HDTC Training Center

Provide

Technical proposal of the Training program

Agile IT Service Management

Course Overview:

This training program focuses on integrating Agile principles and practices into traditional IT Service Management (ITSM) frameworks. It provides participants with the knowledge to transform IT services to be more responsive, collaborative, and customer-centric by blending Agile values with ITSM tools and processes such as ITIL.

The course bridges the gap between service stability and business agility, enabling organizations to deliver faster, more flexible, and higher-quality IT services

General Objective:

To equip IT professionals with practical knowledge and tools to adopt and implement Agile methodologies within IT service management processes for improved service delivery and customer satisfaction.

Program Objectives:

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

- To understand the principles and values of Agile in IT service management

- To apply Agile methodologies to enhance IT service delivery

- To foster collaboration and communication within IT service teams

- To optimize workflows and adapt to changing business requirements

- To implement Agile practices for improved customer satisfaction

- To gain practical skills in incorporating Agile into IT service management processes

Program Outlines:

Module 1: Introduction

- Defining Agile
  - Agile
  - Agile Vs Waterfall Model
  - Agile Values
  - Agile Manifesto
  - Agile Umbrella
  - Characteristics of Agile
  - Agile Lifecycle
- Agile Methods and Practices
- Benefits of Agile IT Service Management
- Implementing Agile IT Service Management

Module 2: Exploring Elements of Agile

- Lean
  - Core Concept of Lean Thinking
- Kanban
  - Graphical Representation of Kanban
- DevOps
  - DevOps: A Perspective
  - Need for DevOps
- ITSM
  - Introduction to ITSM
  - Representation of ITSM
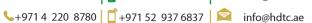 - Key Concept and ITSM Framework
  - ITSM in Agile

- Scrum
  - Define and Uses of Scrum
  - Brief Look at Scrum

Module 3: Service Management Framework

- Service Life Cycle
- Components of Service Life Cycle
  - Service Strategy
  - Service Design
  - Service Transition
  - Service Operations
  - Continual Service Improvement
- Agile Process Design
  - Diagram of Agile Process Design
  - Description
  - Challenges Faced While Working with Waterfall Model
  - Agile Approach to Process Design
  - Adaptive Approach is Promoted by Agile Process Design
  - Net Result Will Be That Agile Processes Deliver Just Enough Control and Structure
  - Minimum Viable Process (MVP)
  - Agile Process Improvement

Target Audience:

- IT Service Managers
- Agile Coaches and Project Managers
- IT Service Delivery Managers
- IT Leaders and Executives
- IT Project Managers
- Scrum Masters
- ITIL-certified professionals
- DevOps Professionals
- Change Management Practitioners

Training methods:

- Technology-Based Learning.
- Simulation in Training.
- On-the-job guidance.
- Trainer-Led Training.
- Work Teams and Roles.
- Films and Videos.
- Case Studies and Workshops.

Financial proposal of the Training program

Agile IT Service Management

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Financial proposal:

★ **Price**

$ 3750 USD per participant, +5% Value Added Tax (VAT).
- ✓ This fee covers attendance, educational materials, office supplies, and only an attendance certificate from HDTC.

★ **Venue:**
- ✓ Cairo

★ **Number of days / Training Date:**
- ✓ 5 Days
- ✓ From 22 To 26 September 2025

★ **Timing:**
- ✓ From 9:00 AM To 2:00 PM