

DevOps_CASM_EN - DevOps - Certified Agile Service Manager (CASM)R in English

Czas trwania: Czas trwania: 2 dni / 16 godz.

Cena rynkowa: 2 920,00 zł

Cena promocyjna: Zadzwo - 801 30 30 30

Szkolenie autoryzowane: Tak

Informacje o szkoleniu

Course description:

14 PDUs (Technical 4, Leadership 4, Strategic 6)

This 2-days Certified Agile Service Manager course, accredited by DevOps Institute, 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.

As Dev and Ops have been working in parallel with Dev focused on Agile/Scrum and Ops focused on ITSM/ITIL, this course strives to bring together individual achievements to deliver full business value. The course cross-pollinates Agile and ITSM practices to support end-to-end Agile Service Management so Dev starts to manage services instead of products and Ops and ITSM become more agile by scaling to "just enough" process leading to improved flow of work and time to value.

Agile Service Management helps IT to meet customer requirements faster, improve the collaboration between Dev and Ops, overcome constraints in process workflows by taking an iterative approach to process design that will improve the velocity of process improvement teams to get more done.

This course positions learners to successfully complete the Certified Agile Service Manager exam.

Wymagania wstępne

No prerequisites

Zagadnienia poruszane podczas szkolenia

- Course content:
- Day 1:
- What is Agile?
- What Does it Mean to "Be Agile"?
- Agile Practices
- What is Agile Service Management?
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Process Design Basics

- ▣ Agile Process Design
- ▣ Scrum Basics
- ▣ Certified Agile Service Manager (CASM) mock exam
- ▣ Day 2:
 - ▣ Scrum Roles/ Agile Service Management Roles
 - ▣ Scrum Artifacts/ Agile Service Management Artifacts
 - ▣ Scrum Events/ Agile Service Management Events
- ▣ Agile Process Improvement
- ▣ Agile Service Management Technologies
- ▣ Getting Started
- ▣ Exam tips and tricks
- ▣ Certified Agile Service Manager (CASM) certification exam
- ▣ Exam:
 - ▣ Exam type: on-line proctored, multiple choice (1 correct answer out of 4)
 - ▣ Exam duration: 60 minutes
 - ▣ Number of questions: 40
 - ▣ Pass mark: 65% (26/40)
 - ▣ Exam language: English
 - ▣ Closed book.

Informacje dodatkowe

Additional information:

Student pack includes:

Pre-Course training materials

CASM study guide with all slides

DevOps glossary

CASM exam requirements

CASM sample paper with answer key

Organization of training:

Type of training: Virtual class (Instructor-led live online class), On-site open group class, On-site closed group class

Training language: English or Polish

Material language: English

Group size: 8 to 14 participants

Prerequisites: None

Accreditation granted to Asseco Data Systems by DevOps Institute

Additional information regarding participation in the Virtual class:

Each participant should register for the training session between 08:30-08:50

The training is conducted between 09:00 am and 3:30 pm

During the training day there will be several breaks, including one 1-hour lunch break and 10-minutes coffee

breaks after each hour of training.

Study guide and other training materials are distributed in a digital version.

Exams are carried out in the form of vouchers.

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Typy szkolenia

Tradycyjne

Asseco | Wirtualna klasa

Wicej informacji:

Zadzwo 801 30 30 30 lub napisz szkolenia@assecods.pl