



FACT



**COURSE DURATION:**

- 3 Days Foundation

+

- 1 Day Practitioner

pre-req : AgileDS™ Foundation

**WHO SHOULD ATTEND**

- Agile Team Members
- Practicing project managers
- Aspiring Agile Teams

**WHAT WILL YOU LEARN**

- Service Lifecycle & Products
- Themes & Responsibilities
- Techniques
- Planning, Control & Governance

**PREREQUISITES**

- 3 Days Foundation

An open mind to learning and a need to perform in a digital agile world at pace

- 1 Day Practitioner

pre-req : AgileDS™ Foundation

**COST**

Full Bundle – 3 +1 days

3 day Foundation

1 day Practitioner

See website for latest pricing

## Agile Digital Services - AgileDS™

What is a Digital Service?

Many people think this is a website or an app, but it's far more than that in the real world.

Organisations today must deal with delivery of a service that's fit for purpose and meets the needs of their user base while remaining sustainable.

Introducing Agile Digital Services...

A service for the needs of users who are not necessarily connected to websites or apps, but never the less need to be serviced through a digital medium.

We're living in an ever-changing and increasingly digital world.

It's having a significant impact on the very nature of organisations and how they operate.

To be successful, organisations need to be agile and able to react quickly to an ever-evolving business landscape and fierce competition.

The financial sector is currently facing off to the FinTech challenge.

Smart and modern banks are realizing that the competition has shifted away from other banks and rather to the likes of Amazon, Apple and Google to mention a few.

Other large corporates and Governments, including local authorities are feeling this challenge too.

Facebook and Instagram have changed the expectation of what "customer service" means.

Immediate solutions and assistance are expected now when requesting help from these organisations

There is a great opportunity to embrace the shift to digital and revolutionize services that these organisation provide to citizens.

From personalised services in finance, education, health and social care for the elderly at home, to tailored learning in education and access to culture, the tools, techniques, technology and approaches of the internet age offer greater opportunities than ever before to improve services.

Increasing numbers of organisations are adopting Agile as their preferred way of working.



Big Banks in Australia have had a "digital" arm for many years already, delivering great new services to their customers.

As an example of the this outside finance, the UN has recognised the UK as the world leader in digital government and the **Australian** Government is following course exactly.

Since the publication of the Government Digital Design System.

**[<https://www.digital.nsw.gov.au>]**

Central to the development and delivery of effective digital services is the Agile philosophy and supporting approaches.



**FACT**



### DIGITAL BADGES

3 EASY STEPS...

- Create badge in the APMG Candidate Portal
- Accept badge in Acclaim
- Share success online



### MORE INFORMATION

The language uses terms that will be both familiar to financial services & corporate teams as that of the public sector staff from the Digital Design Standard Service Manual. This standard has now been adopted by the Australian NSW Digital Government,

<https://www.digital.nsw.gov.au> (user-needs-discovery-alpha-beta-live) and GDS roles. The Digital Design System will help drive government digital transformation and continuous improvement, for the benefit of the people.

## Course Outline

### Day 1

Introductions and domestics

The Agile Manifesto; The Agile Digital Services Principles

Break

The Agile Digital Services Principles Post-It Note Question; The Service Lifecycle

Lunch

User Needs and User Experience; Requirements

Break

User Stories Post-It Note Question; Prioritisation; Exercise 1

END

### Day 2

Roles and Responsibilities

Break

Exercise 2; Role Themes Post-It Note Question

Lunch

Planning and Control;

Break;

Exercise 3; Products Post-It Note Question; Agile Governance

END

### Day 3

Sprints; Iterative Development

Break

Estimating; Quality Assurance

Lunch

Parked Board; Revision

Break

Revision;

Foundation Exam

END

### Day 4

Exercise 4

Go through specimen practitioner exam answers

Lunch

Exam Preparation

Practitioner Exam

END

## Training & Certification

Training and certification will help candidates to understand the:

- Underpinning philosophy and principles of Agile Digital Services in a project situation.
- Lifecycle of an Agile and Digital Services project.
- Effective application of key Agile techniques.
- Roles and responsibilities within an Agile Digital Services project.
- Mechanisms for planning, control and governance of an Agile Digital Services project.
- Gained an understanding of how to apply this to the real-life scenario's back at the workplace
- A introductory understanding to some of the toolsets that might support this way of working



### Fast Agile Coaching Training



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