

A4Q Business Service Architecture with Online Exam

Duration: 3 Days Course Code: BSAR Delivery Method: Company Event

Overview:

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.

Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

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:

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

There will be later this year. More information to be provided soon.

Follow-on-Courses:

The Business Service Architecture course forms one part of AssistKD's Service Design training programme which includes courses on CX Analysis, Business Service Design and Design Thinking. It is one of the elective modules for the new internationally recognised A4Q Service Designer qualification.

Content:

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