

A4Q Business Service Architecture with Online Exam

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

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.

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:

- 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:

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| 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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