# Certified Agile Service Manager (CASM)®

**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 Duration: 16 hours**

## OVERVIEW

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.

This course positions learners to successfully complete the Certified Agile Service Manager exam.

## 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:
    - 1 - Agile Process Improvement–ensuring processes are lean and deliver “just enough” control
    - 2- Agile Process Design–applying Agile practices to process design projects
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**AUDIENCE**

The target audience for the CASM course is:

- 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

**LEARNING MATERIALS**

- Sixteen (16) hours of instructor-led training and exercise facilitation
- The Agile Service Management Guide and Scrum Guide (pre-class resources)
- Learner Manual (excellent post-class reference)
- Participation in unique hands-on exercises designed to apply concepts
- Sample documents, templates, tools and techniques
- Access to additional sources of information and communities

**PREREQUISITES**

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

**CERTIFICATION EXAM**

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.

**COURSE OUTLINE**

Why Agile?

- The IT challenge today

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

Agile practices

- Scrum
- Kanban
- Lean
- ITIL/ITSM
- DevOps
- Continuous Integration
- Continuous Delivery
- Exercise: Leveraging multiple frameworks

What is Agile Service Management (Agile SM)?

- 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
- Important terms

Scrum Roles

- Product owner
- ScrumMaster
- Team

Scrum artifacts

- Product Backlog
    - Creating user stories
- Increment

- Product backlog refinement
- Sprint Backlog
- Burndown chart

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

Scrum Events

- Timeboxes
- Release planning meeting
- Sprint planning meeting
- Daily Scrum
- Sprint Review
- Sprint Retrospective
- Definition of Done

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)

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

Agile Service Management technologies

Aligning Agile SM and Agile software development

Getting started with Agile Service Management