

Certified Agile Process Owner (CAPO)[®]

Duration: 2 days

COURSE DESCRIPTION

This sixteen (16) hour course describes process owner responsibilities and provides the education needed to oversee the design, reengineering and improvement of IT Service Management (ITSM) processes; particularly in the context of Agile Service Management. Participants learn how to use Agile and Lean principles and practices to put in place 'just enough' process and how to continually align process performance with overall business goals.

COURSE OBJECTIVES

The learning objectives for for CAPO include an understanding of:

- Basic Agile and Agile Service Management concepts
- Process owner role and responsibilities
- Managing and prioritizing a process backlog
- Creating and utilizing user stories
- Collaborating with process stakeholders and other process owners
- Overseeing Agile process design and improvement activities
- Managing organizational change activities
- Monitoring and measuring process performance
- Conducting process reviews and identifying improvements

COURSE/ STUDENT MATERIALS

- Sixteen (16) hours of instructor-led training and exercise facilitation
- The Agile Service Management Guide and Scrum Guide (pre-class resources)
- Digital Learner Manual (excellent post-class reference)
- Participation in unique hands-on exercises designed to apply concepts
- Sample documents, templates, tools and techniques
- Access to additional sources of information and communities

CERTIFICATION

Successfully passing (65%) the 60 minute exam, consisting of 40 multiple-choice questions, leads to the candidate's designation as a Certified Agile Process Owner. The certification is governed and maintained by the DevOps Institute; exams are delivered through an independent, global examination partner.

PREREQUISITES

- Completion of pre-class assignment
- Familiarity with Scrum
- Familiarity with IT and IT services

WHO SHOULD ATTEND

- Process owners
- Process managers
- Employees and managers responsible for designing, reengineering or improving process
- Consultants guiding their clients through process improvement initiatives
- Anyone responsible for:
 - Managing process-related requirements
 - Ensuring the efficiency and effectiveness of processes
 - Maximizing the value of processes