Certified Agile Service Manager (CASM) SM

Exam Requirements

Certified Agile Service Manager (CASM) ᔆᴹ Certificate

Certified Agile Service Manager (CASM) is a certification course accredited by the DevOps Institute. The DevOps Institute is a community of practice whose intent is to codify and certify education around emerging DevOps practices. The purpose of this course and its associated exam is to impart, test and validate knowledge of Agile Service Management and Scrum basic vocabulary, principles and practices. The vocabulary terms, principles and practices are documented in the course learner manual. Certified Agile Service Manager (CASM) is intended to equip individuals with an understanding of how to apply Agile and Agile Service Management concepts in the design and improvement of ITSM processes. A Certified Agile Service Manager (CASM) is the operational equivalent of a ScrumMaster. This certification is accredited by the DevOps Institute and administered in partnership with Peoplecert.

About the DevOps Institute

The DevOps Institute is the premier source of quality DevOps training, programs and certification. The mission of the DevOps Institute is to codify emerging DevOps best practices and help enterprise IT deliver quality software faster.

Eligibility for Examination

To be eligible for the exam leading to certification candidates must fill the following requirements:
- Complete at least 16 contact hours (instruction and labs) as part of a formal, approved training course
- It is recommended that students complete at a minimum 6 hours of personal study by reviewing the vocabulary list and pertinent areas of the course learner manual and by completing the sample exam

Level of Difficulty

The Certified Agile Service Manager (CASM) course uses the Bloom Taxonomy of Educational Objectives in the construction of both the content and the examination.
- The Certified Agile Service Manager exam contains Bloom 1 questions that test learners' **knowledge** of Agile Service Management vocabulary terms (see list below) and concepts
- The exam also contains Bloom 2 questions that test learner's **comprehension** of these concepts

Certification

Any candidate who completes the required coursework and successfully passes the examination will be designated as a Certified Agile Service Manager ᔆᴹ or CASM.

Format of the Examination

Candidates must achieve a passing score to gain the Certified Agile Service Manager (CASM) Certificate.

Exam Type	40 multiple choice questions
Duration	60 minutes for candidates in their respective language
	75 minutes if English is not a candidate's native tongue
Prerequisites	Certified Agile Service Manager (CASM) training
Supervised	Yes
Open Book	No
Passing Score	65%
Delivery	Online
Certification Body	The DevOps Institute

Exam Topic Areas and Question Weighting

The Certified Agile Service Manager (CASM) exam requires knowledge of the topic areas specified below.

Topic Area	Description	Max Questions
ASM FD – 1 Introduction to Agile	The values and principles of the Agile Manifesto	4
ASM FD – 2 Agile Practices	Common Agile frameworks and techniques	4
ASM FD – 3 Introduction to Agile Service Management	Purpose, objectives, value and two aspects of Agile Service Management (Agile SM)	4
ASM FD – 4 The Basics of Scrum	The concepts, roles, events, artifacts and vocabulary of the Scrum framework	12
ASM FD – 5 Relating Scrum to Agile Process Design	How Scrum concepts, roles, events, artifacts and vocabulary can be adapted to Agile Process Design	8
ASM FD – 6 The Elements of a Process	Basic knowledge of a process and it's elements	3
ASM FD – 7 Agile Process Improvement	Techniques for streamlining processes to make them more agile	2
ASM FD – 8 Agile Service Management Technologies	Adoption challenges, risks, critical success factors and key performance measures	2
ASM FD-9 Getting started with Agile SM	Basic steps for getting started with Agile SM	1

Terminology List

After studying this course, the candidate is expected to understand the meanings of the following terms in the context of Agile Service Management.

- Agile
- Agile Manifesto
- Agile principles
- Agile Process Design
- Agile Process improvement
- Agile Service Management
- Agile Software Development
- Agile Values
- Burndown Chart
- Continuous Delivery
- Continuous Integration
- Critical success factor
- Daily Scrum
- Definition of Done
- DevOps
- Feedback loop
- Impediment
- Increment
- Iteration
- ITIL
- ITSM principles
- Just Enough
- Kanban
- Kanban Board
- Key performance Indicator
- Lean
- Minimum Viable Product
- Plan-Do-Check-Act
- Potential Shippable Product
- Procedure

- Procedure
- Process
- Process Backlog
- Process Characteristics
- Process Customer
- Process Owner
- Process Planning Meeting
- Process Supplier
- Product Backlog
- Product Owner
- Release Burndown
- Release Planning Meeting
- Scrum
- Scrum Components
- Scrum Team
- Scrum Values
- Service Management Principles
- Sprint
- Sprint Backlog
- Sprint Burndown
- Sprint Planning Meeting
- Sprint Retrospective
- Sprint Review
- Strategic Sprint
- Time-box
- User Stories
- Velocity
- Waste
- Waterfall