

Lean IT Foundation



CATEGORY
Lean Management



LEVEL
Foundation



DURATION
2 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

Any manager or specialist working in an IT organization can benefit from the insights provided by the course.

PREREQUISITES

There are no prerequisites for this course, although a basic knowledge of IT concepts will be helpful.

EXAM INFO

- 60 minutes duration
- 40 multiple-choice questions
- 26/40 required to pass
- Closed book

CERTIFICATE

Lean IT Foundation

EXAM BODY

APMG

COURSE DESCRIPTION

Organizations are under constant pressure to improve their services and deliver better value to their customers. Lean IT is a proven methodology that can help transform your organization into a customer-centric, efficient, and transparent organization that can deliver sustainable results to the business.

The Lean IT Foundation training program is designed to provide participants with a comprehensive understanding of Lean IT principles, concepts, and techniques. The course covers all the essential elements required to initiate a Lean IT transformation program and equip participants with the necessary skills and knowledge to participate effectively in the process.

By the end of this training, participants will have a deep understanding of how to apply Lean IT principles to eliminate waste, improve service quality, and streamline their IT operations. Participants will also learn how to create a culture of continuous improvement, foster collaboration, and enhance customer satisfaction.



COURSE APPROACH

The Lean IT Foundation Training is two days. During the training, participants will learn the fundamentals of Lean and how to apply Lean in an IT domain. In the training, participants will practice with exercises to build hands-on skills. The training will introduce participants to the softer aspects of Lean IT like change approaches and how to change people's behavior and attitude. All the exercises are related to ICT, but no technical IT knowledge is required.

This course is delivered using an exciting case study designed to further enhance the participants' understanding of Lean IT. Participants who have attended this course are prepared to successfully take the associated Lean IT Foundation certification exam which is a requirement for attending any of the further Lean courses available in this track.

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RELATED TRAINING

- Lean Operations
- Lean IT Kaizen
- Lean IT Leadership
- EXIN Kanban Foundation
- EXIN DevOps Foundation
- Agile Scrum Foundation
- Agile Scrum Master
- Agile Scrum Product Owner
- AgilePM® Foundation
- AgilePM® Practitioner
- P3.Express Practitioner
- Agile Change Agent

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COURSE AND LEARNING OBJECTIVES

At the end of this course, participants will be able to:

- Understand the concepts behind Lean and how Lean can be applied in IT
- Analyze customer value and translate the voice of the customer to processes
- Understand Lean concepts as customer value, value streams, flow, pull, perfection
- Diagnose and improve processes with value stream mapping
- Problem solving with the Kaizen approach
- Work with the DMAIC improvement cycle
- Designate improvement activities that improve process results
- Understand what behaviors & attitudes are essential within Lean organizations
- Prepare the student to take the Lean IT Foundation Certification exam

COURSE STUDENT MATERIAL

Participants will receive a Lean IT Foundation classroom workbook containing all of the presentation materials, course notes, case study and sample exams.



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EMPOWERING PROFESSIONALS

As MindMachine, we have trained more than 60,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

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CONCEPTS COVERED

1. Introduction of Lean

- Introduction
- The history of Lean
- The key elements of Lean
- The concept of Waste, Variability, and Inflexibility
- The five dimensions of Lean IT

2. The Customer

- Customer Value
- Voice of the Customer
- Value-add and non-value-add work
- Critical-to-quality tree
- Value streams in IT
- Cost of Poor Quality

3. The Process

- The concept of a process
- SIPOC diagramming
- Creating a Value Stream Map
- Analyzing a Value Stream Map

4. Performance

- What is performance?
- Key Performance Indicators
- Operational Process Efficiency
- Skills and Knowledge matrix

5. Organization

- Organizational structure and customer focus
- Performance Dialogue
- Visible Management
- Day Start and Week board

6. Problem Solving

- Structured Problem Solving
- KAIZEN approach

7. Behavior & Attitude

- Lean Leadership & Behavior
- Organizational Change
- Change Story

