IT Service Management Masterclass in Agility (IT4AGILE)

ID IT4AGILE **Price** CHF 2,900.—(excl. VAT) **Duration** 2 days

Who should attend

This course is ideal for everyone working in an IT organization who is confronted with or actively involved in an Agile Transformation, including IT managers, service managers, DevOps practitioners, Scrum Masters, Product Owners, and Agile Coaches.

Prerequisites

Participants should have basic familiarity with or be accredited in ITIL v3 or v4 and be comfortable with key terminology in DevOps, Agile, and Service Management.

Course Objectives

The main objective of this masterclass is to provide participants with a clear, practical, and actionable implementation model – an effective Way of Working (WoW) – for IT organizations and teams integrating Scrum, SAFe, DevOps, and ITIL. Participants will gain insights on aligning traditional IT Service Management practices with modern Agile methodologies to achieve enhanced efficiency, agility, and responsiveness in their IT environments.

Upon completion, attendees will be able to:

- Clearly articulate the roles and benefits of Agile frameworks within IT Service Management.
- Integrate SAFe, Scrum, ITIL, and DevOps methodologies into a cohesive operating model.
- Understand and leverage value streams to optimize service delivery and support agile transformations.
- Facilitate effective communication and collaboration across Agile and IT teams.
- Develop and implement strategies that ensure compliance, security, and performance within Agile IT environments.

Course Content

In this intensive two-day masterclass, we will dive deeply into how to effectively blend the leading frameworks of Agile transformation—SAFe, Scrum, DevOps, and ITIL—into a unified approach.

Participants will explore:

- The fundamental principles and practices of modern IT Service Management and their evolution within Agile contexts.
- The Scaled Agile Framework (SAFe) as an essential model for scaling Agile principles across large enterprises.
- The role of the System Team in providing essential DevOps services, Continuous Delivery Pipelines, automated testing, and release management.
- Practical approaches to creating and managing Agile Release Trains (ART) and Continuous Integration/Continuous Delivery (CI/CD) processes.
- Hands-on application through interactive value stream workshops, where participants map and optimize their own workflows for maximum agility and efficiency.
- Development and operational value streams, highlighting essential DevOps practices, tools, and methodologies.

This masterclass is highly interactive, combining theory with practical workshops, enabling participants to directly apply insights to their organizational context.

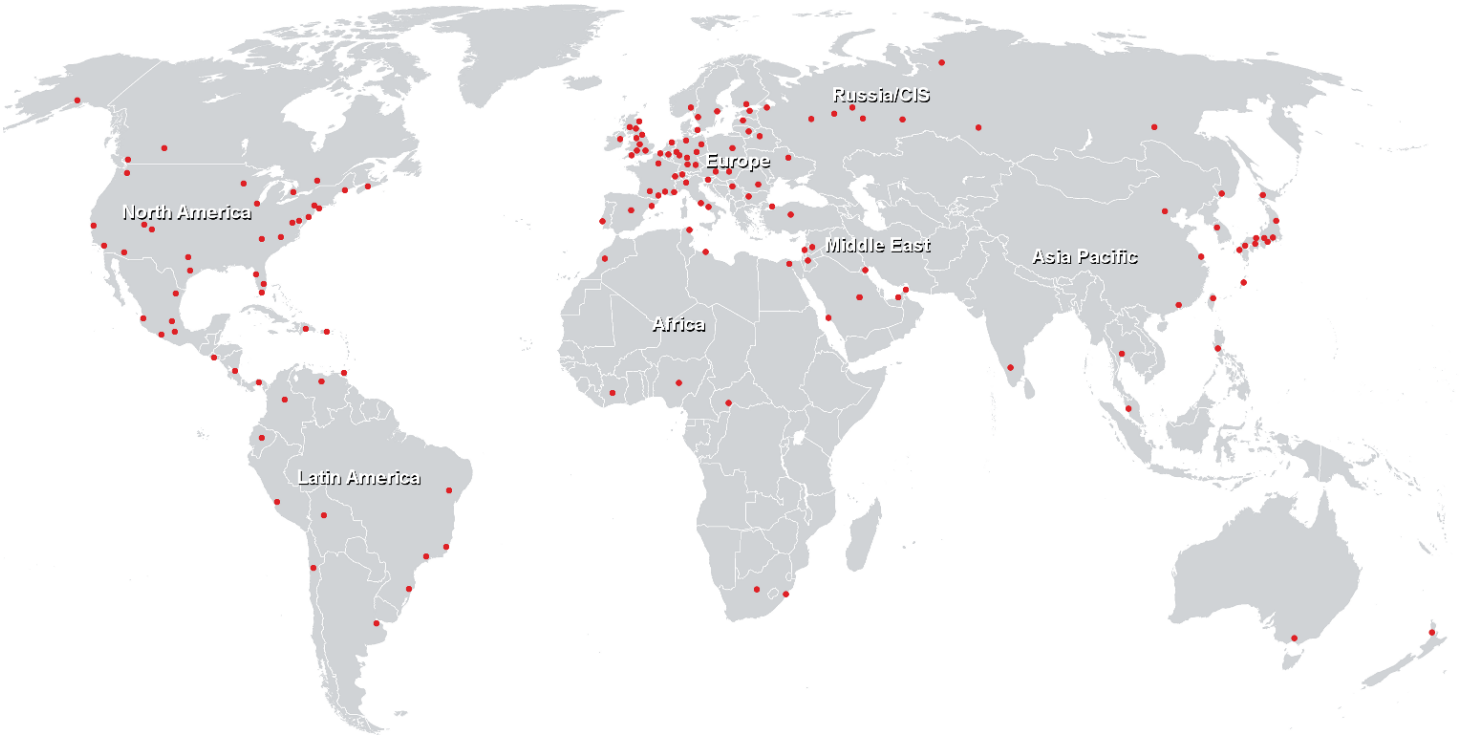
Training Environment

Participants benefit from a state-of-the-art, interactive training environment designed specifically for Agile IT learning:

- **Real-time Collaboration:** Engage in dynamic, collaborative activities facilitated by modern communication and collaboration platforms.
- **Hands-on Workshops:** Practical exercises and value-stream mapping workshops designed to reinforce learning outcomes through direct experience.

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Training Centres worldwide





Fast Lane Institute for Knowledge Transfer (Switzerland) AG

Husacherstrasse 3
CH-8304 Wallisellen
Tel. +41 44 832 50 80

info@flane.ch, https://www.flane.ch