



CASM - Certified Agile Service Manager (CASM)

Overview

Course Code	CASM	Duration	2.0 days
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Certified Agile Service Manager Course, This sixteen (16) hour 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

Audience

- 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

Pre-Requisites

- Completion of pre-class assignment
- Familiarity with IT service management processes and ITIL® is recommended

Key Topics

Module 1: Course Introduction

Module 2: What does it mean to “be agile”?

Module 3: Agile Practices

Module 4: What is Agile Service Management (Agile SM)?

Module 5: What is Scrum

Module 6: Agile Service Management Artifacts

Module 7: Scrum Events

Module 8: Agile Service Management Events

Module 9: Agile Process Improvement

Module 10: Agile Service Management

Module 11: Summary and Exam Preparations

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
- Scrum roles, artifacts, and events as it applies to both products and processes
- The two aspects of Agile Service Management:
 1. Agile Process Improvement—ensuring processes are lean and deliver “just enough” control
 2. Agile Process Design—applying Agile practices to process design projects