

Certified Agile Service Manager (CASM)[®]

BLUEPRINT

Agile Service Management is a framework that ensures service management processes reflect Agile values and are designed with “just enough” control and structure in order to effectively and efficiently deliver services that enable the ability to do something when and how they are needed or desired.

Scrum

Scrum Masters, Product Owners and Developers perform Sprint Planning, Sprints, Daily Scrums, Sprint Reviews and Sprint Retrospectives to create product backlogs, sprint backlogs and potentially releasable increments.

Agile Service Manager

Is a servant leader, subject matter expert, coach and protector of the Agile Service Management Team, promotes understanding, assists and educates others on the team, assists writing user stories, facilitates events to ensure productivity and success.

Agile Manifesto

We VALUE individuals and interactions, working software, customer collaboration, and responding to change OVER processes and tools, comprehensive documentation, contract negotiations and following a plan.

Agile Service Self-Managing, Cross-Functional Teams

Including Agile Practice Owner, Agile Service Manager, Customer Practitioner, Process Architect, Tool Engineer, Change Manager and Scribe turn the “What” into “How”.

User Stories, Epics and Definition of Done

User Story: “As a (role), I want to (do something) so I can (achieve something).”
Epics are prioritized collections of user stories.
Definition of Done defines what a completed increment needs to be ready to release.

