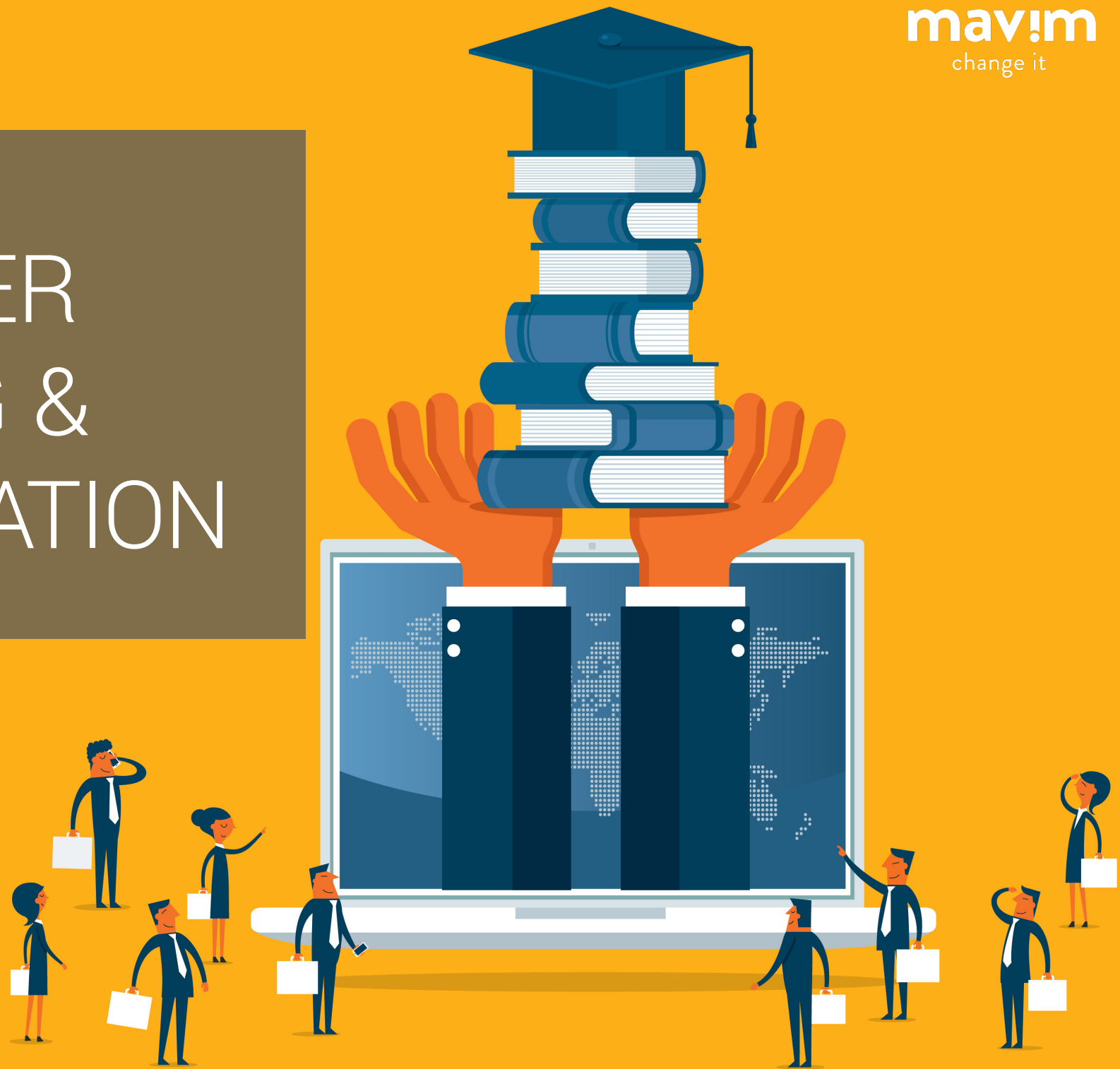


# CUSTOMER TRAINING & CERTIFICATION



# CONTENTS

---

MAVIM ACADEMY	3
INTRODUCTION	4
ALL YOU CAN LEARN	5
MAVIM PROCESS MINER	7
MAVIM DESIGNER	8
MAVIM IMPROVER	9
ATTACHMENTS	10

# MAVIM ACADEMY

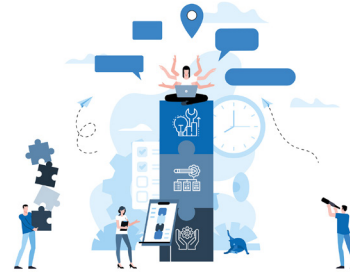
---



## Mavim Online Academy

An innovative learning environment based on the Harvard edX program

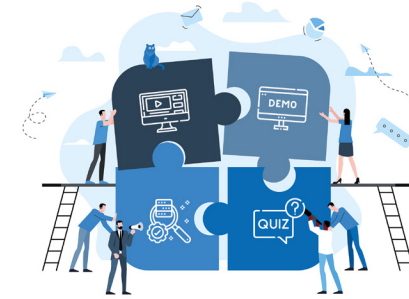
- Self-paced learning
- Learning journeys based on different learning strategies: organizational roles, extensive learning or bite sized for “learning on the fly”
- Online certifications for professionals



## Functional Training

Everything about Mavim’s platform and products

- Mine, Design, Improve
- Tactical training: how do I create frameworks?
- Support and adoption training: how do I support and embed the use of the Mavim platform in my organization?



## An Educational Journey

Learn-Practice-Do

- Instructional videos
- Interactive demos
- Quizzes for knowledge retention
- Assessments for practice

# INTRODUCTION

---

Our customer's needs are always at the forefront of our minds, which is why we have created an academy for continued education of the Mavim platform. Available to all of our customers, we recognize that everyone learns differently, which our academy mimics by providing several ways for our customers to complete their online training, so that you as an organization, can help your people get the most out of the Mavim platform the fastest.

## All you can learn

In addition to the ability to pick and choose a learning style, our All You Can Learn subscription allows for the customer to purchase all available trainings for its trainees and create bespoke training paths for each, utilizing all the available trainings. Unlike the role-based certifications, this option provides a holistic approach to the academy courses under one all-inclusive subscription model.

## Role-based certification processes

While developing our role-based certifications, we wanted each certificate to emphasize and highlight the importance of various roles within an organization by offering an out of box option based on experience with our customers. Not only is this more cost effective, but it also serves a specific purpose while allowing customers the ability to add on to current packages.

In the overview below, we will outline the roles one by one, to explain how the curriculum is structured and what one is capable of after successful completion of a certification program.

### Mavim roles certification pathways

Mine (Developer and Analyzer)

Design (Enterprise and Professional)

Improve (Review)

## ALL YOU CAN LEARN

This subscription provides several advantages including the ability to access all current and new material, which is constantly being developed, and the possibility to create custom learning journeys. Furthermore, MicroLearnings, which are the building blocks for a bespoke learning path, can be offered on a per trainee basis. Although there is a prerequisite in that someone will have to guide the trainees in their learning path and understand the context before going to the Mavim Academy, this subscription encompasses the true value of the Mavim Academy and all that can be learned.

As part of this subscription, the customer will have exclusive access to over 90 MicroLearnings that are unique to this course offering.

Course	Subscription
Mavim Level 1	All You Can Learn
Mavim Level 2	All You Can Learn
Mavim Level 3	All You Can Learn
Mavim Portal Subscriber	All You Can Learn
Mavim Portal Contributor	All You Can Learn
Mavim Portal Approver	All You Can Learn
Mavim Portal Moderator	All You Can Learn
Mavim Portal Administrator	All You Can Learn
Mavim for BPMN 2.0	All You Can Learn
Mavim Service Desk Level 1	All You Can Learn
Mavim Service Desk Level 2	All You Can Learn
Advanced Framework Design	All You Can Learn
Mavim Process Mining Level 1	All You Can Learn
Mavim Process Mining Level 1	All You Can Learn
ArchiMate® in Mavim	All You Can Learn

# MAVIM PROCESS MINER

---

## Mine (Developer and Analyzer)

This curriculum is meant for developers and analyzers who will be involved in Mavim Process Mining. Analyzers are people in an organization who analyze the process mining data results, whereas developers are involved in learning how to customize the technology to meet certain needs. Moreover, due to the fact that Process Mining also has a strong correlation to Business Process Management, both roles learn what an improver learns in order to map it back to process improvements.

### Curriculum

Developer	Analyzer
Mavim Manager Level 1	Mavim Process Mining 1
Mavim Portal	Mavim Portal
Mavim Process Mining 1	Mavim Manager Level 1
Mavim Process Mining 2	

In the appendices you will find a brief explanation of each training and exam.

When you have successfully completed this course, you will be able to

(what the improver learns **plus**):

- Visualize and structure processes to be informative to the right people
- Prepare and share information from the platform to specific audiences

# MAVIM PROCESS MINER

---

## Developer alone:

- Customize the Mavim Process Mining technology to meet certain needs for extra data or angles

## Developer and Analyzer both:

- Analyze the data from various angles
- Contrast the findings with the desired situation
- Conduct the conversation at the board level based on the information obtained, where you can provide a board with tools to take action
- Check whether agreements made are complied with, for example in terms of working methods
- Recognize or Facilitate improvement initiatives by providing the necessary data

# MAVIM DESIGNER

---

## Design (Enterprise and Professional)

When you adopt Mavim, you need people who can translate need for information within your organization and are then able to communicate this into workable solutions. With the design curriculums, you learn everything there is to know to structure information, develop a solution, and then share and improve on it with the right audience. The design enterprise would usually be the technical lead(s) of your project and are offered one more level of Mavim Manager training.

### Curriculum

Enterprise	Professional
Mavim Manager Level 1	Mavim Manager Level 1
Mavim Manager Level 2	Mavim Manager Level 2
Mavim Manager Level 3	Mavim Portal
Mavim Portal	Mavim for BPMN 2.0
Mavim for BPMN 2.0	ArchiMate® in Mavim
ArchiMate® in Mavim	

In the appendices you will find a brief explanation of each training and exam.

When you have successfully completed this course, you will be able to:

- Translate thematic issues into solutions on the Mavim Platform
- Build a thematic solution on the Mavim Platform where all Mavim functionalities can be deployed
- Describe and connect processes and the necessary actors
- Share information from the platform to specific audiences
- Facilitate the desired support within organization with an appropriate setup in the platform
- Explain reports at strategic, tactical, and operational levels and implement desired change on the platform where necessary



# MAVIM IMPROVER

---

## Improve (Review)

This curriculum is for trainees who are looking to improve on existing content and solutions, in which there is limited knowledge needed of the Mavim Manager. Moreover, it is intended for those looking to collaborate in the Mavim Portal and can be sold with the Manager Designer license.

### Curriculum

Improve	Review
Mavim Manager Level 1	Mavim Portal
Mavim Portal	

In the appendices you will find a brief explanation of each training and exam.

When you have successfully completed this course, you will be able to:

- Visualize and structure processes to be informative to the right people
- Prepare and share information from the platform to specific audiences
- Convey what problem can be solved with the solution

# ATTACHMENTS

---

## Mavim Manager Level 1

This Level 1 course will explain how to structure, relate, visualize, and publish information. The Mavim Level 1 course is a great introduction both for users who will be joining an existing project or for those who will be starting from scratch. It takes you through all the steps required to turn an empty database into a well-structured and content-rich publication.

Topics include:

- Creating topics, relationships, and overviews
- Creating a structure in the Mavim database
- Creating flowcharts
- Publishing information

## Mavim Manager Level 2

Once you have mastered the basics of the Mavim Manager during the Level 1 course, you might want to take your skills up to the next level. The Mavim Manager Level 2 course helps you to work more efficiently in the Mavim Manager while introducing you to some of the more advanced functionalities and charting techniques.

Topics include:

- Working faster, easier, and better with the Mavim platform
- Creating cross function flowcharts (swim lanes)
- Creating reports
- Using fields

# ATTACHMENTS

---

## Mavim Manager Level 3

If you really want to customize your Mavim platform, the Level 3 course is for you. It teaches you tech skills such as: database management, permissions, field configuration, objects, and advanced reporting. Following this course, you will be able to administer the Mavim platform and become the go-to Mavim expert in your organization.

Topics include:

- Adding users
- Setting permissions
- Creating fields
- Administering the Mavim Manager

## Mavim Portal

Every use case related to Mavim starts with the Mavim Portal. Therefore, the portal courses are a must. It is structured around the five levels of access that users have in the portal, and it explains how to: navigate through, provide feedback on, search in, collaborate on, approve and moderate information in the Mavim Portal. Since the Mavim Portal is an entry point into Mavim for most of our users, the portal courses also contain an introduction into the complete Mavim platform and introduce you to some of the frameworks and use-cases supported by Mavim.

Topics include:

- Introduction to Mavim
- Navigating through and searching in the Mavim Portal
- Delivering feedback

# ATTACHMENTS

---

- Personalizing the Mavim Portal experience
- Approving information
- Using Flows to automate tasks in the Portal
- Sharing and publishing information
- Administering the Mavim Portal

## Mavim Servicedesk

You have become responsible for supporting Mavim clients in your region, and questions start coming in. What now? Luckily, you have followed the Service Desk courses which explains the most commonly asked questions, where to find answers and how to work together with the Mavim Support and Development teams when needed. Thanks to the Service Desk course, you can act as an extension of these Mavim teams and form a bridge between these teams and your clients.

Topics include:

- Commonly asked questions
- Submitting product ideas
- Communicating with the Mavim team
- Where to find relevant information

## Mavim Advanced Framework Design

The Advanced Framework Design Course is an interactive workshop during which you will be guided through the process of building your own reusable framework in Mavim. We will explain how to use and combine Mavim functionalities to build complex frameworks

# ATTACHMENTS

---

that contain interdependencies, how to report on these frameworks, how to share them with your clients and how to prepare for implementation. Our goal in offering this course is to foster a deep level of self sufficiency in partners and clients. The knowledge gathered during this course will allow you to use Mavim for strategic purposes and, in return, increase the value of the Mavim platform for your organization.

After completing this course, you will be able to start building your own framework and use it to create value for both your own organization and your clients. To be able to follow this course, you first need to finish the Mavim Manager Level 1 to 3 Certified courses and all Mavim Portal courses.

The amount of time you need to finish the course depends on the complexity of the framework that you will be building. We recommend you to reserve at least 5 working days, four of which you will be building your own content.

## Mavim Process Mining Level 1

Process Mining allows you to create meaningful information from log files. It helps you analyze how processes are executed in real life and compare them to the processes you designed in the Mavim Manager. During this course, you will be introduced to Process Mining and the module of the same name in Mavim. Following this course, you will be able to do simple analysis using the default functionalities of the Process Mining module.

Topics include:

- Introduction to Process Mining
- Process variants
- Benchmarking
- Root cause analyzer
- Compliance analysis
- Conformance checking

# ATTACHMENTS

---

## Mavim Process Mining Level 2

Since Mavim Process Mining is built on top of Microsoft Power BI, the possibilities for analyzing your data are virtually limitless. This course will introduce you to the many possibilities you have to analyze your mined processes in Mavim through Power BI.

Topics include:

- Basic functions of Power BI
- Working with filters
- Analyzing data
- Monitoring

## Mavim for BPMN 2.0

BPMN 2.0 is a Process Modelling language that Mavim has incorporated in the Mavim Manager. This course assumes you have the required theoretical knowledge of the BPMN standard and will take you on a practical journey of how to design processes in BPMN 2.0 in Mavim.

Topics include:

- How to use basic elements such as Events/Activities/Gateways/Pools/Lanes/Flows
- How to design processes for easy navigation in the Mavim Portal
- How to convert classic flowcharts into BPMN with Mavim

# ATTACHMENTS

---

## ArchiMate® in Mavim

ArchiMate® is an open and independent modeling language for Enterprise Architecture, that Mavim has incorporated in the Mavim Manager. This course assumes you have the required theoretical knowledge of the ArchiMate® modeling language and will take you on a practical journey of how to design your Enterprise Architecture in Mavim.

Topics include:

- How to start off quickly by importing an already existing reference model
- How to create, visualize and maintain your architecture
- How to fit ArchiMate® and Enterprise Architecture in your enterprise model, connecting to Business Process Management and IT Portfolio Management

# GET & STAY CONNECTED

[youtube.com/mavimtv](https://youtube.com/mavimtv)

990 K

[linkedin.com/company/mavim](https://linkedin.com/company/mavim)

1.2 K

[twitter.com/mavim](https://twitter.com/mavim)

2.6 K



**mav!m**  
change it

WWW.MAVIM.COM