

## Process Basics

### Process

Interrelated work activities that take specific inputs and produce specific outputs that are of value to a customer

### Procedure

Step-by-step instructions that describe how to perform the activities in a process

### Objective

Aim or goal of a process

### Outcome

Intended or actual benefits that result from an activity, process or service

### Output

Deliverable produced by a process activity (e.g., information, plans, documents, records, reports)

### Process Owner

Individual accountable for the performance of a process and for ensuring the process delivers value to its stakeholders

### Service Management Office (SMO)

Function that coordinates all processes and functions that manage a service provider's services throughout their lifecycle

### Global Process Owner

Individual who oversees a single, global process—may reside in an SMO, may oversee one or more Regional Process Managers

### Value Stream Owner

Individual accountable to senior management for improving the value to non-value ratio of a given product or service

### Lean

Philosophy that focuses on creating more value for customers with fewer resources and less waste

## Agile/Agile SM Basics

### Agile

Any activity that conforms or attempts to conform to the values and principles of the Agile Manifesto

### Scrum

Iterative and incremental agile framework for completing complex projects

### Kanban

Method of work that pulls the flow of work through a process at a manageable pace

### IT Service Management (ITSM)

Set of specialized organizational capabilities for providing value to customers in the form of services

### Agile Service Management (Agile SM)

Ensuring ITSM processes reflect Agile values and are designed with 'just enough' control and structure to effectively and efficiently deliver services that facilitate customer outcomes when and how they are needed

### DevOps

Cultural and professional movement that stresses communication, collaboration and integration between software developers and IT operations professionals

### Epic

Large user story

### User Story

Brief statement used to describe a requirement from a user's perspective

**As a...**

**I want to...**

**So I can...**

### Theme

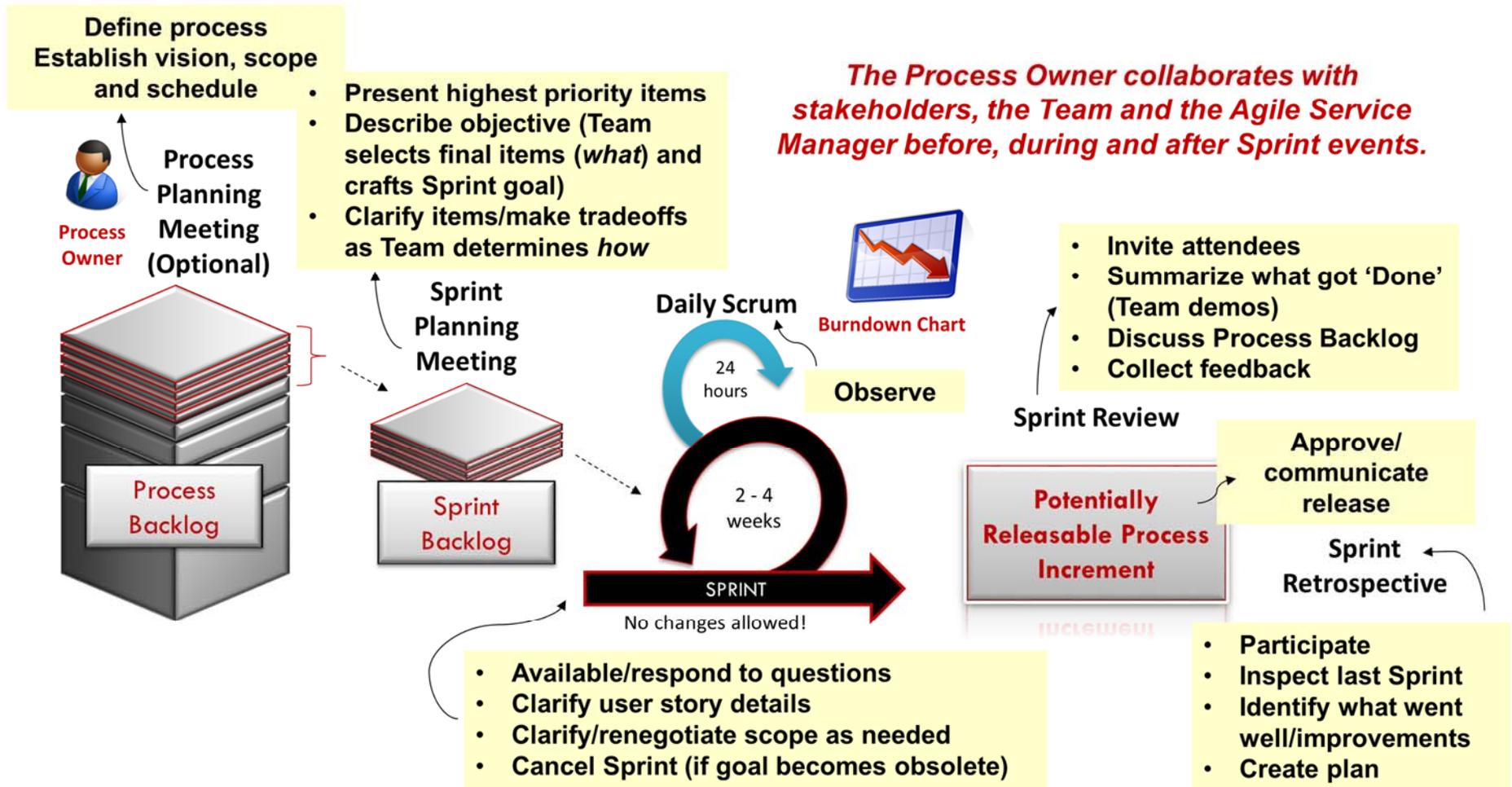
Collection of user stories

### Persona

Fictional character that represents a typical

# Certified Agile Process Owner (CAPO)<sup>®</sup> Reference Card

# Process Owner and Sprint Events



## Important Agile SM Terms

### Process Backlog

Requirements for a process, expressed as an ordered list of Process Backlog Items

### Sprint Backlog

Sub-set of Process Backlog that represents work to be completed to realize Sprint goal

### Sprint Planning Meeting

Time-boxed event of 4-8 hours that defines the Sprint goal, the increment of the Process Backlog that will be done during the Sprint and how it will be done

### Sprint

Period of 2-4 weeks during which an increment of process work is completed

### Daily Scrum

Event of 15 minutes or less for the Team to re-plan the next day of work during a Sprint

### Iteration

Single time-boxed development cycle (i.e., a Sprint)

### Increment

Sum of all backlog items completed during a Sprint

### Sprint Review

Time-boxed event of 4 hours or less where the Team and stakeholders inspect the work resulting from the Sprint and update the Process Backlog

### Sprint Retrospective

Time-boxed event of 1.5-3 hours during which the Team reviews the last Sprint and identifies and prioritizes improvements for the next Sprint

### Definition of Done

Shared understanding of what it means for work to be considered complete