

Ontwikkelen in Algemeen IT Service Management (A2)

Basis

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|---|--|--|---|---|
| ASL® Foundation Group Training Dagdelen: 4 <hr/> Anytime Anyplace | BiSL® Foundation Groep Nederlands Dagdelen: 4 <hr/> Groep Engels Dagdelen: 4 <hr/> Anytime Anyplace <hr/> Blended learning Dagdelen: 4 | Consultancy Skills - Communiceren Group Training Dagdelen: 5 | Empathisch Luisteren Group Training Dagdelen: 1 | Faciliteren van Workshops - Foundation Group Dutch Dagdelen: 6 <hr/> Group English Dagdelen: 6 |
| Ideeen Verkopen en Acceptatie Verkrijgen Workplace Learning | ITIL® Foundation Group Training Dagdelen: 6 <hr/> E-learning <hr/> Groep Engels Dagdelen: 6 | Proces Modelleren en Analyseren Group Training Dagdelen: 8 <hr/> Blended learning Dagdelen: 4 | Time Management Group Training Dagdelen: 2 | |

Gevorderd

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|---|--|---|---|---|
| BiSL® Advanced Group Training Dagdelen: 4 | BiSL® in de praktijk Workplace Learning | BiSL® Next Group Training Dagdelen: 4 | Consultancy Skills - Adviseren Group Training Dagdelen: 5 | Lean IT Foundation Group Nederlands Dagdelen: 4 <hr/> Group Engels Dagdelen: 4 |
| Six Sigma Green Belt Group Nederlands Dagdelen: 10 <hr/> Group Engels Dagdelen: 10 | | | | |

Certificering

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|--|--|--|---|
| ASL® Foundation - Examen Exam Uur: 1 <hr/> Anytime Anyplace Exam | BiSL® Advanced - Examen Examen Nederlands Uur: 2.5 <hr/> Examen Engels Uur: 2.5 | BiSL® Foundation - Examen Examen Nederlands Uur: 1 <hr/> Examen Engels Uur: 1 <hr/> Anytime Anyplace Exam | Lean IT Foundation - Examen Exam Uur: 1 <hr/> Anytime Anyplace Exam |
|--|--|--|---|

Ontwikkelen in Applicatiebeheer (C1 C2 C3 C4 B1)

Basis

ASL® Foundation

Group Training
Dagdelen: 4

Anytime Anyplace

Certificering

ASL® Foundation - Examen

Exam
Uur: 1

Anytime Anyplace Exam

Ontwikkelen in Service operation (C3)

Basis

ITIL® Intermediate: Service Strategy

Group Dutch
Dagdelen: 3

Group English
Dagdelen: 3

Gevorderd

ITIL® Intermediate: Continual Service Improvement

Group Dutch
Dagdelen: 3

Group English
Dagdelen: 3

ITIL® Intermediate: Operation Support and Analysis

Group Training
Dagdelen: 5

ITIL® Intermediate: Planning Protection and Optimization

Group Training
Dagdelen: 5

ITIL® Intermediate: Release Control and Validation

Group Training
Dagdelen: 5

ITIL® Intermediate: Service Design

Group Nederlands
Dagdelen: 3

Group Engels
Dagdelen: 3

ITIL® Intermediate: Service Offerings and Agreements

Group Training
Dagdelen: 5

ITIL® Intermediate: Service Operation

Group Dutch
Dagdelen: 3

Group English
Dagdelen: 3

ITIL® Intermediate: Service Transition

Group Dutch
Dagdelen: 3

Group English
Dagdelen: 3

Certificering

ITIL® Intermediate: Continual Service Improvement - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Managing Across the Lifecycle - Examen

Exam
Uur: 2

Anytime Anyplace Exam

ITIL® Intermediate: Operation Support and Analysis - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Planning Protection and Optimization - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Release Control and Validation - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Design - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Offerings and Agreements - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Operation - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Strategy - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Transition - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

Ontwikkelen in Service transition (B4 C1 C2 C3 C4)

Basis

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|--------------------------------------|--|---------------------------|--|---------------------------|
| ITIL® Intermediate: Service Strategy | Meningen en Informatie duidelijk weergeven | Politiek handelen | PRINCE2® Foundation | PRINCE2® in de Praktijk |
| Group Dutch Dagdelen: 3 | Workplace Learning | Workplace Learning | Groep Nederlands Dagdelen: 4 | Workplace Learning |
| Group English Dagdelen: 3 | | | Groep Engels Dagdelen: 4 | |
| | | | Anytime Anyplace UK | |

Gevorderd

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|--|--|--|--|--|
| 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 Dagdelen: 5 | Group Training Dagdelen: 5 | Group Training Dagdelen: 5 | Group Nederlands Dagdelen: 3 | Group Training Dagdelen: 5 |
| | | | Group Engels Dagdelen: 3 | |
| ITIL® Intermediate: Service Operation | ITIL® Intermediate: Service Transition | Realistisch overtuigen | | |
| Group Dutch Dagdelen: 3 | Group Dutch Dagdelen: 3 | Group Training Dagdelen: 4 | | |
| Group English Dagdelen: 3 | Group English Dagdelen: 3 | | | |

Certificering

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

*Onze leerplannen zijn gebaseerd op het e-Competence Framework (e-CF)
Lees hier over meer op academy.capgemini.nl/thema/e-cf

Ontwikkelen in Service design (A4)

Basis

| | | | |
|--------------------------------------|--------------------------------------|--|---|
| Architecture Awareness | Business Requirements | ITIL® Intermediate: Service Strategy | Requirements Analyse |
| Group Training Dagdelen: 4 | Group Training Dagdelen: 8 | Group Dutch Dagdelen: 3 <hr/> Group English Dagdelen: 3 | Group Training Dagdelen: 4 <hr/> Workplace Learning |

Gevorderd

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|--|--|--|--|--|
| 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 Dutch Dagdelen: 3 <hr/> Group English Dagdelen: 3 | Group Training Dagdelen: 5 | Group Training Dagdelen: 5 | Group Training Dagdelen: 5 | Group Nederlands Dagdelen: 3 <hr/> Group Engels Dagdelen: 3 |
| ITIL® Intermediate: Service Offerings and Agreements | ITIL® Intermediate: Service Operation | ITIL® Intermediate: Service Transition | | |
| Group Training Dagdelen: 5 | Group Dutch Dagdelen: 3 <hr/> Group English Dagdelen: 3 | Group Dutch Dagdelen: 3 <hr/> Group English Dagdelen: 3 | | |

Certificering

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

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Ontwikkelen in Service strategy (A2)

Basis

| | | | | |
|--------------------------------------|--|--------------------------------------|--|---------------------------|
| ITIL® Intermediate: Service Strategy | Management of Risk (M_o_R®) Foundation | P3O® Foundation | PRINCE2® Foundation | PRINCE2® in de Praktijk |
| Group Dutch Dagdelen: 3 | Group Training Dagdelen: 4 | Group Training Dagdelen: 4 | Groep Nederlands Dagdelen: 4 | Workplace Learning |
| Group English Dagdelen: 3 | | | Groep Engels Dagdelen: 4 | |
| | | | Anytime Anyplace UK | |

Gevorderd

| | | | | |
|--|--|--|--|--|
| 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 Dutch Dagdelen: 3 | Group Training Dagdelen: 5 | Group Training Dagdelen: 5 | Group Training Dagdelen: 5 | Group Nederlands Dagdelen: 3 |
| Group English Dagdelen: 3 | | | | Group Engels Dagdelen: 3 |
| | | | | |
| ITIL® Intermediate: Service Offerings and Agreements | ITIL® Intermediate: Service Operation | ITIL® Intermediate: Service Transition | Praktisch Risicomanagement | PRINCE2® Practitioner |
| Group Training Dagdelen: 5 | Group Dutch Dagdelen: 3 | Group Dutch Dagdelen: 3 | Workplace Learning | Groep Nederlands Dagdelen: 6 |
| | Group English Dagdelen: 3 | Group English Dagdelen: 3 | | Groep Engels Dagdelen: 6 |
| | | | | Anytime Anyplace |

Certificering

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

*Onze leerplannen zijn gebaseerd op het e-Competence Framework (e-CF)
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Ontwikkelen in Continual service improvement (C3 C5)

Basis

ITIL® Intermediate: Service Strategy

Group Dutch
Dagdelen: 3

Group English
Dagdelen: 3

Gevorderd

ITIL® Intermediate: Continual Service Improvement

Group Dutch
Dagdelen: 3

Group English
Dagdelen: 3

ITIL® Intermediate: Operation Support and Analysis

Group Training
Dagdelen: 5

ITIL® Intermediate: Planning Protection and Optimization

Group Training
Dagdelen: 5

ITIL® Intermediate: Release Control and Validation

Group Training
Dagdelen: 5

ITIL® Intermediate: Service Design

Group Nederlands
Dagdelen: 3

Group Engels
Dagdelen: 3

ITIL® Intermediate: Service Offerings and Agreements

Group Training
Dagdelen: 5

ITIL® Intermediate: Service Operation

Group Dutch
Dagdelen: 3

Group English
Dagdelen: 3

ITIL® Intermediate: Service Transition

Group Dutch
Dagdelen: 3

Group English
Dagdelen: 3

Certificering

ITIL® Intermediate: Continual Service Improvement - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Managing Across the Lifecycle - Examen

Exam
Uur: 2

Anytime Anyplace Exam

ITIL® Intermediate: Operation Support and Analysis - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Planning Protection and Optimization - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Release Control and Validation - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Design - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Offerings and Agreements - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Operation - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Strategy - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam

ITIL® Intermediate: Service Transition - Examen

Exam
Uur: 1.5

Anytime Anyplace Exam