

# Value Stream Management Foundation («VALUE»)

Would you like to optimize your value chains and put the customer at the center? Learn how to optimize the efficiency of processes with Value Stream Management and increase customer satisfaction by consistently focusing on customer benefits.

**Duration:** 2 days

**Price:** 2'500.–

**Course documents:** Official courseware (digital) in English

## Content

1. History and Evolution
  - o Value Stream Management's origins
  - o Definitions of Value Stream Management
  - o Flow
  - o Lean and systems thinking and practices
  - o Agile, DevOps and other frameworks
  - o Research and analysis
2. Identifying Value Streams
  - o What is a Value Stream
  - o Identifying Value Streams
  - o Choosing a Value Stream
  - o Digital Value Streams
  - o Value Stream thinking
3. Mapping Value Streams
  - o Type of maps
  - o Value Stream Mapping
  - o The fuzzy front end
  - o Artifacts
  - o 10 steps to Value Stream map
  - o Mapping and management
  - o VSM investment case
  - o Limitations of Value Stream mapping
4. Connecting Value Streams
  - o CI/CD and the DevOps toolchain
  - o Value Stream Management processes
  - o Value Stream Management platforms
  - o DevOps tool categories
  - o Building an end-to-end DevOps toolchain
  - o Common data model and tools integrations
5. Value Stream Metrics
  - o The duality of VSM
  - o DOWNTIME in technology value streams
  - o Lean, DORA and Flow metrics
  - o Definition of Done
  - o Value metrics
  - o Benefits hypotheses
  - o Value Streams as profit centers
  - o KPIs and OKRs
6. Inspecting the Value Stream
  - o 3 Pillars of Empiricism
  - o Organizational performance

- Visibility
- When to inspect
- Data and discovery
- Insights and trends

#### 7. Organizing as Value Streams

- Value stream alignment
- Team types and topologies
- Project to product
- Hierarchy to autonomy
- Target Operating Model
- Value Stream people
- Value Stream roles
- Value Stream funding

#### 8. Evolving Value Streams

- Transitions
- VSM capability matrix
- VSM culture iceberg
- Learning
- Making local discoveries global improvements
- Managing value stream interdependencies

## Key Learnings

- Knowledge of basic concepts such as flow, value and delivery.
- Understanding and application of key practices such as identifying, visualizing, and improving value streams
- Understanding of value stream roles and metrics and how to implement them in your own organization

## Methodology & didactics

You will receive interactive training consisting of presentation and group exercises.

Participants are supported by well-founded and certified training material that also provides valuable support for everyday project work after the seminar.

## Target audience

This course is suitable for a very broad audience:

- Leadership and CxO, specifically CIO, CTO, CPO, and CVO.
- Transformation Leads and Change Agents
- Value Stream Architects, Managers, Engineers
- Scrum Masters, Agile and DevOps Coaches and Facilitators
- Portfolio, Product and Project Managers, and Owners
- Business Analysts
- Release and Environment Managers
- IT Ops, Service and Support Desk Staff

## Certification

You will receive a voucher for an online exam via email from PeopleCert a few days before the course starts. The exam voucher must be redeemed directly on PeopleCert, where you can register for an available exam date. The online exam is proctored by a PeopleCert proctor, which requires a device

with a microphone and camera. We recommend taking the exam on a personal PC/notebook, as corporate notebooks are often subject to restrictions.



For more information about the exam, please visit the PeopleCert website [here](#).

**Exam format:** Web-based, multiple-choice exam, number of questions: 40, passing score: 65%, duration: 60 minutes, open book

**«Take2» option:**

This option allows you to retake the exam at a lower price if you do not pass. The retake exam takes place **online**. If required, you can book this option independently in your PeopleCert candidate profile before booking the exam. You have up to 6 months from the date of the first exam to prepare and take the retake exam.

Under [this link](#) you will find more information about the complaint management of our certification partner and your rights.

## Further courses

- [DevOps Engineering Foundation \(«DEVEN»\)](#)

## Any questions?

We are happy to advise you on +41 44 447 21 21 or [info@digicomp.ch](mailto:info@digicomp.ch). You can find detailed information about dates on [www.digicomp.ch/courses-service-project-management/itil/course-value-stream-management-foundation](https://www.digicomp.ch/courses-service-project-management/itil/course-value-stream-management-foundation)