

## DevOps Institute: Certified Agile Service Manager (CASM)® - Including Exam

Varighed: 3 Days    Kursus Kode: GKASM    Leveringsmetode: Virtuel deltagelse

### Beskrivelse:

This course provides an introduction to Agile Service Management, the application and integration of agile thinking into service management processes. Agile thinking improves IT's effectiveness and efficiency and enables IT to continue to deliver value in the face of changing requirements.

IT Service Management (ITSM) focuses on ensuring IT services deliver value by understanding and optimizing their end-to-end value streams. This course cross-pollinates Agile and ITSM practices to support end-to-end Agile Service Management by scaling to "just enough" process leading to improved flow of work and time to value.

Agile Service Management helps IT to meet customer requirements faster, improve the collaboration between Dev and Ops, overcome constraints in process workflows by taking an iterative approach to process engineering that will improve the velocity of process improvement teams to get more done.

This course positions learners to successfully complete the CASM exam.

### Virtuel deltagelse

Et V&C Select kursus indholder nøjagtig det samme som et almindeligt kursus. Før kursusstart modtager man kursusmaterialet. Dernæst logger man på kurset via internettet og ser via sin pc den selvsamme præsentation som de øvrige deltagere, man kommunikerer via chat med underviseren og de øvrige deltagere på kurset. Denne uddannelsesmodel er både tids-og omkostningsbesparende og kan være et oplagt alternativ til almindelig klasseundervisning, hvis man f.eks. har et begrænset rejsebudget.

### Målgruppe:

#### The target audience for the CASM course is:

Practice 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 engineering or improving process.  
Consultants guiding their clients through process improvement and DevOps initiatives.  
Anyone responsible for:  
Managing process-related requirements.  
Ensuring the efficiency and effectiveness of processes.  
Maximizing the value of processes.

### Agenda:

- After you complete this course you will be able to:
  - Agile concepts and practices including DevOps, ITIL®, SRE, Lean and Scrum
- Recognise the learning objectives for Certified Agile Service Manager (CASM) include an understanding of:
  - Scrum roles, artifacts and events as it applies to processes
- What does it mean to "be agile?"
  - The two aspects of Agile Service Management:
- The Agile Manifesto, its core values, and principles
  - 1 - Agile Process Improvement – ensuring processes are lean and deliver "just enough" control
- Adapting Agile thinking and values into service management
  - 2 - Agile Process Engineering – applying Agile practices to process engineering projects

### Forudsætninger:

#### Attendees should meet the following prerequisites:

- Some Familiarity with ITSM processes and Scrum is

### Test og certificering

Successfully passing (65%) the 60-minute exam, consisting of 40 multiple-choice questions, leads to the candidate's designation as a *Certified Agile Service Manager*. The certification is governed and

recommended.

maintained by the DevOps Institute.

Exam vouchers are provided with this course. These will have a validity of 12 months. You will need to schedule your exams within this time frame. Exam is included in the course fee.

## Indhold:

### Module 1: Why Agile Service Management?

- Challenges Today
- What is IT Service Management?
- What is Agile?
- Agile Manifesto and Principles
- What Does It Take To Be Agile?

### Module 2: Agile Service Management

- What is Agile Service Management?
- Agile Service Management Goals, Objectives and Benefits
- Two Aspects
- Agile Process Engineering
- Agile Process Improvement

### Module 3: Leveraging Related Guidance

- DevOps
- ITIL
- Site Reliability Engineering
- Lean
- Scrum

### Module 4: Agile Service Management Roles

- Relationship to Scrum roles
- Agile Practice Owner
- Agile Service Management Team
- Agile Service Manager

### Module 5: Agile Process Engineering

- Agile Processes
- How Processes Deliver Value
- Waterfall vs Agile Process Engineering
- Relationship to Scrum Events ; Artifacts
- Minimum Viable Process
- Microprocess Architectures
- Service Management Architecture

### Module 6: Agile Service Management Artifacts

- Practice Backlog
- Spring Backlog
- Increment

### Module 7: Agile Service Management Events

- Planning
- The Sprint
- Sprint Planning
- Process Standups
- Sprint Review
- Sprint Retrospective

### Module 8: Agile Process Improvement

- Why Process Improvement is Important
- Process Improvement Goals
- Process Improvement Reviews
- Sustaining Improvements
- Automation

## Additional Information:

**Learner Materials** Sixteen (16) hours of instructor-led training and exercise facilitation The Agile Service Management Guide (pre-class resource) Learner Manual (excellent post-class reference) Participation in unique hands-on exercises designed to apply concepts Sample exam and exam requirements guidelines Access to additional sources of information and communities

## Flere Informationer:

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00

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