

Master the concept of Service Automation and thrive in the digital age

We have become accustomed to searching, evaluating and purchasing products online. The need for organizations to 'go digital' and be able to respond and provide for the 'self-service' generation has never been so great.

Additionally, the self-service generation is used to getting the same levels of service in a professional environment as in their personal lives. This is a challenge facing almost all organizations.

The Service Automation Framework training and certification scheme is underpinned by the publication **Service Automation Framework: for the design and delivery of automated services.**

The guidance – one of the first to address this concept – provides a deep insight into the theory and methods of Service Automation. It offers the concepts by which any organization can automate its services, 'go digital' and enable them to offer self-service applications to their customers.

The framework addresses service automation not as a technology issue, but as a management and business process issue, showing businesses how to meet the challenges of increasing automation.

The framework, training and certification will enable individuals to:

- Understand the business drivers in order to explain the business case for Service Automation.
- Discuss how Service Automation enables autonomous users to procure, manage and adjust services through self-service technology.
- Explain the difference between Automated Deployment, Service Delivery Automation 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 they need to be integrated to provide automated delivery.
- Explain the concept of Serendipity Management and how it impacts the user experience.

The training and certification scheme was developed in partnership with the *Service Automation Framework Alliance*. Find out more at www.serviceautomation.org.

FURTHER INFORMATION

WHO IS IT FOR?

Certification is designed for individuals that require a working knowledge of the key principles of Service Automation and the theory behind the practice. The target audience includes Service Strategists, Process Consultants, Business Consultants, Service Delivery Managers, Service Designers, Enterprise Architects and many more.

Find out more online at

www.APMG-International.com/SAF

Qualifications available:

- FOUNDATION (multiple-choice)

You may also be interested in:

- AgilePM
- COBIT® 5
- ITIL®
- Lean IT

