Course Outline: Certified Agile Process Owner (CAPO)®

Introduction

- Importance of Processes
- Importance of Agility
- Importance of Process Owner Role

Basics of Process Design Basics

- The Elements of a Process
- Responsibilities of a Process Owner

Process Owner Knowledge, Skills and Attributes

- Selection of a Process Owner
- Related Roles

The Characteristics of an Agile Process

- Agile Basics
- Scrum Basics
- Basics of Agile Service Management

Agile Process Design

- Creating and Populating a Process Backlog
- User Story Mapping
- Ordering and Maintaining the Process Backlog
- Process Design Sprints
- The Process Owner and Sprint Events
- Implementation of a Process

Agile Process Improvement

- Aligning Processes with Strategic Goals
- CSI Sprints and Plan-Do-Check-Act
- Sustaining Improvements
- Assessing Process Maturity
- Implementing Process Improvements

Measuring Value

- Demonstrating Value
- Leading and Lagging Performance Indicators
- Critical Success Factors and Key Performance Indicators
- Service Level Agreements and Operational Level Agreements
- Conducting Measurement Reviews
- Communicating Performance