

Certified Agile ITSM Manager



Agile Service Management certification would provide introduction to Service Management using Agile thinking. Agile Service Management brings together the application and integration of Agile principles with Service Management processes and Process design.



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ABOUT CERTIFICATION

It reduces the rigidity which is introduced due to the ITIL framework, enhancing overall IT efficiency and effectiveness.

You will learn Agile and Service Management practices to support end to end Agile Service Management using Agile manifesto comprising 4 values:

- Individuals and interactions over processes and tools
- Working software over comprehensive documentation
- Customer collaboration over contract negotiation
- Responding to change over following a plan

Over the past few years, agile has been getting more traction in other fields, such as Sales and Marketing.

People started to find a way to take the agile core values away from just software development and made them applicable for all types of organizations.

Agile Service Management improves collaboration between Dev and Ops, by eliminating constraints in process workflows through an iterative approach to designing and building processes and services.

OBJECTIVES

Clear understanding of

1. Agile
2. Agile Manifesto
3. Agile Concepts
4. Scrum Roles, artifacts, and events
5. Service Management (ITIL)
6. How ITIL and Agile would fit together
7. Tackling the challenges
8. Change Management and Release planning
9. Application of right delegation model
10. Integrating ITIL and Scrum roles
11. Service Owner and Scrum Product Owner
12. CSI Manager and Scrum Master

Our Accreditation:



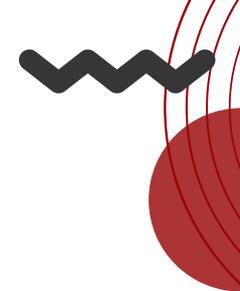
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COURSE SYLLABUS



1. Importance of Agile:

- What is Agile?
- Why Agile?
- Agile Manifesto
- Agile principles

2. Best Practices:

- DevOps
- Continuous Integration
- Continuous Delivery
- Continuous Deployment
- Continuous Monitoring
- Scrum
- Kanban
- Lean
- ITIL/ITSM

3. Scrum Basics:

- Values
- Timeboxes
- Release planning
- Sprint planning
- Daily Scrum
- Sprint Review
- Sprint Retrospective
- Definition of Ready
- Definition of Done
- Scrum Roles
- Product owner
- ScrumMaster
- Team
- Scrum artifacts
- Product Backlog
- User stories
- Increment
- Sprint Backlog
- Burndown chart
- Burnup Chart

4. Integration of ITSM and Agile:

- Understanding ITSM, Agile and Scrum
- Understanding how these domains fit together on high level
- Overcoming the challenges
- Integrating Roles in these domains

5. Visualising Benefits of Agile with Service Management:

- Improved workflow
- The shortened and amplified feedback loop
- Continual Experimentation

6. Agile Service Management (Agile SM):

- Definition and value
- Two aspects of Agile SM

7. Agile Process Design:

- Approach
- Characteristics of an Agile Process
- The elements of a process
- The 10 steps of process design
- Minimum Viable Product (MVP) / Potentially Shippable Product (PSP)

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8. Agile Process Improvement:

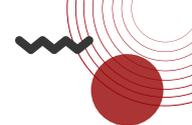
- PDCA - CSI sprints
- Process Backlog - CSI Register
- Audits - Agile Process Improvement

9. Agile Service Management Events:

- Process planning meeting
- Sprint planning meeting
- Definition of Ready (DOR) and Definition of Done
- Daily Scrum (Agile Service Management context)
- Sprint Review (Agile Service Management context)
- Sprint Retrospective (Agile Service Management context)

10. Agile Service Management artifacts:

- Process Backlog
- Sprint Backlog (Agile Service Management context)
- User stories and ITSM processes
- Process increment
- Burndown chart (Agile Service Management context)
- Burnup chart (Agile Service Management context)



GSDC Technical Advisory Board :



The GSDC is the leading certification association which brings together innovative organizations and founding thought-leaders as Technical Advisors from over 40 countries to design curriculum on Blockchain, Devops, Six Sigma & Agile Certifications.

Our Future Information **Target Audience**

- Anyone responsible for designing, re-engineering, or improving process
- Process owners and process managers, process consultants, and other process stakeholders
- Service Delivery Managers aiming to create a DevOps environment

Pre-requisites

IT Service Management or ITIL knowledge recommended.

Find out more online at
www.gsdccouncil.org

