Certified Agile Service Manager (CASM) v2.0
Frequently Asked Questions

When will the Certified Agile Service Manager (CASM) v2.0 courseware and certification exam be launched?
DevOps Institute will be releasing the courseware and exam for Education Partners to order beginning July 12th, 2021.

Has the Agile Service Management Guide by Jayne Groll also been updated?
Yes, the Agile Service Management Guide authored by Jayne Groll has also been re-written. A link to view or download the guide will be included with the course materials. The new CASM v2.0 course is aligned with the updated ASM Guide.

Are there plans to also update the Certified Agile Process Owner (CAPO) course and exam?
The new CASM v2.0 course and exam has integrated many of the same topic areas that were covered in CAPO. For this reason, the Certified Agile Process Owner (CAPO) course and exam will be retired and removed from the DevOps Institute portfolio as of October 31st, 2021.

Why is the CAPO course no longer needed?
There was a lot of overlap between the CASM v1 and CAPO v1 courses. They both provided Agile and Scrum basics. The core of CAPO was about Agile Service Management along with its two aspects of Agile Process Design and Agile Process Improvement. CAPO provided more details than CASM on the role of the Agile Process Owner but provided little, if any, information about the other roles on an Agile Service Management Team. An Agile Process Owner can not be successful without the other roles on an Agile Service Management Team being fulfilled successfully.

What content from the CAPO course will now be covered in the new CASM v2.0 course?
There was a lot of overlap between the CASM v1 and CAPO v1 courses. Nine of the ten topic areas in CAPO are addressed in CASM v2.0. The one topic area not covered in CASM v2 is the business measurements topic that included leading and lagging indicators, critical success factors and key performance indicators, and dashboards. Measuring is always important however there weren't any Agile or Agile Service Management principles applied to this topic.

When is the last day to order CASM v1.0 or CAPO v1.0 course materials or exams?
The last day to order CASM v1.0 or CAPO v1.0 course materials or exams will be October 31st, 2021. Following this date, the CAPO course and exam will be removed from the DOI portfolio and only the CASM v2.0 course materials and exams will be available to order.

Will existing CASM Instructors need to re-certify in order to deliver the updated Certified Agile Service Manager v2.0 course?
Instructors who have already been certified and approved to deliver CASM do not need to re-certify.

How can Instructors access the new Instructor Kit for Certified Agile Service Manager v2.0?
Instructors may access the new CASM v2.0 instructor materials from their existing CASM instructor kits on the Logical Operations site effective July 12th.

How do I become certified to teach Certified Agile Service Manager?
Partners & Instructors who are interested in becoming certified and approved to deliver CASM may contact customerservice@devopsinstitute.com for more information.

I was unable to attend the webinar introducing Certified Agile Service Manager v2.0. Is there a recording available?
Yes, the webinar recording is available and can be accessed through the Partner and Instructor portal.