

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

Duration: 2 Days    Course Code: GK-CASM    Delivery Method: Virtual Learning

### Overview:

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.

### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

### Target Audience:

#### 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.

### Objectives:

- **After you complete this course you will be able to:**
  - Recognise 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
    - Adapting Agile thinking and values into service management
  - Agile concepts and practices including DevOps, ITIL®, SRE, Lean and Scrum
  - Scrum roles, artifacts and events as it applies to processes
  - The two aspects of Agile Service Management:
    - 1 - Agile Process Improvement – ensuring processes are lean and deliver "just enough" control
    - 2 - Agile Process Engineering – applying Agile practices to process engineering projects

### Prerequisites:

#### Attendees should meet the following prerequisites:

- Some Familiarity with ITSM processes and Scrum is recommended.

### Testing and Certification

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 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.

## Content:

### 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

## Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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