

## Ontwikkelen in Algemeen IT Service Management (A2)

### Basis

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

### Gevorderd

<b>BiSL® Advanced</b>  <b>Group Training</b> Dagdelen: 4	<b>BiSL® in de praktijk</b>  <b>Workplace Learning</b>	<b>BiSL® Next en Agile</b>  <b>Group Nederlands</b> Dagdelen: 4  <b>Group Engels</b> Dagdelen: 4	<b>Consultancy Skills - Adviseren</b>  <b>Group Training</b> Dagdelen: 5	<b>ITIL® Practitioner</b>  <b>Group Dutch</b> Dagdelen: 4  <b>Group English</b> Dagdelen: 4
<b>Lean IT Foundation</b>  <b>Group Nederlands</b> Dagdelen: 4  <b>Group Engels</b> Dagdelen: 4	<b>Six Sigma Green Belt</b>  <b>Group Nederlands</b> Dagdelen: 10  <b>Group Engels</b> Dagdelen: 10			

### Certificering

<b>ASL® Foundation - Examen</b>  <b>Exam</b> Uur: 1  <b>Anytime Anyplace Exam</b>	<b>BiSL® Advanced - Examen</b>  <b>Examen Nederlands</b> Uur: 2.5  <b>Examen Engels</b> Uur: 2.5	<b>BiSL® Foundation - Examen</b>  <b>Examen Nederlands</b> Uur: 1  <b>Examen Engels</b> Uur: 1  <b>Anytime Anyplace Exam</b>	<b>ITIL® Practitioner - Examen</b>  <b>Exam</b> Uur: 2.25  <b>Anytime Anyplace Exam</b>	<b>Lean IT Foundation - Examen</b>  <b>Exam</b> Uur: 1  <b>Anytime Anyplace Exam</b>
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## 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 Training**  
Dagdelen: 3

### Gevorderd

ITIL® Intermediate: Continual Service Improvement

**Group Training**  
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 Training**  
Dagdelen: 3

ITIL® Intermediate: Service Transition

**Group Training**  
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

<b>ITIL® Intermediate: Service Strategy</b>  <b>Group Training</b> Dagdelen: 3	<b>Meningen en Informatie duidelijk weergeven</b>  <b>Workplace Learning</b>	<b>Politiek handelen</b>  <b>Workplace Learning</b>	<b>PRINCE2® Foundation</b>  <b>Groep Nederlands</b> Dagdelen: 4  <b>Groep Engels</b> Dagdelen: 4  <b>Anytime Anyplace NL</b>  <b>Anytime Anyplace UK</b>	<b>PRINCE2® in de Praktijk</b>  <b>Workplace Learning</b>
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### Gevorderd

<b>ITIL® Intermediate: Operation Support and Analysis</b>  <b>Group Training</b> Dagdelen: 5	<b>ITIL® Intermediate: Planning Protection and Optimization</b>  <b>Group Training</b> Dagdelen: 5	<b>ITIL® Intermediate: Release Control and Validation</b>  <b>Group Training</b> Dagdelen: 5	<b>ITIL® Intermediate: Service Design</b>  <b>Group Nederlands</b> Dagdelen: 3  <b>Group Engels</b> Dagdelen: 3	<b>ITIL® Intermediate: Service Offerings and Agreements</b>  <b>Group Training</b> Dagdelen: 5
<b>ITIL® Intermediate: Service Operation</b>  <b>Group Training</b> Dagdelen: 3	<b>ITIL® Intermediate: Service Transition</b>  <b>Group Training</b> Dagdelen: 3	<b>Realistisch overtuigen</b>  <b>Group Training</b> Dagdelen: 4		

### Certificering

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

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

## Ontwikkelen in Service design (A4)

### Basis

Architecture Awareness	Business Requirements	Functioneel Wijzigingsbeheer	ITIL® Intermediate: Service Strategy	Requirements Analyse
<b>Group Training</b> Dagdelen: 4	<b>Group Training</b> Dagdelen: 8	<b>Individual</b> Dagdelen: 18	<b>Group Training</b> Dagdelen: 3	<b>Group Training</b> Dagdelen: 4 <hr/> <b>Workplace Learning</b>

### 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
<b>Group Training</b> Dagdelen: 3	<b>Group Training</b> Dagdelen: 5	<b>Group Training</b> Dagdelen: 5	<b>Group Training</b> Dagdelen: 5	<b>Group Nederlands</b> Dagdelen: 3 <hr/> <b>Group Engels</b> Dagdelen: 3
ITIL® Intermediate: Service Offerings and Agreements	ITIL® Intermediate: Service Operation	ITIL® Intermediate: Service Transition		
<b>Group Training</b> Dagdelen: 5	<b>Group Training</b> Dagdelen: 3	<b>Group Training</b> 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
<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 2 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>
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
<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>

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## Ontwikkelen in Service strategy (A2)

### Basis

ITIL® Intermediate: Service Strategy <b>Group Training</b> Dagdelen: 3	Management of Risk (M_o_R®) Foundation <b>Group Training</b> Dagdelen: 4	P3O® Foundation <b>Group Training</b> Dagdelen: 4	PRINCE2® Foundation <b>Groep Nederlands</b> Dagdelen: 4 <hr/> <b>Groep Engels</b> Dagdelen: 4 <hr/> <b>Anytime Anyplace NL</b> <hr/> <b>Anytime Anyplace UK</b>	PRINCE2® in de Praktijk <b>Workplace Learning</b>
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### Gevorderd

ITIL® Intermediate: Continual Service Improvement <b>Group Training</b> Dagdelen: 3	ITIL® Intermediate: Operation Support and Analysis <b>Group Training</b> Dagdelen: 5	ITIL® Intermediate: Planning Protection and Optimization <b>Group Training</b> Dagdelen: 5	ITIL® Intermediate: Release Control and Validation <b>Group Training</b> Dagdelen: 5	ITIL® Intermediate: Service Design <b>Group Nederlands</b> Dagdelen: 3 <hr/> <b>Group Engels</b> Dagdelen: 3
ITIL® Intermediate: Service Offerings and Agreements <b>Group Training</b> Dagdelen: 5	ITIL® Intermediate: Service Operation <b>Group Training</b> Dagdelen: 3	ITIL® Intermediate: Service Transition <b>Group Training</b> Dagdelen: 3	Praktisch Risicomanagement <b>Workplace Learning</b>	PRINCE2® Practitioner <b>Groep Nederlands</b> Dagdelen: 6 <hr/> <b>Groep Engels</b> Dagdelen: 6

### Certificering

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

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## Ontwikkelen in Continual service improvement (C3 C5)

### Basis

ITIL® Intermediate: Service Strategy

**Group Training**  
Dagdelen: 3

### 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
<b>Group Training</b> Dagdelen: 3	<b>Group Training</b> Dagdelen: 5	<b>Group Training</b> Dagdelen: 5	<b>Group Training</b> Dagdelen: 5	<b>Group Nederlands</b> Dagdelen: 3 <hr/> <b>Group Engels</b> Dagdelen: 3
ITIL® Intermediate: Service Offerings and Agreements	ITIL® Intermediate: Service Operation	ITIL® Intermediate: Service Transition	ITIL® Practitioner	
<b>Group Training</b> Dagdelen: 5	<b>Group Training</b> Dagdelen: 3	<b>Group Training</b> Dagdelen: 3	<b>Group Dutch</b> Dagdelen: 4 <hr/> <b>Group English</b> Dagdelen: 4	

### 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
<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 2 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>
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
<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>	<b>Exam</b> Uur: 1.5 <hr/> <b>Anytime Anyplace Exam</b>
ITIL® Practitioner - Examen				
<b>Exam</b> Uur: 2.25 <hr/> <b>Anytime Anyplace Exam</b>				

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