

# Certified Agile Service Manager (DevOps Institute)

**Duration:** 16.00 hours (2 days)

**13.0 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

**Certification:** Certified Agile Service Manager®

## Course Overview

This course provides an introduction to Agile Service Management, the application, and integration of agile thinking into service management processes and process design projects. Agile thinking improves IT's effectiveness and efficiency and enables IT to continue to deliver value in the face of changing requirements. This course prepares you for the Certified Agile Service Manager (CASM) certification.

## About This Course

This course provides an introduction to Agile Service Management, the application, and integration of agile thinking into service management processes and process design projects. Agile thinking improves IT's effectiveness and efficiency and enables IT to continue to deliver value in the face of changing requirements. This course prepares you for the Certified Agile Service Manager (CASM) certification.

## Who Should Attend

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The target audience for the CASM course is

Anyone interested in learning about Agile and Scrum from a products and process perspective

Process owners and process designers

Developers who are interested in helping make processes more agile

Managers who are looking to bridge multiple practices into a DevOps environment

Employees and managers responsible for designing, re-engineering or improving process

Consultants guiding their clients through process improvement and DevOps initiatives

Internal and external suppliers Process stakeholders

# Learning Outcomes

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**Upon successful completion of this course, participants will be able to:**

The learning objectives for Certified Agile Service Manager (CASM) include an understanding of:

What does it mean to “be agile”

The Agile Manifesto, its core values, and principles

Agile concepts and practices including ITSM, Kanban, Lean and DevOps

Learn about SCRUM from a product and process perspective

Agile thinking and values into service management

Scrum roles, artifacts, and events as it applies to both products and processes

The two aspects of Agile Service Management:

Agile Process Improvement—ensuring processes are lean and deliver “just enough” control

Agile Process Design—applying Agile practices to process design projects

## Additional Course Details

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Nexus Humans Certified Agile Service Manager (DevOps Institute) training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the Certified Agile Service Manager (DevOps Institute) course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

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## **Q: What delivery options are available for Certified Agile Service Manager (DevOps Institute)?**

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
  - Traditional Instructor-Led Classroom Training (ILT)
  - On-site delivery at your offices anywhere in United Kingdom
  - Private dedicated courses customized for your team
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## **Q: What certification does this course prepare me for?**

The Certified Agile Service Manager (DevOps Institute) course helps prepare you for the Certified Agile Service Manager® certification path.

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## **Q: How many CPD hours does this course provide?**

The 2-day Certified Agile Service Manager (DevOps Institute) course provides up to 13.0 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the Certified Agile Service Manager (DevOps Institute) training?**

The training takes place over 2 day(s), with each day lasting approximately 16.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for Certified Agile Service Manager (DevOps Institute)?**

Yes, we provide corporate training, dedicated training, and closed classes for Certified Agile Service Manager (DevOps Institute). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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## Q: Why choose Nexus Human for Certified Agile Service Manager (DevOps Institute)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

## Q: Are there any discount codes available?


Yes! Use discount code **PENPAL5** when booking your Certified Agile Service Manager (DevOps Institute) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

# Nexus Human

## Professional Training & Development

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