



Course Catalogue 2016

Brussels



Luxembourg



Paris

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0 What's New?

Windhof, 20th January 2016

Dear Reader,

I am very pleased to present you the Course Catalogue 2016. Evidently, we keep on proposing you our backbone course like (ITIL, PRINCE2, PMI ...). But let me focus on what is new.

Digitalization of client-interaction processes is coming to maturity in all industries. With the emergence of a more mature and connected population, our clients are more and more requiring easy-to-use and effective interactions based on mobile connection devices. Companies are since years struggling with agile development methods to follow this trend. Since mid-2015, DH Academy proposes **SCRUM accredited courses** to provision the development of internal competencies and organizational capabilities.

Closely related to digitalization, we are developing during 2016 a complete approach to **Voice of the Customer** courses. The idea of closely following client and employee requirements in digitalization is clear, but putting this in practice with effective processes can be pretty complex. A set of Voice of the Customer courses and workshops are available for in-company setup of effective client expectations management and adaptation.

We have also developed your options to train your staff in continual improvement with **Lean Six Sigma** courses and accreditations. Initially focused on short duration courses to lower the step stone of the learning investment, we offer both these short-track courses as well as the in-depth equivalents.

Also in one of our 'traditional' domain **ITIL Service Management** there are developments. In line with the upcoming accreditations, we will offer ITIL Practitioner courses expected by mid-2016.

Besides your trusted provider of high-quality and certifying courses, we remain pragmatic professionals to assist you in building and rolling out your own customized competencies development plans. Please feel free to request for a meeting to openly discuss your objectives and challenges.

Hoping to meet you soon!

Marnik Demets
Managing Director
Demets&Heuskin

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2 Structure

2.1 Catalogue Structure

The structure of our Course Catalogue is as following:

- Strategy & Governance
- Portfolio, Programme & Project Management
- IT Management – Standards & Best Practices
- Service Management
- Lean Six Sigma & Quality Management
- Sourcing & Procurement Management
- Audit & Compliancy
- Personal Skills Development
- Practical Implementation Skills

2.2 Calendar Courses

A selection of our courses is proposed for open enrolment on our Course Calendar. For exact dates, D&H Academy recommends to consult our website www.dh-academy.eu, where you always will find the most up-to-date version.

We have the policy to maintain calendar courses from the moment it is didactically justified. Therefore, we have only positioned a few courses on our published calendar and propose you to demonstrate interest for other courses. From the moment we have received a minimum number of candidates, we define dates with you and open the session.

Courses marked with ← are scheduled on our calendar. All other courses will be planned upon demand.

Feel free to call our agents for any additional question.

2.3 In-Company or Tailor-Made

All our courses can be organized in-company or can be adapted to fit your specific needs.

D&H Academy proposes consultancy services to advice you on the education means which best fit your needs. Feel free to contact us for a discussion.

3 Overview of Courses

3.1 Strategy & Governance

3.1.1 Strategy

Course Title	Duration (days)
Increasing Value by a Service Strategy	2
Defining & Managing Strategic Assets	1
Cost Modelling for Services	2
Service Architecture: Managing Strategic Performance	2
Service Offering & Strategic Alignment	2
Service Portfolio Management: From Strategy to Service Plans	2

3.1.2 Governance

Course Title	Duration (days)
Balanced Scorecard for Services	2
Governance in Practice	2
Business Architecture Management	2
Best Practices in Governance	2
Keeping Control with Program Management	2
Management of Risks (M_o_R®)	3

3.2 **Portfolio, Program & Project Management**

3.2.1 *PRINCE2®*

Course Title	Duration (days)
PRINCE2® Overview	1
PRINCE2® Foundation ←	3
PRINCE2® Practitioner ←	3
PRINCE2® Short-Track ←	5

3.2.2 *PMBOK / PMI*

Course Title	Duration (days)
PMBOK® Overview	1
PMI/ PMBOK® Foundation ←	3
CAPM®/PMP Examination Preparation ←	3
PMI/ PMBOK® Short-Track ←	5

3.2.3 *Generic Project Management*

Course Title	Duration (days)
Project Management Basics	1
Project Management Foundation	2
Project Management Practitioner	5
Return on Investment on Projects	1
Financial Management in Projects	2
Time & Cost Planning for Projects	2

3.2.4 *Portfolio & Program Management*

Course Title	Duration (days)
Directing Successful Project	2
Managing Successful Programmes (MSP®)	3
Project Management Office	3
Program Management in Practice	2
Strategic Alignment by Project Portfolio Management	2

3.3 IT Management – Standards & Best Practices

3.3.1 *ITIL® Service Management*

Course Title	Duration (days)
ITIL® Awareness	1
ITIL® Business Simulation (Control-IT)	1 or 2
ITIL® Foundation ←	2 or 3
ITIL® Intermediate, Capabilities: Operational Support & Analysis ←	5
ITIL® Intermediate, Capabilities: Release Control & Validation ←	5
ITIL® Intermediate, Capabilities: Service Offering & Agreement ←	5
ITIL® Intermediate, Capabilities: Planning, Protection & Optimization ←	5
ITIL® Intermediate, Lifecycle: Service Strategy	3
ITIL® Intermediate, Lifecycle: Service Design	3
ITIL® Intermediate, Lifecycle: Service Transition	3
ITIL® Intermediate, Lifecycle: Service Operation	3
ITIL® Intermediate, Lifecycle: Continual Service Improvement	3
ITIL® Expert: Managing Across the Lifecycle	5
ITIL® Master: Guidance for Preparing the Master Certification	2
ISO-IEC 20000 Foundation	3
ISO-IEC 20000 Practitioner	3
ISO-IEC 20000 Auditor	2

3.3.2 *Information Systems Management*

Course Title	Duration (days)
CMMI®: An Official Introduction	3
CMMI® for Acquisition	3
CMMI® for Development	3
CMMI® for Services	3
ASL®: Application Services Library	2
BISL®: Business Information Services Library	2
TOGAF™	3
Management of Risks (M_o_R®)	3
Business Process Modelling (supported by BPMN)	2
IREB : International Requirements Engineering Board	3
Agile Development	2

3.3.3 Sourcing Management

Course Title	Duration (days)
eSCM for Suppliers	3
eSCM for Clients	3
ISPL: Information Services Procurement Library	2
Risks Management (M_o_R®) ←	3

3.3.4 Governance & ISO-Norms

Course Title	Duration (days)
COBIT 5	3
IT Governance	3
IT Investment Governance Based on Val IT®	2
ISO-IEC 20000 Foundation	3
ISO-IEC 20000 Practitioner	3
ISO-IEC 20000 Auditor	2
ISO-IEC 9002 (Quality for Services)	3
ISO-IEC 10006 (Quality in Project Management)	2
ISO-IEC 14000 (Environmental Management)	2
ISO-IEC 21500 (Project Management)	2
ISO-IEC 27000 (Information Security Management)	2
ISO-IEC 38500 (Corporate Governance of Information Technology)	2

3.3.1 SCRUM

Course Title	Duration (days)
SCRUM Introduction (SDC™) ←	1
SCRUM Master (SMC™) ←	2
SCRUM Product Owner (SPOC™) ←	2
Agile Expert (AEC™)	2
Expert SCRUM Master (ESMC™)	2

3.4 **Service Value Management**

3.4.1 Business Alignment of Services

Course Title	Duration (days)
B2B Services Using SLA's	2
Translating Customer Requirements into Services	3
Effectively Measuring & Reporting Services	2
Information Management	2
Contract Management for Services	3
Increasing the Value of Services	2

3.4.2 Quality of Services

Course Title	Duration (days)
Designing & Developing Services	2
Service Improvement Techniques	1
Increasing the Value of Services	2
Practically Evaluating Services Through Customers' Eyes	2

3.4.3 Cost of Services

Course Title	Duration (days)
Cost-Effectiveness Management	3
Practically Evaluating Services Through Customers' Eyes	2
Return on Investment (ROI) & Value for Money of Services	2

3.5 Lean Six Sigma & Quality Management

3.5.1 *Lean Six Sigma*

Course Title	Duration (days)
Lean Six Sigma: Business Value	½
Lean Six Sigma Yellow Belt ←	1
Lean Six Sigma Green Belt ←	3
Lean Six Sigma Green Belt – Written exam ←	0
Lean Six Sigma Green Belt – Oral exam ←	0
Lean Six Sigma Black Belt ←	5
Lean Six Sigma Black Belt – Certification Preparation ←	1
Lean Six Sigma Master Black Belt	N/A

3.5.2 *Voice of the Customer*

Course Title	Duration (days)
Voice of the Customer: Data Collection Techniques	1
Voice of the Customer: Statistical Validity and Analysis	1
Voice of the Customer: Turning Feedback into Actions	1

3.6 Sourcing & Vendor Management

3.6.1 Sourcing Management

Course Title	Duration (days)
Acquisition Process Maturity	2
Managing Sourcing Projects	3
From Sourcing Strategy to Tangible Sourcing Objectives	1
Writing Effective RfP's to Receive Useful Proposals	2
Writing Successful Proposals to RfP's	2
Cost Analysis of a Procurement Portfolio	1
Effective Cost Reduction in Procurement	2

3.6.2 Vendor Management

Course Title	Duration (days)
Managing a Network of Suppliers	3
Demand Management Organization (D.M.O.)	3
Performing Supplier Audits	2
Vendor Management: Efficient & Practical Procurement	2
Referencing of Vendors: Create a Shopping List	1
Vendor Administration and Payables	1

3.7 **Audit & Compliancy**

3.7.1 *Financial Sector Compliancy*

Course Title	Duration (days)
Anti-Money Laundering Obligations	1/2
Managing Evidences to Proof Compliancy	1/2
PFS: Regulatory Updates (per trimester)	1/4
Risk Management for PFS (Luxembourg)	1

3.7.2 *Audit & Compliancy*

Course Title	Duration (days)
MOR® : Management of Risks	3
Sarbanes-Oxley Act: Practical Obligations	1/2
Managing Internal & External Audits	1
Organizing Audits to be Beneficial	1
Preparing for ISO-Audits	1
Guaranteeing Performance by Audits	1
Risk Management for PFS (Luxembourg)	1

3.8 Personal Competencies

3.8.1 My Role in the Organization

Course Title	Duration (days)
Managing my Meetings	1
Increase Your Personal Impact	2
Running Effective Workshops	1
Presentation Skills	1
Making People Change	2
Personal Skills of the Project Manager	2
Managing Conflicts	1
Improving my Communication	1
Leadership & Team Management	1
Evaluating People & Providing Feedback	2

3.8.2 My Personal Productivity

Course Title	Duration (days)
Neuro-Linguistic Programming (NLP)	2
Time Management	1
Personal Information Management	1
Situational Analysis & Problem Solving	1

3.8.3 Team Building & Organizational Change

Course Title	Duration (days)
Business Simulation: Managing Services	1 or 2
Business Simulation: Developing Services	1 or 2
Business Simulation: Managing Projects	1 or 2
Business Simulation: Bridge IT	1 or 2
Business Simulation: Practical Governance	1 or 2
Workshop: Building an Organizational Improvement Plan	1 to 3
Workshop: Identifying Problems and Finding Solutions	1 to 3
ABC of Services: Attitude, Behaviour and Culture	1 to 3

3.9 Human Resources Management

3.9.1 HR Strategy & Planning

Course Title	Duration (days)
Evaluations & Career Planning: Practical Implementation	1
Building a Training Plan	1
Corporate Career Planning	2
Sustainable Competencies Planning	2
Staff Transition Planning	1
HR Requirements Management: From Strategic to Operational	2
HR Assessments and Analysis Techniques – Overview	1
Performing an HR Assessment	2

3.9.2 HR Management

Course Title	Duration (days)
Succession Manager in Practice	2
Managing a Competencies Plan	1
HR Account Manager in Practice	2
Managing Cultural Change	2
Introduction of New Staff Members	1
Managing Evaluations	1
Performing Evaluations	1
Managing Staff Departure	1
Running a Leadership Development Program	3

3.10 Executive Programs

D&H Academy's Executive Programs are a coherent set of training cycles covering the most relevant competencies and skills in a specific domain.

The Executive Programs are planned over several weeks, with training sessions of maximum 3 days each, totalizing between 10 and 15 days.

Curriculum of each program is available on demand or on our website www.dh-academy.eu.

The following programs are planned for 2015:

Program Title	Main Topics
Executive Program IT Project Management	<ul style="list-style-type: none"> - Project Steering - Project Management - Requirements Management - Business Alignment - ITIL - Team Management
Executive Program Project Management	<ul style="list-style-type: none"> - Project Steering - Project Management - Service Architecture - Communication and Team Management - Managing Quality
Executive Program Sourcing & Vendor Management	<ul style="list-style-type: none"> - Managing Sourcing Projects - Managing a Network of Suppliers - Vendor Management - Economics of Contracting - Legal
Executive Program Organizational Change	<ul style="list-style-type: none"> - Maturity Assessments - Cultural Assessment & Change - Training & Competencies - Program & Project Management - Continual Improvement
Executive Program Operational Excellence	<ul style="list-style-type: none"> - Lean Management - Six Sigma - Organizational Analysis - Demonstrating Business Value - Managing the Change Environment
Executive Program HR and Competencies Management	<ul style="list-style-type: none"> - HR Management in the Organization - Managing Competencies & Skills - Organizational Culture - HR Development Techniques - Talent, Potential and Succession Management

4 Contact Information

Detailed course descriptions and Course Calendar are available on:

www.dh-academy.eu

For enrolments, specific questions, quotes and any other kind of information, feel free to contact us:

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