APPLIED OPERATING MODELS: DESIGN AND DELIVERY
PRACTITIONER
SYLLABUS

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

AOM:DD PRACTITIONER
COURSE DESCRIPTION

The Applied Operating Models: Design and Delivery* Practitioner 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
- Quickly assess your transformation activities as well as your operating model maturity so that you can direct your activities properly and with reduced risk
- Understand and be able to articulate 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 and apply governed and remediate ungoverned change using the OMDDMS® Content Model
- 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 Practitioner 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 Practitioner exam

Candidates are recognised through

- Attendance route – course attendance:
- Certificate of attendance
- (optional) Public register status: Attended

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

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MODULES 14 TO 16

Module 14: The Content Model

Provides an in-depth understanding of the Content Model, a core concept in understanding Operation Models, its structure of 31 components and their significance in understanding, designing, and developing an effective Operating Model.

Candidates will also explore the relationship between the Content Model sub-components and their impact on Operating Model design and delivery.

Module 15: The OMDDM Scope Phase

Examines the critical role of the Scope Phase in developing an effective Operating Model, detailing why this is a necessary first step in the process.

Candidates will explore the main inputs, outputs, and steps involved in this phase. This also outlines the expected outcomes, providing a clear understanding of how the Scope Phase shapes the overall success of an Operating Model.

Module 16: The OMDDM Discover Phase

Explores the importance of the Discover Phase as a foundational step in developing an effective Operating Model, highlighting its necessity in gathering critical insights to the existing Operating Model.

Candidates will examine the inputs, outputs, and step-by-step process involved in this phase and understand the expected outcomes, demonstrating how the Discover Phase informs and shapes the next stages of Operating Model development.

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MODULES 17 TO 19

Module 17: Operating Model Assessment

Explores the purpose of conducting an Operating Model assessment, whether as an annual activity, issue resolution, or governed change.

Candidates will learn how to compare the current state with the required future state of the Operating Model to deliver, support, and sustain organisational strategy, using both internal and external perspectives. This includes methodologies for using these assessments to drive informed decision-making and continuous improvement.

Module 18: The OMDDM Analyse Phase

Examines the Analyse Phase, focusing on how it identifies and assesses the impacts of proposed changes to an Operating Model.

Candidates will explore the inputs, outputs, and necessary steps involved in this phase, including its relationship to the Scoping Phase. This also outlines the expected outcomes, emphasising how the Analyse Phase informs decision-making and ensures effective Operating Model development.

Module 19: The OMDDM Design Phase

Explores the necessity of the Design Phase in developing an effective Operating Model, outlining its objectives and expected outcomes.

Candidates will examine the inputs, outputs, and step-by-step process of this phase, along with the role and benefits of Communities of Practice in supporting Operating Model design and delivery efforts. This also highlights how the Design Phase shapes the overall structure and functionality of an Operating Model.

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MODULES 20 TO 22

Module 20: Operating Model Change

Explores the causes of change in Operating Models and critically the differences between Governed and Ungoverned Change.

Candidates will learn to identify ungoverned change, understand its risks, and examine the remediation process to bring ungoverned change under control, while also being introduced to the structured approach to implementing governed change. This provides a framework for managing change effectively to maintain stability and support for all change to an Operating Model.

Module 21: The OMDDM Transition Phase

Examines the essential requirements of the Transition Phase in implementing changes to an Operating Model, ensuring a smooth shift from the current to the future state.

Candidates will explore the inputs, outputs, and step-by-step process involved in this phase, and understand the expected outcomes, emphasising how effective transition planning minimises disruption and ensures successful adoption of changes.

Module 22: Risk

Provides an understanding of risk, its placement within the Content Model, and the main risks associated with Operating Model change.

Candidates will explore the roles and relationships between the Operating Model Transformation Office (OMTO) and the Operating Model Board (OMB) in managing transformation risks. Importantly, this also introduces the three core areas of the ISO 31000 risk management approach and its linkages to the Operating Model Design and Delivery Method, offering a structured framework for effective risk mitigation.

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MODULES 23 TO 24

Module 23: The OMDDM Monitor Phase

Explores the importance of the Monitor Phase as a critical step in ensuring the effectiveness and sustainability of an Operating Model.

Candidates will examine the inputs, outputs, and the step-by-step process involved in monitoring performance and identifying necessary adjustments. This also provides an outline of the expected outcomes, emphasising how continuous monitoring supports long-term operational success and adaptability.

Module 24: The OMDDM Govern Phase

Explores the concept of governance, differentiating it from management and highlighting its importance across all phases of Operating Model development.

Candidates will examine the nine areas of the Operating Design and Development Method Governance Framework and key governance concepts, including principles, standards, policies, regulations, procedures, and guidelines. Additionally, the two main functions of the Govern Phase are covered, explaining their necessity in ensuring structured oversight and compliance in Operating Model transformation.

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CANDIDATE OUTCOME

Practitioner

Course Attendance:
Applied Operating Models:
Design and Delivery
(Practitioner)

Practitioner Exam

Application of concepts, method,
framework and artefacts

Attended

ATO recognition of
Practitioner course
attendance

Practitioner Certified

Recognition of knowledge of
Applied Operating Models:
Design and Delivery (Practitioner)

Public Register

Optional entry into public register of
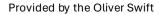individuals attaining certification for
Applied Operating Models:
Design and Delivery (Practitioner)

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Attended the course

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Course date 14 Apr 2024

Candidate number 99917623840

Don Phillips

Certification board member

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SAMPLE

Effective from 14 Apr 2024   Expiry date N/A

Certificate number 99145202   Candidate number 99917623840

Don Phillips

Certification board member

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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 Practitioner
Duration: 75 minutes
Format: Multiple-choice and written examination
Number of questions: 41 questions (40 multiple choice and 1 written)
Passing score: 24/40 (60%)

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

IS YOUR ORGANISATION READY FOR COMPLEX TRANSFORMATION?

Whether you're deploying SMRs, navigating digital transformation, or restructuring operations, OMDDMS® provides the framework to succeed.

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