

# Service Automation Foundation

## AUTOMATION TRAINING

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### COURSE OVERVIEW

Service Automation is the concept of achieving customer loyalty using automated technologies and builds upon a large demographic and sociological trend. We have become accustomed to arranging our lives online and expect services that can match those expectations: We are the Self-Service Generation.

This Service Automation training course will give you deep insight into the concept of Service Automation, the concept by which you can automate your service offering. If you adequately apply Service Automation in your organization, you will see both employee and customer satisfaction rise and significantly increase the number of people who will 'like' your company.

The Service Automation Framework® has been created to find a methodical way to discuss Service Automation. It provides a step-by-step approach, including several design elements and processes, which every organization can use to enhance its Services systematically.

### TARGET AUDIENCE

This course is specifically suitable for the following roles:

- Managers/Consultants working to deliver strategic objectives
- Programme and Project Managers
- Product Managers
- IT and Business professionals at a senior and middle level
- Service Managers

### LEARNING OBJECTIVES

Successful candidates should be able to demonstrate this by being able to:

- Understand the business drivers and explain the business case for Service Automation.
- Discuss how it enables autonomous users to act through self-service technology.
- Explain the difference between Automated Deployment, Service Delivery, and Serendipity Management and describe their underlying processes.
- Outline the steps for completing a Service Automation Blueprint to visualize services.
- Understand the processes that underpin automated services and
- How automated services need to be integrated to provide automated delivery.
- Explain the concept of Serendipity Management and how it impacts the user experience.

### COURSE SUMMARY

#### Certificate:

Service Automation Foundation

#### Course Format:

Classroom, Virtual or Self-Paced

#### Course Duration:

Classroom: 2 days

Virtual: 3 days (2x2-hours a day)

### EXAM FORMAT

- 40 questions
- Multiple Choice Format
- 40-minute exam
- Pass Mark – 65% (26 marks)
- Closed book
- Available in English
- Paper based or online
- Pre-Requisite: None

