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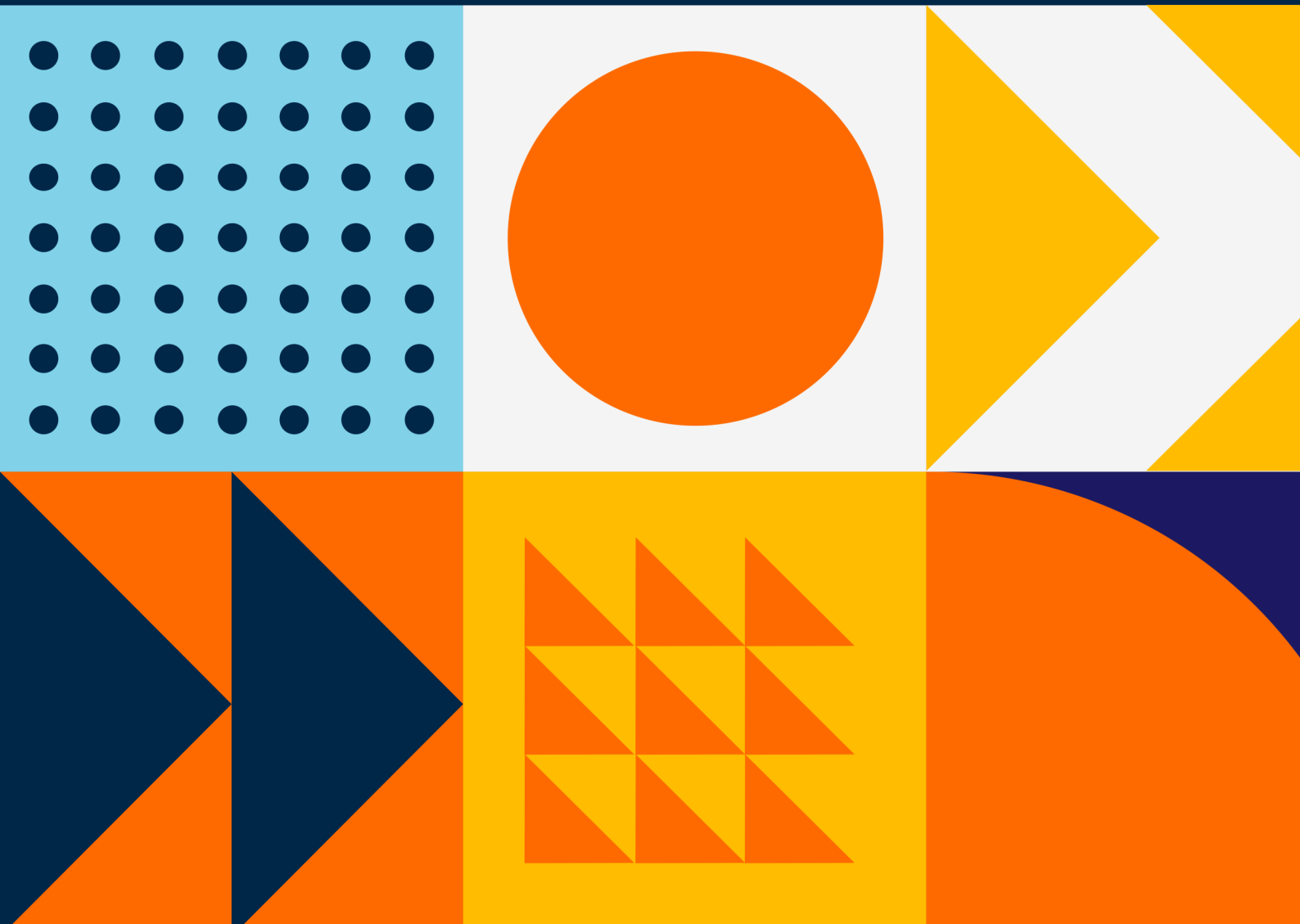## We do IT to inspire.

Agile, Scrum & DevOps:

Certified Agile Process Owner (CAPO)® Certification Training

who we are.

Averest is one of the leading and fast-growing companies specialising in Information Technologies, Cyber Security, Cloud Computing, DevOps, Artificial Intelligence, Agile and Scrum, and Project Management, which is based in the United Kingdom and Turkey. Averest provides high-quality tech-accredited training and business solutions to its clients on these topics and more.

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Certified Agile Process Owner (CAPO)® Certification Training

Overview

This course describes process owner responsibilities and prepares a process owner to oversee the design, reengineering and improvement of IT Service Management (ITSM) processes, particularly in Agile Service Management. Participants learn how to use Agile and Lean principles and practices to put in place a 'just enough' strategy and continually align process performance with overall business goals.

What You Will Learn?

- Manage and prioritize a processing backlog

- Monitor and measure process performance

- Conduct process reviews and identify improvements

- Collaborate with process stakeholders and other process owners

- Oversee Agile process design and improvement activities

- Manage organizational change activities

Course Key Features

- Participate in unique activities designed to apply training

- Take sample documents, templates, tools and techniques with your post-training

- Access to DevOps Institute additional sources of information and communities

- The exam is included to test for certification

Eligibility

Process Owners Process Managers Employees and managers responsible for designing, re-engineering or improving processes Consultants guide their clients through process improvement initiatives Anyone responsible for: Managing process-related requirements Ensuring the efficiency and effectiveness of processes Maximizing the value of processes

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Certified Agile Process Owner (CAPO)® Certification Training

Program Outline

Module 1

- Introduction
- Why Processes are Important
- Why Agility is Important
- Why the Process Owner Role is important

Module 2

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

Module 3

- Process Owner Knowledge, Skills and Attributes
- Selecting a Process Owner
- Related Roles

Module 4

- The Characteristics of an Agile Process
- Agile Basics
- Scrum Basics
- Agile Service Management Basics

Module 5

- 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

Module 6

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

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- Process Implementation

Module 7

- Measuring Value

- Demonstrating Value

- Leading and Lagging Performance Indicators

- Critical Success Factors and Key Performance Indicators

- Service Level Agreements and Operational Level Agreements

- Level Agreements

- Conducting Measurement Reviews

- Communicating Performance

Certified Agile Process Owner (CAPO)® Certification Training

Program Schedule

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