

# AGILE Combined Foundation & Practitioner Course

Delivery Method : Classroom

Code : AG2

Duration : 4 Days

## What you will learn

On a traditional project, the Project Manager may be actively involved in directing work and telling their team what needs to be done a style often referred to as Command and control.

Agile PM follows a different style. In the early stages, the Agile PM creates a high level plan, based on outline requirements and a high level view of the solution to be created. From that point onwards the end product is created iteratively and incrementally, with each increment building on the output of increments preceding it.

Unlike a traditional project, the detailed plans for each step are created by the team members themselves and not the Project Manager. Within each stage of the project the team works in an iterative and incremental style in close collaboration with a representative of the business/customer in order to understand the detail of the next step and to create and validate an evolving solution.

Based on the proven fundamentals within DSDM Atern, the new certification provides the ability to deliver Agile Projects in organizations requiring standards, rigour and visibility around Project Management, while at the same time enabling the fast pace, change and empowerment provided by Agile.

### Delegates will learn how to

- Set up an Agile project
- Assign roles and responsibilities
- Create prioritized lists of requirements
- Define increments and time-boxes
- Manage a Solution Development Team
- Use Agile techniques
- Present the benefits of Agile approaches to senior management

## Examination Guidelines

All delegates will sit the APMG Agile Foundation examination (a multiple choice paper) in the late afternoon of the third day of the course. Successful candidates will then be eligible to sit the Practitioner exam in the afternoon of the fourth day. Photo ID is required to take these exams.

## Audience Profile

This course is aimed at project managers, project management consultants and aspiring project managers. It is also relevant to other key staff involved in the design, development and delivery of projects

This course is for people with at least two years' project experience.

## Prerequisites

There are no formal pre-requisites for this course. However, it is anticipated that delegates will possess knowledge of projects or have experience of working in a project environment.

If such knowledge or experience does not exist, delegates may be advised to split the course into the separate Foundation and Practitioner courses. The course may be booked as a single unit, to achieve the cost effectiveness, but schedule each course in different weeks.

## Dates, Venues & Prices

For information on our scheduled public classes please visit us at [www.datrixtraining.com](http://www.datrixtraining.com) or call us at 0800 781 0626 to speak to our relationship executives.

# AGILE Combined Foundation & Practitioner Course

Delivery Method : Classroom

Code : AG2

Duration : 4 Days

## Exam timing

- The Foundation examination is taken during the afternoon on the third day. It is a closed- book 60 minute 60 multiple choice question paper. The pass mark is 50% (30 marks required to pass out of 60 available).
- The Practitioner examination takes place at 14:00 on the last day and will last for 2 hours. The Practitioner examination is an open- book (restricted to the manual only) objective test examination based on a given scenario and lasting 120 minutes. There are 4 questions per paper each worth 15 marks, making a total of 60 marks available. The pass mark is 50% (30 marks required to pass out of 60 available).

## Course Outline

### Foundation Preparation

- What is Agile? Choosing the right agile approach
- Agile Project Management – The Basics
- Roles and Responsibilities
- Preparing for Agile Project Management
- Agile Project Management
- The Agile Project Management Process and Products
- Communication
- Prioritization and Time-boxing
- Agile Control
- Requirements, Estimating
- Agile Planning

### Practitioner Preparation

- Explanation of mechanics of Practitioner examination.
- Examination techniques.
- Samples of Practitioner questions.
- Question and answer session; Revision of major topics

# ITIL Foundation

Delivery Method : Classroom

Code : ITILF

Duration : 3 Days

## What you will learn

The ITIL® Foundation Certificate is a three day course in which delegates will gain a comprehensive grounding in the aspects of ITIL® service management. Delegates will prepare for and sit the one hour, multiple-choice ITIL® Foundation certificate in service management exam. The course consists of short lectures, exercises, discussions, examination technique training, mock examinations and culminates in an invigilated exam on the third day.

### Course Learning Objectives

- To provide a basic understanding of the ITIL framework
- To understand how ITIL can be used to enhance the quality of IT service management within an organization
- To enable comprehension and / or awareness of key areas of the 5 ITIL core books:
  - Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
  - Continual Service Improvement
- To prepare to write the ITIL Foundation Exam

## Audience Profile

The target groups of the ITIL® Foundation Certificate are:

- Individuals who require a basic understanding of the refreshed ITIL® framework and how it may be used to enhance the quality of IT service management within an organisation.
- IT professionals that are working within an organisation that has adopted and adapted ITIL®, who need to be informed about and thereafter contribute to, an ongoing service improvement programme.

## Prerequisites

There are no pre-requisites for this course, nor is there any pre-course preparation required. Evening work is not compulsory, although it may benefit delegates to ensure they have consolidated each day's learning through reading and checking notes. This should take no longer than an hour each evening, although further self-study is encouraged.

## Dates, Venues & Prices

For information on our scheduled public classes please visit us at [www.datrixtraining.com](http://www.datrixtraining.com) or call us at 0800 781 0626 to speak to our relationship executives.

## Examination Guidelines

This course leads to the ITIL® Foundation level certification. Delegates are prepared for the Foundation examination and will normally take this examination on the third day of the course. The Foundation qualification is a pre-requisite for the ITIL Intermediate examinations.

The ITIL Foundation examination is a closed- book 60 minute 40 multiple choice question paper. The pass mark is 65% (26 marks required to pass out of 40 available).

# ITIL Foundation

Delivery Method : Classroom

Code : ITILF

Duration : 3 Days

## Course Outline

- **Day1**  
An Introduction to IT Service Management  
Lifecycles and Strategies  
Service Design - Principles, Processes and Roles  
Evening work & Revision
- **Day2**  
Review of evening work and day 1  
Service Transition - Principles, Processes and Roles  
Service Operation - Principles, Processes, Roles and Functions  
Evening work, Revision & Mock Exam
- **Day3**  
Review of evening work and day 2  
Interfaces and Continual Service Improvement  
Technology and Architecture  
Certification scheme  
Mock Exam and review  
Exam
- **Service Operation** – IT service versus technology components, quality of service versus costs of service, reactive versus proactive, overview of the five key service operation processes
- **Continual Service Improvement** – Objectives of continual service improvement, the seven step improvement process
- **Functions** – The service desk, technical management, application management, IT operations management
- **Roles** – The role of the process owner, the role of a service owner, the role of the RACI model in determining organisational structure
- **Technology and Architecture** – Requirements for an integrated set of service management technology, how service automation assists with integrated processes

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- **Service management as a practice** – the concept of good practice, the concept of a service, the concept of service management, define roles, processes and functions
- **The Service Lifecycle** – The service lifecycle and its key concepts, the business value of the phases of the lifecycle
- **Key Concepts and Definitions** – Key terminology of service management, key principles and models
- **Service Strategy** – The four main activities of service strategy, the main goals and objectives of service strategy, basic overview of value creation through services, overview of the five service strategy processes
- **Service Design** – The importance of people, processes, products and partners, the five major aspects of service design, different sourcing approaches and options, overview of the seven service design processes
- **Service Transition** – The service V model, overview of the five service transition processes

# MSP (Managing Successful Programs) Combined Foundation & Practitioner Course

Delivery Method : Classroom

Code : MSPFP-5

Duration : 5 Days

## What you will learn

Managing Successful Program describes the framework and strategies of Program Management. Program Management is an integral part of OGC's Best Practice portfolio.

This course comprises the MSP® Foundation course (MSP2) and the MSP® Practitioner course (MSP-P) in a single 5 day course. Delegates will gain sufficient knowledge and experience in the processes and principles of Program Management (MSP®) to act as a Program Manager for a program with a coherent project portfolio or to act as a member of a Program Support Office. You will have an opportunity to prepare for, and sit, the APMG MSP® Foundation and Practitioner exams.

Following the completion of the course participants will be able to:

- Describe and apply all facets of the program processes, in accordance with the MSP method
- Set up and manage complex programs
- Identify and control risk
- Monitor the objectives of a program and the essential adjustments needed to respond to changes in the environment

## Prerequisites

Experience of working in a Programme environment is essential. However, if this is not present, Project Management experience or Project Board experience can be substituted, but it is not recommended that delegates attempt this course without any experience at all.

Delegates must complete around 6 to 8 hours of pre-course preparation that will be dispatched at the time of booking. In addition, delegates are expected to complete approximately 2 to 3 hours of evening work in order to consolidate the learning provided each day and to practice examination questions to assist in passing the qualifications.

## Examination Guidelines

This course leads to the MSP® practitioner level certification. Delegates are prepared for the Foundation examination and will normally take this examination on the third day of the course. The Foundation qualification is a pre-requisite for the Practitioner examination. The Practitioner examination is normally taken on the final day of the course.

The MSP® Foundation examination is a closed- book 60 minute 75 multiple choice question paper with 5 questions to be trial and not counted in scores. The pass mark is 50% (35 marks required to pass out of 70 available). The Practitioner examination is an open- book objective test examination based on a given scenario and lasting 150 minutes. There are 8 questions each worth 10 marks, making a total of 80 marks available. The pass mark is 50% (40 marks required to pass out of 80 available).

## Dates, Venues & Prices

For information on our scheduled public classes please visit us at [www.datrixtraining.com](http://www.datrixtraining.com) or call us at 0800 781 0626 to speak to our relationship executives.

# MSP (Managing Successful Programs) Combined Foundation & Practitioner Course

Delivery Method : Classroom

Code : MSPFP-5

Duration : 5 Days

## Course Outline

### Transformational Flow

- Identifying a Program
- Defining a Program
- Managing the Tranches
- Delivering the Capability
- Realizing the Benefits
- Closing a Program

### Writing Terms of Reference

- Sponsoring group
- Program Director
- Business Change Manager
- Program Manager
- Program Support Office
- Capabilities and characteristics

### Compiling a Blueprint

- Expanding the Program Vision Statement
- The required business model
- Service levels & Key Performance measures
- Support systems

### Planning a Program

- Scheduling projects
- Resource sharing
- Defining tranches
- Handling dependencies