bluEDGE
Service Management Alliance

Systematically to Transparency

Course: Reporting Basics

Starting position

You have already visited the course „Product- and Service Design" and want to know more about how to optimally apply the learnt to the area of reporting. You would like to be reliably informed about your business performance within appropriate time periods in order to remain capable of action at any time.

The course "Reporting Basics" imparts basic structures, definitions and rules for an agile, flexible and reliable reporting environment. The control of our current economic world is widely based on reviews and their underlying reports. Therefore, the fast and accurate report processing has developed into a critical success factor and been granted enormous importance. Within today's environment, no one can forgo reports anymore. They have to be employed purposefully and any kind of proliferation be avoided. Clear fundamental structures, a logical and standardized model as well as a basic understanding for business processes are the keystones.

Course objective

The course "Reporting Basics" is unique due to the fact that it does not simply address tools, tables and masses of raw data but screens reporting from the architectural perspective of recurring structures and generic algorithms. Accomplish a high degree of transparency and discern the clear positioning of reporting. You will learn about the interface to topics like monitoring and ticketing, be able to combine the different areas in a purposeful way and achieve the maximum benefit. During the day you will distinguish a simple comprehensible pattern on how to build up all established reports based on two important report types and a few rules. You can already take up underlying aggregation mechanisms and hierarchic structures covered in the previous courses and apply the learnt. With the help of practice-proven exercises you will gain confidence and trust into the logical method which enables you to subsequently take the first steps towards a successful implementation within your company.

Certification

We provide the possibility of certification.

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