



CERTIFIED PROCESS DESIGN ENGINEER (CPDE)[®] CERTIFICATION COURSE

Certification: CPDE in IT Service Management | Duration: 5 Days | Course Delivery: Classroom, Courseware Licensing
Credits: Submitted to APMG for ITIL V3 Credits, 38 PMI PDUs | *subject to change*

OWLPOINT TRAINING

OwlPoint in partnership with ITSM Academy provides a series of comprehensive IT Service Management education services.

SERVICE CATALOG

Our robust Service Catalog includes all levels of IT Infrastructure Library[™] (ITIL[®]), ISO/IEC 20000, Microsoft Operations Framework (MOF) and Process Design (CPDE) Certification Courses, as well as Workshops, Simulations, and eLearning including; **Apollo 13 an ITSM Simulation, Visible Ops** and **CobIT**.

ACCREDITATIONS

All of our Certification Courseware is developed in-house and accredited by independent, international organizations.

PMI PDUs

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

ABOUT OWLPOINT

OwlPoint, is an IT Management Consulting firm focused on Strategy, Governance and Operations services with specialties in the areas of Green IT, IT Service Management and ITIL.

Training Delivered in our Classrooms... or yours

- ▶ There are many frameworks defining best practices for achieving quality IT Service Management - ITIL[®], ISO/IEC 20000, MOF, CobIT, CMMI, etc. While each describes a set of integrated processes and controls, none provide clear, step-by-step methods and techniques for actually designing, re-engineering and/or improving those processes.

This five (5) day certification course teaches how to (re)engineer quality, lasting processes. Class converts the theoretical into the practical by coupling prescriptive advice with hands-on opportunities to analyze, design, measure and integrate service management processes. Knowledge obtained in this course applies to **every Service Management framework, standard and maturity model**.

COURSE OBJECTIVES:

The CPDE curriculum goals include:

- ▶ Understanding process frameworks, standards and maturity models
- ▶ Learning about process elements, models, usage and deliverables
- ▶ Gathering and analyzing process requirements
- ▶ Understanding the critical differences between developing, re-engineering and improving processes
- ▶ Studying the importance of roles, responsibilities and functions
- ▶ Developing a process definition document
- ▶ Learning flowcharting techniques
- ▶ Using automation within processes
- ▶ Troubleshooting and improving processes
- ▶ Developing meaningful metrics and converting data into usable information
- ▶ Understanding the concepts of organizational change management

At the end of this course, learners are able - as CPDE's - to lead an effective and measurable process improvement program within their organization.

CERTIFICATION:

Successfully passing (65%) the 90 minute examination, consisting of 26 multiple choice, scenario-based questions, leads to the CPDE Designation. The course is accredited by Loyalist Certification Services (LCS), who manage and administer the exam.

PREREQUISITES:

Any one, or more, Foundation Certification in IT Service Management, including:

- ▶ ITIL Foundation
- ▶ ISO/IEC 20000 Foundation
- ▶ MOF Foundation
- ▶ CobIT Foundation

ITIL EXPERT[™]:

This course has been submitted to The APM Group (APMG) for acceptance into the ITIL[®] Service Management Practices V3 Qualifications Scheme.

ITIL[®] is a registered trademark of the Office of Government Commerce





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PROJECT MANAGEMENT INSTITUTE (PMI[®]) PROFESSIONAL DEVELOPMENT UNITS (PDUs):

OwlPoint in partnership with ITSM Academy is recognized by PMI[®] as a Global Registered Education Provider (R.E.P.) All Project Management Professionals (PMP's) earn **38** PDUs upon completion of this course.

AUDIENCE:

- ▶ Employees and managers responsible for designing, re-engineering or improving process
- ▶ Consultants guiding their clients through process improvement initiatives
- ▶ Internal and external suppliers
- ▶ Process stakeholders

COURSE / STUDENT MATERIALS:

- ▶ Five (5) days Instructor Led Education
- ▶ Detailed Learner Manual (excellent post-class reference manual)
- ▶ Exam Preparation - including sample exam and exam taking techniques
- ▶ In-class Examination (final afternoon) - LCS Exam

DELIVERY METHODS:

- ▶ Public Classroom
- ▶ Corporate Classroom
- ▶ Courseware Licensing

INSTRUCTORS:

Our instructors have successful track records as IT professionals and bring that acumen into the classroom. Utilizing the highest quality content, our trainers blend their real life experiences into lively classroom discussion. Trainers for this course hold multiple ITSM Industry certifications and have successfully completed the CPDE Train-the-Trainer Program.

COURSE LOGISTICS:

- ▶ Prerequisite Certification must be Provided Prior to Class Start
- ▶ Total Contact Hours is 30
- ▶ Maximum Learners per Instructor is 12
- ▶ Traditional Classroom or U-shaped Seating Arrangement
- ▶ 2 Break-out Rooms where Available - Whiteboard, Flipchart, Projector

