



Training Course Catalog

Tedder Consulting LLC

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ITIL Foundation Training and Certification Exam

The ITIL Foundation class consists of 2.5 days of instruction, with an accredited certification exam on the third day. A minimum of six (6) students are required to conduct the class, with a maximum participation of 24 students.

The ITIL Foundation class covers the following topics to prepare students for the certification exam:

- Basic ITIL terminology and concepts
- Introduction and discussion of the ITIL Service Lifecycle
- Identify Service Management processes and how they map to the Service Lifecycle
- Identify factors that affect the effectiveness of the Service Lifecycle
- Introduction to the use of technology in an ITSM implementation
- Identify the benefits of implementing ITIL in an organization

In-class exercises as well as homework will be assigned to further reinforce concepts presented during instruction.

The 60-minute certification exam conducted on the third day will be provided through an accredited examination institute, and consist of 40 multiple-choice questions. To earn the ITIL Foundation certification, students must correctly answer a minimum of 26 (65%) questions. Tedder Consulting LLC will act as the proctor for the exam as required by the examination institute.

Prerequisites

None

Agenda

Day 1	Day 2	Day 3
Introductions	Lifecycle Phases: Service Operation, Continual Service Improvement	Lifecycle Processes: Service Operation, Continual Service Improvement
Introduction of the Service Lifecycle	Lifecycle Processes: Service Strategy, Service Design	Functions
Service Management as a Practice		
Lunch	Lunch	Lunch
Key Principles, Models, and Concepts	Lifecycle Processes: Service Design, Service Transition	Break
Lifecycle Phases: Service Strategy, Service Design, Service Transition		Exam



ITIL Practitioner

The ITIL Practitioner class offers practical guidance on how to adopt and adapt the ITIL framework to support your business' objectives.

ITIL Practitioner is a logical next step after ITIL Foundation certification. The ITIL Practitioner course is an immersive, scenario-based, "learn by doing" course that helps students develop confidence in their abilities to lead and run an improvement initiative within their own organization. ITIL Practitioner shows how to leverage the Continual Service Improvement (CSI) model in adopting and adapting the ITIL framework, in both day-to-day situations as well as with planning and implementing improvements.

In addition to the CSI model, ITIL Practitioner also covers three critical success factors of any improvement initiative:

- Organizational Change Management
- Communication
- Measurement and Metrics

The ITIL Practitioner Guidance introduces 9 Guiding Principles of:

- Focus on value - value is determined by the customer
- Design for experience - ensure positive interactions with IT services
- Start where you are - leverage what is already in place
- Work holistically - take a comprehensive view of IT services
- Progress iteratively - deliver significant outcomes through right-sized, easier-to-manage activities
- Observe directly - base decisions on accurate data by going to the source
- Be transparent - foster an environment of trust to avoid resistance
- Collaborate - engage and work in partnership with the right people
- Keep it simple - don't over-engineer processes; eliminate activities that do not add value

Prerequisites

- ITIL Foundation Certification (required)
- Recommended: Read the ITIL Continual Service Improvement book

Agenda

Day 1	Day 2	Certification Exam
Introductions	Recap Day 1	The web-based exam is taken "on your own" and is not included within the two-day training course.
The Journey	The Roadmap (Continued)	
Organizational Change Management (Lecture)	Metrics and Measurement (Lecture)	Students should plan to take the exam within 30 days of completing the class. (Exam duration: 105 minutes)
	Check, Control, and Redirect	
Lunch	Lunch	
The Desire	Stay Tuned	
Communications (Lecture)		
The Roadmap	Guiding Principles (Lecture)	
Homework: <ul style="list-style-type: none"> • Read / Notate the Exam Scenario • Read table of the Guiding Principles 	Exam Preparation Guide	
	Self-Study: Online Exam Preparation	



ITIL Intermediate Courses

Tedder Consulting offers the following ITIL Intermediate Courses:

Lifecycle Courses

Course	Duration	Credits toward ITIL Expert
Continual Service Improvement	3 days	3 credits
Other Lifecycle courses can be delivered by SED-IT, a partner of Tedder Consulting. Contact Tedder Consulting for details.		

Capability Courses

Course	Duration	Credits toward ITIL Expert
Operational Support and Analysis	5 days	4 credits
Planning, Protection, and Optimization	5 days	4 credits
Release, Control, and Validation	5 days	4 credits
Service Offerings and Agreements	5 days	4 credits

Exam format and scoring

All ITIL Intermediate exams are 90-minute, closed book exams and consist of eight (8) multiple choice questions. Each question is based upon a scenario presented as part of the exam. Each question will have four (4) possible options as answers, with a gradient scoring system applied as follows:

- If the best answer is selected, it is worth 5 points.
- The next best answer is worth 3 points.
- The next best answer is worth 1 point.
- If the distracter answer is selected, no points are awarded.

To pass the exam, a minimum score of 28 points out of a possible 40 points (or 70%) is required.

ITIL Intermediate- Continual Service Improvement (CSI)

The ITIL Continual Service Improvement (CSI) lifecycle class is an in-depth study of the concepts, processes, policies and methods associated with the Continual Service Improvement phase of the ITIL Service Lifecycle but does not go into detail about specific processes.

The CSI certification focuses on how organizations and individuals can strategically review the products and services they have produced following the strategy, design, transition and operation stages of the IT Service Lifecycle and offers guidance on how this process should be organized and executed. It also includes guidance on the tools and technology that can be used to support CSI activities as well as how to evaluate risks and critical success factors.

The course covers management and control of activities and techniques within the Continual Service Improvement phase of the ITIL Lifecycle, but it does not provide the full detail of each supporting process.

CSI practices can help businesses and projects continue to meet and adapt to the changing needs of end users as well as improving efficiencies and returns on investment for organizations.

Prerequisites

- ITIL v3 Foundation Certification (required)
- Strongly Recommended: Read and have access to the ITIL Continual Service Improvement book.
- Recommended: 2 years' experience working in an ITIL-based ITSM environment

Agenda

Day 1	Day 2	Day 3
Introductions	Continual Service Improvement Process (continued)	Organizing for Continual Service Improvement
Continual Service Improvement Principles		Methods and Techniques
Lunch	Lunch	Lunch
Continual Service Improvement Process	Methods and Techniques	Challenges, Critical Success Factors and Risks
		Exam Prep/Mock Exam
Homework	Homework	Exam



ITIL Intermediate – Operational Support and Analysis (OSA)

The ITIL Operational Support and Analysis (OSA) capability class focuses on the practical application of OSA practices in order to enable event, incident, request, problem, access, technical, IT operations, and application management.

The OSA course provides guidance to organization and individuals on how to manage the everyday operation of IT services and gain a better understanding of how to implement the ITIL processes that will enable them to deliver and support services to customers.

The course also covers issues relating to the people, relationships, procedures, and infrastructure technology required to ensure the organization or service management program can provide the high quality and cost-effective IT services required to meet organizational needs.

Audience

Individuals involved in IT service management roles, such as:

- Configuration Manager
- Availability Manager
- Applications Support
- IT Operations Manager
- Network Administrator
- Database Administrator
- Problem Manager

Prerequisites

- ITIL v3 Foundation Certification (required)
- Strongly Recommended: Read and have access to the ITIL Service Operation book
- Recommended: 2 years' experience working in an ITIL-based ITSM environment

Agenda

Day	Topics
Day 1	Introductions
	Operational Support and Analysis Overview
	Event Management
	Incident Management
Day 2	Incident Management (continued)
	Problem Management
Day 3	Request Fulfillment
	Access Management
	Service Desk
Day 4	Service Operation Functions
	Roles and Responsibilities
	Technology and Implementation Considerations
Day 5	Exam Prep/ Mock Exam
	Break
	Exam



ITIL Intermediate – Planning, Protection, and Optimization (PPO)

The ITIL Planning, Protection, and Optimization (PPO) capability class offers guidance on the practical application of PPO practices in order to enable capacity, availability, IT service continuity, information security and demand management.

The PPO course is designed to develop organizations’ and individuals’ understanding of ITIL Service Design processes. It can help ensure that new and updated services, service management systems and tools, technology architecture, processes and measurement systems, methods and metrics are designed to meet business needs and will require little further change once introduced.

Audience

Individuals involved in IT service management roles, such as:

- Capacity Manager
- Availability Manager
- Change Manager
- Applications Support
- IT Operations Manager
- Supplier Relationship Manager
- Network Administrator
- Business Continuity Manager
- Security Manager
- Service Portfolio Manager
- Service Catalog Manager

Prerequisites

- ITIL v3 Foundation Certification (required)
- Strongly Recommended: Read and have access to the ITIL Service Design book; access to the ITIL Service Strategy book
- Recommended: 2 years’ experience working in an ITIL-based ITSM environment

Agenda

Day	Topics
Day 1	Introductions
	PPO Overview
	Capacity Management
	Availability Management
Day 2	Availability Management (continued)
	IT Service Continuity Management
Day 3	IT Service Continuity Management (continued)
	Information Security Management
	Demand Management
Day 4	Demand Management (continued)
	Roles and Responsibilities
	Technology and Implementation Considerations
Day 5	Exam Prep/Mock Exam
	Break
	Exam



ITIL Intermediate – Release, Control, and Validation (RCV)

The ITIL Release, Control, and Validation (RCV) class focuses on the practical application of RCV practices in order to enable the successful planning, testing, and implementation of new services that meet the organization’s or user’s needs.

The RCV course is designed to develop a deeper understanding of the ITIL Service Transition processes. It can ensure transitional activities are effectively managed, new services are validated and tested, and that release and deployment fulfill organizational requirements. RCV also provides guidance on evaluating change and managing knowledge to improve decision-making processes.

Audience

Individuals involved in IT service management roles, such as:

- Release Manager
- Security Administrator
- IT Operations Manager
- Database Administrator
- Security Manager
- Change Manager

Prerequisites

- ITIL v3 Foundation Certification (required)
- Strongly Recommended: Read and have access to the ITIL Service Transition book
- Recommended: 2 years’ experience working in an ITIL-based ITSM environment

Agenda

Day	Topics
Day 1	Introductions
	Service Transition Overview
	Change Management
	Service Asset and Configuration Management
Day 2	Service Asset and Configuration Management (continued)
	Release and Deployment Management
	Service Validation and Testing
Day 3	Service Validation and Testing (continued)
	Request Fulfillment
	Change Evaluation
Day 4	Knowledge Management
	Technology and Implementation considerations
Day 5	Exam Prep / Mock Exam
	Break
	Exam



ITIL Intermediate – Service Offerings and Agreements (SOA)

The ITIL Service Offerings and Agreements (SOA) capability class focuses on practices that enable portfolio, service level, service catalog, demand, supplier, and financial management.

The SOA course is designed to help organizations and individuals understand how the five stages of the ITIL lifecycle (service strategy, service design, service transition, service operation and continual service improvement) can offer value to organizations and projects. It also provides guidance on how service offerings can be developed to support both business and user needs.

Audience

Individuals involved in IT service management roles, such as:

- IT management
- IT Finance Manager
- Capacity Manager
- Availability Manager
- Service Level Manager
- Business Continuity Manager
- Supplier Relationship Manager

Prerequisites

- ITIL v3 Foundation Certification (required)
- Strongly Recommended: Read and have access to the ITIL Service Strategy and ITIL Service Design books
- Recommended: 2 years’ experience working in an ITIL-based ITSM environment

Agenda

Day	Topics
Day 1	Introductions
	SOA Overview
	Service Portfolio Management
	Service Catalog Management
Day 2	Service Level Management
Day 3	Demand Management
	Supplier Management
	Financial Management for IT
Day 4	Financial Management for IT (continued)
	Business Relationship Management
	Roles and Responsibilities
	Technology and Implementation Considerations
Day 5	Exam Prep / Mock Exam
	Break
	Exam



ITSM / ITIL Overview

The ITSM Overview session is designed to raise awareness of ITSM and ITIL industry best practices, and is available in half-day or full-day formats.

The half-day session covers the following topics:

- Introduction to IT Service Management
- What is ITIL?
- ITIL Certification Scheme
- ITIL Key Concepts
- ITIL Service Lifecycle introduction

The full-day session includes all of the topics of the half-day session, plus the following topics:

- ITIL Service Lifecycle discussion
- Considerations for ITSM implementation
- Challenges of an ITSM Implementation
- Critical Success Factors for a successful ITSM Implementation
- Why some ITSM Initiatives fail
- How will we know ITSM is working?

The full-day session can also be tailored or customized to focus on organization-specific topics and issues.

Audience

Individuals involved in IT Service Management or have an interest in obtaining a high-level understanding of IT Service Management.

Prerequisites

None

Agenda

Topic	Half-Day	Full-Day
Introduction to IT Service Management	√	√
What is ITIL?	√	√
ITIL Certification Scheme	√	√
ITIL Key Concepts	√	√
Introduction to the ITIL Service Lifecycle	√	√
Expanded discussion - ITIL Service Lifecycle		√
ITSM implementation considerations and challenges		√
Critical Success Factors		√
Company-specific, tailored discussion (optional)		√

DevOps Fundamentals

DevOps Fundamentals training is the starting point for an organization going on the DevOps journey. Improved workflows and faster deployment starts with a core understanding of DevOps fundamental concepts by anyone involved in an agile and/or DevOps team. The 3-day DASA DevOps Fundamentals course provides an extensive introduction to the core Agile DevOps principles covering the essential knowledge and skill competences that have been defined by the DevOps Agile Skills Association (DASA). This course is designed to provide the core education necessary to build your DevOps vocabulary and to understand its principles and practices. With the help of key DevOps concepts and terminology, real-life case studies, examples and interactive group discussions and extensive exercises in each module you will acquire a fundamental understanding of DevOps.

Audience

Individuals involved in IT development, IT operations or IT service management

Individuals whose role is touched by DevOps and continuous delivery, such as the following IT roles:

- DevOps engineers
- Product owners
- Integration specialists
- Operations managers
- Incident & change managers
- System administrators
- Network administrators
- Business managers
- Automation architects
- Enterprise architects

Learning Objectives

Individuals certified at the DevOps Fundamentals level will have demonstrated their knowledge and understanding of the following:

- Core Concepts
 - The emergence of DevOps
 - Core concepts & principles of DevOps
 - What DevOps means for you as professional and for your organization
- Culture
 - The essence of a DevOps culture
 - Understand the key elements of a DevOps culture
 - Know the important aspects when creating a DevOps culture
- Organization
 - The operational models of DevOps
 - Understand the need for autonomous teams
 - Understand the impact of DevOps on Architecture with respect to deployment
 - Understand governance within DevOps teams
- Processes
 - Understand Agile, Scrum and Kanban and how these practices relate to one another
 - Understand how ITSM processes relate to practices in a DevOps culture
 - Understand how lean is used to optimize processes
 - Know how to provide a Value Stream Map for a given process
 - Understand the way to harvest new and innovative ideas
- Automation



- The impact of automation on Software Delivery processes
- Understand the benefits and core principles of Continuous Delivery
- Describe the key cloud principles for DevOps organizations
- Measurement & Improvement
 - The relevance of monitoring and logging DevOps

Prerequisites

None

Benefits of Taking This Course

This course will help you understand:

- Why organizations are adopting “Need to adopt” DevOps practices from both the business and IT perspectives
- How to answer the question ‘What is DevOps?’
- DevOps values and principles
- How DevOps interfaces with other frameworks such as agile, lean and ITSM service management
- The characteristics of a DevOps culture
- DevOps organizational considerations including DevOps roles, teams and organizational structures
- Key DevOps practices
- Common DevOps automation practices and tools categories
- How to adopt a DevOps Culture

Agenda

Day 1	Day 2	Day 3
Introductions	Organization (continued)	Automation (continued)
DevOps Introduction	Lifecycle Processes: Service Strategy, Service Design	Measure and Improvement
Lunch	Lunch	Mock Exam
Culture	Automation	Lunch
Organization		Break
		Exam

DevOps Overview

The DevOps Overview session is designed to raise awareness of DevOps, an approach that seeks to improve collaboration between IT operations and development teams.

The full-day session covers the following topics:

- What is DevOps?
 - A discussion of the origins and definition of DevOps
- DevOps Myths
 - Debunking urban myths about DevOps
- Why DevOps?
 - Why should organizations consider DevOps?
- Core Concepts
 - The “core concepts” of DevOps, including Culture, Automation, Lean, Measurement, and Sharing
- Simulation
 - A simple, “hands-on” learning game that allow participants to experience basic DevOps principles
- Culture
 - A discussion of why culture is so important for DevOps success
- Processes
 - Successful DevOps depends on well-defined and followed processes (or practices)
- Automation
 - DevOps is not just about automation. Considerations and benefits of automation
- Measurement and Continual Improvement
 - Measurement and continual improvement are critical aspects of DevOps
- DevOps and Other Frameworks and Methodologies
 - DevOps compatibility with other IT management practices and methodologies

The full-day session can also be tailored to focus on organization-specific topics and issues.

Prerequisites

None

Agenda

Topic
What is DevOps?
DevOps Myths
Why DevOps?
Core Concepts
Simulation
Culture
Processes
Automation
Measurement and Continual Improvement
DevOps and... (other frameworks and methodologies)

Lean IT Foundation

Lean IT Foundation helps IT organizations to ensure that they provide their customers with the best possible services. Through understanding customer value, the processes that deliver this value, the way to manage performance, the way to organize and the required attitude and behavior, IT organizations are helped to develop a continuous improvement mindset. Lean IT is complementary to all other best practice methods (such as ITIL®, PRINCE2® and P3O®).

The primary purpose of the course is to provide a basis for accreditation of people involved with Lean IT Foundation. It documents the learning outcomes of the Lean IT Foundation and describes the requirements a candidate is expected to meet to demonstrate that these learning outcomes have been achieved. This course covers the Foundation level certification of the Lean IT Association. This certification is mandatory for the other certifications.

Audience

- Any manager or specialist working in an IT organization can benefit from the insights provided by the qualification.
- IT professionals who are participating in or involved with lean projects.

Learning Objectives

Upon completion of the training and examination related to this qualification, a successful candidate will be familiar with the principles of the Lean philosophy and in particular with the application of this philosophy within an IT-environment.

- The principles underlying the Lean philosophy
- The importance of understanding and delivering customer value
- The way Lean looks at processes and the waste within them
- How to measure performance and the key determinants of performance
- What the organizational requirements are when implementing Lean, including the use of visual management tools
- Which behavior and attitude are necessary for Lean to be successful within an IT organization
- The DMAIC problem-solving model
- How these Lean principles can be applied within an IT organization

Prerequisites

- None

Agenda

Day 1	Day 2
Introductions	The Lean Organization
Introduction of Lean	
The Customer	
Lunch	Behavior and Attitude
The Process	Problem Solving
Performance	Lunch
	Problem Solving (continued)
	Wrap-Up / Mock Exam
	Exam



Lean IT Kaizen

Kaizen is an improvement philosophy in which continuous, incremental improvement occurs over a sustained period of time. This approach creates more value and less waste, resulting in increased speed, lower costs, and improved quality. This hands-on 3-day course teaches and equips individuals to define, facilitate, and lead Lean IT Kaizen improvement initiatives. The course teaches students how to effectively use the Six Sigma DMAIC (Define-Measure-Analyze-Improve-Control) improvement model leveraging the Lean A3 problem identification and planning tool to complete a full improvement cycle.

This certification course provides the knowledge, skills, and methodology required to identify, plan, and implement incremental service and process improvements focused on improving the efficiency and effectiveness of any process or value stream. It also prepares the student for the Lean IT Association Kaizen certification exam.

Audience

The Kaizen Lead is someone who is involved with a Lean improvement initiative at any level of the organization and within any department. The course is designed for IT practitioners interested in expanding their practical knowledge and skills to lead targeted Lean improvement initiatives focused on continual service improvement.

Learning Objectives

- Understand Lean principles related specifically to leading a Kaizen event
- Understand how to apply the Lean A3 tool to support continual improvement
- Gain practical know-how to use the Six Sigma DMAIC model
- Learn about improvement scoping and validation
- Learn how to apply and use Value Stream Mapping (VSM) techniques to identify process waste and speed improvement opportunities
- Understand how to use root cause analysis techniques to support problem analysis
- Understand how to establish effective controls
- Understand how to establish methods to improve quality and mistake-proof future process activities

Prerequisites

- Lean IT Foundation

Agenda

Day 1	Day 2	Day 3
Introductions	Measure (continued)	Improve (continued)
Organizing Kaizen	Analyze	Control
A3 Method		Mock Exam
Lunch	Lunch	Lunch
Define	Analyze (continued)	Break
Measure	Improve	Exam



VeriSM Foundation

The VeriSM Foundation course focuses on the VeriSM model, which emphasizes value, outcomes, and an organization's goals. The VeriSM model includes a unique management mesh, which allows an organization to utilize its resources, environment, management practices, and emerging technologies in such a way that delivers the value demanded by both the organization and its consumers.

VeriSM provides context to service management in the digital age and looks at how emerging technologies and progressive practices can be applied within an organization, while protecting and leveraging any existing investment in service management.

What makes VeriSM different is that current practices associated with service management are really IT Service management - that is, the IT organization has the role of service provider. In the digital age, that model is not feasible. The entire organization is the service provider and all the various departments within the organization are its capabilities. Each organizational capability has a role in the delivery of digital products and services to the consumer. VeriSM provides guidance to organizations to make the transition to that aligned service provider, with all organizational capabilities working toward the shared goal of delivering value to the consumer.

Audience

- Professionals who are new to service management and could benefit from the insights provided by the training course.
- Managers and practitioners who are involved in the delivery of value-based digital services and products, regardless if they work in an IT organization.
- Those wanting to work in a digital service management organization, or with digital services.

Prerequisites

- None

Agenda

Day 1	Day 2
Introductions	Progressive Practices
The Service Organization	Emerging Technologies
People and Organizational Structure	Getting Started with VeriSM
The VeriSM Approach	Exam Preparation
The Management Mesh	

Potential Delivery Scenarios

Tedder Consulting can combine various training offerings to meet specific customer needs. The table below illustrates some suggested training solutions based on various scenarios.

Scenario	Suggested Training Solution
I want my team to receive a brief overview of ITSM prior to beginning formalized training and certification.	ITSM Overview + ITIL Foundation Training and Exam
I'd like to get familiar with ITSM concepts	ITSM Overview
I want my team to learn ITSM terms and concepts, then learn how to apply those concepts as we begin improvement initiatives	ITIL Foundation Training and Exam + ITIL Practitioner
I need to learn how to identify process improvements	Lean IT Foundation
I'd like a basic understanding of what DevOps is about	DevOps Fundamentals
I'd like an overview of DevOps	DevOps Overview
I need to learn how to lead problem solving and incremental improvement events	Lean IT Kaizen
I'd like to know more about service management in the digital age	VeriSM Foundation