

ITSM ACADEMY

Our ITSM educational framework includes accredited and sustainable ITIL[®], DevOps, Process Design (CPDE) and Agile Service Management[®] training and education. Our business values are founded in trust, loyalty, professionalism and long term relationships.

ACCREDITATIONS

All of ITSM Academy's Certification Courseware is accredited by independent, international organizations.

GAME ON! - INTERACTIVE LEARNING

Involves students in active learning, using the engaging qualities of a game and fueled by ITSM Academy's Subject Matter Expertise.

PMI PDUs

As a Project Management Institute (PMI[®]) R.E.P. our courses earn Professional Development Units (PDUs).

COURSEWARE LICENSING

All of ITSM Academy's Courseware is available for licensing under our flexible Licensing Program, including Train-the-Trainer.

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Learner Portal - extends the classroom experience.

Training Delivered in our Classrooms... or yours

There are many frameworks and standards defining best practices for achieving quality IT service management (ITSM) - ITIL[®], CobiT, DevOps, KCS etc. While each describes a set of integrated processes and controls, none provide clear, **step-by-step** methods and techniques for actually designing, reengineering and/or improving.

To fill that gap, in 2009, ITSM Academy was the first training organization to release the five (5) day certification course, Certified Process Design Engineer (CPDE)[®]. In 2010, the CPDE qualification was endorsed by The APM Group (ITIL's official accreditor at the time). The correlating textbook which is included in class, *The ITSM Process Design Guide; Developing, Reengineering, and Improving IT Service Management*, has been referred to as, "the definitive source for ITSM process design."

Class provides hands-on opportunities to analyze, design, measure and integrate service management processes. In class, students learn how to (re)engineer quality, sustainable ITSM processes, which can be applied to every IT service management framework, standard and maturity model. Graduates are able - as CPDEs - to lead an effective and measurable process improvement program within their organization.

RESULTS FROM CLASS ALUMNI:

Retail/Manufacturing:

- Immediately began using process elements to redesign process flows which previously had been done ad hoc and without proper methodology
- Using Organizational Change Mgmt ideas to help begin the long process of moving away from a personality-based status quo, to a process driven culture

Insurance:

- Assisted in completing process assessment on a new process, to truly determine current maturity level, rather than guessing or assuming
- Stopped Service Level Mgmt (SLM) team from producing ineffective designs
- Used CPDE knowledge to help implement new Change Management process

State and Federal Government:

- Used CPDE and ITIL to help solidify the use of SLM and create workable SLAs
- Determined that a process approach would help eliminate constant state of flux occurring from changing political leadership
- The course simplified and streamlined what had been perceived as a complicated process, saving us time and money in our redesign efforts

Financial:

- Using CPDE ideas to convince the larger team of the value of process design methodology and putting it into practice
- Made organizational changes based on process roles for better alignment
- Realized the organization had no clear vision and sought out why and who was accountable; clear vision statement is in the works
- Used CPDE knowledge to help the merger of two large financial organizations go more smoothly
- Used the ideas learned in class to review one of their current processes and identify improvements

Government Prime Contractor:

- Began discussions during class on using CPDE ideas to help win an active RFI from the federal government
- Began discussions of role and job restructuring around processes



QUOTES AND RESULTS FROM PUBLIC CLASS ALUMNI:

"As a career software engineer turned DevOps junkie a couple years back, I knew this course would be a great addition to my knowledge as far as process improvement goes. I was surprised to see the similarities between more of the ITSM side of things and years of software (Agile, Scrum, Lean) and DevOps (OCM/VSM) - we are really all doing the same thing!" - *K. Raymond, Senior Technologist, CVP Corp.*

"I use my CPDE knowledgebase every day. The credential serves the intended purposes of underpinning my ITIL Expert (actually all levels of the ITIL framework) and practical insights to implementing ISO/IEC 20000 best practices. The ITSM Academy learning experience was unequalled by any of the other ITSM training service providers I have engaged. The basis for this assessment is not only the instructors' knowledge of the materials, but also the availability of courses and the sustained post-learning support provided." ~ *Ted G., CPDE, PA&E*

"The CPDE course was personally invaluable. It offered practical and realistic approaches to designing and managing IT Service Management processes, including real world examples and document templates. I was able to immediately apply specific methods and techniques to design, implement, measure, analyze, and improve processes for our clients. Equipped with the knowledge and skills from the CPDE course, I was able to help our client achieve greater insight, efficiency, and control of their business processes. This is a must have course for process engineers everywhere!" ~ *Philip L., Certified ITIL Expert, ITSMP, CPDE, ISO/IEC 20000 Consultant Manager, Science Applications International Corporation (SAIC)*

"Earning my CPDE really brought multiple disciplines together into a cohesive package – from 'soup to nuts' – for review and retooling of existing processes to using specific tools to show where bottlenecks or potential enhancements can be found. This pulls many things together to enhance the knowledge of process engineers so that they can bring better value to their company." ~ *Bryan D., Process Engineer, Northrop Grumman*

"As someone who is constantly in touch with customers making programmatic process improvements, I can vouch for the class as a good working foundation for process architects." ~ *Terry D., Chief Process Architect, Planview*

"We have used the CPDE skills to design and implement processes within our company and some of our customers as well. We have also worked with project managers and process owners to help them understand the differences between processes, procedures, work instructions, etc..." ~ *Al B., Director, Quality, Process Improvement, L-3 Communications*

"Thanks, again for a great CPDE class. I think I can speak for all of us in saying that it was a great class with the right information we needed at this point in our "process" (no pun intended). Thanks for allowing us to take the time to dig into specifics in class. I think that interaction made the class that much more effective for us." ~ *William B., Problem Management Process Owner, Federal Government*

"The Certified Process Design Engineer (CPDE) class provides an opportunity to understand the basics of process improvement from an IT service management perspective, without bias towards a particular framework or proprietary methodology. Unlike many business process-oriented approaches, CPDE provides an IT process lane that is tailored to the needs of the IT community. It compliments BPM initiatives and can help IT process design and improvement teams get on the right road to ITSM excellence." ~ *John W., Principal, IT Service Delivery Organization*