



# Certified Agile Service Manager

Course Duration: 2 Days

Exam Reference: CASM

## Course Overview

This course provides an introduction to Agile Service Management (ASM), focusing on the application and integration of agile thinking into service management processes. By cross-pollinating Agile and ITSM practices, this course supports end-to-end ASM, emphasizing "just enough" process to improve the flow of work and time to value. You will learn to use an iterative approach to process engineering to meet customer requirements faster and enhance collaboration between Development and Operations teams.

## Prerequisites

Some familiarity with ITSM processes and Scrum is recommended.

## Course Objectives

The learning objectives include an understanding of:

- What it means to "be agile," including 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 they apply 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.



## Contact Us



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## Connect With Us





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## Course Outline

Module 1: Why Agile Service Management?

Module 2: Agile Service Management

Module 3: Leveraging Related Guidance (DevOps, ITIL, SRE, Lean)

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