



XLA Foundation

Certification Training Course

Take your XLA learning to the next level with an XLA Foundation certification training course presented by the Auslyn Group.

COURSE INFORMATION

Duration: 3 Days

Location: Online

Accreditor: APMG International

Available Language: English

Prerequisites: None

Price: Request for Quote

COURSE DESCRIPTION

This 3-day online training course introduces best practices for embracing XLAs and transforming into an employee-focused organization. Participants will learn how to embed the Experience framework and articulate the value of an experience-based culture. We create in-class experiences to keep you engaged, learn effectively, and set you up for success. Learners take a Quick Start Assessment to understand current baseline, which we reference as we guide you through each phase of the Experience Framework. The hands-on activities not only allow you to understand the necessary steps within each phase of the framework (Envision, Enable, Execute, and Embrace) but also to identify the next steps in your journey.

This XLA Foundation 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 certification can be beneficial for the following roles:

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

LEARNING OBJECTIVES

At the end of this course, participants will be able to:

- Understand the key terms and concepts of the XLA framework
- Establish a baseline
- Create, monitor, and manage XLAs
- Align XLAs with operations
- Innovate the delivery experience
- Identify the next steps of your journey

COURSE MATERIALS

For Participants

- Course Manual
- Practice Exams
- Voucher for Proctored Exam

COURSE AGENDA

Day 1

- Course Introduction and Overview
- Recap/Overview of Essence of Experience
- Introduction to the Experience Journey
- Experience Foundation Course Exercise
- Envisioning Experience Overview
- Envisioning Experience of Capstone Corp.

Day 2

- Enabling Experience Overview
- Enabling: Creating XLAs
- Enabling Experience at Capstone Corp.
- Executing Experience Overview
- Executing: XMO
- Executing Experience at Capstone Corp.

Day 3

- Embracing Experience Overview
- Embracing: Managing the Experience Delivered
- Business Case: Embracing
- Experience Journey Next Steps
- Putting it all Together
- Course Review and Closings

EXAM INFORMATION

- Online
- Closed book
- Web-proctored
- 60 minutes
- 40 multiple choice questions
- 65% Passing Grade