



CAPO - Certified Agile Process Owner (CAPO)[®]

Overview

Course Code	CAPO	Duration	2.0 days
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A process owner is an individual accountable for the performance of a process and for ensuring the process delivers value to its stakeholders. Process owners manage the requirements of process stakeholders, translate those requirements into process performance objectives, and oversee the entire process design and improvement lifecycle. This sixteen (16) hour course describes process owner responsibilities and provides the education needed to oversee the design, reengineering, and improvement of IT Service Management (ITSM) processes; particularly in the context of Agile Service Management. Participants learn how to use Agile and Lean principles and practices to put in place 'just enough' process and how to continually align process performance with overall business goals.

Audience

- Process owners
- Process managers
- Employees and managers responsible for designing, reengineering or improving processes
- Consultants guiding their clients through process improvement initiatives
- Anyone responsible for:
 1. Managing process-related requirements
 2. Ensuring the efficiency and effectiveness of processes
 3. Maximizing the value of processes

Pre-Requisites

- Completion of pre-class assignment
- Familiarity with Scrum
- Familiarity with IT and IT services

Key Topics

Module 1: Introduction to Certified Agile Process Owner

Module 2: Process Basics

Module 3: Process Owner Role and Responsibilities

Module 4: Agile and Scrum Basics

Module 5: Agile Service Management

Module 6: Agile Process Design

Module 7: Agile Process Improvement

Module 8: Measuring Value

Module 9: Process Improvement Tools and Technologies

Module 10: Getting Started with Agile Processes

Objectives

The learning objectives for CAPO include an understanding of:

- Basic Agile and Agile Service Management concepts
- Process owner role and responsibilities
- Managing and prioritizing a process backlog
- Creating and utilizing user stories
- Collaborating with process stakeholders and other process owners
- Overseeing Agile process design and improvement activities
- Managing organizational change activities
- Monitoring and measuring process performance
- Conducting process reviews and identifying improvements