DevOps Institute: Value Stream Management (VSM) Foundation - Including Exam

Duration: 2 Days Course Code: VSMF Version: 2

Overview:

The **Value Stream Management (VSM) Foundation** course provides learners with a comprehensive introduction to the principles, practices, and technologies of Value Stream Management. The course explores how organizations can optimize the flow of value from idea to customer realization by applying systems thinking, Lean principles, flow metrics, value stream mapping, and modern DevOps practices. Learners will gain practical knowledge of how to identify, map, measure, inspect, and continuously improve value streams while aligning business outcomes with technology delivery.

Value Stream Management Foundation? is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

Updated 10/2026

Target Audience:

This course is designed for professionals involved in delivering, managing, governing, or improving products, services, and value streams, including:
- IT and Technology Leaders
- DevOps Engineers and Practitioners
- Agile Coaches and Scrum Masters
- Product Managers and Product Owners
- Project and Program Managers
- Value Stream Managers and Architects
- Enterprise and Solution Architects
- Business Analysts
- IT Operations and Service Management Professionals
- Change and Transformation Leaders
- Software Development, Testing, Security, and Platform Teams
- Anyone seeking to understand and improve organizational flow and value delivery.

Objectives:

- **By the end of the course, participants will be able to:**
- Define the core concepts of Value Stream Management and its role in organizational performance.
- Identify and categorize different types of value streams within an organization.
- Explain how flow principles improve value delivery.
- Apply value stream mapping techniques to identify waste and bottlenecks.
- Use metrics and value stream intelligence to drive decision-making.
- Align business objectives with technology delivery and customer outcomes.
- Support continuous improvement through inspection and adaptation practices.

Prerequisites:

There are no mandatory prerequisites for attending this course.

However, a basic understanding of any of the following concepts is beneficial:

- Agile ways of working
- DevOps principles and practices
- Lean thinking
- IT service management concepts

Testing and Certification

This course will prepare you for the:

Value Stream Management (VSM) Foundation Exam

- 40 questions
- Multiple Choice
- 60 minutes
- Open Book
- Minimum required score to pass: 60%

- Software delivery life cycles
- Product and service management disciplines

Experience working in technology, digital transformation, operations, or service delivery environments will help learners gain maximum value from the course.

- Exam is only available in English

Follow-on-Courses:

None

Content:

Module 1: Start Where You Are – Assessing Your Current State

- Origins and evolution of Value Stream Management
- Lean thinking, systems thinking, and flow concepts
- VSM versus value stream mapping
- Toyota Production System and Lean principles
- DevOps Three Ways
- Value streams, value chains, and value stream networks
- Assessing organizational VSM maturity
- VSM Capability Matrix
- Establishing a VSM baseline assessment

Learning Outcome (Module 1): Understand VSM fundamentals and assess current organizational capabilities.

Module 2: The Value of Flow – Creating Your VSM Vision

- Flow versus value realization
- The dual nature of VSM
- DOWNTIME waste categories
- Lean metrics and Little's Law
- Flow Framework metrics
- DORA metrics
- SPACE framework
- Value realization metrics
- Benefits hypotheses
- KPIs and OKRs
- Creating and socializing a VSM vision

Learning Outcome (Module 2): Understand how flow and value realization drive organizational performance and define measurable improvement objectives.

Module 3: Identifying a Value Stream – Making Flow Visible

- Defining value streams
- Development versus Operational Value Streams
- Core versus Supporting Value Streams
- Value stream networks
- Digital value streams
- Value stream identification techniques
- Working backward from customer outcomes
- Agile-at-scale frameworks and value streams
- Mapping product and service flows

Learning Outcome (Module 3): Identify and classify value streams and understand their role within the broader enterprise ecosystem.

Module 4: Organizing a Value Stream Network – Arranging for Flow

- Organizing around value
- Project-to-product transformation
- Stream-aligned teams
- Team Topologies
- Value stream roles and responsibilities
- Value Stream Managers and Architects
- Value stream funding models
- Value realization frameworks
- Value Management Offices (VMOs)
- Organizational design for flow

Learning Outcome (Module 4): Design organizational structures that optimize end-to-end value delivery.

Module 5: Mapping Flow – Navigating Flow Routes

- Value Stream Mapping body of knowledge
- Current, future, and ideal state mapping
- The 10-step value stream mapping approach
- Mapping waste and bottlenecks
- Physical, virtual, and AI-enabled mapping
- Mapping artifacts and outputs
- Hypothesis backlogs
- Lean concepts and terminology

Learning Outcome (Module 5): Apply value stream mapping techniques to identify waste, measure flow, and prioritize improvements.

Module 6: Connecting Your Value Stream Data – Enabling Flow Inspection

- Digital value streams
- DevOps toolchains
- Value Stream Intelligence (VSI)
- Value Stream Management Platforms (VSMPs)
- Common data models
- Cross-tool traceability
- AI-driven insights and analytics
- Flow visibility and measurement
- Data-driven decision making

Learning Outcome (Module 6): Connect value stream data sources to provide end-to-end visibility and actionable insights.

Module 7: Inspecting Your Value Streams – Discovering Improvements

- Empiricism and evidence-based management
- Transparency, inspection, and adaptation
- Inspecting flow and value realization
- Quantitative and qualitative metrics
- Leading and lagging indicators
- Customer value realization
- Organizational performance analysis
- Value stream visibility and measurement

Learning Outcome (Module 7): Use data and inspection practices to identify constraints, waste, and opportunities for improvement.

Module 8: Adapting Your Value Streams – Value Flow Evolution

- Outcome economy concepts
- Outcome mapping
- Impact mapping
- User needs mapping
- VSM capability maturity
- Organizational culture and transformation
- Theory of Constraints
- Dependency management
- Continuous experimentation
- Improvement Kata
- OODA Loop
- OKRs and continuous improvement

Learning Outcome (Module 8): Establish a culture of continuous adaptation, learning, and value stream optimization.

Additional Information:

Value Stream Management Foundation? is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

training@globalknowledge.qa

www.globalknowledge.com/en-qa/

Global Knowledge, Qatar Financial Center, Burj Doha,Level 21, P.O.Box 27110, West Bay, Doha, Qatar