AVEREST

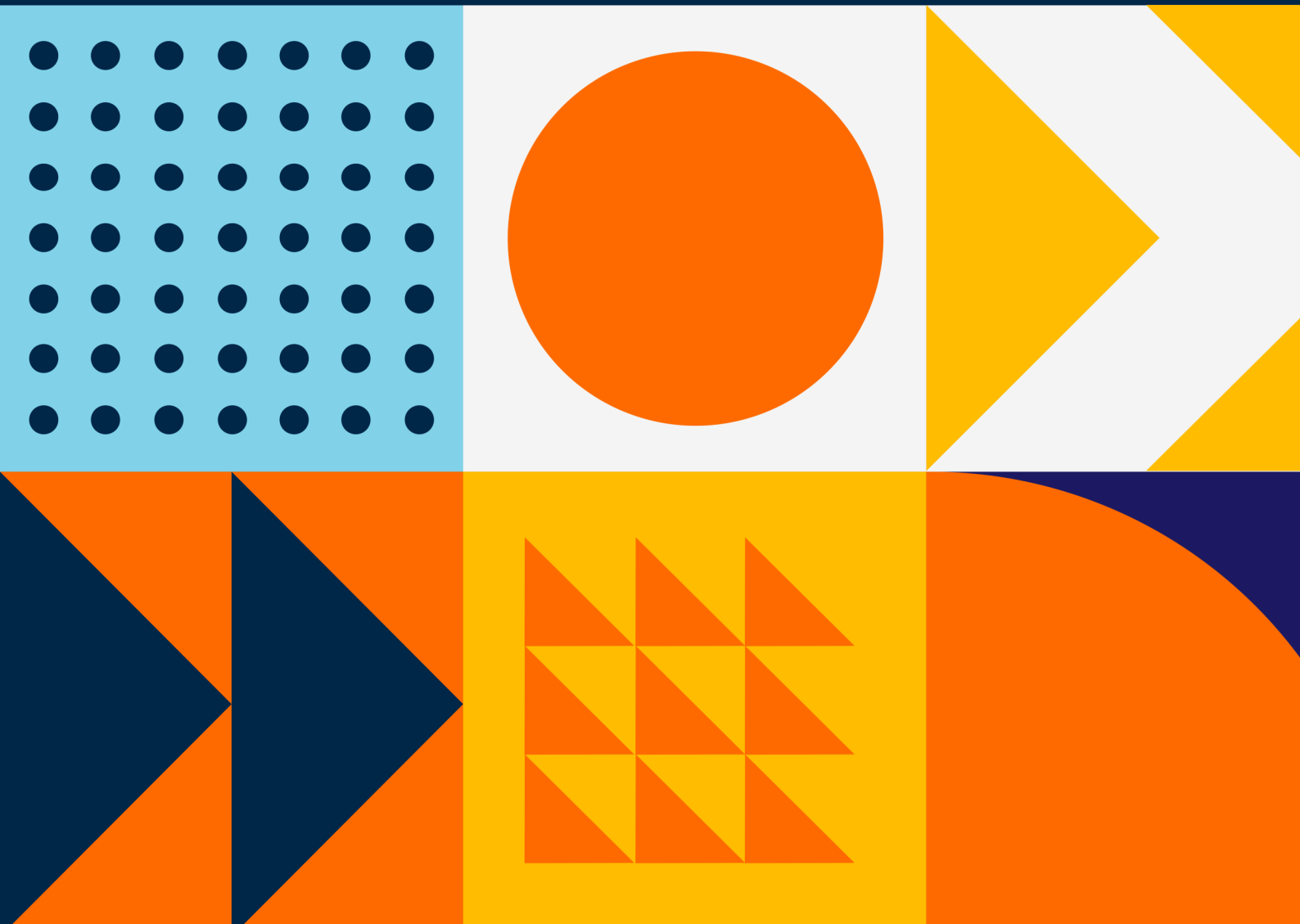# We do IT
to inspire.

Agile, Scrum & DevOps:

Certified Agile Service Manager (CASM) 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 Service Manager (CASM) Training

Overview

This course introduces Agile Service Management - applying and integrating agile thinking into service management processes and process design projects. Agile thinking improves IT's efficiency and enables IT to continue to deliver value in the face of changing requirements.

What You Will Learn?

- Apply Agile and Scrum concepts to ITSM process design and improvement

- Understand that it is more important to "be agile" than "do agile."

- Cross-pollinate Agile and ITSM practices to support end-to-end Agile Service Management

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

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

Certified Agile Service Manager (CASM) Training

Program Outline

Module 1

- Agile Review
- The IT challenge today
- Why Agile
- Manifesto & Principles

Module 2

- Agile Practices
- Scrum
- Kanban
- Lean
- ITIL/ITSM
- DevOps
- Continuous Integration
- Continuous Delivery

Module 3

- Defining Agile Service Management
- Value
- Agile Process Design
- Agile Process Improvement

Module 4

- Process Design
- The elements of a process
- The 10 steps of process design
- Characteristics of an Agile Process
- Minimum Viable Product
- Creating user stories

Module 5

Module 6

Certified Agile Service Manager (CASM) Training

- Agile Service Management artifacts

- Process backlog

- User stories and ITSM processes

- Scrum events

- Definition of Done

- Agile Process Improvement

- Agile Process Improvement audits

- The Process Backlog as a CSI Register

- CSI Sprints and Plan-Do-Check-Act

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Program Schedule

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