

Agile and Scrum foundations

Course outline · issued 14 September 2026

Technology areas	Agile and Scrum
Level	Foundation
Short course	2 days
One-month track	4 weeks · 8 training days · 48 contact hours
Two-month track	8 weeks · 16 training days · 96 contact hours
Delivery	In person, Virtual, Hybrid
Class size	10 to 25 participants
Certification	Certificate of completion; optional Scrum.org exam preparation
Entry requirements	None. Useful for business units working with software vendors.

Who it is for

Product owners, ICT teams and business units working with software vendors.

REVENUE USE CASE

Backlog for improving a taxpayer self-service portal.

By the end, participants can

- Explain Scrum roles, events and artefacts
- Write and prioritise a product backlog
- Run sprint planning, review and retrospective

Short course modules (2 days)

1. Agile values and when to use them
2. Scrum framework
3. Backlog refinement workshop
4. Sprint simulation
5. Scaling and vendor management

One-month track — weeks 1 to 4

4 weeks · 8 training days · 48 contact hours

Week 1 — Agile values and when to use them

- Why iterative delivery exists
- Where agile fits inside public-sector governance
- Common misunderstandings and anti-patterns
- Choosing between iterative and plan-driven delivery

Practical: Assess one current initiative for iterative suitability.

Week 2 — The Scrum framework

- Accountabilities: product owner, scrum master, developers
- Events and what each is actually for
- Artefacts and their commitments
- Definition of done

Practical: Write the working agreements and definition of done for your team.

Week 3 — Backlogs and requirements

- User stories and acceptance criteria
- Slicing work so it fits an iteration
- Ordering by value, risk and dependency
- Refinement as a habit, not an event

Practical: Build and refine a backlog for a taxpayer self-service feature.

Week 4 — Running an iteration

- Planning, daily coordination and review
- Retrospectives that change something
- Forecasting with velocity, honestly
- Making progress visible to stakeholders

Practical: Run a full sprint simulation and retrospective.

Checkpoint: the one-month track is assessed [here](#).

Two-month track — continues through weeks 5 to 8

8 weeks · 16 training days · 96 contact hours

Week 5 — Product ownership in an agency

- Being a decisive product owner inside a hierarchy
- Stakeholder management and competing directorates
- Roadmaps without false precision
- Measuring outcomes, not output

Practical: Build a six-month outcome-based roadmap.

Week 6 — Working with vendors

- Contracting for iterative delivery
- Acceptance, quality and technical debt
- Holding a vendor to account without micromanaging
- Transition and knowledge transfer

Practical: Draft the governance model for an agile vendor engagement.

Week 7 — Scaling and coordination

- Coordinating multiple teams
- Dependency management across directorates
- Portfolio-level visibility
- Avoiding scaling frameworks you do not need

Practical: Design the coordination model for a three-team programme.

Week 8 — Capstone backlog and release plan

- Consolidating backlog and release plan
- Presenting to sponsors
- Preparing for Professional Scrum Master I
- Embedding the practice after the course

Practical: Present the capstone backlog and release plan.

Capstone assessment and post-course evaluation.

Capstone

A refined, prioritised product backlog for a real agency service, with a release plan and the working agreements the team will use.

About this outline

Indicative extended tracks. The one-month track runs weeks 1 to 4; the two-month track continues through week 8 with deeper labs, certification preparation and a capstone. Weeks, contact hours and cohort sizes are finalised with each client.

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