

Certified Agile Service Manager (CASM)®

Certification Course

Course Overview

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

Course Objectives	Course / Student Materials
<p>The learning objectives for Certified Agile Service Manager (CASM) include an understanding of:</p> <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> - Agile Process Improvement - ensuring processes are lean and deliver "just enough" control - Agile Process Design - applying Agile practices to process design projects 	<ul style="list-style-type: none"> - Sixteen (16) hours of instructor-led training and exercise facilitation - The Agile Service Management Guide and Scrum Guide (pre-class resources) - Digital Learner Manual (excellent post-classreference) - Participation in unique hands-on exercises designed to apply concepts - Sample documents, templates, tools and techniques - Access to additional sources of information and communities
Certification	Prerequisites
<p>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; exams are delivered through an independent, global examination partner.</p>	<ul style="list-style-type: none"> - Completion of pre-class assignment - Familiarity with IT service management processes and ITIL® is recommended

Audience	Course Logistics
<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - Maximum learners per instructor is 25 - Traditional classroom or U-shaped seating arrangement - Whiteboard, flipchart, projector

Agile Service Manager Course Outline

(the operational equivalent of a ScrumMaster)

Day One	Day Two
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<p>Course Introduction</p> <p>Why Agile?</p> <ul style="list-style-type: none"> ● The IT challenge today <p>What does it mean to “be agile”?</p> <ul style="list-style-type: none"> ● What is Agile? ● The Agile Manifesto ● Agile principles ● What does it take to “be agile”? ● Exercise: Reviewing Agile values <p>Agile practices:</p> <ul style="list-style-type: none"> ● Scrum ● Kanban ● Lean ● ITIL/ITSM ● DevOps ● Continuous Integration ● Continuous Delivery 	<p>Day 1 review</p> <p>Scrum artifacts:</p> <ul style="list-style-type: none"> ● Product Backlog□ ● Creating user stories ● Increment□ ● Product backlog refinement ● Sprint Backlog ● Burndown chart <p>Agile Service Management artifacts:</p> <ul style="list-style-type: none"> ● Process Backlog ● User stories and ITSM processes□ ● Process increment□ ● Sprint Backlog (Agile SM context)□ ● Burndown chart (Agile SM context)□ <p style="color: green;">Exercise: Writing a meaningful user story</p> <p>Scrum Events□:</p> <ul style="list-style-type: none"> ● Timeboxes□ ● Release planning meeting
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<ul style="list-style-type: none"> ● Exercise: Leveraging multiple frameworks <p>What is Agile Service Management (Agile SM)?</p> <ul style="list-style-type: none"> ● Definition and value ● Two aspects of Agile SM <ul style="list-style-type: none"> ○ Agile Process Design ○ Agile Process Improvement <p>Process design basics</p> <ul style="list-style-type: none"> ● The elements of a process ● The 10 steps of process design <p>An Agile approach to process design</p> <ul style="list-style-type: none"> ● Characteristics of an Agile Process ● How much is “just enough”? ● Minimum Viable Product <p>Scrum Basics</p> <ul style="list-style-type: none"> ● Scrum pillars, values and components ● Important terms <p>Scrum Roles</p> <ul style="list-style-type: none"> ● Product owner ● ScrumMaster ● Team 	<ul style="list-style-type: none"> ● Sprint planning meeting ● Daily Scrum □ ● Sprint Review □ ● Sprint Retrospective □ ● Definition of Done <p>Agile Service Management Events:</p> <ul style="list-style-type: none"> ● Process planning meeting □ ● Sprint planning meeting ● Strategic and process activity sprints ● The Definition of Done for process sprints ● Daily Scrum (Agile SM context) □ ● Sprint Review (Agile SM context) □ ● Sprint Retrospective (Agile SM context) <p>Agile Process Improvement □</p> <ul style="list-style-type: none"> ● Agile Process Improvement audits □ ● The Process Backlog as a CSI Register ● CSI Sprints and Plan-Do-Check-Act □ <p>Exercise: Assessing process agility</p> <ul style="list-style-type: none"> ● Agile Service Management technologies □ ● Aligning Agile SM and Agile software development □ ● Getting started with Agile Service Management □ ● Summary □ & Additional sources of information ● Exam preparation
<p>Homework: Day 1 study aids, reading, sample exam</p>	<p>Classroom examination or receive voucher and book online</p>

This course will be taught in a physical classroom. This course will be covered in two days (eight hours per day). The exam can be taken at the end of the course in the classroom or online at a date and time convenient to the learner.

Note: This certifiable course has been developed by the DevOps Institute (DOI). Ranger4 is a DOI Registered Education Partner. The examination is delivered by PeopleCert.