

CERTIFIED AGILE SERVICE MANAGER (CASM®)

DELIVERY METHODS AVAILABLE:

- Self-Paced e-Learning
- Recorded Classroom
- Virtual Classroom
- Focussed Coaching

EXAM TYPE:

- Open book multiple-choice Practitioner exam
- **FREE** exam voucher included
- Mock exams and quizzes

PREREQUISITES:

None

LANGUAGE:

English

ACCREDITED BY:



Become a **Certified Agile Service Manager** with this fully accredited course! CASM helps candidates build the skills and knowledge required to integrate Agile practices into service design. This helps organizations adapt and evolve more quickly, helping them face the challenges of modern business.

WHO IS THIS COURSE AIMED AT?

- Practice owners, process designers and developers who are interested in helping make processes more Agile
- Managers looking to bridge multiple practices and create DevOps-style environments
- Employees and managers responsible for engineering or improving processes
- Consultants guiding their clients through process improvement
- Anyone responsible for managing process-related requirements, ensuring the efficiency and effectiveness of processes

WHAT WILL YOU LEARN?

- What it means to be 'Agile' and the core values and principles of the Agile Manifesto
- How to translate Agile thinking and values into service management practices
- Agile concepts and related practices, including DevOps, ITIL, SRE, Lean, and Scrum
- The two aspects of Agile Service Management: Agile Process Improvement and Agile Process Engineering
- Everything needed to pass the Certified Agile Service Manager (CASM) examination

WHY TAKE THIS COURSE?

- The CASM syllabus perfectly blends IT Service Management practices with Agile thinking, empowering IT teams with much greater speed and adaptability
- CASM helps businesses create services faster and with a higher level of quality
- Help create value-generating results quickly, leading to faster ROIs
- CASM focuses on integrating customer feedback into service development. This leads to higher client satisfaction
- CASM enhances risk management and adaptability

ACCREDITATION

This course has been fully accredited by the **DevOps Institute**.

IS THERE AN EXAM?

There is an open-book exam consisting of 40 multiple-choice questions.

Candidates have 1 hour to complete the exam and must answer 26 questions correctly (65%) to pass. Good e-Learning students receive a **FREE** exam voucher.