

Congratulations on taking your first steps towards becoming a Certified Agile Process Owner (CAPO).

## Pre-class Checklist



A Process Owner is the individual who is responsible for maximizing the value of a process and the work of the process improvement team.

In this DevOps Institute (DOI) certification course you will gain an understanding of process owner responsibilities and will receive the education needed to oversee the design, reengineering and improvement of IT Service Management (ITSM) processes; particularly in the context of Agile Service Management. The provided pre-class materials are designed to help you start thinking about how to use Agile and Lean principles and practices to put in place 'just enough' process and to continually align process performance with overall business goals.

Here's how to get started.

- ❑ **Required: Review the *CAPO Reference Card*** (in this zip file). This reference card introduces many of the key vocabulary terms and concepts you need to know for the exam. Highlight or make a list of any terms you'd like to better understand in class.
- ❑ **Required: Read *The Agile Service Management Guide*** (in this zip file). **This document is required reading in advance of class** and includes many of the vocabulary terms and concepts that will be covered in greater detail during class. **When you arrive in class, ensure that you:**
  - Know what Agile Service Management is and understand its goals and objectives
  - Know the two aspects of Agile Service Management
  - Understand that several frameworks align with Agile Service Management
  - Be familiar with the three roles, four artifacts and six events of Agile Service Management
  - Be familiar with the responsibilities of the Process Owner role
- ❑ **Optional: Click here to view the [What is Scrum? video](#).** This brief (1:20) video provides a brief introduction to Scrum.
- ❑ **Optional: Click here to view the [What is a Product Owner? video](#).** This brief (2:29) video provides a brief introduction to Scrum Product Owner role. **A Certified Agile Process Owner (CAPO) is the operational equivalent of a Certified Scrum Product Owner (CSPO).**
- ❑ **Optional: Click here to read [The Scrum Guide™](#).** This optional course pre-read provides a high-level introduction to Scrum topics you will cover in greater detail in class. In many organizations, Scrum has become the preferred method for managing Agile development projects. Scrum embodies the values and principles of the Agile Manifesto and focuses on getting more done. Agile Service Management captures the essence of Scrum within the context of process design and improvement.

Passing the exam and getting the most from this experience requires a high degree of commitment from both students and their respective organizations. While in class, be prepared to devote the time necessary to complete the requirements of the course and study for the exam. **As homework is an integral part of class, students who have not completed their reading and review assignments in advance of class may struggle to keep up with both as class progresses.**

Congratulations on your efforts to prepare for a successful CAPO experience. We look forward to seeing you in class.