

Develop in General IT Service management (A2)

Basics

ASL® Foundation Anytime Anyplace Group Training Dayparts: 4	BiSL® Advanced Group Training Dayparts: 4	BiSL® Foundation Group English Dayparts: 4 Blended learning Dayparts: 4 Group Dutch Dayparts: 4 Anytime Anyplace	BiSL® Next Group Training Dayparts: 4	Certified Agile Service Manager® (CASM) Group Training Dayparts: 4
Comfort with Ambiguity Groep Nederlands Dayparts: 4	Consultancy Skills - Communication Group Dutch Dayparts: 5 Group English Dayparts: 5	Empathic Listening Group Dutch Dayparts: 1 Group English Dayparts: 1	Facilitating Workshops - Foundation Group English Dayparts: 6 Group Dutch Dayparts: 6	ITIL® Foundation Group English Dayparts: 6 Group Dutch Dayparts: 6 E-learning
ITIL®4 Foundation Extended Groep Engels Dayparts: 6 Group Dutch Dayparts: 6 Blended Virtual Dayparts: 6	Process Modeling and Analysis Group Training Dayparts: 8 Blended learning Dayparts: 4	Rational versus Emotional Decision Making Groep Nederlands Dayparts: 4	Selling Ideas and Getting Acceptance Workplace Learning	Time Management Group Training Dayparts: 2
Working with Business Cases Group Training Dayparts: 2				

Advanced

Consultancy Skills - Advising Group Training Dayparts: 5	Lean IT Foundation Group English Dayparts: 4 Group Dutch Dayparts: 4	Six Sigma Green Belt Group English Dayparts: 10 Group Dutch Dayparts: 10
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Certification

ASL® Foundation - Exam Exam Hours: 1 Anytime Anyplace Exam	BiSL® Advanced - Exam Exam English Hours: 2.5 Exam Dutch Hours: 2.5	BiSL® Foundation - Exam Exam English Hours: 1 Exam Dutch Hours: 1 Anytime Anyplace Exam	BiSL® Next- Exam Examen Nederlands Hours: 1	Lean IT Foundation - Exam Exam Hours: 1 Anytime Anyplace Exam
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*Our learningplans are based on the e-Competence Framework (e-CF)
Read more about this on academy.capgemini.nl/en/topic/e-cf

Develop in Application management (C1 C2 C3 C4 B1)

Basics

ASL® Foundation

Anytime Anyplace

Group Training
Dayparts: 4

Certification

ASL® Foundation - Exam

Exam
Hours: 1

Anytime Anyplace Exam

Develop in Service operation (C3)

Basics

ITIL® Intermediate: Service Strategy

Group English
Dayparts: 3

Group Dutch
Dayparts: 3

Advanced

ITIL® Intermediate: Continual Service Improvement

Group English
Dayparts: 3

Group Dutch
Dayparts: 3

ITIL® Intermediate: Operation Support and Analysis

Group Training
Dayparts: 5

ITIL® Intermediate: Planning Protection and Optimization

Group Training
Dayparts: 5

ITIL® Intermediate: Release, Control and Validation

Group Training
Dayparts: 5

ITIL® Intermediate: Service Design

Group Training
Dayparts: 3

Group English
Dayparts: 3

ITIL® Intermediate: Service Offerings and Agreements

Group Training
Dayparts: 5

ITIL® Intermediate: Service Operation

Group Dutch
Dayparts: 3

Group English
Dayparts: 3

ITIL® Intermediate: Service Transition

Group English
Dayparts: 3

Group Dutch
Dayparts: 3

Certification

ITIL® Intermediate: Continual Service Improvement - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Managing Across the Lifecycle - Exam

Exam
Hours: 2

Anytime Anyplace Exam

ITIL® Intermediate: Operation Support and Analysis - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Planning Protection and Optimization - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Release Control and Validation - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Design - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Offerings and Agreements - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Operation - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Strategy - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Transition - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

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Develop in Service transition (B4 C1 C2 C3 C4)

Basics

Clearly Provide Opinion and Information	Handling Politics	ITIL® Intermediate: Service Strategy	Open PM ²	PRINCE2® Foundation
Workplace Learning	Workplace Learning	Group English Dayparts: 3	Group Training Dayparts: 4	Group English Dayparts: 4
		Group Dutch Dayparts: 3		Group Dutch Dayparts: 4
				Anytime Anyplace UK

Advanced

ITIL® Intermediate: Operation Support and Analysis	ITIL® Intermediate: Planning Protection and Optimization	ITIL® Intermediate: Release, Control and Validation	ITIL® Intermediate: Service Design	ITIL® Intermediate: Service Offerings and Agreements
Group Training Dayparts: 5	Group Training Dayparts: 5	Group Training Dayparts: 5	Group Training Dayparts: 3	Group Training Dayparts: 5
			Group English Dayparts: 3	
ITIL® Intermediate: Service Operation	ITIL® Intermediate: Service Transition	Realistic persuasion		
Group Dutch Dayparts: 3	Group English Dayparts: 3	Group Training Dayparts: 4		
Group English Dayparts: 3	Group Dutch Dayparts: 3			

Certification

ITIL® Intermediate: Continual Service Improvement - Exam	ITIL® Intermediate: Managing Across the Lifecycle - Exam	ITIL® Intermediate: Operation Support and Analysis - Exam	ITIL® Intermediate: Planning Protection and Optimization - Exam	ITIL® Intermediate: Release Control and Validation - Exam
Exam Hours: 1.5	Exam Hours: 2	Exam Hours: 1.5	Exam Hours: 1.5	Exam Hours: 1.5
Anytime Anyplace Exam	Anytime Anyplace Exam	Anytime Anyplace Exam	Anytime Anyplace Exam	Anytime Anyplace Exam
ITIL® Intermediate: Service Design - Exam	ITIL® Intermediate: Service Offerings and Agreements - Exam	ITIL® Intermediate: Service Operation - Exam	ITIL® Intermediate: Service Strategy - Exam	ITIL® Intermediate: Service Transition - Exam
Exam Hours: 1.5	Exam Hours: 1.5	Exam Hours: 1.5	Exam Hours: 1.5	Exam Hours: 1.5
Anytime Anyplace Exam	Anytime Anyplace Exam	Anytime Anyplace Exam	Anytime Anyplace Exam	Anytime Anyplace Exam
PRINCE2® Foundation - Exam				
Exam Hours: 1				
AA Exam Dutch				
AA Exam English				

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Develop in Service design (A4)

Basics

Architecture Awareness	Business Requirements	ITIL® Intermediate: Service Strategy	Requirements Analysis
Group Training Dayparts: 4	Group Training Dayparts: 8	Group English Dayparts: 3 <hr/> Group Dutch Dayparts: 3	Group Training Dayparts: 4

Advanced

ITIL® Intermediate: Continual Service Improvement	ITIL® Intermediate: Operation Support and Analysis	ITIL® Intermediate: Planning Protection and Optimization	ITIL® Intermediate: Release, Control and Validation	ITIL® Intermediate: Service Design
Group English Dayparts: 3 <hr/> Group Dutch Dayparts: 3	Group Training Dayparts: 5	Group Training Dayparts: 5	Group Training Dayparts: 5	Group Training Dayparts: 3 <hr/> Group English Dayparts: 3
ITIL® Intermediate: Service Offerings and Agreements	ITIL® Intermediate: Service Operation	ITIL® Intermediate: Service Transition		
Group Training Dayparts: 5	Group Dutch Dayparts: 3 <hr/> Group English Dayparts: 3	Group English Dayparts: 3 <hr/> Group Dutch Dayparts: 3		

Certification

ITIL® Intermediate: Continual Service Improvement - Exam	ITIL® Intermediate: Managing Across the Lifecycle - Exam	ITIL® Intermediate: Operation Support and Analysis - Exam	ITIL® Intermediate: Planning Protection and Optimization - Exam	ITIL® Intermediate: Release Control and Validation - Exam
Exam Hours: 1.5 <hr/> Anytime Anyplace Exam	Exam Hours: 2 <hr/> Anytime Anyplace Exam	Exam Hours: 1.5 <hr/> Anytime Anyplace Exam	Exam Hours: 1.5 <hr/> Anytime Anyplace Exam	Exam Hours: 1.5 <hr/> Anytime Anyplace Exam
ITIL® Intermediate: Service Design - Exam	ITIL® Intermediate: Service Offerings and Agreements - Exam	ITIL® Intermediate: Service Operation - Exam	ITIL® Intermediate: Service Strategy - Exam	ITIL® Intermediate: Service Transition - Exam
Exam Hours: 1.5 <hr/> Anytime Anyplace Exam	Exam Hours: 1.5 <hr/> Anytime Anyplace Exam	Exam Hours: 1.5 <hr/> Anytime Anyplace Exam	Exam Hours: 1.5 <hr/> Anytime Anyplace Exam	Exam Hours: 1.5 <hr/> Anytime Anyplace Exam

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Develop in Service strategy (A2)

Basics

ITIL® Intermediate: Service Strategy	Management of Risk (M_o_R®) Foundation	Open PM²	P3O® Foundation	PRINCE2® Foundation
Group English Dayparts: 3	Group Training Dayparts: 4	Group Training Dayparts: 4	Group Training Dayparts: 4	Group English Dayparts: 4
Group Dutch Dayparts: 3				Group Dutch Dayparts: 4
				Anytime Anyplace UK

Advanced

ITIL® Intermediate: Continual Service Improvement	ITIL® Intermediate: Operation Support and Analysis	ITIL® Intermediate: Planning Protection and Optimization	ITIL® Intermediate: Release, Control and Validation	ITIL® Intermediate: Service Design
Group English Dayparts: 3	Group Training Dayparts: 5	Group Training Dayparts: 5	Group Training Dayparts: 5	Group Training Dayparts: 3
Group Dutch Dayparts: 3				Group English Dayparts: 3
ITIL® Intermediate: Service Offerings and Agreements	ITIL® Intermediate: Service Operation	ITIL® Intermediate: Service Transition	PRINCE2® Practitioner	
Group Training Dayparts: 5	Group Dutch Dayparts: 3	Group English Dayparts: 3	Anytime Anyplace	
	Group English Dayparts: 3	Group Dutch Dayparts: 3	Group Training Dayparts: 6	

Certification

ITIL® Intermediate: Continual Service Improvement - Exam	ITIL® Intermediate: Managing Across the Lifecycle - Exam	ITIL® Intermediate: Operation Support and Analysis - Exam	ITIL® Intermediate: Planning Protection and Optimization - Exam	ITIL® Intermediate: Release Control and Validation - Exam
Exam Hours: 1.5	Exam Hours: 2	Exam Hours: 1.5	Exam Hours: 1.5	Exam Hours: 1.5
Anytime Anyplace Exam	Anytime Anyplace Exam	Anytime Anyplace Exam	Anytime Anyplace Exam	Anytime Anyplace Exam
ITIL® Intermediate: Service Design - Exam	ITIL® Intermediate: Service Offerings and Agreements - Exam	ITIL® Intermediate: Service Operation - Exam	ITIL® Intermediate: Service Strategy - Exam	ITIL® Intermediate: Service Transition - Exam
Exam Hours: 1.5	Exam Hours: 1.5	Exam Hours: 1.5	Exam Hours: 1.5	Exam Hours: 1.5
Anytime Anyplace Exam	Anytime Anyplace Exam	Anytime Anyplace Exam	Anytime Anyplace Exam	Anytime Anyplace Exam
Management of Risk (M_o_R®) Foundation - Exam	P3O® Foundation - Exam	PRINCE2® Foundation - Exam	PRINCE2® Practitioner - Exam	
Exam Hours: 1	Exam Hours: 1	Exam Hours: 1	Exam Hours: 2.5	
Anytime Anyplace Exam	Anytime Anyplace Exam	AA Exam Dutch	Anytime Anyplace Exam	
		AA Exam English		

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Develop in Continual service improvement (C3 C5)

Basics

ITIL® Intermediate: Service Strategy

Group English
Dayparts: 3

Group Dutch
Dayparts: 3

Advanced

ITIL® Intermediate: Continual Service Improvement

Group English
Dayparts: 3

Group Dutch
Dayparts: 3

ITIL® Intermediate: Operation Support and Analysis

Group Training
Dayparts: 5

ITIL® Intermediate: Planning Protection and Optimization

Group Training
Dayparts: 5

ITIL® Intermediate: Release, Control and Validation

Group Training
Dayparts: 5

ITIL® Intermediate: Service Design

Group Training
Dayparts: 3

Group English
Dayparts: 3

ITIL® Intermediate: Service Offerings and Agreements

Group Training
Dayparts: 5

ITIL® Intermediate: Service Operation

Group Dutch
Dayparts: 3

Group English
Dayparts: 3

ITIL® Intermediate: Service Transition

Group English
Dayparts: 3

Group Dutch
Dayparts: 3

Certification

ITIL® Intermediate: Continual Service Improvement - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Managing Across the Lifecycle - Exam

Exam
Hours: 2

Anytime Anyplace Exam

ITIL® Intermediate: Operation Support and Analysis - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Planning Protection and Optimization - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Release Control and Validation - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Design - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Offerings and Agreements - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Operation - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Strategy - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Transition - Exam

Exam
Hours: 1.5

Anytime Anyplace Exam