



AM 431 – LEVELS OF SERVICE

AM 431 builds on your existing knowledge and understanding of levels of service, to explore the processes and the “how-tos” involved in developing a levels of service framework for your organisation.

By completing this course, you will:

- Gain an understanding of levels of service and the relationship with other business processes.
- Have the skills to develop meaningful levels of service objectives, performance measures, and performance targets for your organisation.
- Improve your ability to develop and present information on levels of service options, including costs and risks.
- Choose appropriate methods to effectively communicate and report on levels of service to stakeholders.

This course is in line with the most recent thinking in the IIMM and ISO standards.

Who should attend

Those responsible for strategic thinking about the services your organisation delivers to customers.

Typical attendees include

- Asset Managers
- Consultants
- Contractors
- Engineers
- Executives
- Planners
- Project managers
- Strategy staff

Learning material

- Text, images, video
- Formative assessment
- Activities
- Case studies
- Summative assessment

Outcomes

This course will develop your understanding of levels of service, and improve your ability to develop and communicate levels of service options.

Content

- Understanding Levels of Service
- Aligning Levels of Service
- Levels of Service Options
- Communicating Levels of Service
- Monitoring and Reporting Levels of Service

Recommended prior learning or equivalent experience

An understanding of the content of the following badges: AM 202, AM 305 and AM 307.