

Course Overview

Value Stream Mapping (VSM) for Lean IT provides the training and hands-on experience to deeply understand the techniques of creating value stream maps in an IT environment and utilizing them to drive sustained Lean improvements to the flow of information throughout the enterprise. Using the value stream approach, participants will understand customer value, the processes that deliver this value, the barriers to flow, the technique of pull, and the required attitude and behavior for continuous improvement and Lean IT transformation. Lean IT is complementary to almost all other best practice methods (such as ITIL[®], PRINCE2[®] and P3O[®]).

This course verifies that participants have gained knowledge of the creation and effective application of value stream mapping to drive transformational Lean IT Improvements. The Value Stream Mapping for Lean IT workshop enables the participants to apply the VSM practices in technology, service, and office work environments.

Course Duration	CPE	Delivery Format
2 days	13	Virtual Classroom Group Training

What You'll Learn

Individuals successfully completing this workshop have a demonstrated understanding of:

- Gaining a deeper understanding of the current condition through the creation of current-state and future-state value stream maps in an IT environment.
- How to use value stream maps as a catalyst of sustained Lean IT continuous improvement.
- Applying the principles of Lean IT practices to provide understanding and clarity into business requirements and IT services and support other IT functions, end users and customers.
- The use of Lean IT analysis tools and application of the Lean IT philosophy in an IT environment.
- Providing insight into the customer experience and identifying the root cause of problems in order to increase customer satisfaction.
- Aligning business needs with IT services to evaluate service delivery solutions and reduce non-value adding activities.
- Streamlining and automating core processes to drive quality, shorten delivery times, increase productivity, lessen costs, and mitigate risks.

Who Needs To Attend

IT leaders, All Lean IT practitioners, Lean IT champions (coaches and facilitators), IT professionals