Important Agile SM Terms

Agile (adjective)

1. Able to move quickly and easily; well-coordinated
2. Able to think and understand quickly; able to solve problems and have new ideas

Agile (software development)

Methods (e.g., Scrum) in which requirements & solutions evolve iteratively & incrementally through collaboration between self-organizing, cross-functional teams

Agile Manifesto

Formal proclamation of four key values and 12 principles to guide an iterative and people-centric approach to development

We value:

- **Individuals and interactions**
- **Working software**
- **Customer collaboration**
- **Responding to change**

Over:

- **Processes and tools**
- **Comprehensive documentation**
- **Contract negotiations**
- **Responding to change**

Agile Service Management

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

Agile Process Design

Applying Agile development approach to process design

Agile Process Improvement

Aligning ITSM processes with Agile values as part of Continual Service Improvement (CSI)

Agile Frameworks and Methods

Continuous Integration

Development practice that requires developers to integrate code into a shared repository multiple times a day

Continuous Delivery

Methodology that focuses on making sure software is always in a releasable state throughout its lifecycle

Scrum

Agile framework for effective team collaboration on complex projects

Scrum values include: courage, focus, openness, respect, commitment

Kanban

Method of work that makes work visible, limits work in progress (WIP) and measures velocity (quantity of work done in an iteration)

Lean

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

IT Infrastructure Library® (ITIL®)

Set of best practice publications for IT service management

IT Service Management (ITSM)

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

DevOps

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

IT Infrastructure Library® and ITIL® are registered trademarks of AXELOS Limited

DevOps INSTITUTE

Certified Agile Service Manager (CASM)® Reference Card

© DevOps Institute, V1 R1.2 0116

Important Agile SM Terms

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

Process Owner
Role accountable for the overall quality of a process and owner of the Process Backlog

Process Backlog
Prioritized list of everything that needs to be designed or improved for a process including current and future requirements

Minimum Viable Product
The most pared down version of a product (or process) that can still be released

Increment
Potentially shippable completed work that is the outcome of a Sprint

Iteration
A single timeboxed development cycle (i.e., a Sprint)

Timebox
The maximum duration of an event (e.g., a meeting or Sprint)

Velocity
How much product backlog effort a team can handle in a single Sprint

Impediment
Anything that prevents a team member from performing work as efficiently as possible

User Story
A statement written from the user's perspective that describes what a user wants to do with a feature of the software

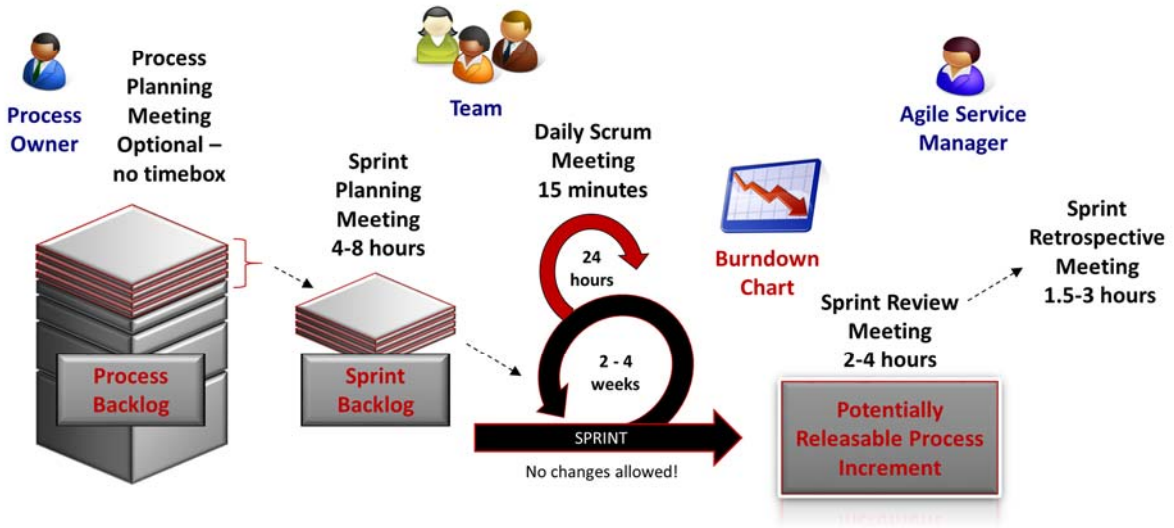
As a...

I want to...

So I can...

Agile Service Management in a Nutshell

Agile Service Management (like Scrum) is based on time-boxed iterations.



Agile Service Management = 3 Roles, 4 Artifacts and 5 Meetings.

Sprint
A period of 2-4 weeks during which an increment of product work is completed

Definition of Done
Shared understanding of what it means for work to be complete

Burndown Chart
Chart showing the evolution of remaining effort against time

Daily Scrum
A fifteen-minute daily meeting that synchronizes work completed since the prior meeting and forecasts the work to be done before the next one

Sprint Planning Meeting
A 4-8 hour timeboxed event that defines the Sprint Goal, the increment of the Product Backlog that will be done during the Sprint and how it will be done

Sprint Retrospective
A 1.5-3 hour timeboxed event during which the Team reviews the last Sprint and identifies and prioritizes improvements for the next Sprint

Sprint Review
A timeboxed event of 4 hours or less where the Team and stakeholders inspect the work resulting from the Sprint and updates the Product Backlog