



Inspiring growth and improvement

Certified Agile Service Manager (CASM)[®]

Accredited by DevOps Institute and PeopleCert

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Highlights

Experienced & accredited trainers

Accredited training material

Training & examination in 3 days

Practice questions & exam

Excellent first attempt pass ratio

**Learn about the Agile Service Management,
the application, and integration of agile
thinking into service management processes
and process design projects and successfully
pass Certified Agile Service Manager (CASM)
qualification examination.**

Introduction

This course introduces Agile Service Management – the application and integration of agile thinking into service management processes and process design projects. Agile thinking improves IT's effectiveness and efficiency and enables IT to continue to deliver value in the face of changing requirements. A Certified Agile Service Manager (CASM) is the operational counterpart to a Certified Scrum Master (CSM). Working together, Scrum Masters and Agile Service Managers can instill agile thinking into the entire IT organization as the basis of a DevOps culture.

Learning Objectives

Candidates should expect to gain competencies in the following areas after successful completion of the training course:

- What does it mean to “be agile?”
- The Agile Manifesto, its core values, and principles
- Agile concepts and practices including ITSM, Kanban, Lean and DevOps
- Scrum roles, artifacts, and events as it applies to both products and processes
- The two aspects of Agile Service Management:
 - ▶ Agile Process Improvement—ensuring processes are lean and deliver “just enough” control
 - ▶ Agile Process Design—applying Agile practices to process design projects

Contents

- History and Background of Agile Service Management
- CASM® Qualification Scheme
- Introduction to Agile
- Agile Practices
- Introduction to Agile Service Management
- The Basics of Scrum
- Relating Scrum to Agile Process Design
- The Elements of a Process
- Agile Process Improvement
- Agile Service Management Technologies
- Getting started with Agile Service Management
- Quizzes and practice exam

Recommended Participants

Following participants are recommended to attend this training:

- Anyone interested in learning about Agile and Scrum from a products and process perspective
- Employees and managers responsible for designing, reengineering or improving process
- Consultants guiding their clients through process improvement initiatives
- Internal and external suppliers
- Process stakeholders

Prerequisites

Familiarity with IT service management processes and ITIL® is recommended

Course Format

The course uses a stimulating mix of instructions, workshops, quizzes, discussions and a practice-exam.

Duration

3 days including examination.

Materials Provided

- Course reference manual containing copy of course slides, support documents, quizzes and answers
- Practice exam
- Course Certificate
- Exam certificate on passing the DevOps Foundation examination

Practice Exam

A practice exam is part of the course. The practice exam aims to help participants in passing the Agile Service Manager certification exam.

Certification Exam

A 60-minute exam is scheduled on the last day of the course, consisting of forty (40) multiple choice questions. Candidates must achieve 65% marks (26 out of 40) to receive their examination certificate.

About Business Beam

Business Beam is a top of the line Management consultancy, training and outsourcing firm that helps organizations solve problems in strategy, governance, operations, quality, services, projects, information security, business continuity, human resources, risks and internal audit.

Established in 2004 with a vision to drive organizations towards corporate excellence, Business Beam has served hundreds of organizations of various sizes, different domains and geographical regions. Business Beam partners with customers to convert them into high-performance businesses and governments. We feel honored to help them grow!

Our training program has successfully reached to more than 7,000 professionals and executives, from 25+ different nationalities, and representing 1000+ organizations.

Business Beam is AXELOS certified partner and Accredited Training Organization (ATO) for COBIT, ITIL, PRINCE2, P3O and DevOps. We are also itsMF member, PECB partner, ISACA official licensee and CMMI Institute partner.

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Business Beam can help you meet
your growth objectives, visit
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