APPLIED OPERATING MODELS: DESIGN AND DELIVERY

FOUNDATION

SYLLABUS

Detailed syllabus of the 2-day Foundation course (virtual and classroom)

AOM:DD FOUNDATION
COURSE DESCRIPTION

The Applied Operating Models: Design and Delivery* Foundation course introduces candidates to a clear, simple, and usable definition of an operating model and provides a common language (from the OMDDMS® standard) to understand how to design and deliver operating model transformation

- Learn how to identify and resolve typical problems and challenges facing operating model transformation
- Learn to understand the implications and impacts associated with operating model transformation
- Understand and be able to articulate the big picture and detailed views of your operating model
- Be eligible for up to 15 CPD points and the option to be on a searchable certification register
- Know what to do on Monday!

Additionally,

- Learn about Operating Models, Principles, the OMDDMS® Content Model, Decision Making and The Operating Model Transformation Practice
- Embed your knowledge and prepare for certification with quizzes throughout the course
- Work in cohorts on a case study to begin to learn how to apply OMDDMS® in real-world situations
- Our instructors are highly experienced practitioners who add practical insights during these exercises

*AOM:DD

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WHO IS THIS COURSE FOR?

This course is essential for all team members involved in operating model transformation:

Those who Direct - accountable for the transformation:

- CEO, Board of Directors, Chief Operations/ Financial/ Strategy/ Technology/ Information Officer (CxO)
- Chief Transformation Officer (CTO)

Those who Manage - govern the transformation:

- Operating Model Transformation Director/Lead
- Programme Director

Those who Deliver - responsible for performing the tasks of scoping, discovering, analysing, transitioning, and monitoring operating model transformation and those who provide oversight to those activities:

- Operating Model Transformation Managers
- Transformation Programme/Project Managers
- Communications Lead
- Organisational Change Managers
- Enterprise and Business Architects and other Domain Architects
- Business Analysts
- Subject Matter Experts
    - Including Legal, Procurement, Service Management, HR, Security, etc.

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INCLUSIONS

By attending the Applied Operating Models: Design and Delivery Foundation course, you will get access to the candidate portal, providing:

- Course slides
- Case study including models
- Usable OMDDMS® Artefacts
- In-course quizzes
- In-course exercises
- Handouts
- Exam voucher for the online OMDDMS® Applied Operating Models: Design and Delivery Foundation exam

Candidates are recognised through:
- Attendance route – course attendance:
  - Certificate of attendance supplied by Oliver Swift Ltd.
  - (optional) Public register status: Attended

- Certification route – course attendance and exam pass:
  - Certificate of professional association supplied by OMDDMS®
  - (optional) Public register status: Certified Foundation

AOM:DD FOUNDATION
MODULES 1 TO 3

Module 1: Introduction to AOMDD

Explores the foundational ground rules, including established methods, guidelines, best practices, principles, and structures that ensure consistency in Operating Model transformation.

Candidates will examine how these frameworks enable organisations to confidently adapt to change, drive innovation, manage risk, and enhance operational efficiency in a sustainable manner. This also includes a discussion on how the emerging OMDDMS standard provides a shared and reliable basis for managing expectations in, and delivering, Operating Model transformation.

Module 2: Introduction to Operating Models

Explores the history and evolution of the Operating Model concept, examining its emergence in written work and the key elements that define it.

Candidates are introduced to the benefits of developing and managing an Operating Model, along with the drivers, outcomes, and success criteria for successful Operating Model transformation, leading to an understanding of why a properly defined operating model is essential to supporting strategy and organisational efficiency

Module 3: Introduction to the Operating Model Design and Delivery Method

Examines the distinction between a methodology and a method, highlighting the benefits a structured method brings to Operating Model design.

Candidates will explore the four major components of a method and why a defined approach is essential for developing effective Operating Models. The OMDDM (Operating Model Design and Development Method) is introduced, providing the approach to create and implement a successful operating model.

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MODULES 4 TO 6

Module 4: Integrating the OMDDM

Provides a comprehensive understanding of how each phase of the OMDDM integrates with industry frameworks, ensuring support for best practices.

Candidates will explore the phases of OMDDM, their outcomes, and the rules governing its application, along with critical integration factors and activities, providing the background to successfully integrating OMDDM into industry environments and optimising it for efficiency and effectiveness.

Module 5: Introduction to the Content Model

Introduces the Content Model, including its Level 1 and Level 2 concepts, and their role in understanding and structuring an effective Operating Model.

Candidates will learn how the Content Model supports Operating Model development by providing a structured approach to organising the necessary elements. In particular, the candidate will examine the important relationship between the Context Concept and the Structure Concept, and how to use each in Operating Model design and delivery.

Module 6: Strategy

Explores the fundamentals of strategy, its placement within the Content Model, and the significant organisational and external drivers that influence Operating Model change.

Candidates will examine why Operating Model transformation is necessary, learn techniques to analyse operating models, and understand the role of ESG (Environmental, Social, and Governance) in shaping sustainable business practices. This also highlights the impact of the UN Sustainable Development Goals (SDGs) on large-scale Operating Model transformation and long-term strategic decision-making.

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MODULES 7 TO 9

Module 7: The Operating Model Transformation Practice

Examines the roles of the Operating Model Transformation Office (OMTO) and the Operating Model Board (OMB), explaining why they are critical in managing large-scale Operating Model transformation.

Candidates will explore the similarities and differences between the OMTO and the PMO (Programme/Project Management Office), as well as the unique change characteristics associated with these management and governance structures. Additionally, candidates will be introduced to effective OMTO and OMB structures, highlighting their necessary role in ensuring successful Operating Model transformation.

Module 8: Principles

Provides a foundational understanding of principles, including their definition, basic structure, and extended structure.

Candidates will learn how to develop effective Operating Model transformation principles and apply them in various contexts to guide decision-making and strategy. They will also explore when and why principles are used, ensuring clarity in their role within organisational frameworks.

Module 9: Legal Considerations

Explores the importance of incorporating legal considerations into Operating Model design and delivery to ensure compliance and risk mitigation.

Candidates will be introduced to the ten major legal areas relevant to Operating Model change and understand their potential impact on business operations. Additionally, the module emphasises the necessity of seeking professional legal advice to navigate complex regulatory requirements effectively.

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MODULES 10 TO 12

Module 10: Organisation Design

Provides an overview of organisations, their structure, and the four major components of organisation design.

Candidates will explore why organisation design is essential for understanding Operating Models, the risks of neglecting this, and model approaches used in design. Additionally, this covers generally accepted design principles and standard organisational structures to support effective and scalable business operations.

Module 11: Decision Making

Explores the importance of good decision-making, its major objectives, and the foundational elements that support effective choices.

Candidates will examine the implications of both good and poor decision-making on organisations and learn the principles of decision governance and learn how to structure decision-making processes to enhance responsibility, accountability, consistency, and strategic support.

Module 12: Decision Rights

Explores the concept of decision rights, including their purpose, allocation, and the stakeholders involved in defining them.

Candidates will gain a pragmatic understanding of the GDU (Govern, Deliver and Use) framework as opposed to other frameworks such as RACI (Responsible, Accountable, Consulted, and Informed). This includes learning such frameworks are used to clarify roles, responsibilities, and decision-making authority.

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MODULE 13

Module 13: Capabilities and Services

Explores the fundamental concepts of capabilities and services, beginning with defining capabilities, their characteristics, and different types, followed by an examination of capability models and the factors that drive change.

Candidates are introduced to the nature of services, identifying various service types, their components, how they function, and their relationship to capabilities, illustrating their interdependence in organisational and operational contexts

AOM:DD FOUNDATION
CANDIDATE OUTCOME

Foundation

Course Attendance: Applied Operating Models: Design and Delivery (Foundation)
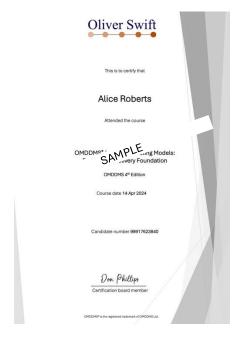
Foundation Exam — Application of concepts, method, framework and artefacts

Attended — ATO recognition of Foundation course attendance

Foundation Certified — Recognition of knowledge of Applied Operating Models: Design and Delivery (Foundation)

Public Register — Optional entry into public register of individuals attaining certification for Applied Operating Models: Design and Delivery (Foundation)

Oliver Swift

This is to certify that

Alice Roberts

Attended the course

OMDDMS® ... ...ng Models: ...ivery Foundation

OMDDMS 4th Edition

Course date 14 Apr 2024

Candidate number 99917623840

Don Phillips
Certification board member

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OMDDMS®

This is to certify that

Alice Roberts

Awarded a PASS

OMDDMS® Cer... ...d Operating Model... ...elivery Foundation

Effective from **14 Apr 2024**   Expiry date **N/A**

Certificate number **99145202**   Candidate number **99917623840**

Don Phillips
Certification board member

OMDDMS 4th Edition

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OMDDMS
OPERATING MODELS FOR ADVANTAGE

Oliver Swift

AOM:DD FOUNDATION
THE EXAM

At the end of this course, you'll have six months to take the online exam for which the ATO, who provided your training, will provide you with a one-time exam voucher code

Exam vouchers are valid for six months; however, you should aim to take the exam within one month of completing your course

Examination Name: OMDDMS® Applied Operating Models: Design and Delivery Foundation
Duration: 75 minutes
Format: Multiple-choice examination
Number of questions: 50 questions
Passing score: 30/50 (60%)

If you don't achieve a pass, contact your Training Provider for a retake voucher which will be valid for six months