

Certified Agile Service Manager (CASM)®

Price
\$1,590.00

Duration
2 Days

Delivery Methods
VILT, Private Group



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.

Who Should Attend

The target audience for the CASM course is for 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
 - Agile Process Design—applying Agile practices to process design projects

Agenda

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

