

### Certified Agile ITSM Manager (CAISM)

OEM: Global Skill Development Council • Duration: 3 Days (24 hrs) • Code: GSDC-CAISM

#### COURSE MODULES & TOPICS

##### 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

##### 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
- Scrum Responsibilities
- Product Owner
- Scrum Facilitator
- Collaborative Team
- Product Requirements List
- User Story Descriptions

- Progress 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
- Sprint Review
- Sprint Retrospective

#### **10 Artifacts of Agile Service Management**

- Backlog of Processes
- Sprint Backlog

- User stories and ITSM processes
- Increment of Processes
- Burndown chart
- Burnup chart

## **11 One-on-One Mentor Connect with Subject Matter Expert**

- One-hour dedicated session with an Agile Service Management SME
- Discuss real-world implementation challenges or project needs
- Receive tailored advice for career growth, certifications, and best practices

## **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
- Certification preparation resources and exam guidance
- Real-world case studies across Agile ITSM, DevOps, and hybrid environments