CERTIFIED SCRUMMASTER (CSM) ROUND TABLE

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#askitsm

@ITSMAcademy

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About ITSM Academy

- NextGen ITSM^{SM} Educational Framework Includes
  - ✓ Certified Process Design Engineer (CPDE)$^{®}$
  - ✓ ITIL$^{®}$ Foundation
  - ✓ ITIL Capability (OSA|PPO|RCV|SOA)
  - ✓ ITIL Lifecycle (SS|SD|ST|SO|CSI)
  - ✓ ITIL Managing Across the Lifecycle (MALC)
  - ✓ ISO/IEC 20000 Foundation & Bridge
- Practical, Value-Add Workshops
  - ✓ Building Blocks, Roles, Service Catalog, etc.
  - ✓ Apollo 13, Visible Ops: The Class
  - ✓ And more!

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- Since 2003 *Tens-of-Thousands Trained and Certified*
- ITSM Professional Diplomas
  - ✓ Change/Support/SLM
- Public Classes throughout U.S.
  - Corporate On-Site Classes
    - Virtual Classes
  - Courseware Licensing
  - ✓ Corporate & Partner (GEM)
    - Alumni Program
- PMI Global Education Provider
- Certified Woman-Owned

Welcome!

Agile, DevOps and Scrum

This is an interactive roundtable. We encourage you to submit questions to the panel via the chat window or #askitsm.

The Agile Manifesto

WE VALUE

Individuals
and interactions

Working
software

Customer
collaboration

Responding
to change

OVER →

Processes
and tools

Comprehensive
documentation

Contract
negotiations

Following a plan

*While there is value in the items on the right,
we value the items on the left more.*

What is DevOps?

> **_DevOps_ is a cultural and professional movement that stresses communication, collaboration and integration between software developers and IT operations professionals.**

- Acknowledges the interdependence of software development and IT operations

- Aims to help organizations rapidly produce quality software products and services

- Responds to the demands of stakeholders for an increased rate of production releases

- Supports the use of agile development processes

DevOps recognizes that traditional approaches to application development and IT operations are not meeting the accelerated demand for IT services.

What is Scrum?

> *An agile process framework within which people can address complex adaptive problems, while productively and creatively delivering products of the highest possible value.*

- Scrum is
  - Deceptively simple yet difficult to master
  - Not a process or a technique for building *products*
  - Applicable for any complex scope of work

While Scrum was originally intended for software development, it has been successfully applied for other types of complex projects.

Why Scrum?

Too many MEETINGS

Unresolved IMPEDIMENTS

Too many UNPRODUCTIVE meetings

Too much WIP

Constantly changing Priorities

Rework and Waste

Missed Commitments

BLOATED PROCESSES

Unrealistic EXPECTATIONS

Dissatisfied Stakeholders

Scrum Basics

Scrum = 3 Roles + 4 Artifacts + 5 Meetings

Product Owner

Team

Scrum Master

Sprint Retrospective

Release Planning Meeting

Sprint Planning Meeting

Daily Scrum

Product Backlog

(ranked list)

Sprint Backlog

24 hours

2 - 4 weeks

SPRINT

No changes allowed!

Sprint Review

Potentially Releasable Product
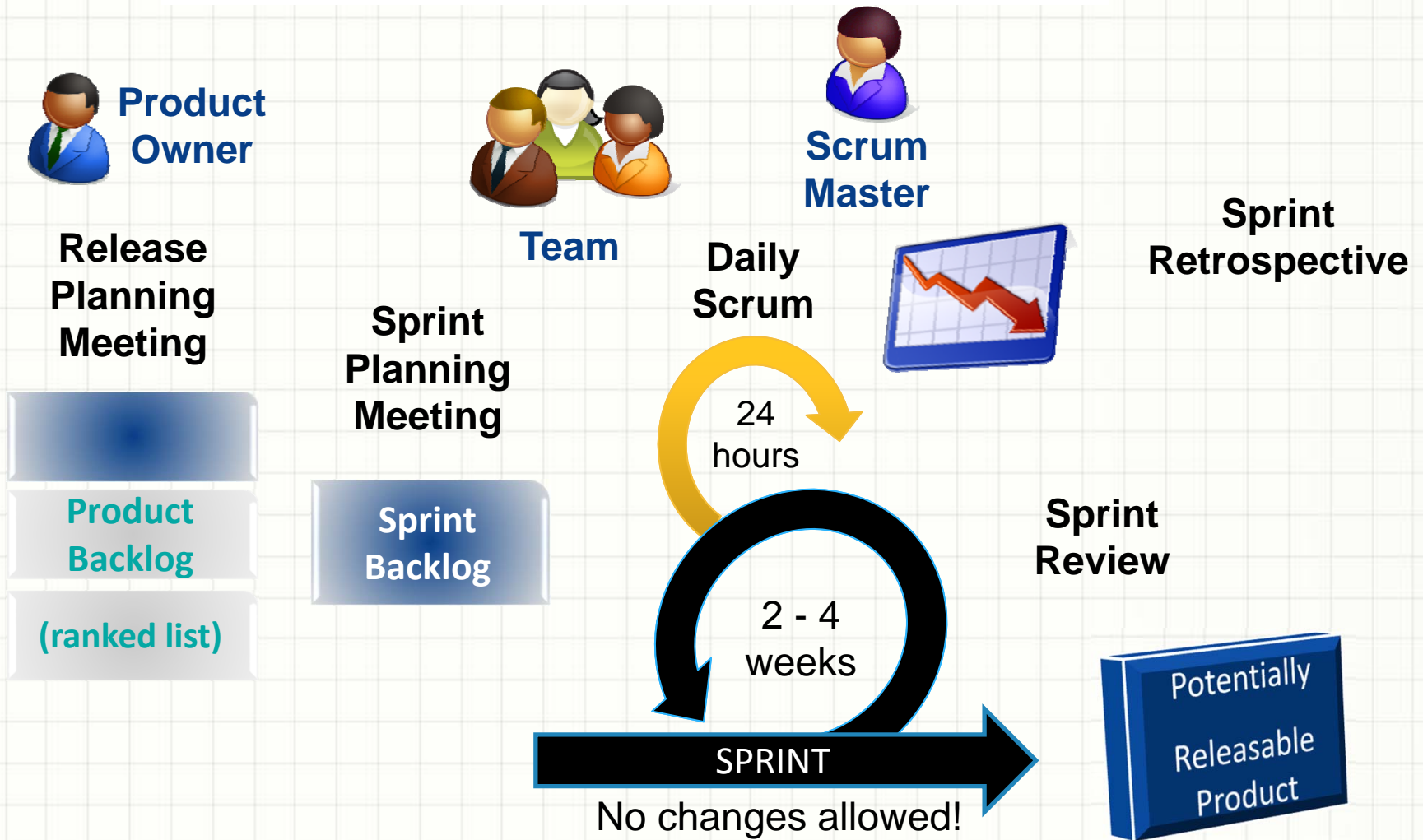
Scrum is based on time-boxed iterations.

BENEFITS

LESSONS LEARNED

GETTING STARTED

Scrum Values

Courage

Respect

Commitment

Scrum

Focus

Openness
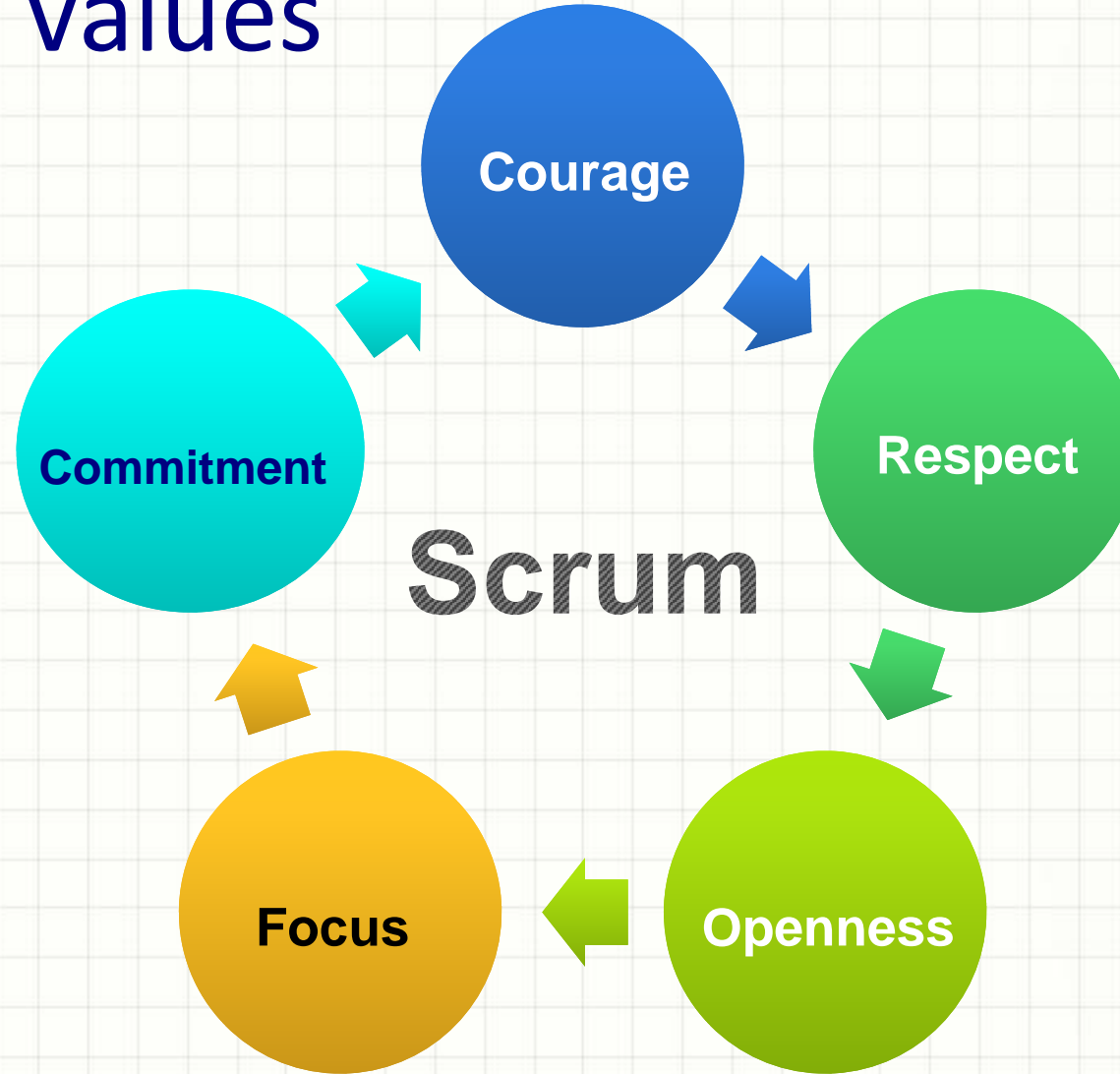
Fail fast, learn from it, do not repeat the same mistake!

"You can't directly change culture. But you can change behavior, and behavior becomes culture."
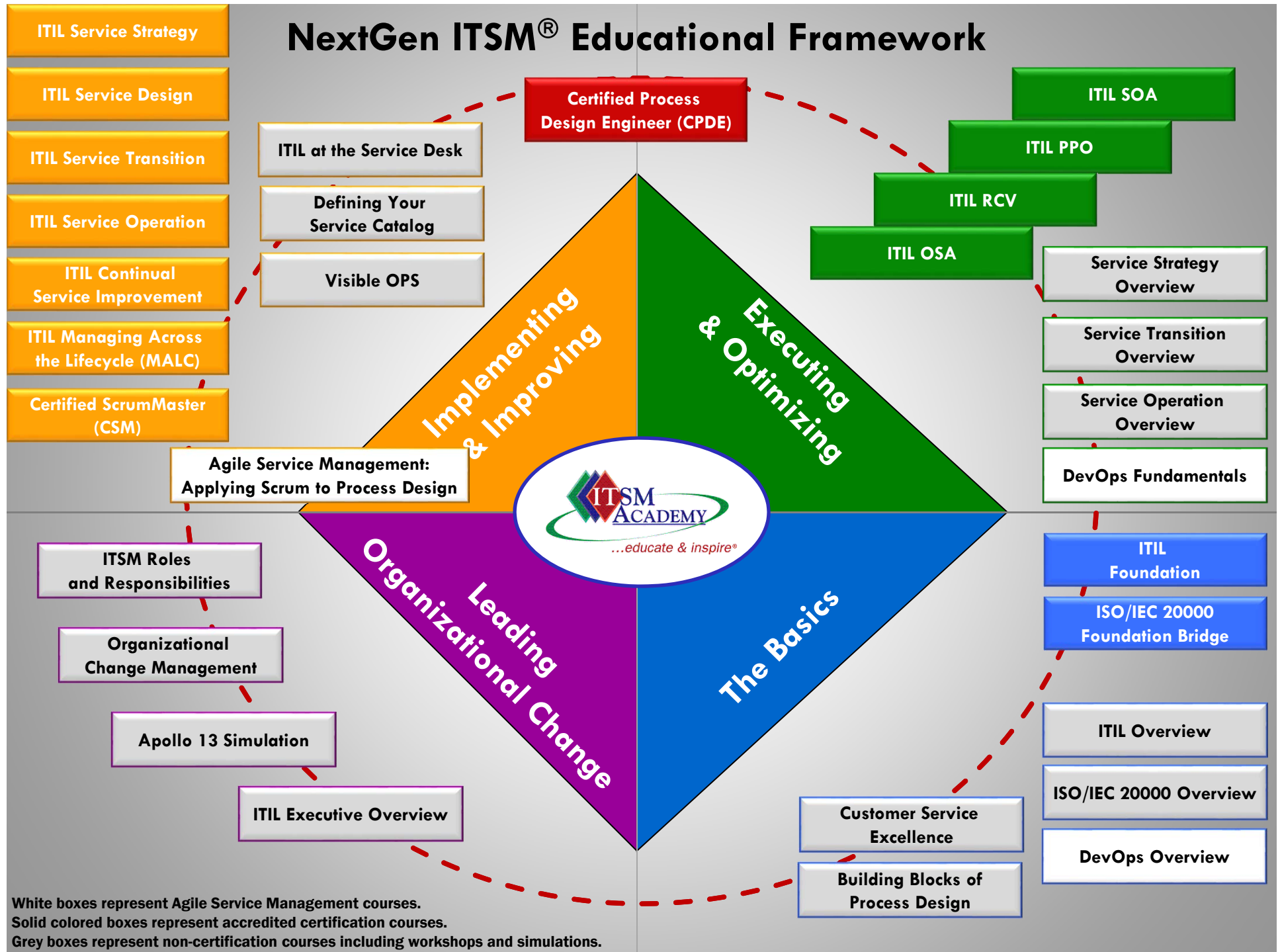
Lloyd Taylor

Want to Learn More?

- New ITSM Academy Courses
  - DevOps Overview
  - DevOps Fundamentals
  - Certified ScrumMaster
  - Agile Service Management: Applying Scrum to Process Design

NextGen ITSM® Educational Framework

ITIL Service Strategy

ITIL Service Design

ITIL Service Transition

ITIL Service Operation

ITIL Continual Service Improvement

ITIL Managing Across the Lifecycle (MALC)

Certified ScrumMaster (CSM)

ITIL at the Service Desk

Defining Your Service Catalog

Visible OPS

Certified Process Design Engineer (CPDE)

ITIL SOA

ITIL PPO

ITIL RCV

ITIL OSA

Service Strategy Overview

Service Transition Overview

Service Operation Overview

DevOps Fundamentals

Implementing & Improving

Executing & Optimizing

Agile Service Management: Applying Scrum to Process Design

ITSM ACADEMY
...educate & inspire®

ITSM Roles and Responsibilities

Organizational Change Management

Apollo 13 Simulation

ITIL Executive Overview

Leading Organizational Change

The Basics

ITIL Foundation

ISO/IEC 20000 Foundation Bridge

ITIL Overview

ISO/IEC 20000 Overview

DevOps Overview

Customer Service Excellence

Building Blocks of Process Design

White boxes represent Agile Service Management courses.
Solid colored boxes represent accredited certification courses.
Grey boxes represent non-certification courses including workshops and simulations.

IT Infrastructure Library® (ITIL®)	January	February	March	April	May
Foundation		4 - 6 Ft Lauderdale, FL		8 - 10 Ft Lauderdale, FL	
	13 - 17 Virtual (1-5pm)		24 - 28 Virtual (9-1pm)		5 - 9 Virtual (1-5pm)
Capability - Operational Support & Analysis (OSA)		24 - 28 Ft Lauderdale, FL		April 28 - May 2 Virtual (9-2pm)	
Capability - Planning, Protection & Optimization (PPO)			24 - 28 Virtual (9-2pm)		
Capability - Release, Control & Validation (RCV)			10 - 14 Virtual (9-2pm)		
Capability - Service Offerings & Agreements (SOA)			March 31 - Apr 4 Virtual (12-5pm)		
Lifecycle - Service Strategy (SS)	20 - 24 Virtual (12-5pm)		March 31 - Apr 4 Virtual (12-5pm)		
Lifecycle - Service Design (SD)		24 - 28 Virtual (12-5pm)			19 - 23 Virtual (12-5pm)
Lifecycle - Service Transition (ST)		10 - 14 Virtual (12-5pm)			12 - 16 Virtual (12-5pm)
Lifecycle - Service Operation (SO)	13 - 17 Virtual (12-5pm)			7 - 11 Virtual (12-5pm)	
Lifecycle - Continual Service Improvement (CSI)		3 - 7 Virtual (12-5pm)			5 - 9 Virtual (12-5pm)
Managing Across the Lifecycle (MALC)			3 - 7 Ft Lauderdale, FL		
Agile Service Management®	**January**	**February**	**March**	**April**	**May**
Certified Process Design Engineer (CPDE)®	27 - 31 Virtual (9-2pm)		10 - 14 Ft Lauderdale, FL		
DevOps Fundamentals				7 - 10 Virtual (9am-1pm)	
DevOps Workshop	24 Virtual (10-2pm)	28 Virtual (10-2pm)			
Certified ScrumMaster® (CSM)			March 17 -18 Ft Lauderdale, FL		
Applying Scrum to Process Design				Dates TBA 5 Hour Virtual	
ISO/IEC 20000	**January**	**February**	**March**	**April**	**May**
ISO/IEC 20000 Foundation Bridge		19 - 20 Virtual (9-1pm)			28 - 29 Virtual (1-5pm)