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Certified Agile Service Manager (CASM) Training

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Certified Agile Service Manager (CASM) Training

Overview

- Introduction to Agile Service Management concepts and practices
 - Understanding how Agile principles can be applied to IT Service Management (ITSM)
 - Learning the integration between Agile methodologies and ITIL practices
 - Understanding the role of Agile Service Management in supporting digital transformation and DevOps environments
 - Developing practical skills for improving service delivery, collaboration, adaptability, and customer value
 - Understanding Agile process improvement, workflow optimization, and continuous feedback mechanisms
 - Introduction to Scrum, Kanban, Lean, and Agile thinking within service management environments
 - Preparation for the Certified Agile Service Manager (CASM) certification examination
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Training Objectives

By the end of this training, participants will be able to:

- Understand Agile principles, values, and mindset in service management environments
- Explain the relationship between Agile, ITSM, ITIL, and DevOps
- Apply Agile concepts to IT service delivery and operational processes
- Understand Agile Service Management principles and practices
- Improve collaboration between development, operations, and service teams
- Apply Scrum, Kanban, and Lean concepts within ITSM workflows
- Understand iterative improvement and continuous feedback approaches
- Improve service responsiveness, efficiency, and customer satisfaction

- Identify opportunities for Agile transformation within IT operations
 - Understand Agile roles, workflows, and process optimization techniques
 - Support organizational adaptability and continual improvement initiatives
 - Prepare for the CASM certification examination
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Training Outline

Module 1: Introduction to Agile Service Management

- What is Agile Service Management?
 - Agile principles and values
 - Agile Manifesto overview
 - Benefits of Agile in IT Service Management
 - Traditional ITSM vs Agile Service Management
 - Introduction to CASM certification
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Module 2: Agile and IT Service Management Integration

- Overview of ITSM concepts
 - Agile and ITIL alignment
 - Agile service lifecycle concepts
 - Supporting digital transformation initiatives
 - Agile operational models
 - Customer-centric service delivery
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Module 3: Agile Frameworks and Concepts

- Scrum fundamentals
- Kanban principles
- Lean concepts

- Iterative and incremental delivery
 - Agile workflows and visualization
 - Continuous improvement concepts
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Module 4: Agile Roles and Responsibilities

- Agile teams and collaboration
 - Scrum Master concepts
 - Product Owner concepts
 - Service management roles
 - Cross-functional teams
 - Servant leadership principles
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Module 5: Agile Processes in Service Management

- Agile incident management concepts
 - Agile change enablement
 - Agile problem management
 - Service request management optimization
 - Workflow management
 - Value stream thinking
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Module 6: Agile Planning and Prioritization

- Agile planning techniques
- Backlog management
- Prioritization methods
- User stories and service requirements
- Sprint and iteration planning

- Work-in-progress (WIP) management
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Module 7: Continuous Improvement and DevOps Alignment

- Continual improvement concepts
 - Feedback loops
 - Retrospectives
 - DevOps culture and principles
 - Collaboration between Dev and Ops teams
 - Automation and process optimization
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Module 8: Agile Metrics and Performance Monitoring

- Agile service metrics
 - Flow metrics
 - Lead time and cycle time
 - Service performance indicators
 - Visual management dashboards
 - Monitoring and reporting techniques
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Module 9: Practical Agile Service Management Scenarios

- Agile workflow simulations
 - ITSM process improvement exercises
 - Service desk Agile transformation examples
 - Incident and change management scenarios
 - DevOps and Agile operational case studies
 - Real-world Agile Service Management implementations
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Module 10: Organizational Agility and Transformation

- Building Agile culture
 - Change management in Agile environments
 - Agile transformation challenges
 - Organizational adaptability
 - Leadership and communication strategies
 - Best practices for Agile adoption
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Module 11: Certification Preparation

- CASM exam structure and domains
- Key concepts and terminology review
- Practice questions and mock exams
- Exam preparation tips and techniques
- Review sessions and discussions
- Certification readiness assessment