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AppliedTechnologyAcademy.com

Certified Agile Service Manager Training

DevOps Institute Authorized Training · Applied Technology Academy

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-toend 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.

LEVEL	DURATION	EXPERIENCE	AVERAGE SALARY	LABS
Beginner	**2 Days**	**1 year: DevOps**	**$181,505**	**No**

Course Overview

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.

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**

Intended Audience

This course is intended for IT professionals involved in service management, process improvement, or Agile transformation efforts.

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Prerequisites

Some familiarity with ITSM processes and Scrum is recommended.

Follow-On Courses

- PMI Agile Certified Practitioner (ACP)
- Scrum Agile Master Certified (SAMC)
- DevOps Leader

Ready to enroll? Call 800.674.3550 or email Info@AppliedTechAc.com — private team cohorts, GSA MAS purchasing, military credentialing funding, VA GI Bill and VR&E and student financing available.