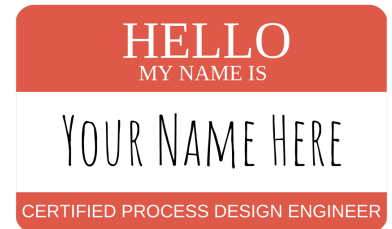


Certified Process Design Engineers In Action

There are many frameworks and standards that define best practices for achieving quality IT service management (ITSM) - ITIL, ISO/IEC 20000, COBIT, CMMI, DevOps, Knowledge-Centered Support, etc. While each describes processes and controls (what to do), none provide clear, step-by-step methods and techniques for actually designing, reengineering and improving processes (how to do it).



Written in-house by the ITSM Academy content team, the **Certified Process Design Engineer** (CPDE)[®] certification course teaches how to (re)engineer and improve quality, lasting IT Service Management (ITSM) processes. This highly-interactive course provides hands-on opportunities to analyze, design, measure and integrate ITSM processes. The knowledge obtained in this course *applies to every Service Management framework, standard and maturity model.*

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:

- Convincing 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



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