

Workplace Analyst Certification

Why the certification is relevant

The Workplace Analyst is an enabler, troubleshooter and problem solver with an ability to adapt, collaborate, create, invent, and rethink workplace concepts with new ways of working smart and efficient. This is done by aligning with the organisations needs, wants, requirements, but also the rethinking of workflows and adding the right technologies. The Workplace Analyst also leverages technology to improve both the end-user as well as the customer experience. They also increase efficiency and reduce cost whilst improving the organisation's capabilities in working with technology.

Focus of the Workplace Analyst

The Workplace Analyst Program is based on an intensive 5-day classroom training module and is supported by Individual Performance Coaching on a hands-on case/project. The hands-on experience ensures that the Workplace Analyst applies the skills learned:

- Business Layer: Capture the right business insight to identify the needs, wants, the requirements, but also the workflows to rethink how an organisation could structure and standardise their workplaces.
- Information Layer: Categorise the right information systems.
- Technology Layer: Compose the ideal technology components.

The Workplace Analyst Program can be integrated into any relevant organisation. It does so by adding the following theory, practice and modelling capabilities:

Theories Practitioners will learn

- Capture relevant workplace forces
- Identify workplace gaps and pain points
- Understand workplace strategies
- Identify business and IT workplace requirements
- Define workplace categories

What Practitioners will work with in Practice

- Work with business and IT owners
- Benchmark workplace maturity levels
- Workplace Service Model development

Modelling capabilities Practitioners will gain

- Enterprise Workplace Navigator
- Workplace Requirements Map
- Workplace as a Productisation Map
- Workplace Product as a Service Concept

Enterprise Standards used

OMG (software standards):

- UML - Unified Modelling Language
- BPMN - Business Process Modelling Notations
- DMN - Decision Modelling Notations

LEADIng Practice (Enterprise Standards):

- Enterprise Workplace Navigator
- Workplace Workflows
- Workplace Productisation
 - Workplace as a Product (WaaP)
 - Workplace Product as a Service (WPaaS)
- Workplace Categorisation & Classification

Open Group System Information Architecture

IEEE Information Engineering standards

ITIL 3 (IT delivery concept)

COBIT (Governance)