

A4Q Business Service Architecture Course with Online Exam

Duration: 3 Days Course Code: BBSA Delivery Method: Virtual Learning

Overview:

Explore the service ecosystem and grow your understanding of the key elements of a service architecture with our **Business Service Architecture** course.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

The **Business Service Architecture** course is for anyone interested in service architecture, in particular: Business Service Designers (including Business Designers and Service Designers) Business Analysts, Business Architects, Solution Architects, Business Engineers, User Researchers, Product Managers.

Objectives:

- This course explores the service ecosystem, looking at service architecture in the context of enterprise, business and solution architecture. Topics covered include value stream modelling and analysis; capability requirements and modelling; the T shape professional concept; service agility and double loop learning.

Content:

During this course, you will cover:

- Service Architecture in the context of Enterprise, Business and Solution Architecture
- The relevance of architectural principles
- The elements and artefacts of a Service Architecture
- Key service actors/stakeholders within the service ecosystem, and their concerns
- Value stream modelling and analysis
- Capabilities, capability requirements and capability modelling
- How capabilities are leveraged to offer services
- Capability and value stream integration
- The T-shape professional concept
- Service information concepts
- Service economics
- Service measures and controls
- Service agility and double loop learning

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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