



Lean IT Foundation Certificate

About the Course

Lean IT is an extension of Lean Principles, applied in an IT environment. The approach is a way of thinking and acting, focusing heavily on organisational culture. Lean IT is associated with the development and management of Information Technology products and services. Lean Principles are concerned with:

- Increasing customer value.
- Eliminating waste (work that does not add value).
- Management as a facilitator.
- The involvement of all employees.
- Continual improvement.
- Preserving value with less work.

Many organisations have adopted Lean IT in order to increase customer satisfaction and to achieve greater strategic and financial value. By the end of the course you will:

- Be familiar with and have knowledge of the basic concepts of Lean and its core principles.
- Be acquainted with the use of several Lean IT analysis tools.
- Have an insight into what Lean IT can mean for an organisation.
- Have an understanding of the application of the Lean philosophy in an IT environment.
- Be able to apply the principles of Lean IT practices under the guidance of a Lean expert.

Benefits of Method

Benefits to Individuals

- Apply the principles of Lean IT practices to provide necessary insight into business services and support IT assets, employees and processes.
- Be acquainted with the use of several Lean IT analysis tools and have an understanding of the application of the Lean IT philosophy in an IT environment.
- Through customer experience, identify the cause of problems to improve customer satisfaction.
- Align business services with IT to evaluate a service delivery solution and identify and reduce non-value adding activity.
- Streamline and automate compliance processes to lessen cost and risk.

Benefits to Organisations

Train staff in a proven business improvement approach, equipping them with the tools to improve existing processes and develop effective new processes.

Add value for customers, employees & shareholders by minimizing process & variation waste.

Improve performance and reduce timescales for Lean Six Sigma projects.

Exam

60 minutes, closed book, 50 multiple-choice questions.
Pass mark 50%.

Passing the exam will give you an internationally-recognised professional qualification.