

Certified Agile Service Manager (CASM)[®]

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