Agile Service Management Training

Duration: **2 Day**

BILGINÇ IT Academy
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Overview

The Agile Service Management course is designed to help organizations transform how they design, deliver, and continuously improve services. In today's fast-changing digital environment, agility is no longer optional—it is essential for meeting evolving customer expectations.

This course goes beyond traditional Agile for software development and focuses on applying Agile principles across service management processes. Participants learn how to optimise value streams, improve collaboration, and deliver customer-centric services that continuously evolve.

Through real-world scenarios, hands-on exercises, and immersive simulations, learners gain the skills needed to deliver faster, more reliable, and higher-quality services.

Prerequisites

There are no formal prerequisites for this course.

However, a basic understanding of:

- Service management (ITSM)
- IT operations
- Digital service environments
- Continuous improvement practices

can be beneficial.

Who Should Attend

This course is suitable for:

- Service management and ITSM professionals
- Scrum Masters and Agile practitioners
- DevOps and platform engineers
- Reliability (SRE) teams
- Transformation leaders and improvement specialists
- Service Value Owners and Agile Service Coaches

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What You Will Learn

By the end of this course, participants will be able to:

- Understand the importance of agility in service management
- Combine Agile, Lean, and service management frameworks
- Build collaborative and continuously improving teams
- Apply Agile techniques to service processes and value streams
- Create artefacts such as backlogs, user stories, and definitions of done
- Use Agile events such as stand-ups, reviews, and retrospectives
- Measure flow, performance, and reliability for continuous improvement

Outline

Mastering Modern Agility

- Agile values and principles
- Agile mindset in service environments

Making Service Processes Agile

- Value stream mapping
- Eliminating waste (Lean)
- Iterative service design

Teams and Roles

- Agile Service Coach
- Service Value Owner
- Cross-functional teams

Tools and Techniques

- Backlogs and user stories
- Estimation techniques
- Flow tracking and visualisation

Flow and Reliability

- Flow metrics
- Timeboxing
- SRE practices and error budgets
- Performance optimisation

Practical Learning

- Workshops
- Simulations
- Real-world scenarios

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