



CAPO

Exam Requirements

Certified Agile Process Owner Certificate



Certified Agile Process Owner is a freestanding certification accredited by the DevOps Institute and delivered through a partnership with Peoplecert. The purpose of this course and its associated exam is to impart, test and validate knowledge of process owner responsibilities and the practices and tools needed to oversee the design, reengineering and improvement of IT Service Management (ITSM) processes; particularly in the context of Agile Service Management.

Eligibility for Examination

To be eligible for the exam leading to certification candidates must fill the following requirements:

- Complete at least 16 contact hours (instruction and labs) as part of a formal, approved training course
- It is recommended that students complete at a minimum 6 hours of personal study by reviewing the vocabulary list and pertinent areas of the course learner manual and by completing the sample exam

Level of Difficulty

The Certified Agile Process Owner certification uses the Bloom Taxonomy of Educational Objectives in the construction of both the content and the examination.

- The Certified Agile Process Owner exam contains Bloom 1 questions that test learners' **knowledge** of relevant vocabulary terms (see list below) and concepts
- The exam also contains Bloom 2 questions that test learner's **comprehension** of these concepts

Format of the Examination

Candidates must achieve a passing score to gain the Certified Agile Process Owner Certificate.

Exam Type	40 multiple choice questions
Duration	60 minutes for candidates in their respective language 75 minutes if English is not a candidate's native tongue
Prerequisites	Certified Agile Process Owner training
Supervised	Yes
Open Book	No
Passing Score	65%
Delivery	Online

Exam Topic Areas and Question Weighting

The Certified Agile Process Owner exam requires knowledge of the topic areas specified below.

Topic Area	Description	Max Questions
CAPO – 1 Introduction to Certified Agile Process Owner	Business value of processes, agility and the Process Owner role	2
CAPO – 2 Process Basics	Basic process concepts and vocabulary	2
CAPO – 3 Process Owner Role and Responsibilities	Process Owner role, responsibilities, required knowledge, skills and attributes and related roles	6
CAPO – 4 Agile and Scrum Basics	Agile, Scrum and Kanban basic concepts and vocabulary	3
CAPO – 5 Agile Service Management	Purpose, objectives, value and two aspects of Agile Service Management (Agile SM)	5
CAPO – 6 Agile Service Management – Agile Process Design	Applying Scrum concepts to Agile Process Design in the context of the Process Owner role	10
CAPO – 7 Agile Service Management – Agile Process Improvement	Applying Scrum concepts to Agile Process Improvement in the context of the Process Owner role	4
CAPO – 8 Measuring Value	Measurement techniques for demonstrating and driving value through processes	4
CAPO – 9 Process Improvement Tools and Technologies	Tools and technologies that support processes and process improvement and their role in automation	2
CAPO – 10 Getting Started	Adoption challenges and critical success factors	2

Terminology List

After studying this course, the candidate is expected to understand the meanings of the following terms in the context of DevOps.

- Acceptance criteria
- Agile
- Agile Manifesto
- Change fatigue
- Critical success factor
- CSI Sprint
- CSI tools
- Cycle time
- Daily Scrum meeting
- Definition of 'Done'
- Definition of 'Ready'
- Empirical process control
- Epic
- Global Process Owner
- IT service management
- Kanban
- Kanban board
- Key performance indicator
- Lagging indicator
- Lead time
- Leading indicator
- Lean
- Measurement review
- Organizational Change Management
- Personas
- Procedure
- Process
- Process Backlog
- Process supplier
- Process customer
- Process Improvement Matrix
- Process objective
- Process outcome
- Process output
- Process Backlog
- Process Backlog item
- Process Design Sprint
- Process increment
- Process planning meeting
- Release
- Release plan
- Scrum
- Service Management Office
- Social collaboration tools
- Sprint
- Sprint planning meeting
- Sprint review meeting
- Sprint retrospective meeting
- Theme
- Value Stream
- Value Stream Owner
- Velocity
- User story
- User story mapping
- Waste
- Waterfall