

Sharpen Your Skills

With

AstroWix Learning Series



AstroWix

Excellence in Project Delivery

www.astrowix.com



About Us

AstroWix was founded in the year 1999, in Philadelphia, Pennsylvania USA by Upendra Giri, PMP®, the Trustee and Founder of Project Management Institute (PMI®) North India Chapter and the recipient of Eric Jenet Project Management Excellence Award by PMI® in 2009 for outstanding contribution in Project Management. Today with its Global Corporate office in Virginia, headquarter in Noida and branch offices in Bangalore and Mumbai, AstroWix, is one of the most trusted Program and Project Management Solutions Company worldwide.

Throughout the past decade, we have been providing our clients with business driven solutions for sustainable results on a large number of projects and programs. Through our creativity and vision, we have brought out alteration and revolution on the project management front. By designing innovative processes and helping execute them with the right technology, we have helped organizations excel in the changing economic and business scenarios. Over the years AstroWix has diversified its portfolio to drive the overall improvement of organizations with a strong adherence to the project management principles and norms.

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Overview

Understanding project complexities and managing projects is a challenge for any project stakeholder. A short 2-Day course by AstroWix on Project Management Concepts lends project practitioners an opportunity to learn proven project management techniques to manage each stage of the project life cycle. This is an introductory course on the project management fundamentals, ideal for anyone involved in the management of projects, to become familiar with concepts, tools, methods and terms relating to project management. PM Concepts is one of our most popular programs which ensure that project professionals acquire knowledge on the fundamentals of project management. The participants will gain hands on knowledge on project management tools which can be implemented in their real time projects.

Pre-Requisites

There are no pre-requisites for this course

Course Level

Basic

Who Should Attend

- Project Managers
- Project / Team Leaders
- Consultants
- IT Managers
- Business Analysts
- Delivery Managers
- QA Analysts
- Civil, Mechanical, Electrical Engineers

Course Content

- Project Management Concepts and Project Initiation
- Project planning and scheduling
- Project execution and control
- Building high performance project teams

Course Benefits

- Participants will understand the overall project environment; learn the fundamental principles and terminology of professional project management.
- The course will help participants boost their project performance by implementing proven project management practices.

- It will instill the ability to analyze, plan and undertake effective leadership and executive decision-making.
- Project practitioners will develop the ability to initiate, manage and drive change through the application of sound financial and business competence.
- Through hands on examples and case studies, participants will learn the application of project management principles in real world scenarios.



“
The best project is one
that asks a novel
question.”

Walter Gilbert

Overview

Certified Associate in Project Management is a globally recognized certification from PMI®, USA for young project management professionals. Attaining this certification assures that you have the necessary skills required to providing valuable contributions into making a productive team.

AstroWix CAPM®, a 3-Day program, is an excellent opportunity for professionals looking to establish a career in project management. It is aligned with Guide to the Project Management Body of Knowledge (PMBOK® Guide) Fourth Edition, which is today a de-facto standard across organizations irrespective of any industry.

Pre-Requisites

There are no pre-requisites for this program.

Course Level

Basic

Who Should Attend

- Freshers
- Undergraduates with 1 Year Experience

- Graduates
- Junior Project Managers
- Project Team Members
- IT staff, Schedulers, Planners
- IT Managers
- Software Developers
- Design Professionals
- Stakeholders
- Project Coordinators
- Engineers

Course Content

- Project Management Framework
- Project Integration Management
- Project Scope Management
- Project Time Management
- Project Cost Management
- Project Quality Management
- Project Human Resource Management
- Project Risk Management
- Project Procurement Management
- Professional Responsibility & Ethics

Course Benefits

- Increase the project management competency of Project Team Members to enhance team collaboration.

- Assist experienced project personnel to achieve CAPM® Certification from Project Management Institute, USA.
- Enhance the knowledge of the project team members on all the project management processes and knowledge areas to achieve project results.
- Assist with taking the membership of PMI, USA and help in getting professionals registered for CAPM® Certification examination.



“

All project managers face problems on Monday mornings - good project managers are working on next Monday's problems.”

Overview

PMP® Certified professionals have become the driving force behind innovative initiatives and are the catalysts helping organizations thrive in the changing economic scenario.

PMP® certified professionals are in great demand in the industry today. AstroWix, a pioneer project management solutions company, now brings its most popular AstroWix FasTrac program based on the Guide to the Project Management Body of Knowledge (PMBOK® Guide) (Fourth Edition). AstroWix FasTrac is a unique project management training program specially designed to prepare project management practitioners to attain their PMP® certification from PMI®, USA.

Over 30,000 project management professionals from spanning different industry verticals have undertaken this program to successfully complete their PMP® certification exam.

Pre-Requisites

5 years of project management experience

Course Level

Advanced

Who Should Attend

- Project Managers
- Project / Team Leaders
- Consultants
- IT Managers
- Business Analysts
- Delivery Managers
- QA Analysts
- Civil, Mechanical and Electrical Engineers

Course Content

- Project management framework
- Project integration management
- Project scope management
- Project time management
- Project cost management
- Project quality management
- Project communication management
- Project risk management
- Project procurement management
- Professional responsibility & ethics

Course Benefits

- Ensures that you clear the PMP® Certification Examination
- Helps in implementing the principles of PMBOK® Guide - Fourth Edition
- Provides a solid foundation to build the skills and expertise for project leadership
- Employs the latest in Accelerated Adult Learning Techniques for training
- Provides e-Trac online simulation test with over 1000 practice questions
- Excellent instructors delivering a hands on program



“ A project is one small step for the project sponsor, one giant leap for the project manager. ”

Overview

AstroWix PMP® Boot Camp is an ultimate program which focuses in delivering a world class project management training experience for project management practitioners. With organization's increasing demands for professionalism in execution of projects, it is imperative that you understand and implement the best practices in project management.

This is an intensive program that dramatically matures the project management and leadership skills of the participants while also preparing them to clear PMP® certification exam successfully. Moreover, the training program is supplemented by interactive lectures, review sessions, and hands on exercises employing latest in accelerated learning techniques.

Pre-Requisites

PM concept course along with 5 years of project experience.

Course Level

Advanced

Who Should Attend

- CIO / CTO/Vice President
- IT Heads / Senior IT Managers
- Head/GM / AGM Projects
- Senior Project Managers
- Program Managers
- Senior Consultants
- Business Practice Heads
- Department Heads
- Business Analysts
- Business Heads
- Provides framework for standardized project management requirements
- Increases employee's value to the organization
- Improves project quality management process and reduces number of re-planning cycles and improves decision making

Course Contents

- Initiating the project
- Planning the project
- Executing the project
- Monitoring and controlling
- Closing the project

Course Benefits

- It assist with registering to take the PMP® examination.
- Helps participants get more productivity from Project Managers by introducing them to the Best practices in Project Management.
- Fosters continuous improvement in project performance.
- Provides professional / personal recognition and expedites professional advancement.



“ You will launch many projects, but have time to finish only a few. So think, plan, develop, and tap good people to be responsible. Give them authority and hold them accountable. Trying to do too much yourself creates a bottleneck. ”

Overview

Risk management is recognized as a critical leadership skill amongst project professionals and is essential in the current climate of rapidly changing business requirements. AstroWix Risk Management Program is an excellent for all project professionals as it provides a practical, step-by-step approach to managing risks. It covers both Risk Management fundamentals and development of Risk Management plan and its implementation. The training program will instill participants with the skills for a better understanding, management and mitigation of risks in project development and implementation.

A 2 day course on risk management helps the project professionals to incorporate inputs from the right stakeholders, follow a good change management process and keep open the lines of communication.

Pre-Requisites

There are no such pre-requisite for the course.

Course Level

Basic

Who Should Attend

- Project Managers
- Project / Team Leaders
- Consultants
- IT Managers
- Business Analysts
- QA Analysts
- Civil, Mechanical, Electrical Engineers

Course Content

- Identification of Key Stakeholders
- Introduction to Risk Management
- Change control system
- Risk at Merger
- Cost of Risk
- HR Risk / Resource Risk
- Communication
- Procurement Risk
- Risk in IT projects

Course Benefits

- Learn the tools and methods used for identifying risks
- Create a framework for the management of risk
- Discuss strategies to analyze risks in project development and implementation

- Understand effective risk mitigation strategies to deliver projects on time, within budget, and within the desired quality parameters.
- Understand the concept of risk tracking
- Identify control mechanisms used to tackle existing risks and to prevent reoccurrence of risks
- Describe instruments for effective risk communication



“

If you don't attack the risks, the risks will attack you.

”

Overview

The construction industry has witnessed a series of changes in the past decade, from the advent of new technologies to a shift in the management practices. AstroWix 'Construction Project Management' is an excellent training program which has been specially designed to meet the specific requirements of this industry. The complexities of construction projects and the continuous pressure on deadlines have made organizations realize the role of project management in successful closure of projects. This training program aims at addressing the issues faced during the construction projects through effective management practices and equipping professionals with the skills to execute projects successfully. It helps project managers and team members learn proven project management methodologies employed in the construction industry.

Pre-Requisites

There are no pre-requisite for this course.

Course Level

Basic

Who Should Attend

- Project Managers
- Contract Administrators
- Architects
- Resident Engineers
- Inspectors Contractors
- Design Personnel
- Civil Engineers

Course Content

- Program planning and budgeting
- Design team management.
- Time scheduling
- IT managers
- Project document review
- Contract administration
- On-site contractors coordination
- Quantity survey
- Quality survey
- Cost control
- Health & safety provisions coordination
- Claim analysis
- Commissioning

Course Benefits

- Introduces professionals to the Best Practices and Standards on Construction Management.

- Develops Project plan to increase field productivity.
- Guides professional through safety management techniques.
- Helps professionals understand the process of evaluation and management of vendors and contractors.
- Coaches professionals on leadership skills and team building techniques for improved collaboration and project results.
- Helps generate project reports and tracking methodologies specific to the construction industry
- Improves creative problem solving



“ If your project doesn't work, look for the part that you didn't think was important. ”

”

Arthur Bloch

Overview

The information Technology industry is characterized as being deadline driven, quick to adapt new technology and most importantly being extremely sensitive to quality parameters. Organizations worldwide are on the lookout for professionals who hold expertise in project management practices along with proficiency in the domain of software development. Software Project Management (SWPM) has been exclusively developed by AstroWix to help IT Professionals learn and apply Best Practices in Project Management in the Software Development Life Cycle. This program is designed specifically to address the problems of the software development industry and finding solutions to effectively manage projects. It assists IT professionals and Software developers to utilize standard and proven Project Management methodologies in the planning and implementation procedure of the software development process.

Pre-Requisites

PM Concepts

Course Level

Advanced

Who Should Attend

- Project managers
- Team leaders
- Business analysts
- Project team members
- QA Analysts
- Project practitioners working on software development projects

Course Content

- Introduction to Project management
- Introduction to PERT/CPM
- Software Effort Estimation
- Project Planning
- Configuration Management
- Quality Assurance in Projects
- Productivity Aspects
- Human Factors and Leadership
- Progress Tracking & Control
- Project Closeout
- Organizational Support for Effective Project Management

Course Benefits

- Helps you deliver successful software projects by reducing risks, time-to-market, and costs of software development.

- Introduces participants to the global standards and best practices on software development with hands on exercises and real world examples.
- Coaches the participants on attaining quality parameters and on managing risks on software development projects.
- Will help professionals plan and manage projects and address the real world challenges on software development projects.
- Introduces project professionals on managing remote project teams which are getting popular in the industry of software development.



“

Project management can be defined as a way of developing structure in a complex project, where the independent variables of time, cost resources and human behavior come together.

”

Rory Burke

Overview

The AstroWix PgMP® program aims at empowering the Program Managers and Project Directors with knowledge and skills which can immediately be applied to their programs. In addition to a detailed understanding of program management, upon completion of this course participants will understand the role of project managers and the relationship and interface between project and program managers, the role and responsibilities of a program manager, and the relationship and interface between program and portfolio managers. The training program helps participants understand how program managers engage stakeholder groups and the role of executive sponsor as part of program governance.

This course is built around the latest insights from the Project Management Institute's a Guide to the Project Management Body of Knowledge (Guide to the Project Management Body of Knowledge (PMBOK® Guide) Fourth Edition) incorporating information, good practices and guidance for program management in the context of portfolio and project management.

Pre-Requisites

10 years of project management experience. Although it's not mandatory, but we recommend to attain PMP® certification.

Course Level

Advanced

Who Should Attend

- Professionals with 10 years of project management experience.
- Those who want to achieve PgMP® certification including program managers, experienced project management senior executives.

Course Content

- Defining the program
- Initiating the program
- Planning the program
- Executing the program
- Closing the program

Course Benefits

- Prepare to pass the PgMP® certification examination
- Successfully complete the three steps of the exam application process
- Navigate the 39 processes of The Standard for Program management

- Integrate relevant processes from the project-focused Guide to the Project Management Body of Knowledge (PMBOK® Guide)
- Analyze tools and techniques essential for PgMP® exam success
- Align your program management experience with PgMP® terminology and definitions



“
Good project managers know when not to manage a project.
”

Overview

Microsoft Office Project 2010, gives professionals robust project management tools with the right blend of usability, power, and flexibility, so you can manage projects more efficiently and effectively. AstroWix as a pioneer project management solutions company, has been conducting workshops on Microsoft Project 2010 in major metro cities across India. This training on MS Project 2010 empowers project managers and leaders to stay informed and control project work, schedules, and finances.

The training will guide you to set realistic expectations with project teams, management, and customers to build schedules, allocate resources, and manage budgets. It is a step by step guide to help you analyze and report project data in professional reports and charts.

Pre-Requisites

There are no such pre-requisites for the course

Course Level

Basic

Who Should Attend

- Project Managers
- Project / Team Leaders
- Team Members
- Consultants
- IT Managers
- Business Analysts
- QA Analysts

Course Content

- Introduction to Project Management
- Microsoft Project 2010 Interface
- Views in Microsoft Project 2010 /2003
- Project Task Management
- Project Resource Management
- Project Cost Management
- Project Tracking
- Project Reports
- New Features in Microsoft Project 2010
- Keyboard Shortcuts in Microsoft Project
- File formats supported in Microsoft Project 2010 / 2003
- Additional Exercises
- Case Study

Course Benefits

- Identify cost resources across multiple tasks
- Track project budgets at a high level
- Leverage new project templates

- Identify factors affecting task schedules
- Show the impact of your changes
- Produce charts, graphs, and diagrams of your project data
- Create more visually effective reports with calendar enhancements and 3-D Gantt bars
- Undo and redo multiple changes
- Identify cost resources across multiple tasks
- Highlight specific data with cell shading



“ **Microsoft® Project Professional 2010 gives you a powerful, visually enhanced way to effectively manage a wide range of projects and programs.** ”

Overview

The training program on EPM 2010 provides you with the knowledge and skills you need to get the most from the Microsoft Enterprise Project Management Solution. EPM 2010 helps bridge the gap between business issues, production goals and technology required to deliver the desired result. Although training is a component of all EPM implementations, you may also choose standalone courses to provide instruction to new users, offer refresher instruction to existing users or facilitate a train-the-trainer approach.

Pre-Requisites

There are no such pre-requisites for this course

Course Level

Advanced

Who Should Attend

- Project Managers
- Team Members
- Field Staff Members
- Project Engineers
- Design Engineers
- Project Leaders

- Project Server Administrators
- Program Managers
- Information Technology Professionals
- Professionals involved directly or indirectly with projects in virtually every industry

Course Content

- Introducing enterprise wide project management.
- Planning projects with MS Project Professional 2010.
- Managing documents, issues and risks using Windows SharePoint Services
- Executing and controlling projects
- Analyzing results with project web access.

Course Benefits

- Understand the Enterprise Project Management process and environment
- Develop a comprehensive project plan in an enterprise-wide environment
- Manage and track projects
- Understand the role of users/resources in updating project tasks
- Understand ability of Enterprise wide system to support both project and resource management

- Manage Risks, Issues and Documents
- Report and Analysis of projects at various levels



“

The project manager must be able to develop a fully integrated information and control system, to plan, instruct, monitor and control large amount of data, quickly and accurately to facilitate the problem solving and decision making process. ”

Overview

AstroWix PMP® Self Learning Kit will instill project practitioners with the right skills and lends a professional edge to stay head of competition in these challenging times. AstroWix brings a power packed PMP® Self Learning kit for project professionals, to ensure that they clear the PMP® Certification exam. This Kit is also brilliant for the PMP® certified professionals who will not only refresh their knowledge but also earn the 35 professional development units.

This kit thoroughly guides you through the FIVE Project Management Process Groups & NINE Knowledge Areas and provides an experiential model to allow participants to develop project leadership skills. The kit is aligned with the Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fourth Edition and employs the latest in Accelerated Adult Learning Techniques to ensure thorough learning at all times.

Pre-Requisites

5 years of project management experience

Course Level

Advanced

Who Should Attend

- Project Managers
- Project / Team Leaders
- Consultants
- IT Managers
- Business Analysts
- Delivery Managers
- QA Analysts
- Civil, Mechanical, Electrical Engineers

Course Content

- Initiating the Project
- Planning the Project
- Executing the Project
- Monitoring & Controlling the Project
- Closing the Project

Course Benefits

- Ensures that you clear the PMP® Certification Examination
- Helps in implementing the principles of Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Fourth Edition
- Provides a solid foundation to build the skills and expertise for project leadership

- Employs the latest in Accelerated Adult Learning Techniques for training
- Provides e-Trac online simulation test with over 1000 practice questions
- Excellent instructors delivering a hands on program



“
The most successful project managers have perfected the skill of being comfortable being uncomfortable.”

Overview

Certified Associate in Project Management (CAPM®) certification from the Project Management Institute is a globally recognized standard for project managers.

AstroWix introduces CAPM® Self Learning Kit, developed exclusively for project professionals seeking to attain CAPM® Certification. This unique approach is designed covering an array of learning and resource materials required to pass the CAPM® Certification Exam.

CAPM® SLK is aligned with the PMI®'s Project Management Body of Knowledge, Fourth Edition Guide to the Project Management Body of Knowledge (PMBOK® Guide). This kit benefits the project professionals providing them with the opportunity of self study. Focused on providing the learners with an ultimate learning experience, it helps the professionals to study and prepare more efficiently and effectively.

Pre-Requisites

There are no pre-requisites for this program.

Course Level

Basic

Who Should Attend

- Freshers
- Undergraduates with 1 year exp
- Graduates
- Junior Project Managers
- Project Team Members
- IT staff, Schedulers, Planners
- IT Managers
- Software Developers
- Design Professionals
- Stakeholders
- Project Coordinators
- Engineers

Course Content

- Project Management Framework
- Project Integration Management
- Project Scope Management
- Project Time Management
- Project Cost Management
- Project Quality Management
- Project Human Resource Management
- Project Risk Management
- Project Procurement Management
- Professional Responsibility & Ethics

Course Benefits

- Increase the project management competency of Project Team Members to enhance team collaboration.

- Assist experienced project personnel to achieve CAPM® Certification from Project Management Institute, USA.
- Enhance the knowledge of the project team members on all the project management processes and knowledge areas to achieve project results.
- Assist with taking the membership of PMI, USA and help in getting professionals registered for CAPM® Certification examination.
- We also provide a framework of information by way of references and proprietary materials to allow trainees to acquire the PMI specific knowledge required to pass the CAPM® Certification examination.



“ Operations keeps the lights on, strategy provides a light at the end of the tunnel, but project management is the train engine that moves the organization forward. ”

Overview

e-Trac online simulation exam has been exclusively designed and developed for project management professionals to test their knowledge on the project management principles and concepts. In both architecture and design, it is aligned with the two most popular certification exams from PMI®, PMP® certification and CAPM® certification, leading to an ultimate learning experience.

The e-Trac simulation exam is in line with the exam structure and the nature of questions from PMI®. It provides users with questions according to PMI's exam algorithm, a complete exam analysis report with graphical reports based on the project management process groups and knowledge areas. It offers 4 mock exams covering all of Guide to the Project Management Body of Knowledge (PMBOK® Guide) knowledge areas based on the PMI's exam pattern.

Pre-Requisites

There are no such pre-requisites for the program.

Course Level

Preparation program

Who Should Attend

- Professionals aspiring to take the PMP® Certification.
- Professionals who seek to familiarize themselves with the PMP® certification exam architecture and questions.
- Aspirants who need a refresher guide for the PMP® Certification Exam

Program Benefits

- Self-Assess your preparation for PMP® Certification Examination
- Obtain clarifications for correct & incorrect answers
- Gain Confidence to complete the PMP® Certification Examination in real time mode
- Get Detailed Reports on your performance in Practice Tests
- Considerably Reduce your Examination Preparation Time



“

Project managers function as bandleaders who pull together their players each a specialist with individual score and internal rhythm. Under the leader's direction, they all respond to the same beat.

”

Overview

AstroWix brings to you an excellent learning tool which addresses some of the important questions to help you easily understand the concepts of Project Management to help you attain the esteemed PMP® certification.

AstroWix PM-IQ will be your guide throughout your preparation phase with its interactive learning techniques and rich content. The quick questionnaires will help you test your knowledge as you master the Guide to the Project Management Body of Knowledge (PMBOK® Guide) knowledge areas and processes of Guide to the Project Management Body of Knowledge (PMBOK® Guide) 4th Edition. It is an ideal refresher session before you sit for the PMP® Certification Exam. It is aligned with the PMBOK® Guide Fourth Edition and featuring latest technology, AstroWix PM-IQ is an innovative, quick, comprehensive and self paced learning approach for the preparation of the PMP® certification examination.

Pre-Requisites

There are no such pre-requisite for the course.

Course Level

Basic

Who Should Attend

- Professionals aspiring to take the PMP® certification examination.
- Professionals who seek themselves with the PMP® certification examination architecture and questions.
- Aspirants who need a refresher guide for the PMP® certification examination.

Course Benefits

- Self-Assess your preparation for PMP® Certification Examination
- Obtain clarifications for correct & incorrect answers
- Gain Confidence to complete the PMP® Certification Examination in real time mode
- Get Detailed Reports on your performance in Practice Tests
- Considerably Reduce your Examination Preparation Time



“

First comes thought; then organization of that thought, into ideas and plans; then transformation of those plans into reality. The beginning as you will observe is in your imagination. ”

Napoleon Hill

Overview

Business Analyst serves as the liaison between the business stakeholders and the technical teams. Professionals with this dynamic 3 day BAP course gain skills and competency to fully communicate requirements to the technical team before solutions are designed and implemented. The course identifies the business analysis task, its principles, practices, roles and responsibilities.

It provides participants with both understanding of principles and practice of business analysis as well as introductory coverage to an in depth application of tools, techniques and methods required.

Pre-Requisites

There are no pre-requisites for this course

Course Level

Basic

Who Should Attend

- Business analysts
- QA managers
- Project leads
- Team leaders

- Systems engineer
- New business analysts.
- Project managers who incorporate business analysis roles in their project.
- Managers that have business analysts on their staff.

Course Content

- Defining Business Analysis
- Confirming Organization and Stakeholder Needs
- Conducting the Analysis
- Comparing the Project Initiatives
- Constructing the Project
- Crafting Requirements
- Calibrating Organizational Performance
- Developing Business Analysis Competencies

Course Benefits

- Develop key deliverable documents that are actionable by the development team.
- Define the key changes needed for an organization to develop lean processes.
- Learn how to arrange an enterprise for success in delivering projects.
- Learn essential business analysis concepts and techniques.

- Learn terminology and role content consistent with the International Institute of Business Analysis.
- Articulate and execute job responsibilities of a Business analyst.
- Successfully perform the business analyst role on a small to medium size application development project.
- It focuses upon proven easy to use necessary techniques for even faster, more reliable, business systems analysis today and foreseeable future.



“

There are five fundamental qualities that make every team great: communication, trust, collective responsibility, caring and pride. I like to think of each as a separate finger on the fist. Any one individually is important. But all of them together are unbeatable.

”

Mike Krzyzewski

Overview

Every IT development project needs exceptional requirements management whether it is outsourced or in-house. Up to seventy percent of IT project failures are linked directly to poor requirements management. With this 3 -Day BA course you learn to develop key skills required to reduce requirements-driven causes of project failure. Develop tools and techniques to use throughout the requirements process, methods to conduct an inspection, and ways to reduce risks.

This training helps the professionals to use the developed tools and techniques throughout the requirement process, methods to conduct an inspection, and ways to reduce risk. The training session is effective in enabling professionals to become more proficient at specifying high quality requirements.

Pre-Requisites

An introductory business analysis course such as Business Analysis Principles.

Course Level

Specialist

Who Should Attend

- Business analysts and related professionals.
- Project managers
- QA managers
- Project lead
- Team leaders
- Systems engineer or anyone with substantive role in the success of projects.

Course Content

- Introduction and background.
- Reviewing requirements.
- Depict project scope
- Elements of requirements styles.
- Using multiple requirement views.

Course Benefits

- Identify main problems encountered while managing requirements.
- Write clear and concise requirements.
- Develop Requirements Traceability Matrix and requirements specification document.
- Define appropriate classifications for project requirements.

- Explain the roles and responsibilities involved in managing requirements.
- Identify the differences among requirements specification standards.
- Select and monitor performance metrics for requirements management activities.



“

The most difficult part of requirements gathering is not the act of recording what the user wants; it is the exploratory development activity of helping users figure out what they want.

”

Overview

ITIL V3 Foundation is a 3 days course that introduces the concepts of IT Service Management (ITSM) based on Version 3 of the IT Infrastructure Library (ITIL). It describes the IT Service Management Lifecycle. It also provides a set of specialized organizational capabilities for providing value to customers in the form of services.

The IT Infrastructure Library (ITIL) V3 is the current version of the most widely adopted best practice framework for IT management. Achieving the Foundation Certification represents clear demonstration that you can contribute to improving the maturity of an IT organization. The unique structure and format of this course follows the guidelines of the testing body and provides comprehensive coverage of the ITIL v3 Foundation Certification Exam topics.

Pre-Requisites

There are no pre-requisites for this course

Course Level

Basic

Who Should Attend

- Staff administrator
- System administrator
- Managers responsible for IT services in the organization.
- Executives responsible for IT services in the organization.

Course Content

- Introduction to Service Management
- The Service Lifecycle
- Key Principles and models of ITSM
- Processes and Functions
- Organization structure and key roles
- Technology and Architecture

Course Benefits

- Learn fundamental concepts of ITIL Version 3 and ITSM lifecycle
- Gain the knowledge necessary to prepare for the "Foundation Certificate in IT Service Management" examination from EXIN, ISEB or APM Group
- Understand the lifecycle and fundamental processes involved in IT Service Management and how to integrate them into your business' IT service model

- Understand how IT and the Business can collaborate to improve overall productivity and efficiency



“
One characteristic of winners is they always look upon themselves as a do it yourself project.”

Denis Waitley

Our decade long journey has led us to deliver world class business solutions to some of the leading global Fortune 500 companies to overcome organizational challenges and deliver successful results on the most complex and critical programs.



AstroWix India Project Solutions Pvt. Ltd.

A - 4, Sector 4, Noida - 201301, UP, India
Ph: +91 120 4033 800 Fax: +91 120 431 5766
www.astrowix.com | Info@astrowix.com