

Certified Agile Service Manager

TRAINING DATASHEET

Better. Faster. Stronger. Learn how to use Agile with ITSM (ITIL®) to strengthen and secure your processes. A Certified Agile Service Manager is the working equivalent of a development Scrum Master. Together, Scrum Masters and Agile Service Managers can instill agile thinking into the entire IT organization as the basis of a DevOps culture

COURSE SYNOPSIS

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.

As Dev and Ops have been working in parallel with Dev focused on Agile/Scrum and Ops focused on ITSM/ITIL, this course strives to bring together individual achievements to deliver full business value. The course cross-pollinates Agile and ITSM practices to support end-to-end Agile Service Management so Dev starts to manage services instead of products and Ops and ITSM become more agile 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 design that will improve the velocity of process improvement teams to get more done.



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COURSE DURATION

2 Days Instructor-Led Classroom Training

COURSE OBJECTIVES

On completion of this course, the following learning outcomes will be achieved:

- ▲ 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
- ▲ Two aspects of Agile Service Management:
 - Agile Process Improvement
 - Agile Process Design

WHO SHOULD ATTEND

The target audience for this course are:

- ▲ 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

OUTLINE

- ▲ Why Agile?
 - The IT challenge today
 - What does it mean to "be agile"?
- ▲ What is Agile?
 - The Agile Manifesto
 - Agile principles
 - What does it take to "be agile"?
- ▲ Agile practices
 - Scrum
 - Kanban
 - Lean
 - ITIL/ITSM
 - DevOps
 - Continuous Integration
 - Continuous Delivery
- ▲ What is Agile Service Management?
 - Definition and value
 - Two aspects of Agile SM
 - Agile Process Design
 - Agile Process Improvement
- ▲ Process design basics
 - The elements of a process
 - The 10 steps of process design
 - An Agile approach to process design
 - Characteristics of an Agile Process
 - How much is "just enough"?
 - Minimum Viable Product
- ▲ Scrum Basics
 - Scrum pillars, values, and components
 - Scrum Roles
 - Scrum Artifacts
 - Scrum Events
 - Definition of Done
- ▲ Agile Process Improvement
 - Agile Process Improvement audits
 - The Process Backlog as a CSI Register
 - CSI Sprints and Plan-Do-Check-Act
- ▲ Agile Service Management technologies
- ▲ Aligning Agile SM and Agile software development
- ▲ Getting started with Agile Service Management

CERTIFICATION

Participants who successfully complete the course and pass the examination will be recognized as a Certified Agile Service Manager issued and governed by DevOps Institute. Delegates who do not attain a passing score for the examination would be awarded a course attendance certificate only.

PRE-REQUISITES

There are no prerequisites to attending the Certified Agile Service Manager course or for sitting the certification examination. Familiarity with IT Service Management processes and concepts is advantageous.

PRE-COURSE READING

Pre-class reading resources “Agile Service Management Guide” and “Scrum Guide” is recommended but not mandatory prior to the course.

EXAMINATION FORMAT

- ▲ 40 Multiple Choice
- ▲ 1 mark per correct answer
- ▲ 26 marks required to pass (out of 40 available) – 65%
- ▲ Sixty minutes duration
- ▲ Web-based Open-book exams

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