



CERTIFIED OPTIMIZATION



LITA LEAN IT

Lean is about making the organization more efficient and about continually improving the value delivered by IT organizations to their customers while reducing the waste in the process. The Lean principles provide a specific way of thinking and doing. They apply to every business and every process. It is not a short term cost reduction program, but the way a company operates. The result: new processes that need less space, less capital, and less time to make products and services at less costs and with fewer defects. Companies can capitalize on the human effort and intelligence of their staff and are able to respond to changing customer desires with high variety, high quality, and fast throughput times.

Shigeo Shingo, who was a Japanese industrial engineer and considered as the world's leading expert on manufacturing practices and the Toyota Production System, wrote "A relentless barrage of WHY's is the best way to prepare your mind to pierce the clouded veil of thinking caused by the status quo." Asking why five times is a simple yet effective tool, which can be applied to find the root cause of any kind of problem.

LITA LEAN IT CERTIFICATION PROGRAM

Lean IT Association (LITA) is a non-profit organization founded by three Accredited Training Organizations (ATOs) - ITpreneurs, Pink Elephant, Quint and three Examination Institutes (EIs) - APMG, EXIN, PEOPLECERT International Ltd. LITA developed a Lean IT certification scheme which sets out an important reference for professionals in several degrees of knowledge and competence. The program aims at IT professionals and stakeholders from cross-functional areas -operational, tactical and strategic - who have the objective of reducing waste and improving efficiency.

Benefits of certification at EXIN

- Global presence
- Marking on the Spot
- Online proctoring
- Mapped against the e-Competence Framework

Benefits for companies

- Reduce costs by removing waste
- Maximize customer value
- Capitalize the intelligence of your work force

Benefits for individuals

- Become the enabler of Lean IT in your organization
- Broaden your skills in process efficiency
- Tap into your existing knowledge of IT service management
- Work in an environment where the human factor is the value adding factor

LITA LEAN IT MODULES

LITA LEAN IT FOUNDATION

Lean IT Foundation helps IT organizations to ensure that they provide their customers with the best possible services. IT organizations are helped to develop a continuous improvement mind-set, through understanding customer value. What are the processes that deliver this value? How to manage performance? What is the required attitude and behavior of employees?

e-Competence Level	1	2	3	4	5
A.4. Product / Service Planning			■		
A.8. Sustainable Development				■	
D.9. Personnel Development			■		
E.2. Project / Portfolio Management			■		
E.5. Process Improvement				■	
E.6. ICT Quality Management				■	
E.7. Business Change Management				■	

LITA LEAN IT KAIZEN

Lean IT Kaizen certification builds on the Lean IT basics with deepening knowledge and skills in continuous improvement and becoming a Lean IT Kaizen Lead. The Lean IT Kaizen Lead facilitates Lean improvement, at any level of the IT organization, in any department.

e-Competence Level	1	2	3	4	5
C.2. Change Support				■	
C.3. Service Delivery			■		
C.4. Problem Management				■	
D.3. Education and Training Provision			■		
D.1.1. Needs Identification				■	
E.2. Project and Portfolio Management				■	
E.3. Risk Management				■	
E.5. Process Improvement				■	
E.6. ICT Quality Management				■	

LITA LEAN IT LEADERSHIP

Lean IT Leadership builds on the basic knowledge acquired through the Lean IT Foundation and focuses on ensuring that people fulfilling a leadership role within a Lean IT organization and know what they need to do to help to develop it to a Lean IT organization. One of the core tasks of Lean IT Leadership is driving and teaching continuous improvement.

e-Competence Level	1	2	3	4	5
A.9. Innovating				■	
C.4. Problem Management				■	
D.2. ICT Quality Strategy Development				■	
D.9. Personnel Development				■	
D.1.1. Needs Identification				■	
E.2. Project and Portfolio Management				■	
E.4. Relationship Management				■	
E.5. Process Improvement				■	
E.6. ICT Quality Management				■	
E.7. Business Change Management				■	

Lean IT Coach will be available in Q2 2017.

■ competence is covered ■ partial coverage ■ superficial coverage

LITA LEAN IT PROGRAM LABEL



The program labels of the EXIN portfolio have been built up to help identify the logical next step in terms of additional training and competence development. Each color represents an ICT competence area, derived from the e-Competence Framework (e-CF®). The overall label color indicates the main competence area of the program and the colors in the pie chart indicate the relationships with other competence areas: the Lean

IT competences are mainly covered in the area 'Plan'. Related programs cover competences in the area 'Run'. Please visit the LITA Lean IT program page on exin.com to find out which certification programs are suggested for further development.

MANAGE

This area represents the daily business administration and improvement of all underlying operative ICT processes.

PLAN

This area represents the strategic preparatory activities such as conceiving and developing products, services and solutions.

BUILD

The Build area represents the development and implementation of products, services and solutions.

RUN

The Run phase represents the provision, support and maintenance of the products, services, and solutions delivered and deployed.

ENABLE

The strategic activities in this area represent supporting all underlying ICT processes.

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ABOUT EXIN

Published and designed by EXIN. EXIN is the global independent certification institute for professionals in the ICT domain. With more than 30 years of experience in certifying the competences of over 2 million ICT professionals, EXIN is the leading and trusted authority in the ICT market. With over 1000 accredited partners EXIN facilitates exams and e-competence assessments in more than 165 countries and 20 languages. EXIN is co-initiator of the e-Competence Framework, which was set up to provide unambiguous ICT certification measurement principles within Europe and beyond.

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