Certified Agile Service Manager

Get ahead of the curve with the application of Agile to Service Management

Duration: 2 days

This two-day course provides a solid 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.

A Certified Agile Service Manager (CASM) is the operational counterpart to a Certified Scrum Master (CSM). Working together, ScrumMasters and Agile Service Managers can instill agile thinking into the entire IT organisation as the basis of a DevOps culture.

The course features:

- Two days of instructor-led training and exercise facilitation
- The Agile Service Management Guide and Scrum Guide (pre-class resources)
- Learner Manual (excellent post-class reference)
- Participation in unique hands-on exercises designed to apply concepts
- Sample documents, templates, tools and techniques
- Access to additional sources of information and communities

The DevOps Institute

This course is presented by ALC in association with the The DevOps Institute and ValueflowIT. The DevOps Institute (DOI) is bringing enterprise level DevOps training and certification to the IT market. Working with thought leaders from the DevOps community, the IT Service Management field and the IT training market, the DevOps Institute is setting the standard in quality for enterprise grade DevOps education and training.

Who Should Attend

This course is designed for:

- Anyone interested in learning about Agile and Scrum from a products and process perspective
- Employees and managers responsible for designing, reengineering or improving process
- Consultants guiding their clients through process improvement initiatives
- Internal and external suppliers
- Process stakeholders

Learning Outcomes

The learning objectives for Certified Agile Service Manager (CASM) include an understanding of:

- What it means to "be agile"
- The Agile Manifesto, it's core values and principles
- Agile concepts and practices including ITSM, Kanban, Lean and DevOps
- 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
- Agile Process Design—applying Agile practices to process design projects

Course Contents

1. **Course Introduction**
   - Course Goals
   - Course Agenda

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

4. **What is Agile Service Management (Agile SM)?**
   - Definition and value
   - Two aspects of Agile SM
   - Process design basics
   - An Agile approach to process design

5. **What is Scrum**
   - Scrum Basics
   - Scrum Roles
   - Scrum artifacts

6. **Agile Service Management artifacts**
   - Process Backlog
   - User stories and ITSM processes
   - Process increment
   - Sprint Backlog (Agile SM context)
   - Burndown chart (Agile SM context)

7. **Scrum Events**
   - Timeboxes
   - Release planning meeting
   - Sprint planning meeting
   - Daily Scrum
   - Sprint Review
   - Sprint Retrospective

8. **Agile Service Management Events**
   - Process planning meeting
   - Sprint planning meeting
   - Strategic and process activity sprints
   - Daily Scrum (Agile SM context)
   - Sprint Review (Agile SM context)
   - Sprint Retrospective (Agile SM context)

9. **Agile Process Improvement**
   - Agile Process Improvement audits
   - The Process Backlog as a CSI Register
   - CSI Sprints and Plan-Do-Check-Act

10. **Agile Service Management**
    - Agile Service Management technologies
    - Aligning Agile SM and Agile software development
    - Getting started with Agile Service Management

11. **Summary and Exam Preparations**
    - Additional Sources of Information
    - Exam Requirements, Question Weighting and Terminology List

Get ahead of the game.
Get certified.