PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: Certified Agile Service Manager (CASM)	**Course Duration**: 2.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: Certified Agile Service Manager (CASM) Certificate	

Course Syllabus

The syllabus for our Certified Agile Service Manager (CASM) training course is below:

- **Module 1:** Why Agile Service Management?
- **Module 2:** Agile Service Management
- **Module 3:** Leveraging Related Guidance
- **Module 4:** Agile Service Management Roles
- **Module 5:** Agile Process Engineering
- **Module 6:** Agile Service Management Artifacts
- **Module 7:** Agile Service Management Events
- **Module 8:** Agile Process Improvement

Course Overview

Our two-day Certified Agile Service Manager (CASM) training course provides an introduction to Agile Service Management, the application, and integration of agile thinking into service management processes.

Our Certified Agile Service Manager (CASM) training course will give you the skills and knowledge to implement Agile methods across your IT Service Management (ITSM) processes and framework.

Course Learning Outcomes

Our Certified Agile Service Manager (CASM) training course cross-pollinates Agile and ITSM practices to support end-to-end Agile Service Management by scaling to a "just enough" process leading to improved flow of work and time to value.

The learning objectives for Certified Agile Service Manager (CASM) include an understanding of:

- What does it mean to "be Agile?"
- The Agile Manifesto, its core values, and principles
- Adapting Agile thinking and values into service management
- Agile concepts and practices including DevOps, ITIL®, SRE, Lean and Scrum
- Scrum roles, artifacts, and events as it applies to processes
- The two aspects of Agile Service Management: Agile Process Improvement & Agile Process Engineering

Audience

Our Certified Agile Service Manager (CASM) training course will be most beneficial to those:

- 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 and maximising the value of processes.

Entry-Level Requirements

Some familiarity with IT Service Management (ITSM) processes and Scrum is recommended.

Recommended Reading

You will be provided with 'The Agile Service Management Guide' and 'the Scrum Guide' (pre-class resources)

You will be sent an email from our partner 'Nimble' which will allow you to:

- Access or create your account with Nimble, the courseware delivery platform
- Access the Welcome Kit pre-read materials to prepare for your class
- Open an interactive reader
- Begin your journey!

Please ensure that the pre-reading does not get trapped in your SPAM filter as it comes directly from DOI-nimble@xanedu.com

What's Included

Our Certified Agile Service Manager (CASM) training course includes the following:

- Learner Manual
- The Agile Service Management Guide
- Certified Agile Service Manager (CASM) Exam Study Guide
- Certified Agile Service Manager (CASM) Sample Examination
- Official Certified Agile Service Manager (CASM) Examination

Exam Information

Certified Agile Service Manager (CASM) Examination:

Successfully passing (65%) the 60-minute examination, consisting of 40 multiple-choice questions, leads to the Certified Agile Service Manager (CASM) certificate.

The certification is governed, administered and maintained by the DevOps Institute.

What's Next

Once you have gained the Certified Agile Service Manager (CASM) certification, you might decide to take our more advanced ITIL® 4 certifications.

ITIL® is the most widely recognised framework for IT-enabled services in the world. It supports organisations and individuals to gain

optimal value from IT and digital services. It helps define the direction of the service provider with a clear capability model and aligns them to the business strategy and customer needs.

Our three-day ITIL® 4 Foundation training course is the starting point in your ITIL® 4 certification journey and is the prerequisite for the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) training courses.

Our ITIL® 4 Foundation training course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture.

Additional Information

IT Service Management (ITSM) focuses on ensuring IT services deliver value by understanding and optimising their end-to-end value streams.

Agile Service Management helps IT to meet customer requirements faster, improve the collaboration between Dev and Ops, overcome constraints in process workflows by taking an iterative approach to process engineering that will improve the velocity of process improvement teams to get more done.