

# Architecture & Best Practices

TRAINING AND CERTIFICATIONS

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ITIL® - PRINCE2®

Agile - ASL® - BiSL® - COBIT®

DevOps - IPMA® - ISM - ISO / IEC 20000

Lean IT - Lean Six Sigma

MoR® - MSP® - PMI - Scrum

TMap® - TOGAF®



Global Knowledge®

# Architecture and Best Practices

Successful organisations link technology to good business results. Operational models for this have been developed, blending best practice methods and frameworks. Best practice methods and frameworks have proved that the steps taken (techniques, processes, ways of working) are the most efficient and effective means of achieving the desired objectives or end-results. It is important for your organisation to familiarise itself with industry best practices and compare these with its own working practices.

Global Knowledge offers a wide range of architecture and best practice training courses, from an introduction to expert-level training. Examples include ITIL®, PRINCE2®, Scrum or DevOps and more. These courses can teach you or your colleagues many things, including the ability to translate best practices into usable models, focused on your own business. This can develop new skills and keep existing knowledge up to date. Ultimately, your staff will be empowered to develop and implement a working methodology that forms the driving force within your organisation.

All our best practice training courses are delivered by certified and accredited trainers and, if applicable, can conclude with an official examination.

We offer training courses in the following best practices:

- **Architecture:** TOGAF
- **Project Management:** PRINCE2®, AGILE, Scrum, IPMA, PMI, MoR®, MSP
- **Service Management:** ITIL®, ISO/IEC 20000, COBIT, ASL, BiSL®, ISM
- **Process Improvement:** Lean IT, Lean Six Sigma
- **Software Testing:** TMap®
- **DevOps**

## Best practice in combination with organisational & personal effectiveness

The success of implementing best practices not only hinges on the chosen methodology, but is also dependent on a number of other factors, such as: good project management, communication, personal and team management skills, and the proper knowledge and skills to manage change. Besides our best practice portfolio, Global Knowledge can also offer you a broad selection of supplementary management training and skills-based courses. These include courses in strategy, business and leadership skills and personal effectiveness. This combination makes Global Knowledge the ideal partner for both acquiring and refreshing knowledge.

More information on our courses can be found on our website:  
[www.globalknowledge.be/OPE](http://www.globalknowledge.be/OPE)



“ We live in an ever-changing world that is Volatile, Uncertain, Complex and Ambiguous. With the right competencies – which is to say, the right knowledge, skills and experience – we can turn the circumstances in this world to our advantage. ”

Chiara Mainolfi, Region Manager –  
APMG International

Read the complete interview on:  
[globalknowledge.be/interviews](http://globalknowledge.be/interviews)



## Certainty of Quality and Planning

Global Knowledge provides official authorised best practice training courses and study programmes given by best practice certified instructors. This ensures that courses are taught at a consistent level, and that you comply with the strict requirements set by best practices. If you are planning to take an exam, you will be optimally prepared with the use of Best Practices Official Curriculum courseware. Global Knowledge guarantees the highest level of positive results for a best practice course or study programme.

## No Unexpected Charges

At Global Knowledge, the tuition fee is always clear. You know exactly what you will be paying from the start. All fees include course materials, as well as lunch and unlimited coffee, tea and water. Global Knowledge does not charge extra for registration, courseware package, or use of the location.

## DISCOUNTS & PROMOTIONS

At Global Knowledge, you can take advantage of excellent special offers that make it even easier and more attractive to attend a best practice course or achieve certification.

A list of current Global Knowledge special offers is available at:  
[www.globalknowledge.be/special-offers](http://www.globalknowledge.be/special-offers)

## ITIL® SERVICE MANAGEMENT

Your business must be able to rely on IT services that support your processes in the best possible way. At the same time, IT plays a growing role in business management. What is the result? Your customers have increasing expectations regarding IT services. Knowledge of IT Service Management is essential. This specialisation focuses on setting up, managing and improving IT service provision for internal and external customers.

ITIL® offers you a systematic approach for the provision of desired high quality IT services. You will be provided with a detailed description of the most important processes in an IT organisation. In addition, ITIL® provides checklists for tasks, procedures and responsibilities. With these tools, you can customise ITIL® to fit your own business needs. The broad range of ITIL® tools also has another advantage. You can rely on basic principles and use them to deduce improvement goals for your IT. As a result, your business will continue to grow.

Global Knowledge is the largest independent IT trainer and offers a series of extensive ITIL® courses ranging from basic awareness courses to implementation courses. Five levels are available for ITIL®:

### Foundation

The Foundation course is an introduction to ITIL®'s concept, terminology and processes. This course is intended for anybody who is in any way involved with Service Management and therefore needs basic knowledge of ITIL® principles and terminology.

### Practitioner

Following ITIL® Foundation, this is a possible next step for ITSM professionals. ITIL® Foundation focuses on "what" and "why", while ITIL® Practitioner delves into "how". How can you best apply ITIL® to daily work tasks? We pay particular attention to Continual Service Improvement (CSI): an approach through which improvement initiatives are structured.

### Intermediate – two paths are available:

#### Lifecycle

The Lifecycle Intermediate level consists of multiple modules and is intended for employees who carry responsibility for the complete lifecycle of an IT product. We accentuate various processes in each lifecycle component.

#### Capability

The Capability Intermediate level also consists of multiple modules and is intended for people who are looking to acquire in-depth knowledge of various ITIL® processes and learn how to apply these in practice.

ITIL® Foundation and Managing Across the Lifecycle are required modules for ITIL® Expert.

### Expert

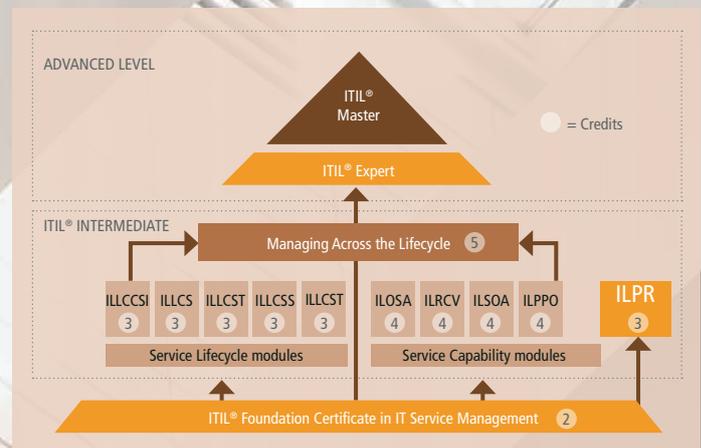
An employee who acquires Expert certification in IT Service Management and is in possession of broad and in-depth knowledge of ITIL®.

### Master

The ITIL® Master certification acknowledges a complete understanding and control of ITIL®. The certification is entirely based on your own results in applying ITIL®. In order to obtain the ITIL® Master level you have to complete an assessment.

### Credit System

The ITIL® qualifications are built on a credit system to recognise the levels of training that you have taken. Upon successful completion of any ITIL® examination, a candidate will be awarded both the certification and the credits attached. 22 credits are required to achieve ITIL® Expert.



## PRINCE2® PROJECT MANAGEMENT

Sometimes a project will fail and you will need to ask yourself why did it fail? There may be a number of reasons. A good project management method such as PRINCE2® will help you avoid project failure. How? By following a structured, step-by-step approach which links activities to their desired results.

PRINCE2® is a structured method that includes a standard approach to effective project management. PRINCE2® allows project managers and businesses to apply resources in a controlled manner, according to a fixed structure. This allows businesses to better and more effectively manage business and project related risks. PRINCE2® is the standard method commonly used in government and business organisations, both locally and abroad.

Three certification levels are available for PRINCE2®:

### PRINCE2® Foundation

Do you already have some knowledge and experience in project management? In that case, PRINCE2® Foundation training courses are perfect. After completing this course, participants are ready for the PRINCE2® Foundation Exam. Additional preparation for the official PRINCE2® exam is provided through an e-learning environment, as well as exam coaching, including a mock exam.

### PRINCE2® Practitioner

Have you acquired PRINCE2® Foundation certification and gained experience with PRINCE2® project management? Then you are ready for the PRINCE2® Practitioner course. During this course you will learn how to best apply the methodology in practice. After completion, you can take the PRINCE2® Practitioner Exam. A PRINCE2® Practitioner certificate is valid for five years.

### PRINCE2® Agile

The time a product takes to begin delivering value for the organisation is the main success factor in many projects today. Teams working with Agile attempt to keep this window as short as possible. We see with large-scale projects, particularly those involving multiple teams working together, that co-ordination and direction are needed. This is why PRINCE2® Agile was developed based on industry best practices. It combines the strengths of existing Agile frameworks to deliver products through the power of PRINCE2®, thereby ensuring that affairs are well under control.

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# Architecture & Best Practices TRAINING AND CERTIFICATIONS

## ITIL® Certifications

ITIL® Foundation Certification	ITIL® Practitioner Certification	ITIL® LifeCycle modules	ITIL® Capability modules
<b>ITIL® Foundation (ILFN)</b> 2 credits	<b>ITIL® Practitioner (ILPR)</b> 3 credits	ITIL® Continual Service Improvement Lifecycle (ILCCSI) 3 credits	ITIL® Operation Support and Analysis Capability (ILOSAs) 4 credits
		ITIL® Service Design Lifecycle (ILSDS) 3 credits	ITIL® Release, Control and Validation Capability (ILRCV) 4 credits
		ITIL® Service Operation Lifecycle (ILCSO) 3 credits	ITIL® Service Offerings and Agreements Capability (ILSOA) 4 credits
		ITIL® Service Strategy Lifecycle (ILCSS) 3 credits	ITIL® Planning, Protection and Optimization Capability (ILPPO) 4 credits
		ITIL® Service Transition Lifecycle (ILCST) 3 credits	
		ITIL® Managing Across the Lifecycle (ILCMA) 5 credits	

### Credit System

The ITIL® qualifications are built on a credit system to recognise the levels of training that you have taken. Upon successful completion of any ITIL® examination, a candidate will be awarded both the certification and the credits attached. 22 credits are required to achieve ITIL® Expert.

## PRINCE2® Certifications

PRINCE2® Foundation	PRINCE2® Practitioner	PRINCE2® Agile
<b>PRINCE2® Foundation (PRI2F) + Exam</b>	<b>PRINCE2® Practitioner (PRI2P) + Exam</b>	<b>PRINCE2® Agile (P2A) + Exam</b>

## Project Management

### PRINCE2®

PRINCE2® provides a structured method with a standard approach for effective project management. PRINCE2® offers (project) managers and organisations the necessary structure for controlled use of available resources and the opportunity for businesses to manage all project risks more effectively.

### AGILE

The speed at which developments are taking place means organisations must implement change quickly in order to survive. It has also become clear that many projects do not perform well because the demands of the business are not sufficiently taken into account. Best Practice Agile Project Management offers an excellent solution for both issues. It brings more to the table than a SCRUM or Timebox approach. For this reason, it is suitable for both small projects, large projects and programmes.

### IPMA®

IPMA does not subscribe to one single methodology but presumes that projects can be set up in a structured manner and managed effectively. Based on this premise, competencies are charted per level. IPMA certification is available at four levels ranging from D to A, each of which indicate more intense project management, more knowledge and skills and importantly, greater experience and expertise. Every level results in an internationally acknowledged title.

### MoR®

A company constantly faces risks. This insecurity influences business performance. However, not every risk is a negative risk – there are also opportunities for businesses. What is certain, is that risks are difficult to measure if management protocols are not in place. With Management of Risk Foundation certification, you learn about the framework and application of MoR. This provides sufficient knowledge about risk management which can be applied in practice. You learn how to make well-considered decisions and have a better understanding of risks.

### MSP®

When a company needs to implement radical changes, this is usually done through sub-projects. Sub-projects are easier to manage and much more flexible. However, at least one person must be able to survey the project as a whole. Managing Successful Programmes (MSP) provides the basic principles to achieve this.

### PMI

The Project Management Institute (PMI) is a leading professional association in the world of Project Management. According to Pulse of the Profession: The High Cost of Low Performance research: "High performance businesses are successful in 89% of their projects, whereas low performance businesses are successful in only 36% of cases." The PMBOK® Guide (Project Management Body of Knowledge) is the standard and best known work by PMI. It describes project management processes, tools and techniques needed to guide a project to the desired end results successfully. In the Netherlands, PMBOK is used primarily with companies that do business with the United States.

### Scrum

Scrum is a flexible project management method that allows fast and effective development of software. Scrum involves a step-by-step approach focused on value increase, team responsibility, and customer involvement. Scrum has been used in IT for many years but is also extremely suitable in other fields and has rapidly gained popularity in recent years.

## Service Management

### ITIL®

ITIL® is the international de facto standard for best practices in IT Service Management. As the largest independent IT training provider, Global Knowledge offer an extensive series of ITIL® training courses and training, from basic 'awareness' training to implement programmes.

### ISO/IEC 20000

The IT Service Management (ITSM) programme according to ISO/IEC 20000 is an innovative global perspective on IT Service Management. The programme is focused on a results and process-driven approach to ITSM at an organisation, with the expertise of employees at its core.

### ASL®

Application Management is increasingly important for businesses. New software is released more often and there is enormous pressure for a company to be up-to-date in software and services. Application Services Library (ASL®) is a framework from ASL BiSL Foundation which provides guidelines for the development, installation, and implementation of effective Application Management. ASL Foundation shows you how this framework is constructed, and how to implement it. ASL is based on Best Practices, and provides the knowledge of professionals who have many years of experience. It provides ASL knowledge based on the practical experience of others.

### BiSL®

The Business Information Services Library (BiSL) provides a framework for the field related to the connection between IT and the business process. This connection often leaves room for improvement. The BiSL Process Model provides insight into all of the main processes in the field, as well as relationships between these processes. It offers points of reference for improvement of processes through Best Practices aspects, and provides uniform terminology.

### COBIT®

COBIT® is an umbrella framework constructed so that specific IT standards such as ITIL® and IEC/ISO 20000 are able to function in COBIT®. COBIT® is built around four domains:

- Planning and Organisation: This domain is focused on corporate strategy and tactics and how these can be facilitated by IT infrastructure.
- Acquire and Implement: This domain is focused on the acquisition and implementation of new IT solutions for projects as well as corporate goals.
- Deliver and Support: In this domain, the focus is on actual implementation, delivery, as well as (most importantly), the maintenance of IT systems.
- Monitor and Evaluate: This final domain is primarily a monitoring system to make sure the system is still providing best quality and whether it meets project demands.

### ISM

IT Service Management is a relevant discipline. ITIL® is the default standard in the field. ISM (Integrated Service Management) is a simplified framework for IT management with related implementation methods and support. ISM is derived from ITIL® and ASL, and is an application model first and foremost. The ISM Foundation course aims at providing insights into the working method of an IT management organisation for participants according to the ISM Method approach, so that participants are capable of functioning at a business where ISM is the reference framework used.

## Process Improvement

### Lean IT

Lean IT is the powerful combination of Lean Six Sigma and IT Service Management within IT organisations. Lean is a philosophy that focuses on value increase. This philosophy helps you produce only that which is valuable to your customer. Waste is reduced to the absolute minimum.

### Lean Six Sigma

There is no room for errors in today's world. This also applies to business processes. Productivity must increase, costs decrease and both achieved with minimal use of resources. The company that uses Lean Six Sigma does not waste any resources! Not in the area of staff, materials and certainly not customers. Lean Six Sigma is fully focused on the customer. What is truly important for the customer? On the one hand, costs and processing time are decreased, while on the other hand, quality is improved and customer satisfaction increased. You invest as much as possible in your own staff. Knowledge and skills are the driving force behind your business!

## Architecture

### TOGAF®

TOGAF® is a new field that straddles Business Administration, Information Science and Computer Science with the purpose of ensuring that a business can develop in the desired direction on all fronts. In order to avoid people involved with the organisational aspects of a company working at cross-purposes with each other, enterprise architects describe the desired situation. The description consists of directive agreements and drawings and describes the desired situation from various perspectives. Several types of enterprise architecture frameworks which include standard features are available. A well-known example is TOGAF.

## DevOps

### DevOps

DevOps is short for Development and Operations and is a developmental method in which developers and system managers (operations) work together. Where Agile is focused primarily on customers and IT innovation, DevOps bridges the gap between IT development and IT management. DevOps can be considered the next step in professionalising and industrialising IT functionality, so that greater productivity and more stable new digital products and services can be provided quickly. The end result is improved customer satisfaction.

## Software Testing

### TMap Next®

Various Best Practices apply to the testing of information systems. Best Practice TMap (Test Management Approach) is popular and is one of the most common testing methods in the market today. A top quality system development process is indispensable in the production of IT products and in avoiding errors. Testing is necessary to provide insights for the customer regarding the quality of information systems and risks associated with producing information systems. An intelligent go/no go decision can follow regarding the manufacturing of all or part of the tested system. In this way, unknown risks can be avoided, such as financial risks or risks related to loss of image.

## Pick your training course...



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## Best Practices Exams at Global Knowledge

Did you know that you can achieve a higher success rate with optimal examination planning? Research has shown that students have a 25% higher chance of passing when they take the examination within 30 days of completing a training course. Based on this information, Global Knowledge has made it possible for you to take the required examination immediately after completing a training course. The right planning will therefore save you time, as well as possible retake fees!

As a qualified Pearson Vue™ Authorized Test Center, Global Knowledge makes it possible to get Best Practices certified by offering all available Best Practices exams. You can take your exam at our training center in Mechelen.

For additional information about exams, please visit:  
[www.globalknowledge.be/Exams](http://www.globalknowledge.be/Exams)

## Advice

If you have questions regarding a training course you are interested in, please call our toll free number 0800 84 009 or send an e-mail to [info@globalknowledge.be](mailto:info@globalknowledge.be).

## Global Knowledge Always Near You

Global Knowledge offers classroom-based Best Practices courses in Mechelen, Brussels and Ghent. In the Netherlands Global Knowledge is located in Nieuwegein, Amsterdam, Drachten, Eindhoven, Groningen, Maastricht, Rotterdam, Zoetermeer and Zwolle.

Global Knowledge also offers the possibility to attend training courses from your home or place of work. It is also possible to attend distance training at a Global Knowledge office in your area. You have the option to attend a classroom course either virtually or in person. It's up to you!

## About Global Knowledge

Global Knowledge is the world's leading provider of IT and business skills training, educating more than 200,000 corporate professionals across 22,000 physical and virtual classroom sessions each year. We have a long history of developing relationships with leading global technology vendors, and are the largest worldwide authorized training partner for premier vendors including Microsoft, Amazon Web Services, Cisco, Citrix, IBM and VMware.



Global Knowledge®

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Global Knowledge has also training locations in Brussels and Ghent.



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