

# Certified Agile Service Manager (CASM)<sup>®</sup>

## Certified Agile Service Manager

Leading to the Certified Agile Service Manager (CASM) Certification

Duration: 90 or 150 days

Pre-requisites: None

Delivery Methods: Self-Paced Online

### Course Overview

The Certified Agile Service Manager course is accredited by the DevOps Institute and provides delegates with an in-depth knowledge and understanding of the agile service management (ASM) approach. Delegates will learn why ASM is being used by organisations to provide 'just enough' service management process and control to deliver value. Studying the ASM roles, artifacts and events will help delegates to apply ASM in their own organisations.

- Get CASM trained at your own pace
- 90 or 150 days online access
- Fully accredited
- Includes videos, quizzes, exercises, official syllabus and sample exams
- Exam Voucher
- Tutor support available via email

### Target Group

The Certified Agile Service Manager is aimed at:

- SCRUM evangelist
- Anyone interested in learning more about Agile and SCRUM from a product ("dev") and process ("ops") perspective
- Consultants guiding their clients through process improvement initiatives
- Internal and external suppliers
- Process stakeholders

### Knowledge Objectives

13 lessons covering an introduction to ASM and its relationship with Scrum, Scrum and ASM roles, Scrum and ASM events, Scrum and ASM artifacts, and getting started.

## Course Content

Modules in this course:

- Lesson 1: Why Agile?
- Lesson 2: Agile Practices
- Lesson 3: Introducing Agile
- Lesson 4: Agile Process Design
- Lesson 5: Scrum Basics
- Lesson 6: Roles Part 1: Scrum Roles
- Lesson 7: Roles Part 2: ASM Roles
- Lesson 8: Artifacts Part 1: Scrum Artifacts
- Lesson 9: Artifacts Part 2: ASM Artifacts
- Lesson 10: Events Part 1: Scrum Events
- Lesson 11: Events Part 2: ASM Events
- Lesson 12: Getting Started
- Lesson 13: Exam Preparation

Study Duration – 16 hours

## Examination

- Exam duration: 60 minutes
- Exam format: Closed book, multiple choice
- Exam delivery: online, webcam proctored.
- Exam pass mark: 26/40 questions (65%)

## Pre-requisites

- This course does not require any existing knowledge of Agile
- Completion of an accredited course is a mandatory pre-requisite for the exam

*E-learning courses provided by IT Training Zone Ltd, an accredited training organisation.*

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