate, document, and implement process improvements
 - Reduce of costs by eliminating waste and inefficiencies in your IT infrastructure and processes
 - Increase productivity through improved resource management
 - Increase customer satisfaction by focusing on delivering value
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Prerequisites:

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Testing and Certification

- Duration:1 hour
 - Number of questions:40 (Multiple Choice)
 - Pass mark:65%
 - Open book:No
 - Electronic equipment allowed:No
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Further Information:

For More information, or to book your course, please call us on 0800/84.009

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www.globalknowledge.com/en-be/