Certified Agile Service Manager (CASM)

ID CASM   **Prix** CHF 1 290,– (Hors Taxe)   **Durée** 2 jours

A qui s'adresse cette formation

The target audience for the CASM course is:

- Practice 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 engineering or improving process
- Consultants guiding their clients through process improvement and DevOps initiatives
- Anyone responsible for:
  - Managing process-related requirements
  - Ensuring the efficiency and effectiveness of processes
  - Maximizing the value of processes

Pré-requis

Some Familiarity with ITSM processes and Scrum is recommended

Contenu

Module 1: Why Agile Service Management?

- Challenges Today
- What is IT Service Management?
- What is Agile?
- Agile Manifesto and Principles
- What Does It Take To Be Agile?

Module 2: Agile Service Management

- What is Agile Service Management?
- Agile Service Management Goals, Objectives and Benefits
- Two Aspects
- Agile Process Engineering
- Agile Process Improvement

Module 3: Leveraging Related Guidance

- DevOps
- ITIL
- Site Reliability Engineering
- Lean
- Scrum

Module 4: Agile Service Management Roles

- Relationship to Scrum roles
- Agile Practice Owner
- Agile Service Management Team
- Agile Service Manager

Module 5: Agile Process Engineering

- Agile Processes
- How Processes Deliver Value
- Waterfall vs Agile Process Engineering
- Relationship to Scrum Events & Artifacts
- Minimum Viable Process
- Microprocess Architectures
- Service Management Architecture

Module 6: Agile Service Management Artifacts

- Practice Backlog
- Spring Backlog
- Increment

Module 7: Agile Service Management Events

- Planning
- The Sprint
- Sprint Planning
- Process Standups
- Sprint Review
- Sprint Retrospective

Module 8: Agile Process Improvement

- Why Process Improvement is Important
- Process Improvement Goals
- Process Improvement Reviews
- Sustaining Improvements
- Automation

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Centres de formation dans le monde entier

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