





O PeopleCert

WHAT IS MSP FOUNDATION?

Understand the holistic method of programme management, focusing on benefits realisation and aligning programmes with your organisation's strategy.

AT A GLANCE



KEY BENEFITS

Industry-recognized certification Showcase your ability to excel in essential IT service management, and to handle critical tasks in the field.

Employers' first choice

Certify your expertise in managing IT services, making you the preferred choice for roles in IT service management and support.

> New career opportunities

Advance your career in IT with an ITIL certification, opening doors to new roles and cutting-edge opportunities in the evolving tech landscape.

WHAT WILL YOU LEARN?

> Programme Management Principles

Learn widely recognized best practices for programme management, including principles, themes and processes that help organizations manage programmes effectively.

> Programme Lifecycle

Gain knowledge of the programme lifecycle, from identifying and defining the programme, through managing delivery phases, realizing benefits and closing the programme.,

› Governance and Control

Understand how governance and control mechanisms are applied to ensure the programme stays on track, aligned to organizational objectives, and delivers expected benefits.,

) Benefits Realization

Recognize the importance of defining, tracking and realizing the benefits a programme is designed to deliver for the organization.

> Communication and Collaboration

Learn how to communicate and collaborate effectively within the programme team and with stakeholders to ensure transparency, alignment and support for programme objectives

> Roles and Responsibilities

Familiarize yourself with the roles and responsibilities of people in programme management to support efficient and effective delivery.

> Risk and Issue Management

Acquire knowledge of how to identify, assess and manage risks and issues that could impact the programme's success.

> Quality Management

Understand how to ensure programme deliverables meet predefined quality standards through quality assurance and control processes.

COURSE OBJECTIVES

Equip yourself with the knowledge Enhance your ability Foster better collaboration to improve organizational to drive digital transformation within teams processes Achieve greater transparency **Enable automation** Integrate and leverage between IT operations and streamline workflows new technologies and development teams and practices effectively **EXAM INFORMATION**

