

Certified in Agile ITSM Manager (CAISM)

Global Certification Program

- ✓ Globally lifetime Valid Certification
- ✓ Lifetime Valid Certification
- ✓ AI based Roleplay & Simulations
- ✓ Two Exam Attempts



An Overview

what you can expect from this program

The GSDC Certified Agile ITSM Manager (CAISM) certification validates your expertise in integrating Agile methodologies like Scrum and Kanban into IT Service Management (ITSM) to improve service delivery and operational efficiency. This certification exam confirms your ability to lead Agile ITSM initiatives effectively, ensuring customer satisfaction and driving business value in dynamic environments.

As a Certified Agile ITSM Manager, you demonstrate practical skills in applying Agile principles within ITSM frameworks, giving you a strong edge in today's competitive IT landscape. Access to practical resources and real-world case studies further supports your ability to implement best practices and succeed in your role.

	Type	Online self-paced learning, Mocks
	Language	English (including subtitles)
	Access	12 months
	AI based Role play	Prepare yourself for career with AI based roleplay
	Digital certificate upon completion (2 Attempts)	
	Card Payment, Bank Transfer	
	Reading materials & Reference Templates	
	100% money back guarantee*	

GSDC Introduction

Welcome to the Global Skill Development Council (GSDC)!

As an independent, vendor-agnostic certification organization, we empower professionals worldwide.

Leading MNC organizations and global universities recognize our certifications. With a diverse portfolio of over 150+ programs, including L&D, HR, SRE, DevOps, Agile, Six Sigma, and Cyber Security, we've certified over 250,000 professionals.

Partnered with 100+ global training organizations, GSDC is your gateway to unlocking endless opportunities.

Join us today and let your skills soar to new heights!



Introduction

Certified Agile ITSM Manager

The GSDC Certified Agile ITSM Manager (CAISM) certification is a recognized credential that empowers professionals to excel in Agile IT Service Management. Through GSDC's rigorous examination process, this certification validates individuals' ability to seamlessly integrate Agile principles into ITSM practices, driving efficient service delivery and customer satisfaction. By successfully completing the CAISM certification exam, candidates demonstrate their expertise in Agile methodologies such as Scrum and Kanban, as well as their proficiency in implementing ITSM best practices. This industry-recognized certification distinguishes professionals as skilled leaders capable of effectively managing Agile ITSM initiatives, positioning them for success in a rapidly evolving industry.

GSDC's certification-focused approach ensures that individuals can directly showcase their competence, giving them a competitive advantage in the job market.

With the Agile ITSM certification, professionals gain recognition as qualified experts who can optimize service delivery, enhance operational efficiency, and navigate the complexities of Agile IT Service Management.



Learning Objective

- Demonstrate expertise in Scrum, Kanban, and Agile ITSM.
- Apply ITSM best practices effectively in an Agile environment.
- Optimize service delivery and operational efficiency through Agile ITSM.
- Gain a competitive edge with Agile ITSM proficiency.
- Contribute to organizational success with Agile-ITSM fusion.
- Exhibit leadership in Agile ITSM initiatives.
- Stay updated with industry trends in Agile IT Service Management.
- Earn recognition as an Agile ITSM expert.
- Drive customer satisfaction using Agile practices in ITSM.

OBJECTIVES OF AGILE ITSM MANAGER

Curriculum

1. Understanding the Significance of Agile

- Defining Agile: What does Agile mean?
- Exploring the Benefits of Agile: Why is Agile important?
- Agile Manifesto: Core values and principles
- Key Principles of Agile: An overview of the fundamental principles driving Agile methodologies

2. Recommended Approaches

- DevOps Implementation Strategies
- Uninterrupted Integration
- Uninterrupted Delivery
- Uninterrupted Deployment
- Ongoing Monitoring
- Scrum Methodology
- Kanban Method
- Streamlined Processes
- ITIL/ITSM Framework

3. Fundamentals of Scrum

- Principles
- Timeframes
- Planning for Releases
- Planning for Sprints
- Daily Team Check-ins
- Reviewing Sprints
- Reflecting on Sprints
- Preparation Criteria
- Completion Criteria
- Scrum Responsibilities
- Product Owner
- Scrum Facilitator
- Collaborative Team
- Scrum Elements
- Product Requirements List
- User Story Descriptions

- Progress Update
- Current Sprint Tasks
- Progress Tracking Chart
- Accomplishment Tracking Chart

4. Combining ITSM and Agile

- Comprehending ITSM, Agile, and Scrum
- Exploring the overarching relationship between these areas
- Addressing obstacles
- Harmonizing roles across these domains

5. Illustrating the Advantages of Agile with Service Management

- Enhanced operational flow
- Accelerated and amplified feedback cycle
- Ongoing experimentation

6. Agile Service Management (Agile SM)

- Meaning and significance
- Dual dimensions of Agile SM

7. Designing Agile Processes

- Methodology
- Traits of an Agile Process
- Components of a process
- The 10 stages of process design
- Minimum Viable Product (MVP) / Potentially Shippable Product (PSP)

8. Enhancing Agile Processes

- PDCA - Continuous Service Improvement (CSI) iterations
- Process Backlog - CSI Register
- Audits - Agile Process Improvement

9. Events in Agile Service Management

- Process planning session
- Sprint planning session
- Criteria for Readiness (DOR) and Criteria for Completion (DOD)
- Daily Scrum (within the context of Agile Service Management)
- Sprint Review (within the context of Agile Service Management)
- Sprint Retrospective (within the context of Agile Service Management)

10. Artifacts of Agile Service Management

- Backlog of Processes
- Sprint Backlog within the Agile Service Management framework
- User stories and ITSM processes
- Increment of Processes
- Burndown chart within the Agile Service Management context
- Burnup chart within the Agile Service Management context

11. One-on-One Mentor Connect with Subject Matter Expert

- One-hour dedicated session with an Agile Service Management SME
- Get answers to your specific questions on Agile, Scrum, DevOps, or ITSM integration
- Discuss real-world implementation challenges or project needs
- Receive tailored advice for career growth, certifications, and best practices
- A unique opportunity to learn from an industry practitioner in a 1-on-1 format

12. Agile Artifacts, Tools, and Real-World Application

- Process and sprint backlogs in Agile Service Management
- User stories tailored for ITSM processes
- Agile artifacts: Increments, burndown and burnup charts
- Tools and templates for backlog grooming, planning, and tracking
- Certification preparation resources and exam guidance
- Real-world case studies across Agile ITSM, DevOps, and hybrid environments
- Real-world case studies across Agile ITSM, DevOps, and hybrid environments

Unleash Unlimited Potential

All GSDC certifications come with a lifetime membership, offering you a world of benefits to fuel your professional growth.



Expert Created Learning Material

Learn from knowledge shared by Top Industry Experts with 15+ yrs of experience.



Access to Global Conferences

Be a part of GSDC thriving learning community around the world, sharing knowledge from across the world.



Speaker invites @ GSDC Webinar Series

Share your knowledge with world at GSDC global webinar series, share your expertise and learn from others.



Downloadable Resources

Get access to templates and reference documents which will help you to do your day to day tasks easier.



Certificate Upgrades

Get complimentary certificate upgrades to keep up with the latest updates in processes and frameworks.



Newsletters, blogs with industry insights

Get newsletters, announcements and articles curated by experts direct to your inbox.



AI Based Role Play

Learn to implement applicability of knowledge with real life simulation based games.

What You Get In this Certification Program?

- Engaging digital learning videos
- Exclusive access to Global thought leader sessions & case studies
- Downloadable and implementable resources to support practical application
- Two mock exams with unlimited attempts for comprehensive preparation
- Certification exam voucher with 1-year validity
- Two attempts for certification exam

What our Candidates Saying?

We greatly appreciate the feedback from our program participants on Trustpilot. With an impressive average rating of 4.7 out of 5, their reviews highlight the positive experiences and value they have gained from our program.



Global Skill Development Council - GSDC

Reviews 178 • Excellent

★★★★★ 4.7 ⓘ

✓ VERIFIED COMPANY



chandrakaran j
2 reviews • IN

★★★★★ Jul 18, 2023

I had a experience with GSDC with their...

I had a experience with GSDC with their SRE course and it was very good. The speakers were very knowledgeable and kept it very interactive. Thanks the GSDC team for this!

Date of experience: April 13, 2023

👍 Useful 🔄 Share



Tosin Olaniji
1 review • NG

★★★★★ Jul 11, 2023

The learning portal was so seamless

The learning portal was so seamless, and user friendly. The course are so detailed, easy to understand, great lecturers. Safe to say the best learning platform I've used so far. I would recommend learning from GSDC to anyone. You sure will get a value for your money.

Date of experience: July 08, 2023

👍 Useful 🔄 Share



MA Majid
1 review • IN

★★★★★ Sep 25, 2023

GSDC has been doing a great job in making learners gain knowledge!

GSDC has been doing a great job in making the learners find right opportunities to gain knowledge for business! These two days were filled with knowledge and insights!

Date of experience: September 25, 2023

👍 Useful 🔄 Share



Amani
1 review • AE

★★★★★ Aug 15, 2023

Certified Learning & Development Professional CLDP

I took the certification course "Certified Learning & Development Professional CLDP" approved by the GSDC - Global Skill Development Council. So grateful to the professional team at the GSDC for this enlightening opportunity; namely, Ruguzeno, for her dedication, responsiveness, and constant support throughout this learning journey. And very special thanks to the amazing trainer and coach Deepak Sharma for the great weekly live sessions which I believe are the highlight of this certification programme. His knowledge, expertise, and outstanding skills have made the course very insightful, engaging, and enjoyable!

Date of experience: July 21, 2023



Expert-Led Generative AI: Learn, Connect, Grow



Interactive Learning Experience:

Ask questions, discuss case studies, and receive implementation guidelines directly from expert, enhancing your understanding of complex AI topics



Lifelong Learning Journey:

Enjoy lifetime access to these sessions, ensuring you stay updated with the latest trends and continuously grow your AI expertise



Career-Boosting Network:

Connect with fellow professionals in the field, creating valuable relationships that can propel your career in the world of Generative AI

AI-Based Interview Practice Platform



- Engage With Real Time AI Interview Questions.
- Practice Questions Tailored with Your Expertise.
- Validate your Knowledge of subject Matter.

Capstone Project



- Apply Your Skills in Real World Scenario.
- Learn Methodologies Aligned to Your Expertise.
- Validate Skills and Knowledge Gained through the Certification.
- Showcase Expertise via a Capstone Project.

Enrollment-Options

Option-1

Certified in Agile ITSM Manager With E-Learning

**Fast-track your career by learning a new
skill and earning a certificate**

- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

ENROLL NOW

Option-2

Bundle

**Create your own bundle with
3 certification program**

- ✓ 3 Certification Program
- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

ENROLL NOW

Option-1 Certified in Agile ITSM Manager with E-Learning

Certified In Agile ITSM Manager with Digital Learning

Fast-track your career by learning a new skill and earning a certificate

- ✓ E-Learning from Industry Experts
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ Downloadable Resources



Option-2

Make Your Own Certified in Agile ITSM Manager Bundle

**Enrich your skills and advance your career with our exclusive bundle.
Get certified in the following:**

- Certified Agile ITSM Manager
- Certified Lean Implementer Certification
- Certified Agile Scrum Foundation
- Certified Agile Project Management
- Certified Agile Scrum Master
- Certified Agile Scrum Product Owner

Expand your expertise, design impactful learning experiences, and master your skills.

BUY ANY

3

CERTIFICATIONS

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Unlock Workforce Potential Through Skill Validation!

Enroll now with the code **UPSKILL10** To avail 10% discount.

Register Now

100% Money Back Guarantee!

At GSDC, quality is our top priority. Our certification programs are designed to foster professional growth and ensure learning satisfaction. If you do not pass the certification exam after two attempts, we offer a 100% money-back guarantee.

- No Questions Asked*
- 100% Amount Refund*
- No Processing Fees*



Thank You



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