Manuals+ — User Manuals Simplified.

LUMIFY work CASM Agile Service Manager Instruction Manual

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Contents

DEVOPS INSTITUTE AT LUMIFY WORK

DevOps is the cultural and professional movement that stresses communication, collaboration, integration and automation in order to improve the flow of work between software developers and IT operations professionals. DevOps certifications are offered by the DevOps Institute (DOI), which brings enterprise level DevOps training and certification to the IT market.

WHY STUDY THIS COURSE

Learn how to use Agile Service Management to increase the customer value your processes create and to compete in a fast-paced disruptive world. A Certified Agile Service Manager (CASM)® is the working equivalent of a development Scrum Master. Together, Scrum Masters and Agile Service Managers can instill Agile thinking into the entire IT organization as the basis of a DevOps culture.

This two-day course provides an introduction to Agile Service Management, the application, and integration of agile thinking into service management processes, design and improvement. Agile thinking improves IT's effectiveness and efficiency, and enables IT to continue to deliver value in the face of changing requirement

T Service Management (ITSM) focuses on ensuring IT services deliver value by understanding and optimizing their end-to-end value streams. This course cross-pollinates Agile and ITSM practices to support end-to-end Agile Service Management by scaling to "just enough" process leading to improved flow of work and time to value.

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.

Included with this course:

- The Agile Service Management Guide (pre-class resource)
- Learner Manual (excellent post-class reference)
- Participation in unique hands-on exercises designed to apply concepts
- Exam voucher
- Access to additional sources of information and communities

My instructor was great being able to put scenarios into real world instances that related to my specific situation.

I was made to feel welcome from the moment I arrived and the ability to sit as a group outside the classroom to discuss our situations and our goals was extremely valuable

I learnt a lot and felt it was important that my goals by attending this course were met. Great job Humify Work team.

AMANDA NICOL
IT SUPPORT SERVICES MANAGER – HEALTH WORLD LIMIT ED

This course pricing includes an exam voucher to sit an online proctored exam through the DevOps Institute. The voucher is valid for 90 days. A sample exam paper will be discussed during class to assist with preparation.

- Open book
- 60 minutes
- 40 multiple-choice questions
- Answer 26 questions correctly (65%) to pass and be designated as a Certified Agile Service Manager

WHAT YOU'LL LEARN

Participants will develop 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 – ensuring processes are lean and deliver "just enough" control
- Agile Process Engineering applying Agile practices to process engineering projects

Humify Work Customized Training

We can also deliver and customize this training course for larger groups saving your organization time, money and resources.
For more information, please contact us on 02 8286 9429.

COURSE SUBJECTS
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

WHO IS THE COURSE FOR?

- 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
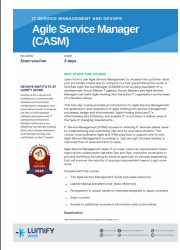 - Maximizing the value of processes

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PREREQUISITES

- Some familiarity with IT SM processes and Scrum is recommended

The supply of this course by Humify Work is governed by the booking terms and conditions. Please read the terms and conditions carefully before enrolling in this course, as enrolment in the course is conditional on acceptance of these terms and conditions. **https://www.lumitywork.com/en-ph/courses/agile-service-manager-casm/**

Documents / Resources

	LUMIFY work CASM Agile Service Manager [pdf] Instruction Manual CASM Agile Service Manager, CASM, Agile Service Manager, Service Manager, Manager

References

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- **User Manual**