

Service Analyst Certification

Why the certification is relevant

Services is at the heart of an enterprise, and the Service Analyst Program is uniquely designed with service modelling training and project mentoring in the participant's own project(s). This ensures the highest level of knowledge transfer and skills building to meet today's organisations' cross-disciplinary capability requirements for professionals involved in such projects. The program has been structured to build on the existing capabilities of the practitioner and to infuse a new way of thinking, working and modelling. This is done through intensive classroom training, indepth tutoring and coaching throughout the modules as well as with hands-on project experience, where you apply the acquired service modelling techniques and its related disciplines.

Focus of the Service Analyst

The Service Analyst Program ensures that each participant gets intensive classroom education and training in specific service management and service modelling skills within the following disciplines:

- Business Service Management: Service ownership, service roles, continuous service improvement.
- Service Modelling: Service flow with service provider and service consumer, service pain points.
- Service Measures: Service level agreements (SLAs) and business service measurements.
- Automated Services: Application and data services, platform and infrastructure services.

Theories Practitioners will learn

- Identify service requirements
- Focus on service issues and weaknesses clusters
- Develop service standards
- Ensure service integration
- Enable service renewal

What Practitioners will work with in Practice

- Work with stakeholders, business and service owners
- Identify service flows
- Service construct and delivery
- Establish service level agreements
- Benchmark service maturity

Modelling capabilities Practitioners will gain

- Service Stakeholder Map
- Develop Service Models
- Model Service Workflows
- Integrate with measurements and reporting
- Assign service roles, rules, channels and media

Enterprise Standards used

OMG (software standards):

- BPMN – Business Process Modelling Notations
- CMMN – Case Management Modelling Notations
- DMN – Decision Modelling Notations

LEADIng Practice (Enterprise Standards):

- Emerging & Disruptive Service Forces & Trends
- Service Ontology
- Service Taxonomy
- Service Classification & Categorisation
- Service Artefacts
- Service Modelling Notations (SMN)
- Service Lifecycle
- Service Meta Model

Open Group Business Architecture

Zachman Framework (Interrogatives)

ITIL 3 (IT delivery concept)

COBIT (Governance)