

# Lean IT Foundation

## Duration: 2 Days

## Prerequisites:

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

## Course Description:

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

By the end of this training, participants will have a deep understanding of how to apply Lean IT principles to eliminate waste, improve service quality, and streamline their IT operations.

## Course Objectives:

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

- Understand the concepts behind Lean and how Lean can be applied in IT
- Analyze customer value and translate the voice of the customer to processes

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

## Target Audience:

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

## Course Outlines:

- Module 1: Introduction of Lean
- Module 2: The Customer
- Module 3: The Process
- Module 4: Performance
- Module 5: Organization
- Module 6: Problem Solving
- Module 7: Behavior & Attitude

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