

# Learning plan IT Service Management & BIM Choose what you need to develop yourself

Based on the e-Competence Framework\*

### **Develop in General IT Service management (A2)**

<b>Basics</b>				
BiSL3® Foundation (NL)	Consultancy Skills - Communication (EN)	Consultancy Skills - Communication (NL)	Empathic Listening (EN)	Empathic Listening (NL)
<b>Group Dutch</b> Dayparts: 4	<b>Group English</b> Dayparts: 5	<b>Group Training</b> Dayparts: 5	Group Training Dayparts: 1	Group Training Dayparts: 1
Facilitating Workshops - Foundation (EN)	Facilitating Workshops - Foundation (NL)	ITIL® 4 Specialist Drive Stakeholder Value (EN)	ITIL® 4 Specialist Drive Stakeholder Value (EN) e-learning	ITIL® 4 Specialist Drive Stakeholder Value (NL)
<b>Group English</b> Dayparts: 6	Group Dutch Dayparts: 6	Group Training Dayparts: 6	e-Learning	<b>Group Training</b> Dayparts: 6
ITIL®4 Foundation (EN)	ITIL®4 Foundation (NL)	ITIL®4 Foundation e-learning (EN)	ITIL®4 Specialist High-velocity IT (EN)	ITIL®4 Specialist High-velocity IT (NL)
<b>Group Training</b> Dayparts: 4	<b>Group Training</b> Dayparts: 4	e-Learning	<b>Group Training</b> Dayparts: 6	<b>Group Training</b> Dayparts: 6
ITIL®4 Specialist High-velocity IT e- learning (EN)	ITIL®4 Strategist Direct, Plan and Improve (EN)	ITIL®4 Strategist Direct, Plan and Improve (EN) e-learning	ITIL®4 Strategist Direct, Plan and Improve (NL)	Process Modeling and Analysis
e-Learning	Group Training Dayparts: 6	e-Learning	Group Training Dayparts: 6	<b>Group Training</b> Dayparts: 8
Time Management	Working with Business Cases			
Group Training Dayparts: 2	Group Training Dayparts: 2			

Advanced
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Consultancy Skills - Advising (EN)	Consultancy Skills - Advising (NL)	ITIL®4 Specialist Create, Deliver and Support (EN)	ITIL®4 Specialist Create, Deliver and Support (EN) e-Learning	ITIL®4 Specialist Create, Deliver and Support (NL)
<b>Group Training</b> Dayparts: 5	Group Training Dayparts: 5	Group Training Dayparts: 6	e-Learning	Group Training Dayparts: 6

Lean IT Foundation e-learning

e-Learning

### Develop in Service transition (B4 C1 C2 C3 C4)

<b>Basics</b>			
Clearly Provide Opinion and Information	Handling Politics	PM² Foundation (EN)	PRINCE2® Foundation version 6 e- learning (EN)
Workplace Learning	Workplace Learning	Group Training Dayparts: 4	e-Learning

Advanced

Realistic persuasion

**Group Training** Dayparts: 4



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## Develop in Service design (A4)



### Develop in Service strategy (A2)

<b>Basics</b>				
Management of Risk (M_o_R®) Foundation (NL)	PM² Foundation (EN)	PRINCE2® Foundation version 6 e- learning (EN)		
Group Training Dayparts: 4	Group Training Dayparts: 4	e-Learning		

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