



XLA Essence of Experience

Certification Training Course

Take your XLA learning to the next level with the Essence of Experience training course presented by Flycast Partners and the Auslyn Group.

COURSE INFORMATION

Duration: 6 Hours

Location: Online

Credentialing: Experience Champion Badge

Available Language: English

Prerequisites: None

Price: Request for Quote

COURSE DESCRIPTION

This 6-hour online course introduces Experience, what it is, and why it matters, setting learners on a solid path beyond ITIL, SLAs, and KPIs. This new perspective on service delivery and performance will keep you engaged and set you up for success.

For the course, we have created engaging in-class experiences to take learning from thinking to action, using interactive exercises to present the concepts of Experience Level Agreements (XLAs). Learners will acquire a practical understanding of the anatomy of an XLA and how it relates to the flow of work within an organization. Participating in these group exercises will take the theory out of the classroom and into the real world.

This XLA training course fundamentally targets the participants in the IT and business domains who wish to take first steps in understanding the value of services and service delivery as well as the "feelings" from the customers perspective.

This course and the related credentialing can be beneficial for the following roles:

- Executive Level Roles
- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- Service Providers

COURSE OBJECTIVES

- Compare and contrast XLA with the more traditional KPI/SLA approach
- Understand how XLAs align with service management
- Introduce the Art & Science of Experience and the Experience Journey
- Illustrate the proactive benefits of XLAs
- Analyze real-life examples and case studies

COURSE MATERIALS

- Course Manual Book (eBook or printed)

COURSE AGENDA

Overview of Experience – Key Experience Concepts

- Course Introduction & Overview
- What is Experience?

Importance of Experience – Key Experience Benefits

- Why Does Experience Matter?
- Introduction to XLAs

Moving Forward with Experience – Key XLA Concepts

- The Art and Science of Experience
- XLA & SLA Exercises