Welcome to Certified Agile Service Manager (CASM)®

Congratulations on taking your first steps towards becoming a Certified Agile Service Manager (CASM).   An Agile Service Manager is the operational equivalent of Development's ScrumMaster and the individual who can help evolve ITSM into Agile Service Management by instilling Agile thinking and practices into the design and improvement of ITSM processes.

In this course, you will learn Scrum from both a product and process design perspective. As you read the attached documents before coming to class, please keep in mind that it is much more significant to "be agile" than to "do agile". Together, Development's ScrumMaster and Operation's Agile Service Manager can enable organizational agility across the entire IT Spectrum.

The following documents should be read in advance of the first day of class

- The original Scrum Guide by Ken Schwaber and Jeff Sutherland
- The Agile Service Management Guide by Jayne Gordon Groll
- The CASM Reference Card

We hope you enjoy the course and look forward to welcoming you as a Certified Agile Service Manager.

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