



DevOps Fundamentals (including *The Phoenix Project*)

Duration: 3 days

// PM-Partners have been leaders in training and professional certification for over 20 years.

Our trainers are highly qualified, practitioners in their chosen fields. **//**

Overview

This course provides an introduction to DevOps – the cultural and professional movement that stresses communication, collaboration, integration and automation in order to improve the flow of work between software developers and IT operations professionals.

To maximize the IT value flow to customers, DevOps creates an improved ability to design, develop, deploy and operate software and services faster for the benefit of the business. Higher customer satisfaction, better quality, faster delivery and lower costs are all benefits.

“Up to 200 times faster software deployment, 30 times increased deployment frequency, and 60 times higher change success rates, organisations such as Netflix, Spotify, and Facebook are revolutionising the IT game by successfully implementing DevOps principles.”

DevOps Agile Skills Association (DASA)

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Course Objectives

DevOps Fundamentals provides participants with an extensive introduction to the core Agile DevOps principles, covering the essential knowledge and skill competences that have been defined by DASA.

Key objectives include:

- » Gain an understanding of the drivers responsible for the emergence of DevOps
- » Define and discuss the key concepts and principles of DevOps
- » Appreciate the business benefits of DevOps and continuous delivery
- » Describe the Service Delivery process
- » Learn the concepts of test automation, infrastructure automation, and build and deployment automation
- » Describe how DevOps relates to Lean and Agile methodologies
- » Summarise case studies of IT organizations that are making the transformation to Adaptive IT and DevOps models
- » List the most common and popular DevOps tools
- » Discuss the critical success factors for DevOps implementation
- » Experience DevOps through a business simulation: *The Phoenix Project*

DevOps Fundamentals

Who should attend?

This course is designed for:

- » Individuals involved in IT development, IT operations or IT service management
- » Individuals whose role is touched by DevOps and continuous delivery including:
 - DevOps Engineers
 - Product Owners
 - Integration Specialists
 - Operations Managers
 - Incident and Change Managers
 - System Administrators
 - Network Administrators
 - Business Managers
 - Automation Architects
 - Enterprise Architects

Prerequisites

To achieve the greatest benefit from participation in this course, participants should have basic familiarity with Agile, Scrum, Lean, and ITSM principles.

Development Units

Participants who have been awarded the Project Management Professional (PMP)[®] credential by the Project Management Institute (PMI)[®] are eligible to earn 21 PDUs for their participation in this course (21 Technical).

Participants holding any of the Project Management accreditations (CPMP/CPMM/ CPPD) are eligible to earn 20 CPDs for each of this short course.

Course Summary

- » **DevOps Core Concepts.** What is DevOps. Emergence of DevOps.
- » **Culture.** Essence, key elements and considerations for a DevOps culture.
- » **Organisation.** Exploring a DevOps organisation model. Autonomous Teams. Governance.
- » **Processes.** Relationship between DevOps and ITSM (IT Service Management). Agile and Scrum. Agile Principles. Lean Process Optimisation. Business value optimisation and story mapping.
- » **Automation.** Automation for software delivery. Emergence of cloud technology and principles. Cloud services concepts in a DevOps organisation. Automated provisioning concepts. Platform product characteristics and application maturity.
- » **Measurement and Improvement.** Importance of measurement. Choosing the right metrics. Monitoring and Logging.
- » **The Phoenix Project.** A business simulation based on the book "The Phoenix Project" by Gene Kim, Kevin Behr and George Spafford. Specific objectives include to:
 - Focus on people and teams, experience the importance of collaboration, communication, teamwork and leadership
 - See and experience the key elements of DevOps together, including visual management systems, planning the work as a team and creating flow
 - Analyse current ways of working, including creating a list of improvements.

Course Delivery

Our three-day interactive and practical course provides participants with an opportunity to develop an understanding of DevOps concepts and terminology through real-life case studies, examples, interactive group discussions and business simulations.

Our accredited trainers will use a comprehensive participant handbook and a dynamic case study delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience.

Courses are facilitated by our expert team and can be conducted onsite or at our premises. All courses can be customised to suit your requirements.

Materials: A comprehensive participant handbook is provided.

Certification

The Fundamentals qualification is designed to provide the core education necessary to build your DevOps vocabulary and to understand DevOps principles and practices.

The DASA DevOps Fundamentals examination is a 60 minute, 40-question, closed book, online, multiple choice exam taken after completing the 3 day course. The pass mark is 26 out of 40 (65%).