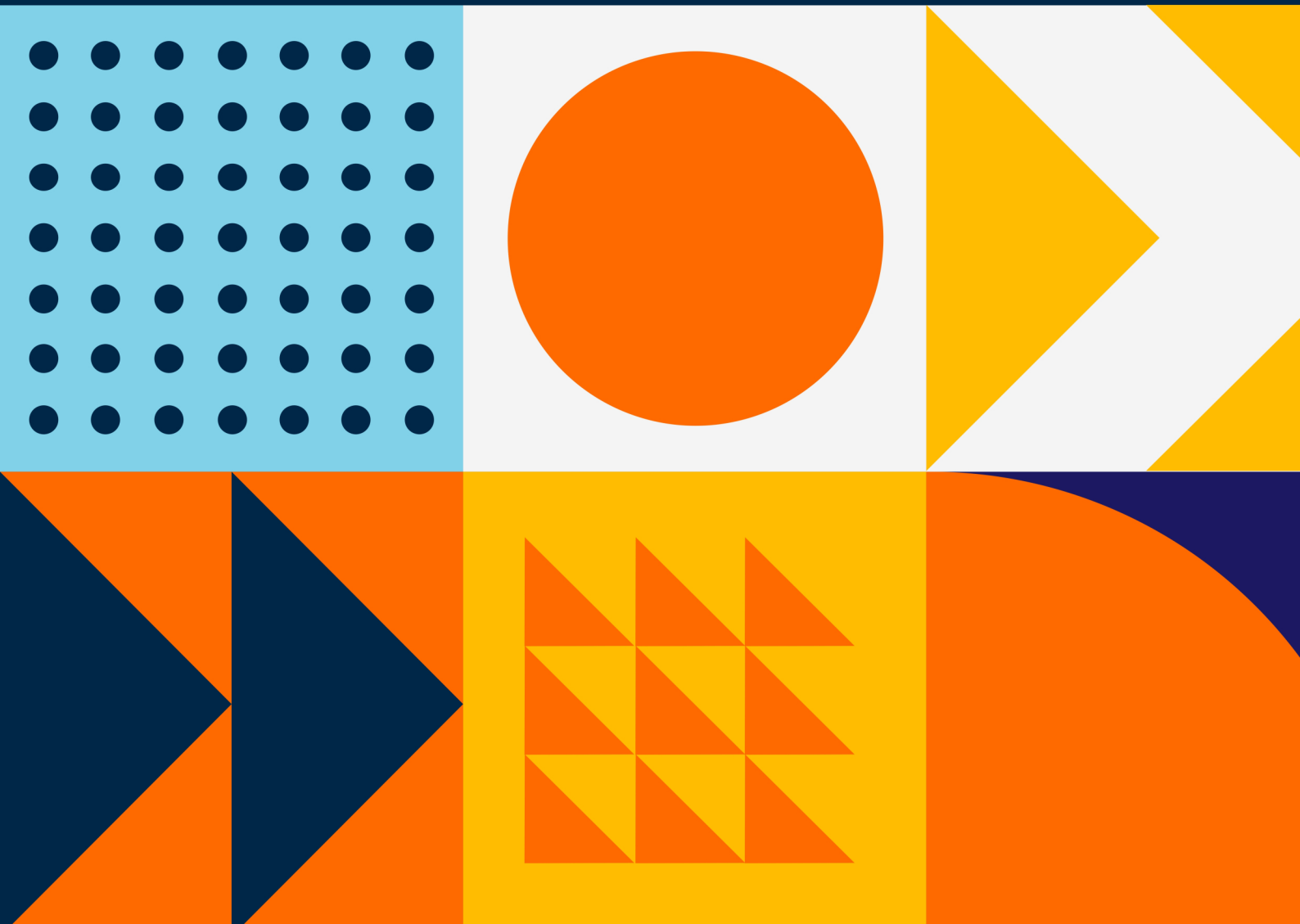




We do **IT**  
to inspire.

**Agile, Scrum & DevOps:**

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





## About Us

# 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.

## Why You Should Learn With Us?

We offer accredited Programs that are available for anyone wishing to acquire skills and gain professional certification to take their career to the next level.

### 100+ Premium Programs

Choose the appropriate program, date and region for your occupation.

### 50+ World-Wide Accredited Certifications

Get certified by global certification bodies and deepen your expertise.

### 500+ Expert Advisors

Get together with professional trainers who are experts in their professions.

### 100.000+ Professionals Trained

We help many of the world's leading companies to build their tech and digital capabilities.



# Our partners.



To Explore More Please Visit [Our Website](#)

Program

# Certified Agile Service Manager (CASM) Training

## Overview

This course provides an introduction to Agile Service Management, which involves applying agile thinking to service management processes and incorporating agile thinking into process design initiatives. The use of agile thinking inside information technology not only increases its efficiency but also helps it to continue delivering value in spite of changing needs.

## What You Will Learn?

- Concepts from Agile and Scrum should be used to the planning and enhancement of IT service management processes.
- Take into account the fact that it is more essential to "be agile" than it is to "do agile."
- Agile and IT service management approaches should be hybridised to provide end-to-end agile service management.

## Course Key Features

- Take part in one-of-a-kind activities that are specifically intended to put your training to use.
- Carry with you, as part of your post-training, examples of papers, templates, tools, and strategies.
- Access to the extra sources of knowledge and communities provided by the DevOps Institute
- Included in this package is the exam required to validate 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

Program

# Certified Agile Service Manager (CASM) Training

## Program Outline

### Module 1

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

### Module 3

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

### Module 5

### Module 2

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

### 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 6

Program

# 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

Program

# Certified Agile Service Manager (CASM) Training

## Program Schedule



## LONDON

71-75 Shelton Street Covent Garden

London, United Kingdom WC2H 9JQ

+44 20 3967 83 79

## ISTANBUL

Merkez Mah. Abide-i Hürriyet Cad. Blackout A Blok Kat:1

No:64 Sisli, Istanbul, Turkey 34381

+90 534 551 20 88

[info@averesttraining.com](mailto:info@averesttraining.com)