Certified Agile Process Owner (CAPO)

Duration: 2 Days

COURSE DESCRIPTION

This course provides guidance into the Process Owner responsibilities so they can describe what they are doing as a process and provides the education needed to oversee the design, re-engineering and improvement of IT Service Management (ITSM) processes; particularly in the context of Agile Service Management. Participants learn how to apply Scrum practices to Process Owner responsibilities and 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.

A process owner is an individual accountable for the performance of a process and for ensuring the process delivers value to its stakeholders. Process owners manage the requirements of process stakeholders, translate those requirements into process performance objectives, and oversee the entire process design and improvement lifecycle.

This course may be eligible for PMI's PDUs.

COURSE OBJECTIVES

On completion of this course, the following learning outcomes will be achieved:
- 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

- Course Introduction
  - Importance of processes, Agility and the role of the Process Owner

- Process Design Basics
  - The Elements of a Process
  - Process Owner Responsibilities

- Process Owner Knowledge, Skills, and Attributes
- Selecting a Process Owner
- Agile Basics
  - What is Agile?
  - The Agile Manifesto
  - Why Agile Projects are Successful

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- Scrum Basics
  - Scrum Roles, Artifacts, and Events
  - Scrum Pillars
  - Scrum in a Nutshell
  - Scrum, Kanban, or Both?

- Characteristics of an Agile Process
- Two Aspects of Agile Service Management
  - Agile Process Design
  - Agile Process Improvement

- Agile Process Design
  - Creating and Populating a Process Backlog
  - User Story Mapping
  - Ordering and Maintaining the Process Backlog
  - Process Design Sprints
  - The Process Owner and Sprint Events
  - Process Implementation
  - Definition of 'Done'

- Agile Process Improvement
  - Aligning Processes with Strategic Goals
  - CSI Sprints and Plan-Do-Check-Act
  - Sustaining Improvements
  - Assessing Process Maturity
  - Implementing Process Improvements

- Measuring Value
  - Demonstrating Value
  - Leading and Lagging Performance Indicators
  - Critical Success Factors and Key Performance Indicators
  - Service Level Agreements and Operational Level Agreements
  - Conducting Measurement Reviews
  - Communicating Performance

- Process Improvement Tools and Technologies
- Challenges and Critical Success Factors.

WHO SHOULD ATTEND

The target audience for this course are:
- Process owners
- Process managers
- Employees and managers responsible for designing, re-engineering or improving processes
- Consultants guiding their clients through process improvement initiatives
- Anyone responsible for:
  - Managing process-related requirements
  - Ensuring the efficiency and effectiveness of processes

o   Maximizing the value of processes.

CERTIFICATION & EAXM

Participants who successfully complete the course and pass the examination will be recognized as a Certified Agile Process Owner issued and governed by DevOps Institute. Delegates who do not attain a passing score for the examination would be awarded a course attendance certificate only.

Examination Format
- 40 Multiple Choice
- 1 mark per correct answer
- 26 marks required to pass (out of 40 available) – 65%
- Sixty minutes duration
- Web-based open-book exams.

PREREQUISITES

There are no prerequisites to attending the Certified Agile Process Owner course or for sitting the certification examination. Familiarity with IT Services and Scrum concepts are advantageous but not mandatory.