

Certified Agile Service Manager (DevOps Institute)

Overview

This course provides an introduction to Agile Service Management, the application, and integration of agile thinking into service management processes and process design projects. Agile thinking improves IT's effectiveness and efficiency and enables IT to continue to deliver value in the face of changing requirements. This course prepares you for the Certified Agile Service Manager (CASM)® certification.

Prerequisite Comments

Familiarity with IT service management processes and ITIL is recommended

Target Audience

The target audience for the CASM course is
 Anyone interested in learning about Agile and Scrum from a products and process perspective
 Process owners and process designers
 Developers who are interested in helping make processes more agile
 Managers who are looking to bridge multiple practices into a DevOps environment
 Employees and managers responsible for designing, re-engineering or improving process
 Consultants guiding their clients through process improvement and DevOps initiatives
 Internal and external suppliers Process stakeholders

Course Objectives

The learning objectives for Certified Agile Service Manager (CASM) include an understanding of:
 What does it mean to "be agile?"
 The Agile Manifesto, its core values, and principles
 Agile concepts and practices including ITSM, Kanban, Lean and DevOps
 Learn about SCRUM from a product and process perspective
 Agile thinking and values into service management
 Scrum roles, artifacts, and events as it applies to both products and processes
 The two aspects of Agile Service Management:
 Agile Process Improvement—ensuring processes are lean and deliver "just enough" control

[Register Online](#)

Schedule

Class Length: 2 Days

G2R = "Guaranteed to Run" | OLL = "Online LIVE"
 ILT = "Instructor-Led-Training"

02/14/22	G2R	11:00AM - 7:00PM	Online LIVE	OLL	\$1,590.00
06/27/22	G2R	9:00AM - 5:00PM	Online LIVE	OLL	\$1,590.00

Agile Process Design—applying Agile practices to process design projects

Course Outline

1 - Why Agile?

The IT challenge today

2 - What does it mean to "be agile"?

Why is Agile?
The Agile Manifesto
Agile principles
What does it take to "be agile"?
Exercise: Reviewing Agile values

3 - Agile practices

? Scrum
? Kanban
Lean
ITIL/ITSM
DevOps
Continuous Integration
Continuous Delivery
Exercise: Leveraging multiple frameworks

4 - What is Agile Service Management (Agile SM)?

Definition and value
Two aspects of Agile SM:
Agile Process Design
Agile Process Improvement

5 - Process design basics

The elements of a process
The 10 steps of process design

6 - An Agile approach to process design

Characteristics of an Agile Process
How much is "just enough"?
Minimum Viable Product

7 - Scrum Basics

Scrum pillars, values, and components
Important terms

8 - Scrum Roles

Product owner
Scrum Master
Team

9 - Scrum artifacts

Product Backlog
Creating user stories
Increment
Product backlog refinement
Sprint Backlog
Burndown chart

10 - Agile Service Management artifacts

Process Backlog
User stories and ITSM processes
Process increment
Sprint Backlog (Agile SM context)
Burndown chart (Agile SM context)
Exercise: Writing a meaningful user story

11 - Scrum Events

Timeboxes
Release planning meeting
Sprint planning meeting
Daily Scrum
Sprint Review
Sprint Retrospective
Definition of Done

12 - Agile Service Management Events

Process planning meeting
Sprint planning meeting
Strategic and process activity sprints
The Definition of Done for process sprints
Daily Scrum (Agile SM context)
Sprint Retrospective (Agile SM context)

13 - Agile Process Improvement

Agile Process Improvement audits
The Process Backlog as a CSI Register
CSI Sprints and Plan-Do-Check-Act
Exercise: Assessing process agility

14 - Agile Service Management technologies

15 - Aligning Agile SM and Agile software development

16 - Getting started with Agile Service Management

Related Courses, Certifications, Exams _____

- Certified Agile Service Manager® (CASM)
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