



TRAINING CATALOGUE QRP INTERNATIONAL

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Our mission

“QRP International aims to support organizations with Training, Certification and Consultancy services in Best Practice management methods in order to support their business objectives on a global scale with a local presence.”

Recognized for the quality of its educational services and its leadership, QRP International is the expert in the Best Practices training in the European market. QRP consists of a team of internationally experienced trainers/consultants with diverse backgrounds, sharing strong teaching skills and international experience. They are experts at meeting the clients' expectations and objectives. All our trainers are officially authorized to provide Best Practices training and have successfully introduced these management methods worldwide.

Since 2000 QRP International has been working with companies to find efficient solutions and customized implementations of Best Practices to their structure.

Our areas of expertise

We support our Client to achieve professional excellence in Project Management, IT Service Management, Programme Management, Project Support and Portfolio Management through the following worldwide recognized accreditations:

- Project Management & Agile - PRINCE2®, PMP®, AgilePM®, Scrum, SAFe®, PRINCE2 Agile®, DevOps, PM², HERMES
- Change Management - Change Management and Agile Change Agent
- Programme Management - MSP® (Managing Successful Programmes)
- Project Support - P3O® (Portfolio, Programme and Project Offices Management)
- Portfolio Management - MoP® (Management of Portfolios)
- IT Governance & Service Management - ITIL®, Togaf®, Cobit®

This is QRP

20

20+ years of experience

Since 2000, We aim to strengthen organisations with Training, Certification and Consultancy services in Best Practice management methods in order to support their business objectives on a global scale with a local presence.

30,000+ professionals trained

30 000+

We have trained more than 30,000 delegates – many returning again and again. We helped our customers in the development of their personal skills and in the successful implementation of the Best Practices.

5

5 languages available

For sure it's much more convenient to learn in your native language. That's why we adapted our material in 6 different languages, including Dutch, English, French, German and Italian.

25 European Cities

25

QRP organises public training courses in more than 25 European cities.

Training types

We know that in different moments, you might need a different service. QRP offers different training formats, so that we always have something that fits your needs. Whether you are looking to get certified fast, certify a complete team or looking to study at your own pace.

QRP International offers four different training formats; On-site Classroom, Virtual Live, Corporate and E-learning.

- **Classroom:** QRP International has a full calendar of Best Practice courses. Find the on-site course dates of the different in our [course calendar](#)
- **Virtual:** We host all our Best Practice courses in our [Virtual Classroom](#). You can follow the course from any location. All courses include live training sessions and self-study on an interactive platform
- **Corporate:** QRP International specializes in adapting and tailoring courses for [corporate training](#). If your organisation wants to certify personnel in a Best Practice methodology, corporate courses are usually the best option. Corporate/inhouse courses can be delivered as per our standard Programme or adapted to meet your organisation's needs.
- **E-learning:** Developed by QRP in-house experts, we offer fully accredited [E-learning courses](#). The courses are interactive and engaging. Online Exams are included.

Consultancy

QRP International supports organisations with Training, Certification and Consultancy services in Best Practice management methods. Our goal is to support YOUR business objectives on a global scale with a local presence.

Often training is a starting point for organisations that can lead to structural changes in their processes. Implementing Best Practices is a separate business and ideally is to be approached as a Programme on its own.

QRP consultancy has the expertise to support your organisation through implementation, standardisation, enhancement and improvement of project delivery.

- **Expert consultants:** our consultants (that double as trainers) apply what they teach. Delegates that followed one of our courses are eager to start applying their gained knowledge. Our consultants offer practical guidance during the phase that follows the training.
- **Motivation to change:** Delegates are very open and share their view on the actual and the ideal situation during their training with QRP. The openness and gained awareness leads to a big motivation for change. This motivation is the perfect driver to launch an implementation Programme, together with the help of our consultant.
- **Set up:** QRP offers help planning, guiding and designing the implementation Programme of the Best Practice. The Programme manager ideally is someone inside the organisation. QRP offers initial support but aims to create independence. Once internal capabilities have been built up, the organisation can manage the Best Practice without interference from the outside.
- **Technology neutral:** QRP consultants objectively focus on decision making that best meets your needs. QRP is 100% neutral towards choices of technology and its vendors.
- **Continuity:** QRP consultants offer their guidance based on Best Practices frameworks tailored to your environment. This knowledge is shared amongst all our consultants. This means we can interchange consultants easily and you never depend on solely one person. We can completely guarantee the continuity of your Programme.

Best Practices

QRP International provides training in multiple Best Practices. All our trainers are experts with profound knowledge on the subject and are still active in their respective field. The courses that we currently offer are:

Project Management

- PRINCE2®
- HERMES®
- AgilePM®
- PMP®
- OPEN PM²
- PRINCE2 Agile®

Programme Management

- MSP®

Portfolio Management

- MoP®

PMO Management

- P3O®

Agile & DevOps

- Scrum
- SAFe®
- DevOps

Change Management

- Change Management®
- Agile Change Agent

IT Governance & Service Management

- ITIL®
- Cobit®
- Togaf®

PRINCE2®



ACCREDITED TRAINING ORGANIZATION

PeopleCert ON BEHALF OF AXELOS

What is PRINCE2® Project Management?

PRINCE2 (Projects IN Controlled Environment) is a structured method for the effective and efficient management of projects. The PRINCE2 methodology is widely adopted around the world, used by people and organisations in wide-ranging industries and sectors.

PRINCE2 helps to successfully deliver projects of any size or complexity. Built from a wealth of experience and knowledge, PRINCE2 provides the essentials for managing any project. PRINCE2 provides a common language across a project and the necessary controls and breakpoints to work successfully within a contractual framework.

PRINCE2 is a flexible method that guides you through the essentials for managing successful projects, regardless of type or scale. Built upon seven principles, themes and processes, PRINCE2 can be tailored to meet your specific requirements.

PRINCE2 certification scheme

- PRINCE2 Foundation
- PRINCE2 Practitioner
- PRINCE2 Combi
(Foundation +
Practitioner)

Personalize your PRINCE2 training with:

- Customized Case Study
- Overview course /
Management session
- Coaching and
Implementation

PRINCE2®

Foundation

Target audience

Project managers, Project Team members, Team Managers, Assistant Project managers, Aspirant Project managers

- Virtual, Classroom, E-learning, Corporate
- English, French
- Exam included
- Expert trainer

Objectives

Following the completion of the PRINCE2 Foundation course participants should:

- Understand key concepts relating to projects and PRINCE2
- Understand how the PRINCE2 principles underpin the PRINCE2 method
- Understand the importance of people in successful projects
- Understand the PRINCE2 practices and how they are carried out throughout the project
- Pass the PRINCE2 Foundation exam

Prerequisites

It is desirable, but not essential, that participants have some work-experience on projects. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

1 hour - 60 questions - Multiple choice - Closed book - 60% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

During the course the practical side of the PRINCE2 method is emphasized through assignments and exercises. The training will cover the PRINCE2 terms and prepare the delegate for the PRINCE2 Foundation exam with a focus on:

- PRINCE2 Background and overview, integrated elements and Principles
- People in PRINCE2
- The Practice: Organizing
- The Processes (Starting up a project, Initiating a project,, Controlling a stage, Managing product delivery, Managing a stage boundary, Closing a project, Directing a project)
- The Practices: Business case, Plans, Quality, Risk, Issues, Progress

PRINCE2®

Practitioner

Target audience

Project managers, PM Office Managers, Project Directors, Senior Management, Programme Managers, Project Board, Project support

- Virtual, Classroom, E-learning, Corporate
- English, French
- Exam included
- Expert trainer

Objectives

Following the completion of the PRINCE2 Practitioner course participants should be able to:

- Understand how to apply the PRINCE2 principles in context
- Understand how to apply effective people management in projects
- Understand how to apply and tailor relevant aspects of PRINCE2 practices in context
- Understand how to apply and tailor relevant aspects of PRINCE2 processes in context
- Pass the PRINCE2 Practitioner exam

Prerequisites

Project Management experience and/or experience as a project team member. Some pre-read material is provided prior to the training and is expected to be fully read and studied before attending the course. To take the PRINCE2 Practitioner exam you must have the PRINCE2 Foundation certificate.

Exam

2,5 hours - 70 questions - Multiple choice - Open book (PRINCE2 Manual) - 60% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The PRINCE2 Practitioner Course provides an opportunity to apply the concepts learned during the PRINCE2 Foundation Course. Exercises will be based on a case study with a similar format to PRINCE2 Practitioner Exam with a focus on:

- PRINCE2 Core concepts refresh
- Apply the PRINCE2 principles in context
- Apply effective people management in successful projects
- Apply and tailor relevant aspects of PRINCE2 practices in context
- Apply and tailor relevant aspects of PRINCE2 processes in context

PRINCE2®

Combi

Target audience

Project managers, PM Office Managers, Project Directors, Senior Management, Programme Managers, Project Board, Project support, operational staff

Objectives

Following the completion of the PRINCE2 Combi course participants should be able to:

- Understand key concepts relating to projects and PRINCE2
- Understand how the PRINCE2 principles underpin the PRINCE2 method
- Understand the importance of people in successful projects
- Understand the PRINCE2 practices and how they are carried out throughout the project
- Pass the PRINCE2 Foundation exam
- Understand how to apply the PRINCE2 principles in context
- Understand how to apply effective people management in projects
- Understand how to apply and tailor relevant aspects of PRINCE2 practices in context
- Understand how to apply and tailor relevant aspects of PRINCE2 processes in context
- Pass the PRINCE2 Practitioner exam

Prerequisites

It is desirable but not essential that participants have some work-experience on projects. Some pre-read material is provided prior to the training and is expected to be fully read and studied before attending the course.

Exam

Foundation: 1 hour - 60 questions - Multiple choice - Closed book - 60% pass mark

Practitioner: 2,5 hours - 70 questions - Multiple choice - Open book (PRINCE2 Manual) - 60% pass mark. Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

- PRINCE2 Background and overview, integrated elements and Principles, People in PRINCE2
- The Practice: Organizing, Business case, Plans, Quality, Risk, Issues, Progress
- The Processes (Starting up a project, Initiating a project,, Controlling a stage, Managing product delivery, Managing a stage boundary, Closing a project, Directing a project)
- Apply the PRINCE2 principles in context with effective people management in successful projects
- Apply and tailor relevant aspects of PRINCE2 practices & processes

- Virtual, Classroom, E-learning, Corporate
- English, French
- Exam included
- Expert trainer

AgilePM®



What is AgilePM - Project Management?

AgilePM is a method that provides governance & rigour along with the agility & flexibility demanded by organisations today. The AgilePM methodology is based on the Agile Business Consortium's Agile Project Framework, established for over 20 years.

AgilePM certification is aimed at project professionals and team members wishing to adopt a flexible, collaborative approach to project management, whilst improving standards, quality and pace of delivery.

AgilePM is the only Agile framework that addresses the full project lifecycle and goes beyond product development. AgilePM is adopted by a wide range of organisations representing various sectors & industries.

AgilePM certification Scheme

- AgilePM Foundation
- AgilePM Practitioner
- AgilePM Combi
(Foundation +
Practitioner)

Personalize your AgilePM training with:

- Customized Case Study
- Overview course /
Management session
- Coaching and
Implementation

AgilePM®

Foundation

Target audience

Project Managers, Agile team members who wish to become Agile Project Managers

- Virtual, Classroom, Corporate, E-learning
- English, French
- Exam included
- Expert trainer

Objectives

Following the completion of the AgilePM Foundation course participants should be able to:

- Understand the underpinning philosophy and principles of Agile Foundation
- Understand the lifecycle of an Agile project, including alternative configurations
- Understand the products produced during an Agile project and their purpose
- Understand the techniques used and their benefits and limitations of Agile Foundation
- Understand the roles and responsibilities within an Agile project
- Pass the AgilePM Foundation exam

Prerequisites

It is desirable but not essential that participants have some work-experience on projects. Some pre-read material is provided prior to the training and is expected to be fully read and studied before attending the course.

Exam

40 minutes - 50 questions - Multiple choice - Closed book - 50% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from APMG International.

Programme

During the course the practical side of the AGILE PM method is emphasized through assignments and exercises. The training will cover the AGILE PM terms and prepare the delegate for the AGILE PM Foundation exam with a focus on:

- Introduction Foundation Course, Basics, Philosophy & Principles, Roles and Responsibilities, Processes (Project lifecycle), Products, Modelling & Iterative Development, MoSCoW, Timeboxes.
- Teamwork, Collaboration, Workshops, Roles and Responsibilities, Planning & Control, Quality
- Exam training, AGILE PM Foundation Exam, Course Conclusion

AgilePM®

Practitioner

Target audience

Project Managers, Agile team members who wish to become Agile Project Managers, Certified AgilePM Foundation professionals

Objectives

Following the completion of the AgilePM Practitioner course participants should be able to:

- Learn how to appropriately configure the lifecycle of an Agile project to a given scenario
- Learn how to apply a variety of agile practices to a project, for example, workshops, the MoSCoW technique to define project priorities, iterative development and modeling
- Understand how to test, estimate and evaluate profit delivery in an Agile project
- Learn facilitation and support mechanisms within an Agile project
- Learn the agile approach to manage and prioritize requirements
- Produce and evaluate the content of Agile products produced during an Agile project in a given scenario
- Understand the roles and responsibilities within an Agile project and correctly determine the appropriate personnel to fulfil these roles within a given scenario
- Pass the Agile Practitioner exam

- Virtual, Classroom, Corporate
- English, French
- Exam included
- Expert trainer

Prerequisites

It is desirable, but not essential, that participants have some work-experience on projects. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course. To take the AgilePM Practitioner examination you must provide proof of having passed the AgilePM Foundation exam.

Exam

2,5 hours - 4 questions - Multiple choice - Open book - 50% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique and auditable electronic certificate from APMG International.

Programme

The AGILE PM Practitioner Course provides an opportunity to apply the AgilePM concepts. This course focuses on scenarios. Exercises will be based on a case study with a similar format to AGILE PM Practitioner Exam with a focus on:

- Roles and Responsibilities, Processes, MoSCoW , Timeboxes and User Stories,
- Planning & Control Estimating , Quality , Risk Management & Tailoring, Exam preparation, Course Conclusion.

AgilePM®

Combi

Target audience

Project Managers, Agile team members who wish to become Agile Project Managers

- Virtual, Classroom, Corporate
- English, French
- Exam included
- Expert trainer

Objectives

Following the completion of the AgilePM Combi course participants should be able to:

- Understand the underpinning philosophy and principles of Agile Foundation
- Understand the products produced during an Agile project and their purpose
- Understand and configure the lifecycle of an Agile project to a given scenario
- Learn how to apply a variety of agile practices to a project, for example, workshops, the MoSCoW technique to define project priorities, iterative development and modeling - their benefits and limitations
- Understand how to test, estimate and evaluate profit delivery in an Agile project
- Learn facilitation and support mechanisms within an Agile project
- Learn the agile approach to manage and prioritize requirements. Understand the roles and responsibilities within an Agile project and correctly determine the appropriate personnel to fulfil these roles within a given scenario
- Pass both the Agile PM Foundation and Practitioner exam

Prerequisites

It is desirable, but not essential, that participants have some work-experience on projects. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

Foundation: 40 minutes - 50 questions - Multiple choice - Closed book - 50% pass mark

Practitioner: 2,5 hours - 4 questions - Multiple choice - Open book - 50% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique and auditable electronic certificate from APMG International.

Programme

- Introduction, Philosophy & Principles, Roles and Responsibilities, Processes (Project lifecycle), Products, Modelling & Iterative Development, MoSCoW, Timeboxes, User stories
- Teamwork, Collaboration, Workshops, Roles and Responsibilities
- Planning & Control Estimating, Quality, Risk Management & Tailoring, Exam preparation, Course Conclusion.

ITIL®4



ACCREDITED TRAINING ORGANIZATION

PeopleCert ON BEHALF OF AXELOS

What is ITIL 4 ®

ITIL is the most widely accepted approach to IT Service Management in the world, and is used globally by millions of practitioners.

For over 25 years, ITIL has been providing organisations with a practical guidance to improve IT services. ITIL is fundamental to businesses, enables transformation and helps organisations realize value.

The last version of the framework, ITIL 4, is built on established ITSM practices and expands itself to the wider context of customer experience, value streams and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

ITIL 4 provides a practical and flexible basis to support organisations on their journey to the new world of digital transformation. ITIL provides an end-to-end IT/digital operating model for the delivery and operation of tech-enabled products and services and enables IT teams to continue to play a crucial role in wider business strategy.

ITIL 4 certification Scheme

- ITIL Foundation
- ITIL Managing Professional Stream
- ITIL Strategic Leader Stream
- ITIL Practice Manager

Personalize your ITIL 4 training with:

- Customized Case Study
- Overview course / Management session
- Coaching and Implementation

ITIL®4

Foundation

Target audience

Individuals at the start of their journey in Service Management, ITSM Managers, Individuals in IT, existing ITIL qualification holders

Objectives

Following the completion of the ITIL 4 Foundation course participants should be able to:

- Understand the key concepts of Service Management
- Understand how the ITIL guiding principles can help an organisation adopt and adapt service management
- Understand the four dimensions of service management
- Understand the purpose and components of the ITIL Service Value System
- Understand the activities of the Service Value Chain, and how they interconnect
- Know the purpose and terms of the 15 ITIL practices
- Understand 7 ITIL practices
- Pass the ITIL 4 Foundation exam

Prerequisites

It is desirable, but not essential, that participants have some experience in IT Service management. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course. A good knowledge of English is mandatory.

Exam

1 hour - 40 questions - Multiple choice - Closed book - 65% pass mark

Upon successful completion of the ITIL Foundation exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The ITIL 4 Foundation qualification is intended to introduce candidates to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts, and to show them how they can improve their work and the work of their organisation with ITIL 4 guidance. The training will cover the ITIL terms and prepare the delegate for the ITIL Foundation exam with a focus on:

- ITSM Key Definitions and Concepts, ITIL 7 Guiding Principles, The ITSM 4 Dimensions
- The SVS, The SVC, Improvement, The Practices
- Exam preparation, Course Conclusion

- Virtual, Classroom, E-learning, Corporate
- English, French
- Exam included
- Expert trainer

ITIL®4

Managing Professional



ACCREDITED TRAINING ORGANIZATION

PeopleCert ON BEHALF OF AXELOS

What is ITIL®4 Managing Professional

The ITIL 4 Managing Professional consists of four modules:

- ITIL 4 Strategist Direct Plan and Improve (universal module)
- ITIL 4 Specialist Create, Deliver and Support
- ITIL 4 Specialist Drive Stakeholder Value
- ITIL 4 Specialist High Velocity IT

To obtain the designation ITIL 4 Managing Professional or ITIL 4 Strategic Leader, the candidate must complete all modules in each stream, with ITIL Strategist (DPI) being a universal module for both streams.

Accredited training for the ITIL 4 Managing Professional modules is mandatory to enable full understanding of the core material. All modules have ITIL 4 Foundation as a pre-requisite.

ITIL 4 Managing Professional Stream

- ITIL DPI
- ITIL CDS
- ITIL DSV
- ITIL HVIT

Personalize your ITIL 4 MP training with:

- Customized Case Study
- Overview course / Management session
- Coaching and Implementation

Strategic Leader

ITIL®4



ACCREDITED TRAINING ORGANIZATION

PeopleCert ON BEHALF OF AXELOS

What is ITIL®4 Strategic leader

The ITIL 4 Strategic Leader consists of two modules:

- ITIL 4 Strategist Direct Plan and Improve (universal module)
- ITIL 4 Leader Digital and IT Strategy

To obtain the designation ITIL 4 Managing Professional or ITIL 4 Strategic Leader, the candidate must complete all modules in each stream, with ITIL Strategist (DPI) being a universal module for both streams.

Accredited training for the ITIL 4 Strategic Leader modules is mandatory to enable full understanding of the core material. All modules have ITIL 4 Foundation as a pre-requisite.

ITIL 4 Strategic Leader Stream

- ITIL DPI
- ITIL DITS

Personalize your ITIL 4 MP training with:

- Customized Case Study
- Overview course /
Management session
- Coaching and
Implementation

ITIL®4

Practice Manager



What is ITIL®4 Practice Manager

The practice modules provide shorter and more flexible training with the opportunity to bundle, mix and match modules.

The first batch of 5 individual ITIL practices and Monitor, Support & Fulfil, the combined course covering all 5 practices, consist of:

- Service Desk
- Incident Management
- Problem Management
- Service Request Management
- Monitoring and Event Management

The combined practice course ITIL Monitor, Support & Fulfil is a 3 days training. The final exam lasts 90 minutes and consists of 40 questions.

To achieve the ITIL PM designation, you will need to have completed 5 individual practices plus the ITIL Specialist: Create, Deliver and Support module, or you will need to have completed the 3-day bundled or combined module plus the ITIL Specialist: Create, Deliver and Support module.



ITIL®4

Direct, Plan and Improve

Target audience

ITSM Managers and aspiring ITSM Managers, ITSM Practitioners, Individuals in the field of Service Management, ITIL qualification holders

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the ITIL 4 DPI course participants should be able to:

- Understand the scope of what is to be directed and/or planned, concepts and key principles
- Understand the role of Governance, Risk and Compliance (GRC) and know how to integrate the principles and methods into the service value system
- Understand and know how to direct, plan and improve value streams and practices
- Pass the ITIL Direct, Plan and Improve exam

Prerequisites

It is desirable, but not essential, that participants have some experience in IT Service management. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course. A good knowledge of English is mandatory.

The candidate must have passed the ITIL 4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module.

Exam

90 minutes - 40 questions - Multiple choice - Closed book - 70% pass mark

Upon successful completion of the ITIL DPI exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The ITIL 4 Strategist: Direct Plan and Improve module provides IT professionals and leaders with the ability to use ITIL methods in their overall IT strategy. Discussed topics are:

- Key concepts and scope of control
- Governance Risk control and Continual improvement
- Organizational Change Management, communication, indicators & metrics
- Processes and value streams

ITIL®4

Create, deliver and support

Target audience

ITSM Managers and aspiring ITSM Managers, ITSM Practitioners, Individuals in the field of Service Management, ITIL qualification holders

- Virtual, Classroom, Corporate, E-learning
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the ITIL 4 CDS course participants should be able to:

- Understand how to plan and build a service value stream to create, deliver and support services
- Know how relevant ITIL practices contribute to creation, delivery and support across the SVS and value streams
- Know how to create, deliver and support services
- Pass the ITIL Create, Deliver and Support exam

Prerequisites

It is desirable, but not essential, that participants have some experience in IT Service management. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course. A good knowledge of English is mandatory.

The candidate must have passed the ITIL 4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module.

Exam

90 minutes - 40 questions - Multiple choice - Closed book - 70% pass mark

Upon successful completion of the ITIL Foundation exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The ITIL 4 Create, Deliver and Support (CDS) course is designed for people who require an understanding on how to integrate different value streams and activities Topics discussed are;

- Evolution of Professionalism in IT and Service Management, using information & technology to create deliver & support
- Value Streams & Practices, Prioritizing Work & Managing suppliers

ITIL®4

Drive Stakeholder value

Target audience

ITSM Managers and aspiring ITSM Managers, ITSM Practitioners, Individuals in the field of Service Management, ITIL qualification holders

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the ITIL 4 DSV course participants should be able to:

- Understand how customer journeys are designed
- Know how to target markets and stakeholders & how to on/off-board customers and users
- Know how to act together to ensure continual value co-creation (service consumption /provisioning)
- Know how to shape demand and define service offerings
- Know how to foster stakeholder relationships, align expectations and agree details of services
- Pass the ITIL Drive stakeholder exam

Prerequisites

It is desirable, but not essential, that participants have some experience in IT Service management. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course. A good knowledge of English is mandatory.

The candidate must have passed the ITIL 4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module.

Exam

90 minutes - 40 questions - Multiple choice - Closed book - 70% pass mark

Upon successful completion of the ITIL DSV exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The ITIL 4 Drive Stakeholder Value (DSV) provides the candidate with an understanding of all types of engagement and interactions. Topics discussed include:

- The customer journey, targeting markets, fostering stakeholder relationships
- Shaping demand and define service offerings, aligning expectations
- Onboarding and offboarding customers & users, ensuring continual value co-creation
- Realizing and validating service value, revision

ITIL®4

High velocity IT

Target audience

ITSM Managers and aspiring ITSM Managers, ITSM Practitioners, Individuals in the field of Service Management, ITIL qualification holders

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the ITIL 4 HVIT course participants should be able to:

- Understand concepts regarding the high velocity nature of the digital enterprise, including the demand it places on IT
- Understand the digital product lifecycle in terms of the ITIL 'operating model'
- Understand the importance of the ITIL guiding principles and other fundamental concepts for delivering high velocity IT
- Know how to contribute to achieving value with digital products
- Pass the ITIL 4 High Velocity IT exam.

Prerequisites

It is desirable, but not essential, that participants have some experience in IT Service management. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course. A good knowledge of English is mandatory.

The candidate must have passed the ITIL 4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module.

Exam

90 minutes - 40 questions - Multiple choice - Closed book - 70% pass mark

Upon successful completion of the ITIL HVIT exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The ITIL 4 High Velocity IT (HVIT) provides the candidate with an understanding of the ways in which digital organisations and digital operating models function. Topics discussed are;

- High-velocity nature of digital enterprise, digital product lifecycle, Principles & modules
- Contribution to achieving with digital products; valuable investments, fast development
- Techniques for resilient operations, technique for co-created value & conformance

Digital and IT **ITIL®4** *Strategy*

Target audience

ITSM Managers and aspiring ITSM Managers, ITSM Practitioners, Individuals in the field of Service Management, ITIL qualification holders

- **Virtual, Classroom, Corporate**
- **English**
- **Exam included**
- **Expert trainer**

Objectives

Following the completion of the ITIL 4 DITS course participants should be able to:

- Use the ITIL guiding principles in Digital and IT Strategy decisions and activities
- Understand how to react to digital disruption and the relation between the concepts of Digital and IT Strategy, the service value system and the service value chain,
- Understand the risks and opportunities of Digital and IT Strategy
- Understand how to implement a Digital and IT Strategy
- Pass the ITIL 4 Digital and IT Strategy exam

Prerequisites

It is desirable, but not essential, that participants have some experience in IT Service management. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course. A good knowledge of English is mandatory.

The candidate must have passed the ITIL 4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module.

The candidate must provide proof of a minimum of three year's managerial experience.

Exam

4 individual/group assignments - Closed book - 75% pass mark

60 minutes - 30 questions - Multiple choice - Closed book - 70% pass mark

Upon successful completion of the ITIL DPI exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The ITIL 4 Digital and IT Strategy (DITS) provides the candidate with an understanding of the importance and challenges of creating a digital strategy. Topics discussed are:

- Principles, digital concepts, digital disruption & innovation
- Risk management, digital readiness, Business case and operating models
- Leadership, strategy implementation, measurements and metrics
- Digital transformation Programme

PMI-PMP®



What is PMI-PMP®

PMI is the world's leading association for those who consider project, Programme, or portfolio management their profession.

Being the world's most diffused Project Management organisation, the PMI advances careers, improves organisational success and further matures the profession of project management.

PMP is the golden standard of project management certification. Recognized and demanded by organisations worldwide, the PMP validates the competences of a project manager.

PMP provides you with the proven, practical body of project management knowledge and skills that you want to demonstrate as Project Manager.

PMP certification

- PMP Exam preparation course
- CAPM Exam Preparation Course

Personalize your PMP training with:

- Customized Case study
- Management session
- Coaching and Implementation

PMP®

Exam preparation

Target audience

Project managers, Mid-level project managers, those who want to be PMP certified, those who want to build up their knowledge in agile and hybrid approaches

- Virtual, Classroom, Corporate
- English, French
- Expert trainer

Objectives

Following the completion of the PMP exam preparation course participants should be able to:

- Understand and apply the processes and practices required to build effective, high-performing teams
- Plan the project (budget, schedule, scope, quality, activities, procurement and closure)
- Execute project to deliver business value
- Ensure that the project's success can be consistently repeated within the organisation

Prerequisites

It is desirable, but not essential, that participants have some work experience on projects.

Before applying for the PMP exam, participants should make sure to meet PMI's set of qualifications.

Exam

4 hours - 180 questions - Multiple choice - Closed book

Upon successful completion of the PMP exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PMI.

Programme

PMP Exam Preparation course aims to ensure that a candidate can apply the generally recognized practices of project management, acknowledged by the Project Management Institute (PMI), to successfully manage projects.

- Creating a High-Performing team
- Starting the project
- Doing the work
- Keeping the team on track
- Keeping the Business in mind
- Exam preparation, Course Conclusion

CAPM®

Exam preparation

Target audience

Future Project Managers, Professionals who want to gain more responsibility or add PM skills into their current role, Professionals that would like to manage larger projects, All professionals involved in projects on a regular basis and that wish to prepare themselves for the CAPM® exam.

- **Virtual,**
- **Corporate**
- **English, French**
- **Expert trainer**

Objectives

Following the completion of the CAPM exam preparation course participants should be able to:

- Understand the various project life cycles and processes
- Understand project management planning and project roles & responsibilities
- Determine how to follow and execute planned strategies or frameworks
- Understand the common problem-solving tools, techniques and project management plan schedule
- Know when it is appropriate to use a predictive, plan-based approach or an adaptive approach
- Demonstrate an understanding of business analysis (BA) roles and responsibilities
- Plan project iterations, prepare and execute task management steps
- Determine how to conduct stakeholder communication and how to gather requirements
- Demonstrate an understanding of product roadmaps

Prerequisites

It is desirable, but not essential, that participants have some work experience on projects. Before applying for the CAPM exam, participants should make sure to meet PMI's set of qualifications.

Exam

3 hours - 150 questions - Multiple choice - Closed book

Upon successful completion of the CAPM exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PMI.

Programme

The CAPM® Exam Preparation course is designed for individuals seeking to gain more responsibility or add PM skills into their current role. The CAPM certification offers recognition to practitioners who are interested or are just starting a career in project management, as well as project team members who wish to demonstrate their project management knowledge.

MSP®



What is MSP®

MSP (Managing Successful Programmes) is a globally recognised standard for Programme management.

The Managing Successful Programmes guidance explains the Programme management principles, governance themes and transformational flow that should be applied to the management of ProgrammeS or transformational change in any environment.

Programme management using MSP enables the organisation to align the delivery of Programmes and projects to organisational strategy; it also enables the organisation to focus on the delivery of outcomes and benefits, while mitigating risks and actively engaging stakeholders at all levels.

The MSP 5th edition is the latest update to Managing Successful Programmes. The update responds to changes that have occurred in the world of Programme and project management: from the rise of Agile ways of working, the digital revolution alongside the increased volatility and uncertainty of all markets.

MSP certification scheme

- MSP Foundation
- MSP Practitioner
- MSP Combi

Personalize your MSP training with:

- Customized Case study
- Management session
- Coaching and Implementation

MSP®

Foundation

Target audience

Project managers/senior project managers, business change managers, operational line managers, project staff, portfolio management staff

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the MSP Foundation course participants should be able to:

- Understand key concepts relating to Programmes and MSP
- Understand how the MSP principles underpin the MSP framework
- Understand the MSP themes and how they are applied throughout the Programme
- Understand the MSP processes and how they are carried out throughout the Programme

Prerequisites

It is desirable, but not essential, that participants have some work-experience on Programmes. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

1 hour - 60 questions - Multiple choice - Closed book - 54% pass mark

Upon successful completion of the MSP Foundation exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The MSP Foundation course is designed for people that are interested in learning how to manage multiple projects and Programmes successfully.

- MSP background, concepts & overview
- Processes and themes
- Exam preparation, course conclusion

MSP®

Practitioner

Target audience

Programme managers, project managers, business change managers, operational line managers, project staff, portfolio management staff

- Virtual, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the MSP Practitioner course participants should be able to:

- Understand how to apply the MSP principles in context
- Understand how to apply and tailor relevant aspects of the MSP themes in context
- Understand how to apply and tailor relevant aspects of the MSP processes in context

Prerequisites

Some pre-read material is provided prior to the training and is expected to be fully read and studied before attending the course. To take the MSP Practitioner exam you must provide proof of having passed the MSP Foundation exam.

Exam

2,5 hours - 70 questions - Multiple choice - Open book (MSP manual) - 55% pass mark

Upon successful completion of the MSP Practitioner exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The MSP Practitioner course is aimed at project, Programme and business change managers that want to build on their knowledge of MSP, in order to practically apply the MSP framework to real life scenarios. The course provides the skills to lead and manage a Programme.

- MSP knowledge review. Focus on MSP processes and themes.
- Tailoring in MSP
- Exam preparation, course conclusion

Combi

MSP®

Target audience

Programme managers, project managers, business change managers, operational line managers, project staff, portfolio management staff

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the MSP Combi course participants should be able to:

- Understand key concepts relating to Programmes and MSP
- Understand how the MSP principles underpin the MSP framework
- Understand the MSP themes and how they are applied throughout the Programme
- Understand the MSP processes and how they are carried out throughout the Programme
- Understand how to apply the MSP principles in context
- Understand how to apply and tailor relevant aspects of the MSP themes in context
- Understand how to apply and tailor relevant aspects of the MSP processes in context

Prerequisites

It is desirable but not essential that participants have some work-experience on Programmes. Some pre-read material is provided prior to the training and is expected to be fully read and studied before attending the course.

Exam

Foundation: 1 hour - 60 questions - Multiple choice - Closed book - 54% pass mark

Practitioner: 2,5 hours - 70 questions - Multiple choice - Open book - 55% pass mark

Upon successful completion of the MSP Foundation and Practitioner exams and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

- MSP background, concepts & overview
- Processes and themes
- Tailoring in MSP
- Exam preparation, course conclusion

Change Management



What is Change Management

Dealing with change and, more significantly, the impact of change, is a high priority for organisations. It is important that individuals have the opportunity to develop their capabilities to deal with change before, during and after it occurs.

Change Management training provides a structured approach for supporting individuals and teams to move from a current to a future state.

The Change Management Certification has been developed by APMG International in collaboration with the Change Management Institute.

Change Management certification scheme

- Change Management Foundation
- Change Management Practitioner
- Change Management Combi

Personalize your Change Management training with:

- Customized Case study
- Change Management overview course
- (Senior) Management session
- Coaching and Implementation

Change Management

Foundation

Target audience

Change managers, team members involved in change, anyone interested in understanding organizational change

- Virtual, Corporate
- English
- Exam included
- Expert trainer

Objectives

With the completion of the Change Management Foundation course participants are able to:

- Explain how individuals are impacted by change
- contribute to development of strategies to help individuals through change
- Offer insights on how organisations work, how the process of organizational change occurs and the typical roles that collaborate to deliver successful change
- Identify key drivers of an organisation's culture and describe significant elements of stakeholder engagement

Prerequisites

It is desirable, but not essential, that participants have some work-experience on projects. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

40 minutes - 50 questions - Multiple choice - Closed book - 50% pass mark

Upon successful completion of the Change Management Foundation exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from APMG International.

Programme

The Change Management Foundation certification aims to confirm that a candidate has sufficient knowledge and understanding of Change Management to work as an informed member of a team working on an organizational change initiative.

- Change management context, change the individual and organisation, defining change
- Stakeholder strategy, communication and engagement, change impact, change readiness
- Exam preparation, course conclusion

Change Management

Practitioner

Target audience

Change managers, those performing key roles in the design/development/delivery of change Programmes

- Virtual, Classroom,
- Corporate
- English, French
- Exam included
- Expert trainer

Objectives

With the completion of the Change Management Practitioner course participants are able to:

- Identify organizational drivers of change initiatives and links with governance structures
- Apply an appropriate process framework to help plan or understand organizational change
- Support identification & mapping of stakeholders and draft change communication plans
- Know how to prepare people for change and recognize signs of resistance to change
- Establish a clear framework of roles, skills & activities that achieve the support of leaders

Prerequisites

It is desirable, but not essential, that participants have some work-experience on projects. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course. To take the Change Management Practitioner exam you must provide proof of having passed the Change Management Foundation exam.

Exam

2,5 hours - 4 questions - Multiple choice - Open book (handbook only) - 50% pass mark
Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic Change Management Practitioner certificate from APMG International.

Programme

The Change Management Practitioner training aims to confirm whether the candidate has achieved sufficient understanding of how to apply and tailor Change Management guidance in a given organizational change situation.

- Change initiatives, projects and Programmes.
- Sustaining change and understanding the preparedness for change of both people and the organisation
- Exam preparation, course conclusion

Change Management

Combi

Target audience

Change managers, team members involved in organization change, those performing key roles in the design/development/delivery of change Programmes

- Virtual, Corporate
- English
- Exam included
- Expert trainer

Objectives

With the completion of the Change Management Combi course participants are able to:

- Explain how individuals are impacted by change
- contribute to development of strategies to help individuals through change
- Offer insights on how organisations work, how the process of organizational change occurs and the typical roles that collaborate to deliver successful change
- Identify key drivers of an organisation's culture and describe significant elements of stakeholder engagement
- Identify organizational drivers of change initiatives and links with governance structures
- Apply an appropriate process framework to help plan or understand organizational change
- Support identification & mapping of stakeholders and draft change communication plans
- Know how to prepare people for change and recognize signs of resistance to change
- Establish a clear framework of roles, skills & activities that achieve the support of leaders

Prerequisites

It is desirable, but not essential, that participants have some work-experience on projects. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

Foundation: 40 minutes - 50 questions - Multiple choice - Closed book - 50% pass mark

Practitioner: 2,5 hours - 4 questions - Multiple choice - Open book - 50% pass mark

Upon successful completion of the exams and following confirmation of the results, the participants will receive a unique, secure and auditable electronic Change Management Foundation and Practitioner certificate from APMG International.

Programme

- Change management context, change the individual and organisation, defining change
- Stakeholder strategy, communication and engagement, change impact, change readiness
- Change initiatives, projects and Programmes.
- Sustaining change and understanding the preparedness for change of both people and the organisation
- Exam preparation, course conclusion

DevOps



What is DevOps

DevOps (a clipped compound of “development” and “operations”) is a software development approach to work that combines software development (Dev) with information technology operations (Ops).

The goal of DevOps is to shorten the systems development life cycle while delivering software releases frequently, in close alignment with business objectives in a faster, better, and cost-efficient way.

Due to the proven success of the DevOps approach to work, DevOps oriented roles have become a sought-after resource across industries by a constantly growing number of organisations.

Organisations need DevOps-savvy people to make the cultural shift, work comfortably in a DevOps environment, and manage an array of technology and tools — referred to collectively as “toolchain” for processes including, but not limited to, coding, building, testing, packaging, releasing, configuring and monitoring.

DevOps certification scheme

- PeopleCert DevOps Fundamentals
- PeopleCert DevOps Leadership

Personalize your DevOps training with:

- Customized Case study
- Management session
- Coaching and Implementation

DevOps

Fundamentals

Target audience

Individuals involved in IT development/operations/service management, IT roles, IT professionals in an Agile Service Design Environment

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the DevOps Fundamentals course participants should be able to:

- Understand history and need of DevOps
- Understand key concepts of DevOps
- Understand business value of DevOps
- Understand concepts underlying C.A.L.M.S., The Three Ways, continuous delivery, and the scope of the full stack
- Understand DevOps culture, transformational leadership and DevOps structure and teaming
- Understand the evolution of the DevOps Practices and the 15 essential practices of DevOps
- Understand Agile project management and Scrum methodology
- Understand key concepts of cloud technology and virtualization, automation for deployment pipeline, and architecting for continuous delivery

Prerequisites

Familiarity with IT terminology and IT related work experience are recommended. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course. A good knowledge of English is mandatory.

Exam

1 hour - 40 questions - Multiple choice - Closed book - 70% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The DevOps Fundamentals course is aimed at anyone who wishes to become an efficient member of a DevOps environment.

- Exploring DevOps. DevOps practices, principle, culture and structure
- Culture, behaviours & operating models, automation & architecting DevOps chains
- Metrics & reporting, sharing, shadowing and evolving
- Exam preparation, course conclusion

DevOps

Leadership

Target audience

Management, operations, developers, QA and testing professionals, those who want to lead IT teams

Objectives

Following the completion of the DevOps Leadership course participants should be able to:

- What is leadership and what is leadership for DevOps
- How to lead an organisation through a DevOps transformation
- Establish the need for urgency for DevOps
- Clarify & align business objectives
- Create a vision and strategy for transformation
- Identify and influence the vital stakeholders
- Lead a culture of self-organised, cross-functional teams
- Gather, broadcast and implement feedback
- Enable flow across the value stream
- Break work into iterations to accelerate learning and experimentation
- Lead for continuous delivery and a culture of continual improvement
- Lead for innovation
- Improve organisational resilience & sustainability

Prerequisites

The candidate must have passed the Peoplecert Devops Fundamentals exam. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course. A good knowledge of English is mandatory.

Exam

1 hour - 20 questions - Multiple choice - Closed book - 70% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The PeopleCert DevOps Leadership course is addressed to people who are required to lead Devops Teams

- Explanation DevOps, DevOps team organisation, managing DevOps cultural change
- Culture and its impact on performance and popular DevOps tools
- Exam preparation, course conclusion

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

MoP®



What is MoP®

MoP (Management of Portfolios) is a globally recognised standard for portfolio management.

Portfolio management helps organisations make decisions about implementing the right changes to their business as usual (BAU) via projects and Programmes.

The Management of Portfolios (MoP®) guidance provides practitioners with a set of principles, techniques and practices to introduce or re-energize portfolio management. MoP targets senior executives and practitioners responsible for planning and implementing change. MoP helps organisations answer the fundamental question: Are we sure this investment is right for us and how will it contribute to our strategic objectives?

MoP is closely aligned to the Programme and project management methodologies outlined in MSP® and PRINCE2®. MoP focuses on the management of the change that is delivered by formalized project and Programme management, rather than the individual initiatives.

MoP certification scheme

- MoP Foundation
- MoP Practitioner
- MoP Combi

Personalize your MoP training with:

- Customized Case study
- Management session
- Coaching and Implementation

MoP®

Foundation

Target audience

Portfolio management roles, all those involved in the selection of business change initiatives

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the MoP Foundation course participants should be able to:

- Understand the scope and objectives of portfolio management and how it differs from Programme and project management
- Know the purposes and benefits from applying portfolio management
- Know and understand the principles, approaches to implementation, maintaining progress, and how to assess the success of portfolio management
- Know the purpose, key content of the major portfolio documents and roles of MoP

Prerequisites

It is desirable, but not essential, that participants have some work-experience on projects and Programmes. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

40 minutes - 50 questions - Multiple choice - Closed book - 50% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The MoP Foundation course is designed for people who require a general level of MoP understanding. The course provides knowledge about the principles, cycles, practices, techniques, roles, responsibilities, documents and organisational context within which portfolio management operates.

- Implement, sustain and measure MoP, alignment strategic and organizational goals
- Roles, documentation, principles, Portfolio definition cycle, Portfolio delivery cycle
- Exam preparation, course conclusion

MoP®

Practitioner

Target audience

Portfolio management roles, all those involved in the selection of business change initiatives

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the MoP Practitioner course participants should be able to:

- Define the business case to get senior management approval for portfolio management
- Plan the implementation of portfolio management
- Select and adapt MoP principles, practices and techniques to suit different organizational environments
- Evaluate examples of MoP information (including documents and role descriptions)
- Analyse the solutions adopted in relation to a given scenario

Prerequisites

Some pre-read material is provided prior to the training and is expected to be fully read and studied before attending the course. To take the MoP Practitioner exam you must provide proof of having passed the MoP Foundation exam.

Exam

3 hours - 4 questions - Multiple choice - Closed book - 50% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The MoP Practitioner course is designed for people who require a full understanding of how to apply and tailor the MoP guidance. The course explains how to to apply and tailor the MoP guidance. It also teaches to analyse portfolio data, documentation and roles in relation to a scenario.

- Alignment strategic and organizational goals, roles, documentation, principles, Portfolio definition cycle, Portfolio delivery cycle
- Tailoring MoP and adapting to knowledge to specific situations
- Exam preparation, course conclusion

MoP®

Combi

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Target audience

Portfolio management roles, all those involved in the selection of business change initiatives

Objectives

Following the completion of the MoP Combi course participants should be able to:

- Understand the scope and objectives of portfolio management and how it differs from Programmes and project management
- Know the purposes and benefits from applying portfolio management
- Know and understand the principles, approaches to implementation, maintaining progress, and how to assess the success of portfolio management
- Know the purpose, key content of the major portfolio documents and roles of MoP
- Define the business case to get senior management approval for portfolio management
- Plan the implementation of portfolio management
- Select and adapt MoP principles, practices and techniques to suit different organizational environments
- Evaluate examples of MoP information (including documents and role descriptions)
- Analyse the solutions adopted in relation to a given scenario

Prerequisites

It is desirable but not essential that participants have some work-experience on projects and Programmes. Some pre-read material is provided prior to the training and is expected to be fully read and studied before attending the course.

Exam

Foundation: 40 minutes - 50 questions - Multiple choice - Closed book - 50% pass mark

Practitioner: 3 hours - 4 questions - Multiple choice - Closed book - 50% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

- Implement, sustain and measure MoP, alignment strategic and organizational goals
- Roles, documentation, principles, Portfolio definition cycle, Portfolio delivery cycle
- Tailoring MoP and adapting to knowledge to specific situations
- Exam preparation, course conclusion

P3O®



What is P3O ®

P3O (Portfolio, Programme and Project Offices) is a globally recognised guidance that enables individuals and organisations to establish, develop and maintain appropriate business support structures.

A Portfolio, Programme and Project Office model helps an organisation ensure it has the right Programmes and projects in place. It also ensures consistent delivery of Programmes and projects across the organisation.

A P3O model provides a decision-enabling/delivery support structure for all change within an organisation. This may be provided through a single permanent office which may exist under several different names. For example Portfolio Office, Centre of Excellence, Enterprise or Corporate Programme Office.

P3O certification scheme

- P3O Foundation
- P3O Practitioner
- P3O Combi

Personalize your P3O training with:

- Customized Case study
- Management session
- Coaching and Implementation

P3O®

Foundation

Target audience

Members of offices within a P3O model, anyone who wants to understand the terminology of P3O

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the P3O Foundation course participants should be able to:

- Be able to describe the high-level P3O model
- Know the arguments for establishing a P3O model and measuring its success
- Describe the purpose and major content of all roles
- State the key functions, services, tools and techniques of a P3O
- Know how to develop a governance structure that helps optimize an organisation's investment in change alongside its Business as Usual

Prerequisites

It is desirable, but not essential, that participants have some work-experience on projects and Programmes. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

1 hour - 75 questions - Multiple choice - Closed book - 50% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

P3O Foundation aims to confirm that a candidate has sufficient knowledge and understanding of the P3O guidance to interact effectively with, or act as an informed member of, an office within a P3O model. To this end participants need to show that they understand the principles and terminology of the P3O guide.

- Designing and use of a P3O model
- Roles, implementation and operating a P3O
- Exam preparation, course conclusion

P3O®

Practitioner

Target audience

Senior Project/Programme managers, PM office members, Senior Managers, individuals with portfolio, Programme or project office roles

- Virtual, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the P3O Practitioner course participants should be able to:

- Develop the business case for the P3O
- Identify and build the most appropriate P3O model and roles for the organisation
- Plan the implementation of a P3O
- Choose and use appropriate tools and techniques while running the P3O

Prerequisites

Some pre-read material is provided prior to the training and is expected to be fully read and studied before attending the course. To take the P3O Practitioner exam you must provide proof of having passed the P3O Foundation exam.

Exam

2,3 hours - 4 questions - Multiple choice - Open book (manual only) - 50% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The purpose of the Practitioner certification is to confirm whether a candidate has achieved sufficient knowledge and understanding of the P3O guidance to design, implement, manage or work within any component office of a P3O model. After the course, a candidate will have an overall understanding of the elements, roles, functions and tools & techniques used in a generalized P3O model.

- Why have a P3O, models and tailoring
- Implementing a P3O, Operating a P3O
- Exam preparation, course conclusion

P3O®

Combi

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Target audience

Members of offices within a P3O model, anyone who needs to understand the terminology and concepts underpinning P3O and those wishing to pursue higher level qualifications.

Objectives

Following the completion of the P3O Combi course participants should be able to:

- Be able to describe the high-level P3O model
- Know the arguments for establishing a P3O model and measuring its success
- Describe the purpose and major content of all roles
- State the key functions, services, tools and techniques of a P3O
- Know how to develop a governance structure that helps optimize an organisation's investment in change alongside its Business as Usual
- Develop the business case for the P3O
- Plan the implementation of a P3O
- Choose and use appropriate tools and techniques while running the P3O

Prerequisites

It is desirable, but not essential, that participants have some work-experience on projects and Programmes. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

Foundation: 1 hour - 75 questions - Multiple choice - Closed book - 50% pass mark

Practitioner: 2,3 hours - 4 questions - Multiple choice - Open book - 50% pass mark

Upon successful completion of each exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

- Designing and use of a P3O model
- Roles, implementation and operating a P3O
- Implementing a P3O, Operating a P3O
- Exam preparation, course conclusion
- Why have a P3O, models and tailoring
- Exam preparation, course conclusion

PM²



What is PM²

PM² is a Project Management Methodology developed and supported by the European Commission. Until the end of 2016, the PM² methodology and certification was only available to EU institutions' staff. With the OpenPM² Initiative, the EU Commission decided to provide open access to the PM² Project Management Methodology beyond purely EU institutions and including Contractors, Member States and finally all EU citizens.

PM² has been custom developed to fit the specific needs, culture and constraints of EU Institutions and Public Administrations. PM² also incorporates elements from globally accepted best practices, standards and methodologies, such as PRINCE2, PMI's PMBOK and IPMA. The result is an easy-to-implement methodology suitable for any type of organisation.

PM² helps establish a common project management language and process for projects across organisations, increase effectiveness, collaboration efficiency and success in the coordination of projects in the EU.

The OpenPM² Initiative acts as a catalyst for the modernisation of European Public Administrations and increases project maturity within the EU.

QRP International is part of the PM² Group, a non-for-profit membership organization that aims to facilitate the implementation of the PM² project management methodology in public and private projects as intended by the Center of Excellence in PM² of the European Commission.

PM²

Foundation

- Virtual, Classroom, Corporate, E-learning
- English, French
- Expert trainer

Target audience

People involved in international collaborative EU funded projects, Project managers, Project team members, team managers

Objectives

Following the completion of the PM² Foundation course participants should be able to:

- Make effective use of PM² for the management of projects
- Understand the implementation of core project management processes
- Effectively use the PM² Artefacts for initiating, define the scope of a project and understand how to manage it
- Understand key project planning tools and techniques
- Understand project scheduling and estimating, including Gantt Charts and network diagrams
- Understand project budgeting and cost management.

Prerequisites

It is desirable, but not essential, that participants have some work-experience on projects. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

75 minutes - 100 questions - Objective Test Questions - 70% pass mark - Closed book
The certification exam is executed by Van Haren Learning Solutions

Programme

The PM² course provides a solid theoretical foundation and guidelines on the practical application of project management processes, tools and techniques. Exercises provided are based on a sample project.

- Principles and history, integration in the EU funding, PM² governance model
- Phases; planning, executing, monitor & control, closing. PM² mindset
- Course conclusion

PRINCE2 Agile®



What is PRINCE2 Agile

PRINCE2 Agile® is the world's most complete agile project management solution, combining the flexibility and responsiveness of agile with the governance of PRINCE2®.

Developed in response to demand from user communities, PRINCE2 Agile provides structure, governance and controls when working with agile concepts, methods and techniques. Designed to help professionals tailor management controls when working in an agile environment, PRINCE2 Agile will help practitioners understand PRINCE2 governance requirements clearly and comprehensively as well as the interface between PRINCE2 and agile ways of working.

PRINCE2 Agile certification scheme

- PRINCE2 Agile Practitioner

Personalize your PRINCE2 Agile training with:

- Customized Case study
- Management session
- Coaching and Implementation

PRINCE2 Agile®

Foundation

- Virtual, E-learning, Corporate
- English
- Expert trainer

Target audience

Project and Programme Managers, Key staff involved with integrating Project Management with product delivery

Objectives

Following the completion of the PRINCE2 Agile Foundation course participants should be able to:

- Understand key concepts relating to projects and PRINCE2
- Understand key concepts relating to projects and PRINCE2 Agile
- Understand how PRINCE2 principles, themes, processes and management products are tailored and/or applied in an agile context
- Understand the agile ways of working, key terms and techniques
- Understand the focus areas in an agile context
- Pass the PRINCE2 Agile Foundation exam.

Prerequisites

It is desirable, but not essential, that participants have some work-experience on projects. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

1 hour - 50 questions - Multiple choice - Closed book - 55% pass mark

Upon successful completion of each exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The PRINCE2 Agile Foundation course explores the interface between PRINCE2 and agile ways of working.

The course is designed to help professionals deliver agile projects by tailoring PRINCE2 management controls with a broad toolset of agile delivery techniques and frameworks.

The purpose of the PRINCE2 Agile Foundation certification is to assess whether the candidate can demonstrate sufficient recall and understanding of the PRINCE2 Agile project management method.

PRINCE2 Agile®

Practitioner

- Virtual, Corporate
- English
- Expert trainer

Target audience

Project and Programme Managers, Key staff involved with integrating Project Management with product delivery

Objectives

Following the completion of the PRINCE2 Agile Practitioner course participants should be able to:

- Understand the basic concepts of common agile ways of working
- Understand the purpose and context for combining PRINCE2 and the agile way of working
- Apply and evaluate the focus areas to a project in an agile context
- Fix and flex the six aspects of a project in an agile context
- Apply or tailor the PRINCE2 principles, themes, processes and management products to a project in an agile context
- Learn through the use of theory and practical exercises
- Pass the PRINCE2 Agile Practitioner exam

Prerequisites

The candidate must hold either a PRINCE2, PMP, CAPM or IPMA Certification. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

2,5 hour - 50 questions - Multiple choice - Open book (manual) - 60% pass mark

Upon successful completion of each exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from PeopleCert.

Programme

The PRINCE2 Agile course is designed for PRINCE2 practitioners who want to be able to combine their skills with Agile methods.

- Overview basic concepts of Agile ways of work
- Apply and/or tailor PRINCE2 principles to fit in an Agile context
- Course conclusion and exam preparation

Scrum



What is Scrum

Scrum is a framework wherein various processes and techniques can be employed. Scrum is not a process, technique or definitive method.

The Scrum framework consists of Scrum Teams and associated roles, events, artefacts and rules. The rules are described in The Scrum Guide, developed and sustained by creators Ken Schwaber and Jeff Sutherland.

Scrum has been used to develop software, hardware, government, marketing, managing the operation of organizations and almost everything we use in our daily lives, as individuals and societies.

The essence of Scrum is a small team of people. The Scrum team is highly flexible and adaptive.

Scrum certification scheme

- ABC Scrum Master
- ABC Scrum Product Owner

Personalize your Scrum training with:

- Customized Case study
- Management session
- Coaching and Implementation

Scrum

Master (ABC)

Target audience

Scrum Masters, managers, Scrum team members, team leaders, Process owners & managers, solution developers

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the Scrum Master course participants should be able to:

- Gain a deep understanding of the Scrum Framework – the theory, practices, roles, rules and values – as defined in The Scrum Guide
- Understand the role of Scrum Master the interaction with the Scrum Team
- Master the Scrum principles and learn how to facilitate Scrum events
- Understand how to construct an effective development team with an appropriate mix of skills and experience and acts as a servant-leader
- Help Scrum Product Owners shape and refine product backlogs to guide early and incremental delivery of valuable products
- Promote the Scrum Framework

Prerequisites

It is desirable but not essential that participants have some experience of working in a product or project team. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course. A good knowledge of English is mandatory.

Exam

40 minutes - 50 questions - multiple choice - Closed book - 74% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from APMG International.

Programme

The Scrum Master course provides the candidate with solid knowledge and understanding of the principles and practice of Scrum: Concepts (or Rules), Roles, Events and Artefacts.

- Lean and Agile Principles, Scrum values and principles, Scrum framework core elements
- Scrum team, role of the Scrum Master, scaling Scrum to multiple teams
- Scrum reporting and artefacts
- Exam preparation and course conclusion

Scrum

Scrum Product Owner (ABC)

Target audience

Scrum Masters, managers, Scrum team members, team leaders, Process owners & managers, solution developers

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the Scrum Product Owner course participants should be able to:

- Gain a deep understanding of the Scrum Framework – the theory, practices, roles, rules and values – as defined in The Scrum Guide.
- Understand – in detail – the role of Scrum Product Owner and how the role interacts with different members of the Scrum Team and other stakeholders.
- Master the Scrum principles to better understand their application when in the workplace.
- How to build and prioritize a value-driven product backlog.
- Breakdown epics and themes into actionable user stories.
- Drive adoption of the Scrum framework for more effective product and solution development, working with stakeholders and other Scrum professionals and team members to improve its effectiveness.

Prerequisites

It is desirable but not essential that participants have some experience of working in a product or project team. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course. A good knowledge of English is mandatory.

Exam

40 minutes - 50 questions - multiple choice - Closed book - 74% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from APMG International.

Programme

The Scrum Product Owner (ABC) is an interactive course designed to cover all the basics of Scrum and also provides a large amount of material devoted to the Product Owner role.

- Lean and Agile Principles, Scrum values & principles, Scrum framework
- Scrum artefacts; specifically user stories, product backlog, Sprint planning, communication portfolio & product status
- Course conclusion

SAFe®



What is SAFe

SAFe® (Scaled Agile Framework) is an enterprise framework that encompasses a set of principles, processes and best practices. Its goal is to help large organisations adopt agile methods, such as Lean and Scrum as well as to rapidly develop and deliver products and high quality services.

SAFe is an agility framework at scale, which means that instead of having an agile team it will imply an agile transformation for the complete organisation.

SAFe is particularly well suited to complex projects that involve multiple large teams at the project, Programme and portfolio levels.

SAFe certification scheme

- Implementing SAFe
- Leading SAFe

Personalize your SAFe training with:

- Customized Case study
- Management session
- Coaching and Implementation

SAFe®

Leading SAFe

Target audience

Anyone involved in the implementation of large-scale agility, anyone wishing to become SAFe Agilist

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the Leading SAFe course participants should be able to:

- Become a Lean-thinking Manager-Teacher
- Apply the values and principles of a Lean-Agile Mindset
- Apply SAFe's Lean and Agile principles to the roles and practices of SAFe
- Create high-performing teams and trains by establishing mission and purpose
- Lead the transformation with the SAFe Implementation Roadmap
- Support PI Planning and the events associated with successful Programme execution
- Drive Release on Demand with the Continuous Delivery Pipeline
- Establish alignment and execution with Strategic Themes and Lean Portfolio
- Pass the official SAFe® 5 Agilist (SA) exam of the Scaled agile academy

Prerequisites

A preparatory reading is provided beforehand, it is advisable to read it completely before attending the training. Anyone is welcome to attend the Leading SAFe course, regardless of role or experience.

Exam

90 minutes - 45 questions - multiple choice - Closed book - 75% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate the Scaled agile academy.

Programme

The SAFe® framework offers an original approach to retain the benefits of the agile approach at the level of project management.

- 10 SAFe principles, roles and templates
- High-performing teams, mission and purpose, SaFe implementation roadmap
- Exam preparation and course conclusion



Implementing SAFe

Target audience

Anyone involved in the implementation of large-scale agility, anyone wishing to become SAFe Programme Consultant

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Objectives

Following the completion of the Implementing SAFe course participants should be able to:

- Lead an enterprise Lean-Agile transformation
- Implement the Scaled Agile Framework (SAFe)
- Empower with a Lean Portfolio
- Align the organisation to a common language and way of working
- Perform Value Stream identification
- Launch and support Agile Release Trains, and coordinate Large Solutions
- Build and execute an implementation rollout strategy
- Configure the Framework for a specific enterprise context
- Train managers and executives in Leading SAFe®

Prerequisites

A preparatory reading is provided beforehand, it is advisable to read it completely before attending the training. Anyone part of a Lean-Agile transformation is welcome to attend the Implementing SAFe course, regardless of role or experience.

Exam

120 minutes - 60 questions - multiple choice - Closed book - 75% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate the Scaled agile academy.

Programme

The Implementing SAFe® 5 course enables attendees to coach and guide an organisation to implement an agile transformation.

- Coaching and empowering the Agile Transformation
- Value stream identification and alignment of ways of working
- Agile Release trains, Large solutions, implementation rollout strategy
- Exam preparation and course conclusion

Agile Change Agent



What is Agile Change Agent

The Agile Change Agent certification is based upon the book "Agile Change Management – a practical framework for successful change planning and implementation". The book, authored by Melanie Franklin, renowned Agile & Change Management expert, provides an approach for managing transformational change initiatives using a lot of the ideas from the agile methodologies.

The purpose of this course is to support the ideas of collaboration, empowerment and self-direction that are core to Agile approaches. These ideas are also at the heart of effective change management. Unless people participate in designing, practicing and adopting the change for themselves, the change does not happen and benefits cannot be realized. The certification includes a simple, repeatable lifecycle model which acts as the structure of any change plan

Agile Change Agent Certification scheme

- Agile Change Agent

Personalize your Agile Change Agent training with:

- Customized Case study
- Management session
- Coaching and Implementation

Agile Change Agent®

- Virtual, Classroom, Corporate
- English
- Exam included
- Expert trainer

Target audience

The course will benefit anyone who has to plan, manage and participate in creating change at work.

Training and certification will be particularly beneficial to those participating in Agile or transformational change, but are not necessarily responsible for leading it.

Objectives

Following the course participants should be able to:

- Understand how agile approaches impact the way change is managed and delivered
- Create a roadmap consisting of all processes, activities and information needed to manage a change initiative in an agile way
- Apply techniques to identify and prioritise activities according to business value
- Create and support the right environment for change
- Manage relationships with relevant stakeholders and team members, understanding how to best engage with them through empathy and trust
- Utilize pre-prepared checklists, questionnaires and models
- Develop strategies for building resilience and motivation, whilst managing resistance
- Manage change for both large-scale transformations & micro-level business change projects
- Create a change that is lean and flexible, realizing benefits earlier on in the process

Prerequisites

The course does not assume any prior knowledge of change management or agile approaches so is suitable for all. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

40 minutes - 50 questions - Objective Test Questions - Closed book - 50% pass mark

Upon successful completion of the exam and following confirmation of the results, the participants will receive a unique, secure and auditable electronic certificate from APMG International.

Programme

- Understanding Change Management, Agile intermezzo, Concepts
- Roadmap: elements, iterations. Business need: understanding context, benefits
- Relationship Building: context & self assessment, personal leadership, steps in building relations. Environment: definition & creating the right one

HERMES



Herмес

What is HERMES

HERMES (Handbuch der Elektronischen Rechenzentren des Bundes, eine Methode zur Entwicklung von Systemen) is an open standard for managing and handling IT projects. HERMES is the project management method for projects in the field of information technology, the development of services and products and the adaptation of business organization. The HERMES certification scheme has two main levels, HERMES Foundation and HERMES Advanced.

This method has been developed since 1975 and has been continuously refined with the active support of users and technical experts.

HERMES ensures a common understanding of the project and supports all project participants in the efficient and successful performance of their tasks and responsibilities. With its clear structure, HERMES supports various use cases and can be easily adapted to the needs of the project.

HERMES Certification scheme

- HERMES Foundation
- HERMES Advanced
- HERMES Combi

Personalize your HERMES training with:

- Customized Case study
- Management session
- Coaching and Implementation

HERMES

Foundation

- Virtual, E-learning, Corporate
- English, French
- Exam included
- Expert trainer

Target audience

The HERMES 2022 Foundation course is designed for people who need a general understanding of HERMES.

The HERMES Foundation course aims to ensure that a candidate has a basic understanding of the HERMES project management method. The recommended target audience for this course consists of Project Managers, Project Team Members, Controllers or any decision makers, PMO staf, Quality Management or Control management employees in your organisation.

Objectives

Following the course participants should be able to:

- Know the basic contents of HERMES
- Have an overview of the scope and structure of the two standard scenarios of development and adaptation of services/products
- Have in-depth knowledge of the modules “project control, project management, project basics, procurement, organisation, product and implementation organisation” in the context of a complete project with the standard scenarios service/product development or adaptation
- Be able to deal with questions of project organisation (roles) and their responsibilities in the context of a project with the standard scenarios of service/product development or adaptation
- Know how to create individual scenarios
- Pass the HERMES Foundation exam

Prerequisites

It is desirable, but not essential, that participants have some work-experience on projects. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

60 minutes - 40 questions - Objective Test Questions - Closed book

HERMES

Advanced

- Virtual, E-learning, Corporate
- English, French
- Exam included
- Expert trainer

Target audience

The HERMES 2022 Advanced course prepares participants for the practical application of the HERMES method.

The course aims to ensure that a candidate knows how to manage and lead a project using the HERMES method and has been trained on selected project management tasks by working with case studies. The recommended target audience for this course consists of Project Managers, Project Team Members, Controllers or any decision makers, PMO staf, Quality Management or Control management employees in your organisation.

Objectives

Following the course participants should be able to:

- Review the Foundation content.
- Know how a project is initialised and completed and how the project basics are developed.
- Know how a project is controlled and managed; know how to implement any selected tasks from the corresponding two modules.
- Know the modules relevant to solution development for execution in detail by working with a case study. Know how to implement selected tasks from the modules and how to assign responsibilities to the roles.
- Be familiar with the organisation module by working with a case study according to any standard scenarios; understand the relevance of the module in all HERMES projects and know how to implement selected tasks from the module.
- Pass the HERMES Advanced exam.

Prerequisites

It is desirable, but not essential, that participants have some work-experience on projects. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

120 minutes - 45 questions - Objective Test Questions - Closed book - 60% pass mark

HERMES

Combi

- Virtual, E-learning, Corporate
- English, French
- Exam included
- Expert trainer

Target audience

The HERMES 2022 Combi training includes both the Foundation and Advanced courses. The HERMES Foundation course is designed to ensure that a candidate has a basic understanding of the HERMES project management methodology. The Hermes Advanced course is designed to ensure that a candidate knows how to control and manage a HERMES project and has practised selected project management tasks by working with case studies.

Objectives

Following the course participants should be able to:

- Know the basic contents of HERMES.
- Have an overview of the scope and structure of the two standard scenarios of development and adaptation of services/products.
- Be able to deal with questions of project organisation (roles) and their responsibilities in the context of a project with the standard scenarios of service/product development or adaptation.
- Know how to create individual scenarios.
- Review the Foundation content.
- Know how a project is initialised and completed and how the project basics are developed.
- Know how a project is controlled and managed; know how to implement any selected tasks from the corresponding two modules.
- Know the modules relevant to solution development for execution in detail by working with a case study. Know how to implement selected tasks & assign responsibilities to the roles.
- Be familiar with the organisation module by working with a case study according to any standard scenarios.
- Pass the HERMES Advanced exam.

Prerequisites

It is desirable, but not essential, that participants have some work-experience on projects. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

120 minutes - 45 questions - Objective Test Questions - Closed book - 60% pass mark

COBIT®



What is COBIT

COBIT is the world's most practiced IT Governance Framework.

COBIT® (Control Objectives for Information and Related Technologies) is the IT governance framework developed by ISACA®. COBIT ensures effective and strategic enterprise governance of information and technology. The COBIT framework simplifies the governance process for organisations. COBIT is a comprehensive set of guidance, tools, models and resources to help business leaders achieve their objectives for effective I&T governance. The most recent version of the framework, COBIT 2019, aligns and maps to other major standards, guidelines, frameworks and compliance rules. The COBIT 2019 framework, the most recent version of the framework, has been updated with modern processes and design factors. This results in a more adaptable framework, regardless of an organisation's industry, attributes or strategic goals.

COBIT Certification scheme

- COBIT Foundation

Personalize your COBIT training with:

- Customized Case study
- Management sessions
- Coaching and Implementation

COBIT®

Foundation

- Virtual, Corporate
- English
- Exam included
- Expert trainer

Target audience

The COBIT 2019 Foundation course is designed for people who require a general level of COBIT understanding.

The COBIT Foundation course aims to ensure that a candidate can apply a framework that maximises the value an organisation achieves from reaching its strategic goals.

The recommended target audience for this course consists of Senior Managers, GRC Managers, Business Managers, Consultants, IT Managers, Solutions Architects, Assurance Providers, Programme Managers, Risk Management employees, Security and Compliance Advisors and Regulators.

Objectives

Following the completion of the course participants should:

- Recognize the context, benefits and key reasons COBIT is used as an information and technology governance framework
- Recall the alignment of COBIT with other applicable frameworks, standards and bodies of knowledge
- Understand and describe the governance “system” and governance “framework” principles
- Describe the components of a governance system
- Understand the overall structure and contents of the Goals Cascade
- Recall the 40 Governance and Management Objectives and their purpose statements
- Understand the relationship between Governance and Management Objectives and Governance Components
- Discover how to design a tailored governance system using COBIT
- Explain the key points of the COBIT business case
- Understand and recall the phases of the COBIT implementation approach
- Pass the COBIT 2019 Foundation exam

Prerequisites

It is desirable, but not essential, that participants have some experience in the IT governance areas. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

120 minutes - 75 questions - Objective Test Questions - Closed book - 65% pass mark

TOGAF®



What is TOGAF

TOGAF® is the Enterprise Architecture methodology and framework developed by The Open Group®. TOGAF provides principles for designing, planning, implementing and governing enterprise IT architecture.

TOGAF® ensures consistent standards, methods, and communication among Enterprise Architecture professionals. Professionals who are fluent in the TOGAF® approach enjoy greater industry credibility, job effectiveness, and career opportunities. This approach helps practitioners avoid being locked into proprietary methods, utilize resources more efficiently and effectively, and realize a greater return on investment.

The TOGAF® standard includes a content framework to drive greater consistency in the outputs that are created when following the Architecture Development Method (ADM).

TOGAF Certification scheme

- TOGAF Foundation
- TOGAF Practitioner
- TOGAF Combi

Personalize your TOGAF training with:

- Customized Case study
- Management sessions
- Coaching and Implementation

TOGAF®

Foundation

- Virtual, Corporate
- English
- Exam included
- Expert trainer

Target audience

The TOGAF® Enterprise Architecture Foundation course is designed for people who require a general level of TOGAF® understanding. The TOGAF® EA Foundation certification aims to ensure that a candidate has the basic knowledge and understanding of the Enterprise Architecture using the TOGAF approach, sufficient to be able to contribute to an architecture project or work with the results. The recommended target audience consists of individuals who wish to achieve a basic knowledge of TOGAF®, professionals who have assumed roles associated with an architectural project as well as those who are responsible for its planning, execution, development and operation. Professionals who work for or join an organization applying the TOGAF® Standard. Architects who wish to approach TOGAF® 10 Enterprise Architecture or architects who wish to subsequently continue towards TOGAF® 10 Practitioner (Level 2) certification. Anybody interested in learning more about Enterprise Architecture and TOGAF®.

Objectives

Following the completion of the course participants should demonstrate understanding of:

- The concepts of Enterprise Architecture and the TOGAF® standard & key terminology
- The Architecture Development Method ADM cycle and the objectives of each phase, and how to adapt and scope the ADM for use
- The techniques available to support application of the ADM & How to apply the ADM
- How Architecture Governance contributes to the architecture development
- Which outputs can be produced while executing the ADM
- Pass the TOGAF® EA Foundation exam

Prerequisites

It is desirable, but not essential, that participants have some Enterprise Architecture experience. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

60 minutes - 40 questions - Objective Test Questions - Closed book - 60% pass mark

TOGAF®

Practitioner

- Virtual, Corporate
- English
- Exam included
- Expert trainer

Target audience

The TOGAF® Enterprise Architecture Practitioner course is designed to provide a deep understanding of how to apply the TOGAF® framework.

The TOGAF® EA Practitioner certification aims to ensure that a candidate has the knowledge, comprehension, and ability to analyze and apply the TOGAF® Standard to developing, sustaining, and using an Enterprise Architecture. The recommended target audience consists of individuals expected to apply the TOGAF® approach to develop, sustain, and transform domain architectures, individuals actively contributing to organizational transformation, individuals working in Agile environments who need to understand and apply Enterprise Architecture using the TOGAF® Standard and individuals who wish to become qualified as part of their professional development.

Objectives

Following the completion of the course participants should demonstrate their understanding of:

- The context within which an Enterprise Architecture practitioner must operate
- How to apply the stakeholder management technique & implement the Architecture Vision
- How to implement the Architecture Development Method (ADM) Phases B, C, and D
- How to implement the ADM Phases E, F, and G to implement an architecture, together with the applicable techniques
- How to implement Architecture Change Management & manage architecture requirements
- How to support the ADM work with applicable techniques & using architecture levels to organize the Architecture Landscape
- The Architecture Content Framework & pass the TOGAF® EA Practitioner exam

Prerequisites

It is desirable, but not essential, that participants have some Enterprise Architecture experience. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course. To take the TOGAF® EA Practitioner exam you must provide proof of having passed the TOGAF® EA Foundation exam.

Exam

90 minutes - 8 questions - Objective Test Questions - 60% pass mark

TOGAF®

Combi

- Virtual, Corporate
- English
- Exam included
- Expert trainer

Target audience

The TOGAF® EA Foundation and Practitioner Combi training covers the TOGAF® EA Foundation and the TOGAF® EA Practitioner courses.

The TOGAF® EA Foundation certification aims to ensure that a candidate has the basic knowledge and understanding of the Enterprise Architecture using the TOGAF approach, sufficient to be able to contribute to an architecture project or work with the results.

Objectives

Following the completion of the course participants should demonstrate their understanding of:

- The concepts of Enterprise Architecture and the TOGAF® standard & key terminology
- The Architecture Development Method (ADM) cycle and the objectives of each phase, and how to adapt and scope the ADM for use
- The techniques available to support application of the ADM
- How to apply the ADM: use of iteration, partitioning, Agile delivery, and application in a Digital enterprise
- Pass the TOGAF® EA Foundation exam
- The context within which an Enterprise Architecture practitioner must operate
- How to apply the stakeholder management technique & implement the Architecture Vision
- How to implement the Architecture Development Method (ADM) Phases B, C, and D to develop an architecture, together with the applicable techniques
- How to implement Architecture Change Management & manage architecture requirements
- How to support the ADM work with applicable techniques
- Using architecture levels to organize the Architecture Landscape
- The Architecture Content Framework & pass the TOGAF® EA Practitioner exam

Prerequisites

It is desirable, but not essential, that participants have some Enterprise Architecture experience. Some pre-read material is provided prior to the training and is expected to be fully read before attending the course.

Exam

60 minutes - 40 questions - Objective Test Questions - Closed book - 60% pass mark

90 minutes - 8 questions - Objective Test Questions - 60% pass mark