Performance360
Consulting | Training | Coaching

Course Catalog

- ❖ **101: ITIL® 4 Foundation Certification**
- ❖ **102: ITIL® 4 Create, Deliver, and Support (CDS)**
- ❖ **103: ITIL® 4 Drive Stakeholder Value (DSV)**
- ❖ **104: ITIL® 4 High-Velocity IT (HVIT)**
- ❖ **105: ITIL® 4 Direct, Plan, and Improve (DPI)**
- ❖ **106: ITIL® 4 Digital and IT Leader (DITS)**
- ❖ **201: DevOps Foundation®**
- ❖ **202: DevOps Leader®**
- ❖ **203: DevOps Engineering Foundation℠**
- ❖ **204: Site Reliability Engineering Foundation℠**
- ❖ **205: Certified Agile Service Manager®**
- ❖ **206: Value Stream Management Foundation™**

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Introduction

Performance 360 provides executive consulting, training, and coaching and serves as a catalyst for business leaders and organizations to **achieve world-class performance excellence.**

We deliver **business solutions** for CIOs and IT Executives that help address their most important Digital Transformation and Enterprise Service Management training needs and execution challenges.

Our purpose is to passionately produce a powerful, profound, and permanent transformation in individuals, teams, and across the organization.

Performance 360 is proud to be aligned with our Strategic Partner network for providing dynamic and critical business and training solutions for our valued clients and customers.
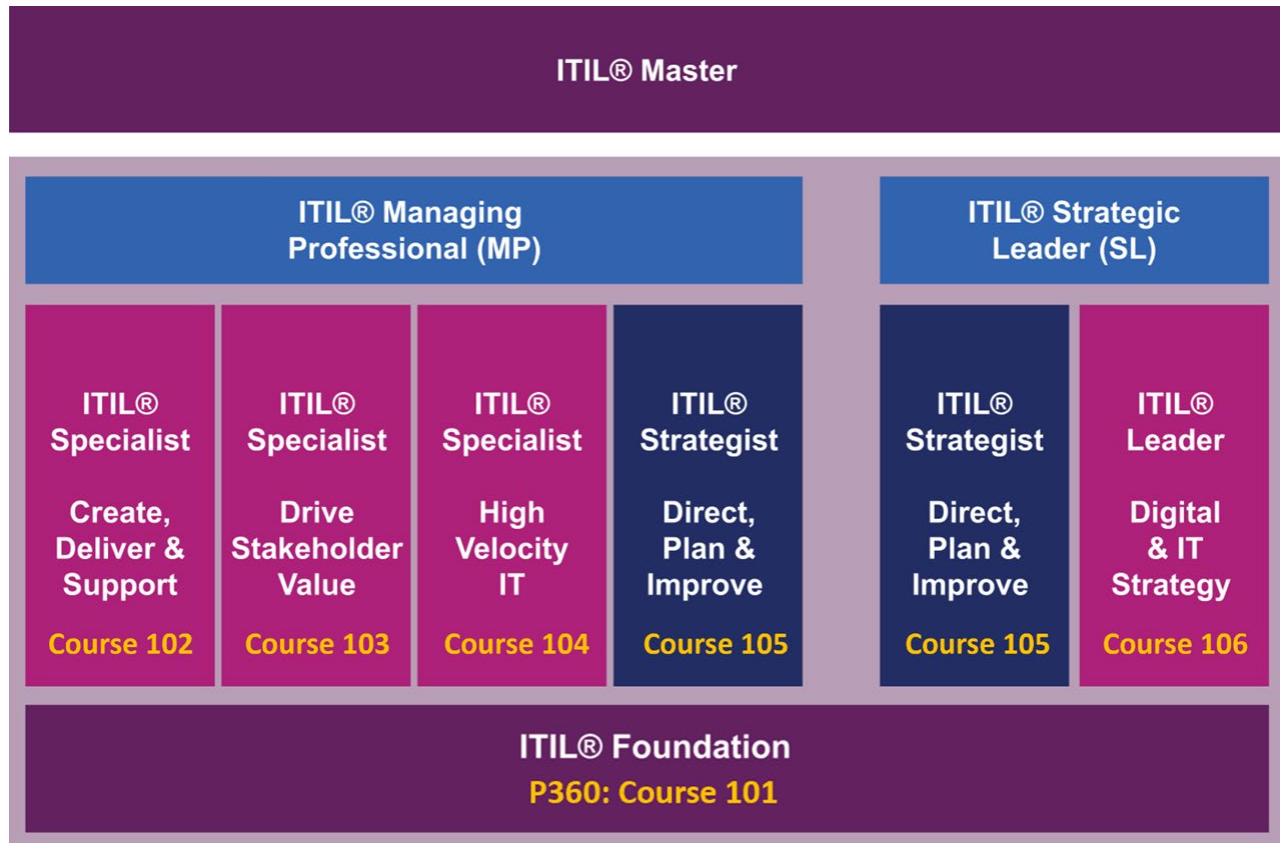
We are a trusted advisor and strategic partner to our valued clients.

ITIL® 4 Overview

ITIL® 4 brings the ITIL framework up to date, introducing a holistic approach to service management and focusing on **end-to-end service management from demand to value**.

The new edition of ITIL 4 is the first major update to ITIL since 2011 and integrates the emergence of newer service management frameworks such as DevOps, Agile, and Lean in the domain of service management. It expands the previous version of ITIL v3 and provides a flexible basis to support organizations on their journey to the new world of **digital transformation**.

ITIL® Master						
ITIL® Managing Professional (MP)				**ITIL® Strategic Leader (SL)**		
ITIL® Specialist Create, Deliver & Support Course 102	ITIL® Specialist Drive Stakeholder Value Course 103	ITIL® Specialist High Velocity IT Course 104	ITIL® Strategist Direct, Plan & Improve Course 105	ITIL® Strategist Direct, Plan & Improve Course 105	ITIL® Leader Digital & IT Strategy Course 106	
ITIL® Foundation P360: Course 101						

The new ITIL 4 framework and course structure is indicated by the below graphic. The courseware and documentation have been completely revised and streamlined to make it easier to read and enhanced with many practical examples for organizational application.

There are two overarching certifications: **ITIL® Managing Professional** and **ITIL® Strategic Leader**. As indicated, each course certification is required to achieve the applicable designation.

To help support your ITSM professional development, **Performance 360** offers six certification courses to select from:

- ❖ 101: ITIL® 4 Foundation Certification
- ❖ 102: ITIL® 4 Create, Deliver, and Support (CDS)
- ❖ 103: ITIL® 4 Drive Stakeholder Value (DSV)
- ❖ 104: ITIL® 4 High-Velocity IT (HVIT)
- ❖ 105: ITIL® 4 Direct, Plan, and Improve (DPI)
- ❖ 106: ITIL® 4 Digital and IT Leader (DITS)

101: ITIL® 4 Foundation Certification Course

Course Description: ITIL® 4 provides organizations with a comprehensive framework for IT Service Management. It provides a practical and flexible approach to address the emerging needs of **digital transformation** and embraces an end-to-end operating model for the delivery and operation of products and services. ITIL® 4 provides an emphasis on the business and technology world, how it works today, and how it will work in the future integrated with <u>DevOps, Agile, and Lean</u>.

ITIL® 4 Foundation is a certification course, based on the exam specifications issued by AXELOS. The fundamental objective of this course is to help the participants **understand the key concepts of service management**, the ITIL® 4 service management framework, and prepare for the exam. The course offers a rich learning experience that helps the attendees understand ITIL® 4 and relate IT best practices to their own work environment.

Course Objectives: Upon completion of the course, the students will be able to:

- ✓ Understand the key concepts of ITIL service management
- ✓ Understand how ITIL® guiding principles can help an organization to adopt and adapt ITIL service management
- ✓ Understand the four dimensions of ITIL service management
- ✓ Understand the purpose and components of the ITIL® service value system, and activities of the service value chain, and how they interconnect
- ✓ Understand the key concepts of continual improvement
- ✓ Learn the various ITIL practices

Audience: The primary audience for this course includes CIO's, IT Management, IT Support Staff and Agents, Systems Administrators, Business Managers, IT Developers and Engineers, Cyber Security Team, Business Process Owners, Project Managers, System Integrators, Service Providers, and IT Consultants. (Min: 5, Max: 20)

Course Length: 16 hours (can be 2-4 days based on customer schedule preference)

Prerequisites: None, although a familiarity with IT service management would be beneficial

Course Materials:

- ✓ Instructor-led presentation, facilitation, exercises, and application
- ✓ Pre-class resources via online Learner Portal (unique credentials)
- ✓ Learner Manual (170-pg) with study aids and assignments
- ✓ ITIL® 4 Foundation Reference Card and handouts
- ✓ Participation in our in-class GAMEON! An Interactive Learning Experience®
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Course curriculum is provided by ITSM Academy® and attendees earn 16 PDUs
- ✓ Three-month free subscription to MyAxelos (Practice Guides, Case Studies, etc.)
- ✓ ITIL® 4 Foundation Digital Core Guidance (eBook) from Axelos provided at exam registration.

The ITIL®4 Foundation Course – Accredited course is offered by ITSM Academy ATO/Affiliate of AXELOS Limited. ITIL®4 Foundation Course – Accredited is a registered trademark of AXELOS Limited. All rights reserved.

Certification Exam: The 60-minute exam includes 40 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **65%** (26 out of 40) questions. Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.

Course Outline: ITIL 4 Foundation

Module 1: Key Concepts of Service Management

- Service Management & Value Creation

- Service Offerings and Service Relationships
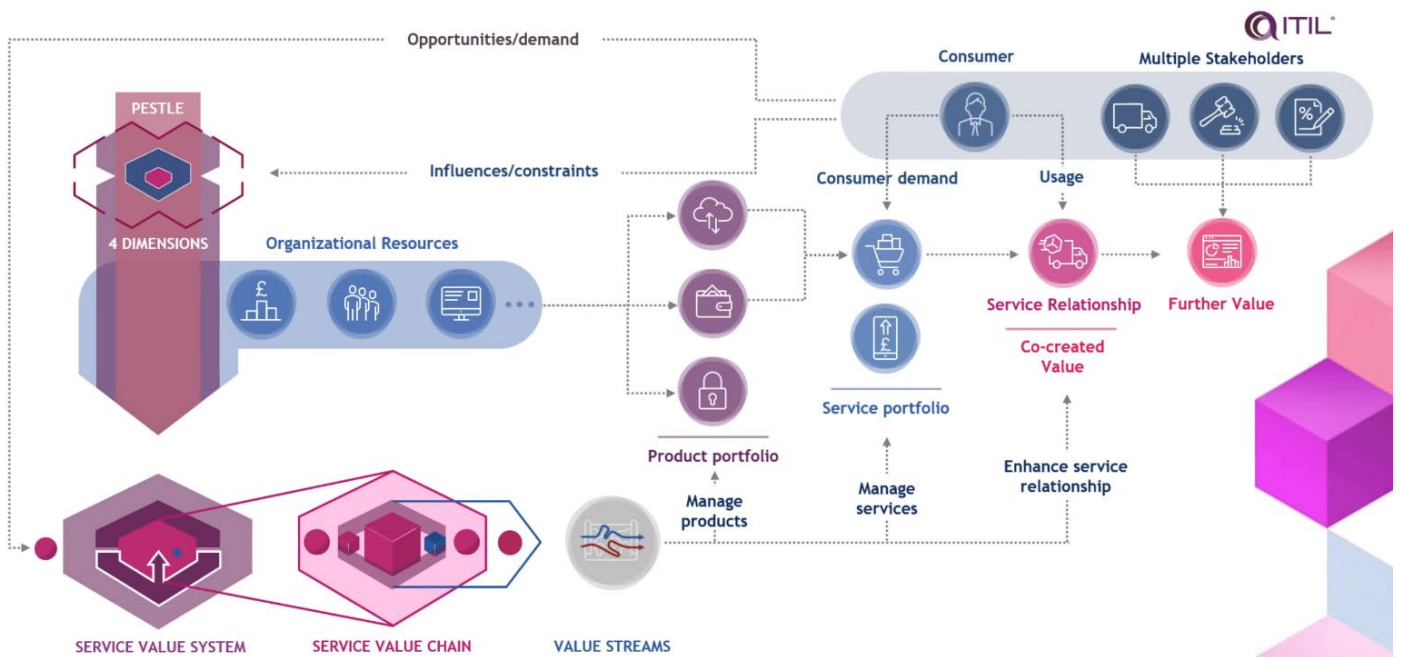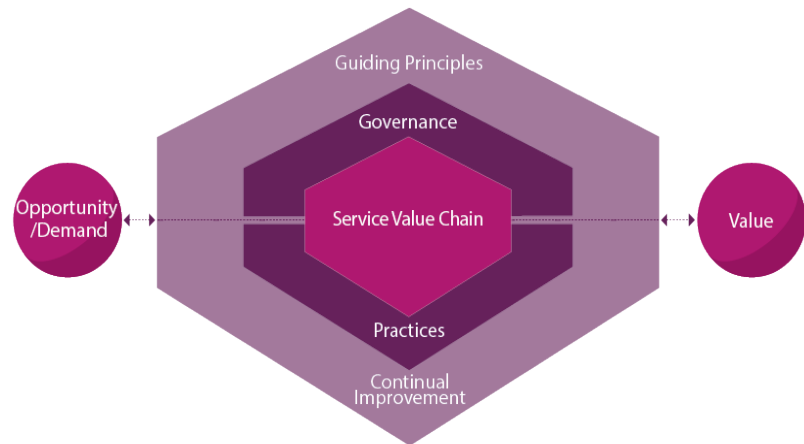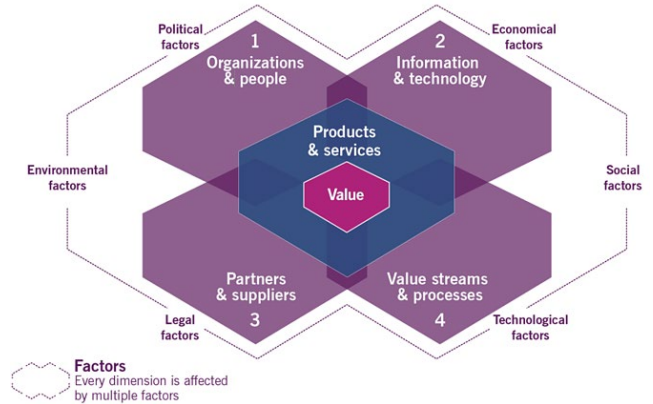
Module 2: Key Concepts of ITIL

- The Four Dimensions of Service Mgmt

- The Service Value System

- The Service Value Chain

Module 3: Introduction to ITIL Practices

- Introduction to ITIL Practices

- ITIL Practices (34)

Module 4: The ITIL Guiding Principles

- Introduction to the Guiding Principles

- The ITIL Guiding Principles

102: ITIL® 4 Specialist – Create, Deliver, & Support

Course Description: This course is aimed at IT Service Management (ITSM) practitioners managing the operation of IT-enabled and digital products and services, and those responsible for the end-to-end delivery.

Candidates acquire an understanding of how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and how to apply relevant practices, methods and tools. This course also provides an understanding of service performance, service quality and improvement methods.

Course Objectives: This course covers the core service management activities & expands the current scope of ITIL® to cover the creation of services. Attendees acquire an understanding of:

- ✓ The integration of different value streams and activities to create, deliver and support IT-enabled products and services
- ✓ Supporting practices, methods and tools
- ✓ Service performance, service quality and improvement methods
- ✓ How to continue to deliver innovative yet reliable technology-enabled services in an increasingly competitive market

Enables you to:

- *Improve Existing Processes*
- *Effectively Manage I.T. Teams*
- *Optimize Value Streams and Workflows*
- *Align Digital Services with Business Strategy*
- *Develop Services to Meet Demand*
- *Integrate New Technologies*
- *Embed Lean, Agile, DevOps Ways of Working*
- *Create an Effective and Streamlined Service Management Function*

Audience: The primary audience for this course includes Service Delivery Managers, IT Operations Managers, Service Desk Agents, Solution Architects, Developers and Testers, Infrastructure Engineers, ITSM Managers, and aspiring ITSM Managers. (Min: 5, Max: 20)

For the **IT Professionals** who:

- ✓ Manage, Develop, Deploy, Monitor, Support, and Assure Delivery of IT Enabled Digital Products and Services.

Course Length: 20 hours (can be 3-4 days based on customer schedule preference)

Prerequisites: ITIL® 4 Foundation Certification (mandatory accredited training course)

Course Materials:

- ✓ Instructor-led presentation, facilitation, discussion, and application
- ✓ Pre-class resources via online Learner Portal (unique credentials)
- ✓ Learner Manual (210-pg) with study aids and assignments
- ✓ ITIL® 4 CDS Reference Card and Handouts
- ✓ Participation in our in-class GAMEON! An Interactive Learning Experience®
- ✓ Sample exams and exam preparation (excellent post-class reference)

✓ Course curriculum is provided by ITSM Academy® and attendees earn 18 PDUs
✓ Three-month free subscription to MyAxelos (Practice Guides, Case Studies, etc.)
✓ ITIL® 4 CDS Digital Core Guidance (eBook) from Axelos provided at exam registration.

Certification Exam: The 90-minute exam includes 40 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **70%** (28 out of 40 questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.

Course Outline: Create, Deliver, and Support (CDS)

Module 1: Planning and Building Values Systems

- Concepts and Challenges

- Planning and Managing Resources

- Using a Shift Left Approach

### Module 2: Using Value Streams and Practices

- Value Streams and Value Stream Mapping

- Development of a New Service

- Restoration of Live Service

Module 3: Creating, Delivering and Supporting Services

- Build vs. Buy Considerations

- Sourcing Considerations and Options

- Service Integration and Management

- Coordinating, Prioritizing and Structuring Work

Module 4: Using Information and Technology

- Automation of Service Management

- Integration and Data Sharing

- Reporting and Advanced Analytics

- Continuous Integration/Delivery/Deployment
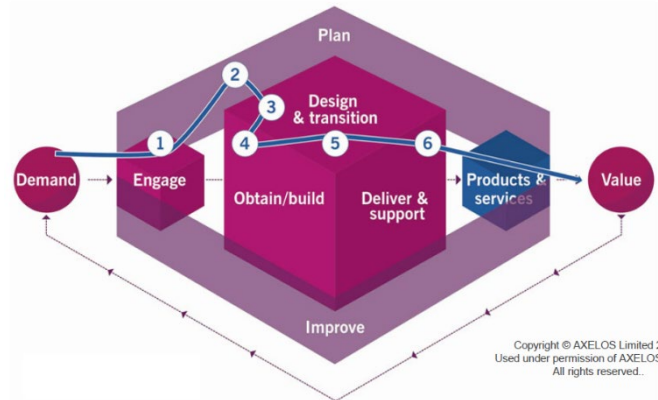
103: ITIL® 4 Specialist – Drive Stakeholder Value

Course Description: This course is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It covers both practical and strategic elements. This universal module is a key component of both the ITIL Managing Professional and ITIL Strategic Leader streams.

Course Objectives: This course provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. Attendees acquire an understanding of:

- ✓ The influence and impact of Agile and Lean ways of working
- ✓ How Agile and Lean can be leveraged to an organization's advantage
- ✓ A practical and strategic method for planning and delivering continual improvement with necessary agility

> **Enables you to:**
>
> - Effectively Manage All Stakeholders
> - Build Trusted Relationships
> - Shape Customer Demand
> - Optimize User Experience and Customer Experience
> - Embed Effective Design Thinking
> - Foster Valuable Relationships to Ensure High Customer Satisfaction

Audience: The primary audience for this course includes Business Relationship Managers, Service Delivery Managers, Continuous Improvement Managers, Account Managers, and IT Operations Managers (Min: 5, Max: 20)

For the **IT Professionals** who:

- ✓ Design Customer Journeys, Interface with Stakeholders, Shape Customer Experiences, Build Value Propositions, and Build Trusted Relationships

Course Length: 20 hours (can be 3-4 days based on customer schedule preference)

Prerequisites: ITIL® 4 Foundation Certification (mandatory accredited training course)

Course Materials:

- ✓ Instructor-led presentation, facilitation, discussion, and application
- ✓ Pre-class resources via online Learner Portal (unique credentials)
- ✓ Learner Manual (272-pg) with study aids and assignments
- ✓ ITIL® 4 DSV Reference Card and Handouts
- ✓ Participation in our in-class GAMEON! An Interactive Learning Experience®
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Course curriculum is provided by ITSM Academy® and attendees earn 18 PDUs
- ✓ Three-month free subscription to MyAxelos (Practice Guides, Case Studies, etc.)
- ✓ ITIL® 4 DSV Digital Core Guidance (eBook) from Axelos provided at exam registration.

Certification Exam: The 90-minute exam includes 40 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **70%** (28 out of 40 questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.
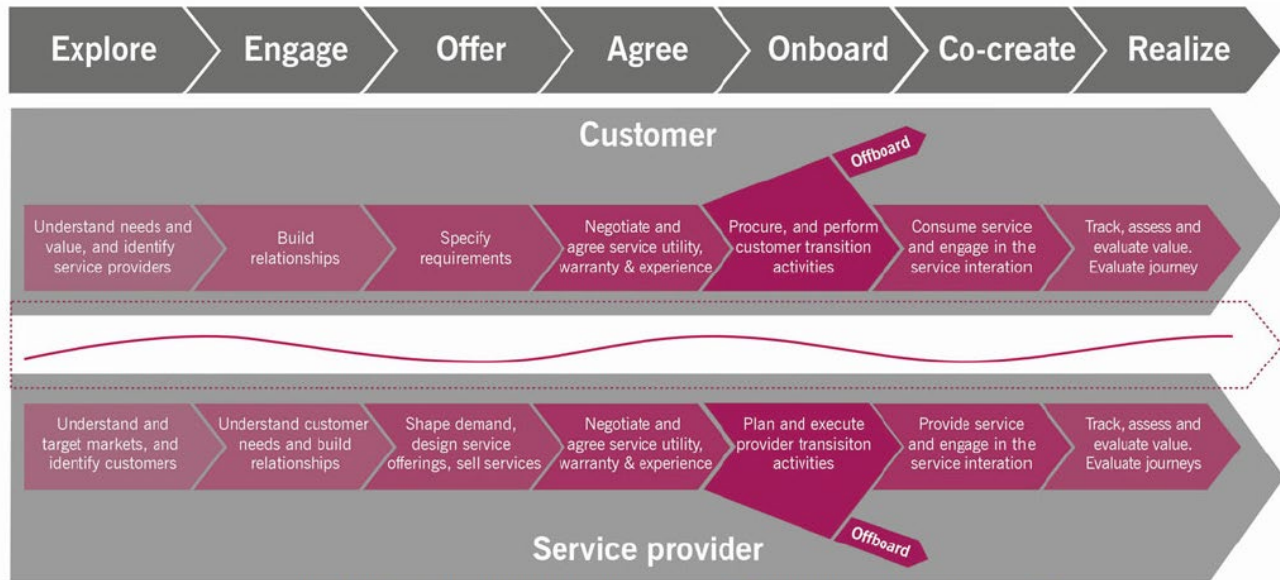
Copyright © AXELOS Limited 2020. Used under permission of AXELOS Limited. All rights reserved.

Course Outline: Drive Stakeholder Value (DSV)

Module 1: The Customer Journey – Introduction

- The Customer Journey

- Mapping the Customer Journey

- Designing and Improving the Customer Journey

Module 2: The Customer Journey – Step-by-Step

- Step 1: Explore

- Step 2: Engage

- Step 3: Offer

- Step 4: Agree

- Step 5: Onboard

- Step 6: Co-Create

- Step 7: Realize

Mastering the customer journey enables organizations to maximize stakeholder value through co-creation, not only by focusing on outcomes, but also by focusing on the experience.
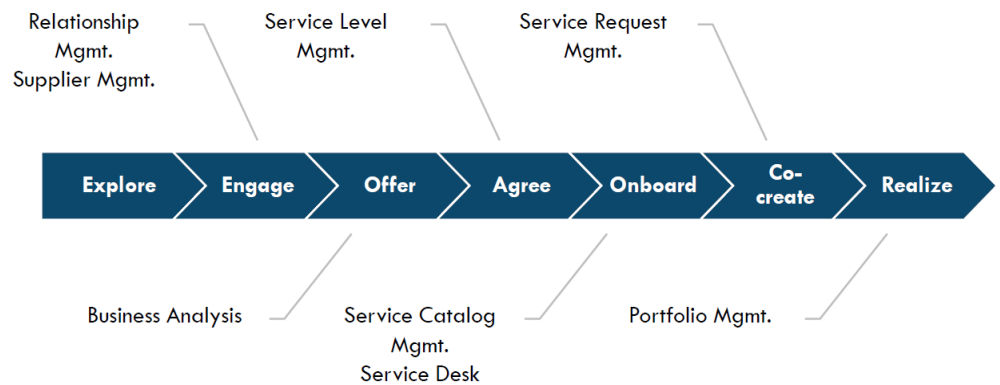
Many ITIL practices are particularly relevant to the customer journey.

104: ITIL® 4 Specialist – High-Velocity IT

Course Description: This course is aimed at IT managers and practitioners involved in digital services or digital transformation projects working within or towards high velocity environments. As organizations use information and related technologies to do business differently, the ability to rapidly launch new products and services to keep up with the competition becomes critical. To compete in this high–velocity environment, organizations must greatly intensify their agility, speed, cost–effectiveness, and responsiveness, with a focus on the quick delivery of products and services to gain maximum business value.

Course Objectives: This course provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. Attendees acquire an understanding of:
- ✓ How aspiring organizations can operate in a similar way to successful digitally-native organizations
- ✓ The use of working practices such as Agile and Lean
- ✓ The use of technical practices and technologies such as cloud, automation, and automatic testing
- ✓ How to focus on rapid delivery of products and services to obtain maximum value

  Enables you to:
  - Converge Business Goals with I.T.
  - Embed Complex and Adaptive Systems
  - Bridge the Development and Operations Gap
  - Improve Performance with Lean, Agile, and DevOps Methods
  - Increase the Speed and Quality of Services
  - Make Value-Creating Digital and I.T. Investments
  - Deliver Effective Digital Services in High-Velocity Environments

Audience: The primary audience for this course includes IT/DevOps Engineers and Architects, Scrum and Agile Teams, IT Operations Managers, Cloud Architects, Business Analysts, Project Managers, and Continuous Improvement Managers. (Min: 5, Max: 20)

For the **IT Professionals** who:
- ✓ Deliver Digital Products and Services, Work on Digital Transformation Projects, Operate in Highly Automated Environments, Optimize and Improve Flow, and Integrate the Digital Product Lifecycle

Course Length: 20 hours (can be 3-4 days based on customer schedule preference)

Prerequisites: ITIL® 4 Foundation Certification (mandatory accredited training course)

Course Materials:
- ✓ Instructor-led presentation, facilitation, discussion, and application
- ✓ Pre-class resources via online Learner Portal (unique credentials)
- ✓ Learner Manual (224-pg) with study aids and assignments
- ✓ ITIL® 4 HVIT Reference Card and Handouts
- ✓ Participation in our in-class GAMEON! An Interactive Learning Experience®
- ✓ Sample exams and exam preparation (excellent post-class reference)

✓ Course curriculum is provided by ITSM Academy® and attendees earn 18 PDUs
✓ Three-month free subscription to MyAxelos (Practice Guides, Case Studies, etc.)
✓ ITIL® 4 HVIT Digital Core Guidance (eBook) from Axelos provided at exam registration.

Certification Exam: The 90-minute exam includes 40 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **70%** (28 out of 40 questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.

Course Outline: High-Velocity IT

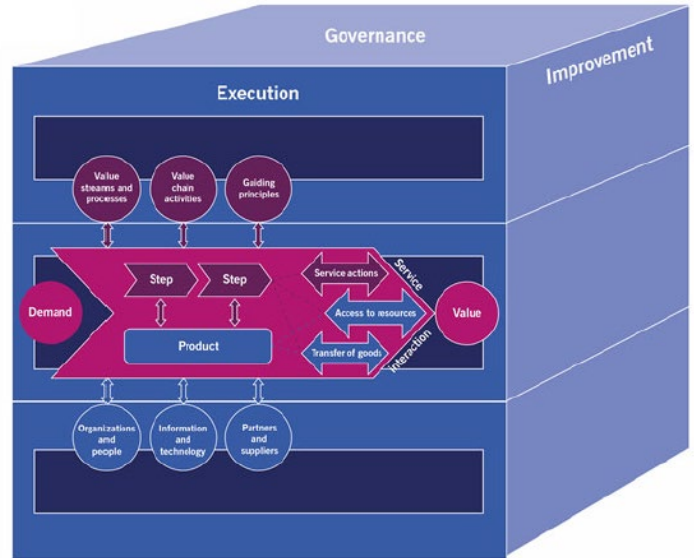### Module 1: High-Velocity and the Digital Enterprise

- Key HVIT Terms and Concepts
- High-Velocity IT Transformation
- High-Velocity IT Characteristics
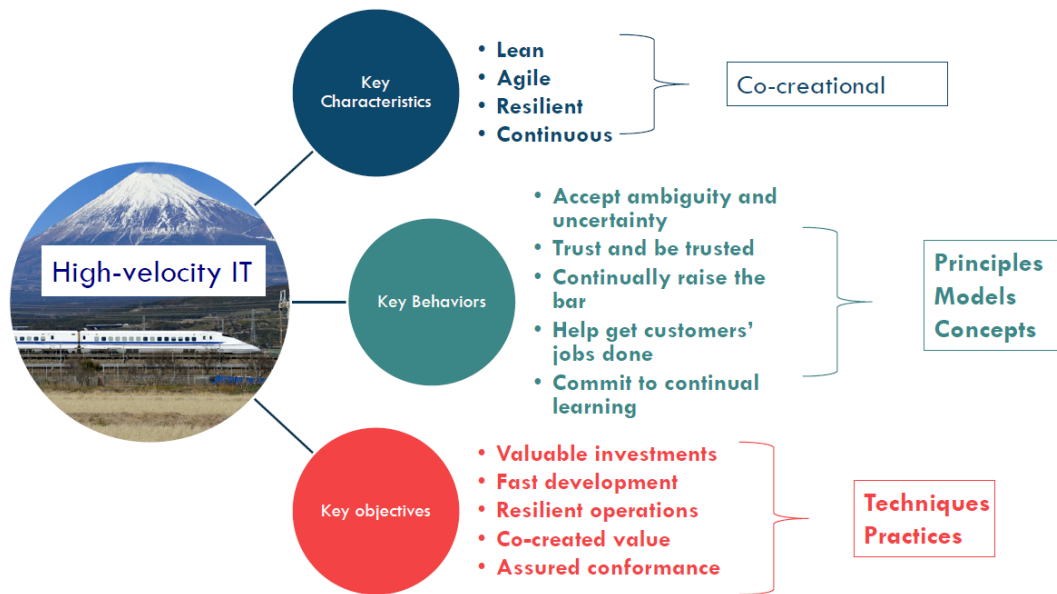
Module 2 - Key Behaviors for High-Velocity

- Key Behaviors for High-Velocity IT
- HVIT Related Principls, Models & Concepts

Module 3 - High-Velocity IT Objectives

- High-Velocity IT Objectives
- Valuable Investments
- Fast Development
- Resilient Operations
- Value Co-Creation
- Assured Conformance

105: ITIL® 4 Strategist – Direct, Plan, & Improve

Course Description: This course is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It covers both practical and strategic elements. This universal module is a key component of both the ITIL Managing Professional and ITIL Strategic Leader streams.

Course Objectives: This course provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. Attendees acquire an understanding of:

✓ The influence and impact of Agile and Lean ways of working
✓ How Agile and Lean can be leveraged to an organization's advantage
✓ A practical and strategic method for planning and delivering continual improvement with necessary agility

    Enables you to:

- *Direct Organizational Change*
- *Encourage a Culture of Continual Improvement*
- *Ease Decision Making, Support Change Management*
- *Minimize Disruption, Innovate while Remaining Compliant*
- *Lead IT Teams and Create Optimized, Modern Digital Services*

Audience: The primary audience for this course includes ITSM Managers and Directors, Continuous Improvement Managers, IT Operations Managers, Program and Project Managers, and ITIL Process Owners. (Min: 5, Max: 20)

For the **IT Professionals** who:

✓ Shape Strategy, Drive Improvement, Plan Work, Improve Products, Manage Organizational Change, and Interface with Governance, Risk, and Compliance (GRC).

Course Length: 20 hours (can be 3-4 days based on customer schedule preference)

Prerequisites: ITIL® 4 Foundation Certification (mandatory accredited training course)

Course Materials:

✓ Instructor-led presentation, facilitation, discussion, and application
✓ Pre-class resources via online Learner Portal (unique credentials)
✓ Learner Manual (186-pg) with study aids and assignments
✓ ITIL® 4 DPI Reference Card and Handouts
✓ Participation in our in-class GAMEON! An Interactive Learning Experience®
✓ Sample exams and exam preparation (excellent post-class reference)
✓ Course curriculum is provided by ITSM Academy® and attendees earn 18 PDUs
✓ Three-month free subscription to MyAxelos (Practice Guides, Case Studies, etc.)
✓ ITIL® 4 DPI Digital Core Guidance (eBook) from Axelos provided at exam registration.

Certification Exam: The 90-minute exam includes 40 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **70%** (28 out of 40 questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.

Course Outline: Direct, Plan, and Improve (DPI)

Module 1: DPI Key Concepts

- Key DPI Terms and Concepts
- The Role of Governance, Risk, and Compliance

Module 2: Continual Improvement

- Continual Improvement and the SVS
- The Continual Improvement Model
- Continual Improvement Principles & Methods

Module 3: Measurement and Reporting

- Measurement and Reporting
- Measurement Cascades and Hierarchies
- Measurement and the Four Dimensions

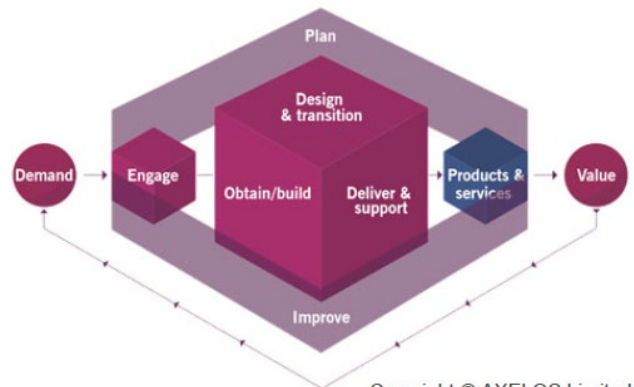### Module 4: Value Streams and Practices

- Value Stream, Process and Practice Differences
- Methods and Techniques to Direct, Plan & Improve Value Streams

Module 5: Organizational Change Management

- Organizational Change Management (OCM)
- The OCM Practice
- Identifying and Managing Stakeholders
- Key Principles and Methods of Communication

Stakeholders (Group or Individual)	Interest/involvement (How does the initiative impact the stakeholder?)	Power/ Influence/ Impact (on the initiative) (High/Medium/Low)	Expectations (What's in it for me?)	Observations/ comments

106: ITIL® 4 Leader – Digital & IT Strategy

Course Description: This course is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It covers both practical and strategic elements. This universal module is a key component of both the ITIL® Managing Professional and ITIL® Strategic Leader streams.

Course Objectives: This course provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. Attendees acquire an understanding of:

- ✓ The influence and impact of Agile and Lean ways of working
- ✓ How Agile and Lean can be leveraged to an organization's advantage
- ✓ A practical and strategic method for planning and delivering continual improvement with necessary agility

Enables you to:

- *Develop a Cross-Organizational Digital Strategy*
- *Craft a Digital Vision, Enable a Sustainable Business*
- *Elevate the ITIL® Discussion to an Organizational Strategic Level*
- *Influence and Drive Strategic Business Decisions*
- *Enable Long Term Growth in Complex and Volatile Environments*

Audience: The primary audience for this course includes CIOs/CTOs, Department Heads, Data Officers, ITSM Managers and Directors, and other aspiring C-Suite professionals. (Min: 5, Max: 20)

For the **IT Professionals** who:

- ✓ Are looking for guidance on crafting a digital vision, shaping IT and business strategy, driving organizational change, and delivering performance excellence.

Course Length: 20 hours (can be 3-4 days based on customer schedule preference)

Prerequisites: ITIL® 4 Foundation Certification (mandatory accredited training course)

Course Materials:

- ✓ Instructor-led presentation, facilitation, discussion, and application
- ✓ Pre-class resources via online Learner Portal (unique credentials)
- ✓ Learner Manual (250-pg) with study aids and assignments
- ✓ ITIL® 4 DITS Reference Card and Handouts
- ✓ Participation in our in-class GAMEON! An Interactive Learning Experience®
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Course curriculum is provided by ITSM Academy® and attendees earn 18 PDUs
- ✓ Three-month free subscription to MyAxelos (Practice Guides, Case Studies, etc.)
- ✓ ITIL® 4 DITS Digital Core Guidance (eBook) from Axelos provided at exam registration.

Certification Exam: The 90-minute exam includes 40 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **70%** (28 out of 40 questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.   **NOTE:** Digital and IT Strategy includes **four** case study assignments that are graded in-session and candidates must pass all the case study assignments to take the exam.

Course Outline: Digital & IT Strategy

Module 1: What is Digital and IT Strategy?

- Key Concepts
- DITS and the ITIL Service Value System
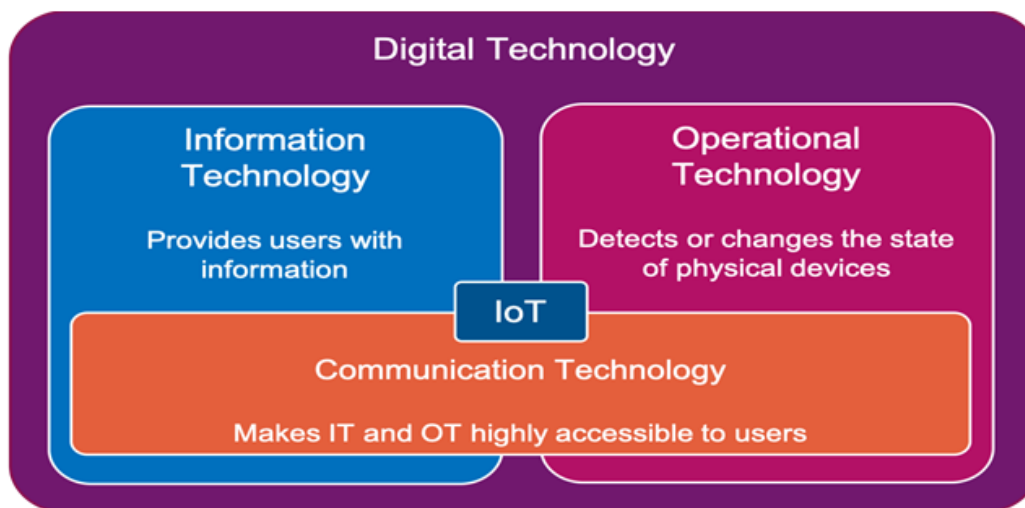
Module 2 - The Strategy Journey

- What is the Vision?
- Where Are We Now?
- Where Do We Want to Be?
- Take Action
- Did We Get There
- Topic 2.6: Keep the Momentum Going

Module 3: Strategic Capabilities

- Digital Leadership
- Sourcing Considerations and Options
- Managing Strategic Risk
- Structuring for Digital Business

DevOps Overview

DevOps is the union of people, process, and products to enable continuous delivery of value to our end users. The "Dev" and "Ops" refers to replacing siloed Development and Operations to create multidisciplinary teams that now work together with shared and efficient practices and tools.

Learn about DevOps to support organizational efforts in reducing costs while increasing agility, quality, and customer service; leverage case studies, real-world success stories, and metrics to demonstrate business success in these foundation-level courses to support digital transformation.

Now more than ever, organizations need DevOps professionals with validated skills and knowledge to support their digital transformation.

To help support your DevOps professional development, **Performance 360** offers six courses to select from:

- ❖ 201: DevOps Foundation® Certification Course
- ❖ 202: DevOps Leader® Certification Course
- ❖ 203: DevOps Engineering Foundation℠ Certification Course
- ❖ 204: Site Reliability Engineering Foundation℠ Certification Course
- ❖ 205: Certified Agile Service Manager® Course
- ❖ 206: Value Stream Management Foundation™ Certification Course

201: DevOps Foundation® Certification Course

Course Description:

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. Improved workflows will result in an improved ability to design, develop, deploy and operate software and services faster.

DevOps Institute® and ITSM Academy® provide the course curriculum and the exam is provided through DevOps Institute®.

Course Objectives: Attendees acquire an understanding of:

- ✓ DevOps objectives and vocabulary
- ✓ Benefits to the Business and IT
- ✓ Principles and practices including Continuous Integration, Continuous Delivery, testing, security, and the Three Ways
- ✓ DevOps relationship to Agile, Lean and ITSM
- ✓ Improved workflows, communication, and feedback loops
- ✓ Automation practices including deployment pipelines and DevOps toolchains
- ✓ Scaling DevOps for the enterprise
- ✓ Critical success factors and key performance indicators
- ✓ Real-life examples and results

Audience: The primary audience for this course includes the following business professionals: Application Developers, Business Analysts, Business Managers, Change Agents, Consultants, DevOps Consultants, DevOps Engineers, Infrastructure Architects, Integration Specialists, IT Managers, IT Operations, Lean Coaches, Network Administrators, Operations Managers, Project Managers, Release Engineers, Software Testers/QA, System Administrators, and Systems Engineers. (Min: 5, Max: 20)

Course Length: 16 hours (can be 2-4 days based on customer schedule preference)

Prerequisites: Familiarity with IT software development & operations responsibilities

Course Materials:

- ✓ Instructor-led education and assignment facilitation
- ✓ Pre-class resources, including DevOps - the Basics
- ✓ Learner Manual (excellent post-class reference)
- ✓ Participation in our in-class GAMEON! An Interactive Learning Experience®
- ✓ Sample exams and exam preparation
- ✓ Sample documents, templates, tools, and techniques
- ✓ Access to additional sources of information and communities
- ✓ DevOps Foundation examination provided by DevOps Institute

Certification Exam:

Learners who choose to certify in this DevOps discipline will be equipped to earn the **DevOps Foundation® Certification** by achieving a passing score (65%) on the 60-minute exam, consisting of 40 multiple-choice questions. Participants are provided with an **exam voucher** so they can schedule the exam at their convenience after the course.

Course Outline: DevOps Foundation

Module 1: Exploring DevOps
- Defining DevOps
- Why Does DevOps Matter
- The Business Perspective
- The IT Perspective

Module 2: Core DevOps Principles
- The Three Ways
- The Theory of Constraints
- Chaos Engineering

Module 3: Key DevOps Practices
- Continuous Testing, Integration, Delivery, Deployment
- Site Reliability & Resilience
- DevSecOps, ChatOps, Kanban

Module 4: Business and Technology Frameworks
- Agile, ITSM
- Lean
- Safety Culture
- Learning Organizations

Module 5: Culture, Behaviors, and Operating Models
- Defining Culture
- Behavior Models
- Organizational Models & Change

**Module 6: Automation & Architecting DevOps Toolchains**
- CI/CD and Automation
- Cloud, Containers & Microservices
- DevOps Toolchains

Module 7: Measurement, Metrics & Reporting
- The Importance of Measurement
- DevOps Metrics
- Change Lead/Cycle Times

Module 8: Sharing, Shadowing & Evolving
- DevOps in the Enterprise
- DevOps Leadership
- Organizational Considerations
- Getting Started
- Challenges, Risks & Critical Success Factors
- Organizational Considerations
- Getting Started
- Challenges, Risks & Critical Success Factors
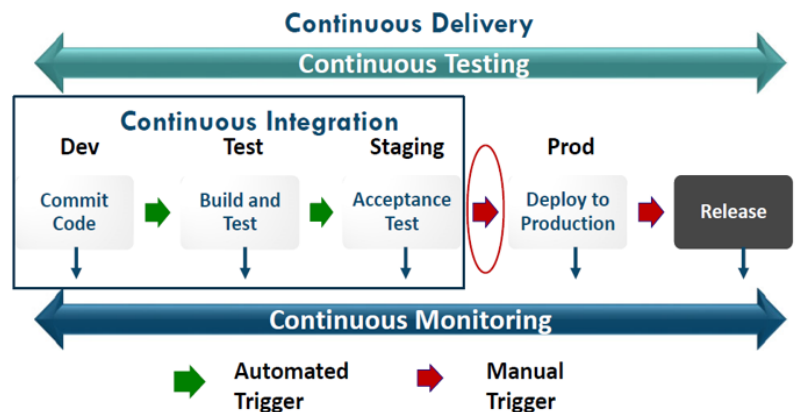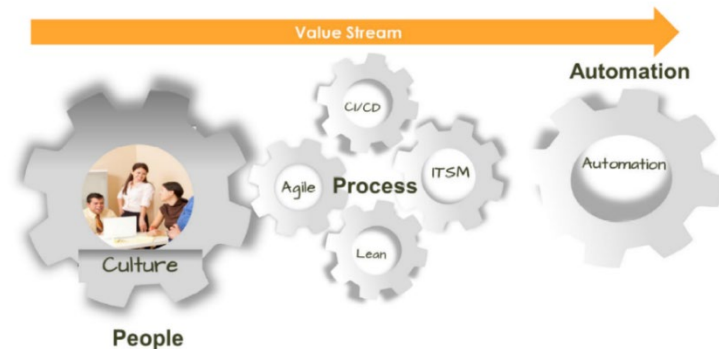
202: DevOps Leader® Certification Course

Course Description:

The DevOps Leader course not only provides a strong foundation in DevOps, it also provides a unique and practical experience for participants who want to take a transformational leadership approach and make an impact within their organization by implementing DevOps. Leading people through a cultural transformation requires new skills, innovative thinking, and leadership.

The course highlights the human dynamics of cultural change and equips participants with practices, methods, and tools to engage people across the DevOps spectrum through the use of real-life scenarios and case studies. Upon completion of the course, participants will have tangible takeaways to leverage when back in the office such as understanding Value Stream Mapping.

DevOps Institute® and ITSM Academy® provide the course curriculum and the exam is provided through DevOps Institute®.

Course Objectives:

Attendees acquire an understanding of:
- ✓ DevOps and time to value
- ✓ Mindset and mental models
- ✓ Key differences between DevOps IT and traditional IT
- ✓ Target operating models and organizational design
- ✓ Performance management, rewards and motivation
- ✓ Preparing investment cases
- ✓ Focusing on value outcomes
- ✓ Ideas for organizing workflows
- ✓ Defining meaningful metrics
- ✓ Value stream mapping, getting started

Audience: The primary audience for this course includes anyone starting or leading a DevOps cultural transformation program and the following IT roles: Business Analysts, Business Managers, Change Agents, Consultants, DevOps Engineers, Infrastructure Architects, IT Managers, IT Operations, Lean Coaches, Operations Managers, Project Managers, System Administrators, and Systems Engineers. (Min: 5, Max: 20)

Course Length: 16 hours (can be 2-4 days based on customer schedule preference)

Prerequisites: DevOps Foundation training is recommended, but not required.

Course Materials:
- ✓ Instructor-led education and assignment facilitation
- ✓ Pre-class resources, including DevOps - the Basics
- ✓ Learner Manual (excellent post-class reference)
- ✓ Participation in our in-class GAMEON! An Interactive Learning Experience®
- ✓ Sample exams and exam preparation
- ✓ Sample documents, templates, tools and techniques
- ✓ Access to additional sources of information and communities
- ✓ DevOps Leader examination provide by DevOps Institute

Certification Exam:

Learners who choose to certify in this DevOps discipline will be equipped to earn the **DevOps Leader® Certification** by achieving a passing score (65%) on the 60-minute exam, consisting of 40 multiple-choice questions. Participants are provided with an **exam voucher** so they can schedule the exam at their convenience after the course.

Course Outline: DevOps Leader

Module 1: DevOps and Transformational Leadership
- Current Definitions of DevOps
- Benefits of DevOps
- Transformational Leadership

Module 2: Unlearning Behaviors
- The Psychology and Neuroscience
- DevOps and Other Existing Systems
- Bateson Stakeholder Map

Module 3: Becoming a DevOps Organization
- How DevOps Differs
- MVP and the Customer
- DevOps Kaizen
- Helping People Participate

Module 4: Measure to Learn
- Value Stream Mapping
- Creation Steps

Module 5: Measure to Improve
- Improvement Kata
- Future Value Stream Mapping

### Module 6: Target Operating Models & Organizational Designs
- TOM's, OD's, and Conway's Law
- DevOps Principles and Practices
- Scaled Agile Models
- Teal Organizations (Spotify)

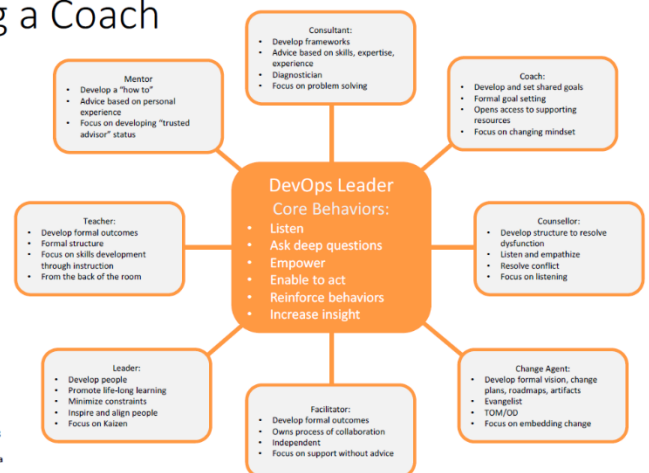### Module 7: Visualizing and Socializing Vision
- Organizational Change
- Performance Management
- Quad's and Triangle's
- Storytelling & Public Events

Module 8: Maintaining Energy and Momentum
- Revolution, Transformation or Evolution
- The Business Case for DevOps
- Culture and Climate
- A High-Trust Culture
- Dynamic Learning Organizations
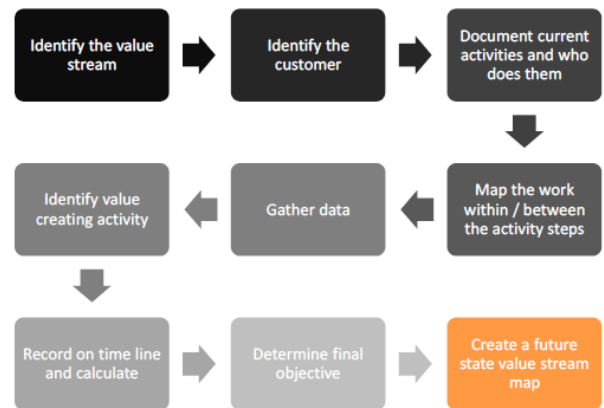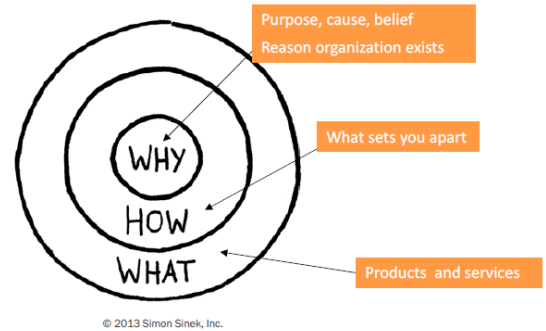
203: DevOps Engineering Foundation℠ Course

Course Description:

This course explains the many aspects of DevOps engineering that leaders and practitioners can execute upon. While DevOps Foundation provides an overview of DevOps, this course will provide a closer look at the implementation process from an engineering perspective. It is an in-depth view of the major aspects of engineering DevOps. An engineering approach is critical to DevOps journeys. This course provides the foundations of knowledge, principles, and practices from a technical perspective needed to engineer a successful DevOps solution.

DevOps Institute® and ITSM Academy® provide the course curriculum and the exam is provided through DevOps Institute®.

Course Objectives: Attendees acquire an understanding of:

- ✓ How to engineer DevOps solutions
- ✓ DevOps Technologies
- ✓ Applications Architectures
- ✓ Continuous Integration
- ✓ Continuous Testing
- ✓ Ephemeral Elastic Infrastructures
- ✓ Continuous Delivery and Deployment
- ✓ Metrics, Monitoring, Observability, and Governance
- ✓ DevOps Humans
- ✓ Future Trends

Audience: The primary audience for this course includes IT Professionals involved in engineering and technical practices. (Min: 5, Max: 20)

- DevOps Practice Owners and Process Designers
- Developers, QA Engineers, and Managers who are interested in understanding how DevOps works
- Employees and managers responsible for engineering or improving processes
- Consultants guiding their clients through process improvement and DevOps initiatives
- Anyone responsible for managing process-related requirements, ensuring the efficiency and effectiveness of processes, and maximizing the value of processes

Course Length: 16 hours (can be 2-4 days based on customer schedule preference)

Prerequisites: Some familiarity with DevOps processes and Agile is recommended

Course Materials:

- ✓ Instructor-led training, exercises, and assignment facilitation
- ✓ Learner Manual (excellent post-class reference)
- ✓ Participation in in unique exercises designed to apply concepts
- ✓ Sample exam and exam preparation
- ✓ Additional resources of information (Videos, Reports, Articles, Websites, Blogs, Books)
- ✓ DevOps Engineering Foundation examination provide by DevOps Institute

Certification Exam:

Learners who choose to certify in this DevOps discipline will be equipped to earn the **DevOps Engineering Foundation Certification** by achieving a passing score (65%) on the 60-minute exam, consisting of 40 multiple-choice questions. Participants are provided with an **exam voucher** so they can schedule the exam at their convenience after the course.

Course Outline: DevOps Engineering Foundation

Module 1: DevOps Engineering Introduction
- DevOps Foundation
- Principles and Practices
- Related Frameworks
- Performance and Benefits

Module 2: DevOps Technology
- Source and Artifacts Control
- CI/CD Pipelines
- Tools and Toolchains
- Application Release Automation
- Value Stream Management

Module 3: Applications Architectures & Continuous Integration
- Application Architectures
- Containers
- Continuous Integration

Module 4: Continuous Testing
- CT Tenets
- Test Creation and TDD
- Test Acceleration and Results
- Test Environment Management

Module 5: Ephemeral Elastic Infrastructures
- Virtual and Cloud
- Configuration Management
- Infrastructure-as-Code
- Containers Orchestration
- GitOps

Module 6: Continuous Delivery and Deployment
- Continuous Delivery and Deployment
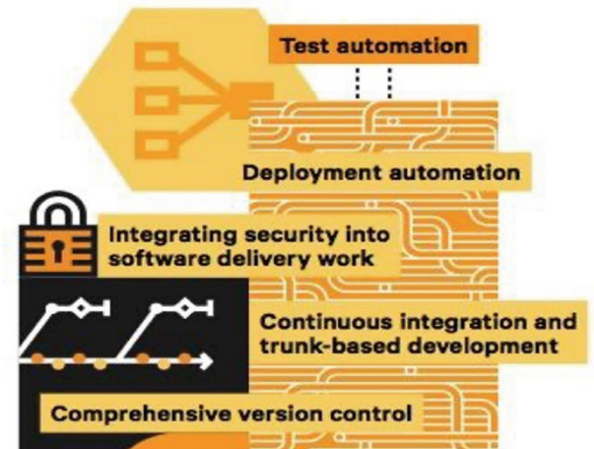- Release Automation
- Deployment Strategies

Module 7: Metrics, Monitoring, Observability, Gov.
- DevOps Metrics
- Monitoring
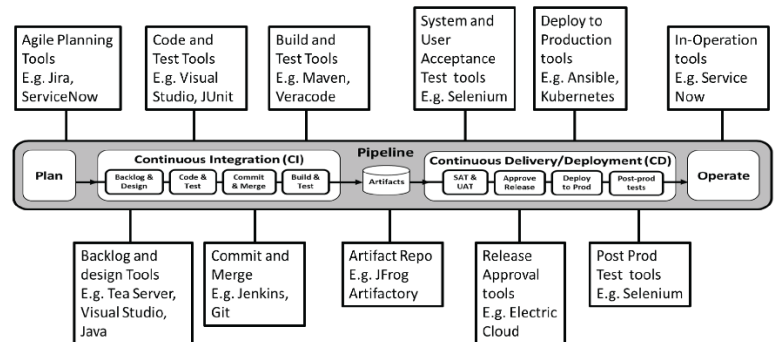- Observability
- Government

Module 8: DevOps Engineering Humans
- DevOps Culture
- Team Topologies
- Continuous Learning
- Future DevOps Trends

Factors that positively contribute to continuous delivery:

- Test automation
- Deployment automation
- Integrating security into software delivery work
- Continuous integration and trunk-based development
- Comprehensive version control

CI/CD Tools and Toolchains

Strategy/ Parameters	No Downtime	Real traffic Testing	User targeting	Infra Cost	Rollback duration	Negative User impact
Recreate	🔴	🔴	🔴	$	⏱	🔴
Blue/Green	🟢	🔴	🔴	$$$	⏱	🟡
Canary	🟢	🟢	🔴	$	⏱	🟢
A/B Testing	🟢	🟢	🟢	$	⏱	🟢
Shadow	🟢	🟢	🔴	$$$	⏱	🟢

204: Site Reliability Engineering Foundation℠ Course

Course Description:

The course highlights the evolution of SRE and its future direction and equips participants with the practices, methods, and tools to engage people across the organization involved in reliability and stability evidenced through the use of real-life scenarios and case stories. Upon completion of the course, participants will have tangible takeaways to leverage when back in the office such as understanding, setting, and tracking Service Level Objectives (SLO's) and Service Level Indictors (SLI's).

DevOps Institute® and ITSM Academy® provide the course curriculum and the exam is provided through DevOps Institute®.

Course Objectives: Attendees acquire an understanding of:
- ✓ The history of SRE and its emergence at Google
- ✓ The inter-relationship of SRE with DevOps and other popular frameworks
- ✓ The underlying principles behind SRE
- ✓ Service Level Objectives (SLO's) and their user focus
- ✓ Service Level Indicators (SLI's) and the modern monitoring landscape
- ✓ Error budgets and the associated error budget policies
- ✓ Toil and its effect on an organization's productivity
- ✓ Some practical steps that can help to eliminate toil
- ✓ SRE tools, automation techniques, and the importance of security
- ✓ Anti-fragility, our approach to failure, and failure testing
- ✓ The organizational impact that introducing SRE brings

Audience: The primary audience for this course includes the following IT Professionals. (Min: 5, Max: 20)
- Anyone starting or leading a move towards increased reliability
- Anyone interested in modern IT leadership and organizational change approaches
- Business Managers, Business Stakeholders, Change Agents, Consultants, DevOps Practitioners
- IT Directors/Managers, IT Team Leaders, Product Owners, Scrum Masters, SW Engineers
- Site Reliability Engineers, System Integrators, and Tool Providers

Course Length: 16 hours (can be 2-4 days based on customer schedule preference)

Prerequisites: An understanding and knowledge of common DevOps terminology and concepts and related work experience are recommended.

Course Materials:
- ✓ Instructor-led training, exercises, and assignment facilitation
- ✓ Learner Manual (excellent post-class reference)
- ✓ Participation in interactive exercises and discussions designed to apply concepts
- ✓ Sample exam and exam preparation
- ✓ Additional resources of information (Videos, Reports, Articles, Websites, Blogs, Books)
- ✓ Site Reliability Engineering Foundation examination provided by DevOps Institute

Certification Exam:

Learners who choose to certify in this DevOps discipline will be equipped to earn the **Site Reliability Engineering Foundation Certification** by achieving a passing score (65%) on the 60-minute exam, consisting of 40 multiple-choice questions. Participants are provided with an **exam voucher** so they can schedule the exam at their convenience after the course.

Course Outline: Site Reliability Engineering Foundation

Module 1: SRE Principles and Practices

- What is Site Reliability Engineering?
- SRE & DevOps: What is the Difference?
- SRE Principles & Practices

Module 2: Service Level Objectives & Error Budgets

- Service Level Objectives (SLO's)
- Error Budgets
- Error Budget Policies

Module 3: Reducing Toil

- What is Toil?
- Why is Toil Bad?
- Doing Something About Toil

Module 4: Monitoring and Service Level Indicators

- Service Level Indicators (SLI's)
- Monitoring
- Observability

Module 5: SRE Tools and Automation

- Automation Defined
- Automation Focus
- Hierarchy of Automation Types
- Secure Automation
- Automation Tools

Module 6: Anti-Fragility and Learning from Failure

- Why Learn from Failure
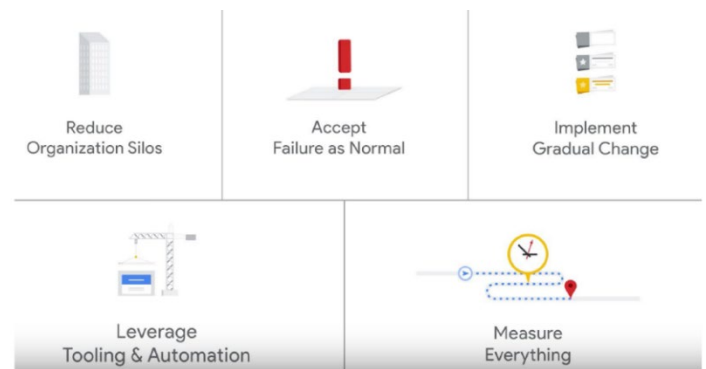- Benefits of Anti-Fragility
- Shifting the Organizational Balance

Module 7: Organizational Impact of SRE

- Why Organizations Embrace SRE
- Patterns for SRE Adoption
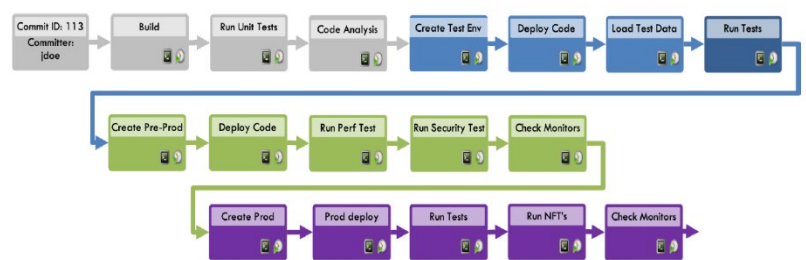- On-Call Necessities
- Blameless Post-Mortems
- SRE & Scale

Module 8: SRE, Other Frameworks, The Future

- SRE & Other Frameworks
- The Future

Five Key Pillars of SRE Success

Ensuring Secure Automation

205: Certified Agile Service Manager® Course

Course Description:

The course provides an introduction to **Agile Service Management**, the application, and integration of agile thinking into service management processes and process design projects. Agile thinking improves IT's effectiveness and efficiency and enables IT to continue to deliver value in the face of changing requirements.

As Dev and Ops have been working in parallel with Dev focused on Agile/Scrum and Ops focused on ITSM/ITIL®, this course strives to bring together individual achievements to **deliver full business value**. The course cross-pollinates Agile and ITSM practices to support end-to-end Agile Service Management, so Dev starts to manage services instead of products and Ops and ITSM become more agile by scaling to "just enough" process leading to improved flow of work and time to value.

Agile Service Management helps IT to meet customer requirements faster, improve the collaboration between Dev and Ops, and overcome constraints in process workflows by taking an iterative approach to process design that will **improve the velocity of process improvement teams**.

Course Objectives: The learning objectives for Certified Agile Service Manager (CASM) include an understanding of:

- ✓ What does it mean to "be agile?"
- ✓ The Agile Manifesto, its core values, and principles
- ✓ Agile concepts and practices including ITSM, Kanban, Lean and DevOps
- ✓ Learn about SCRUM from a product and process perspective
- ✓ Agile thinking and values into service management
- ✓ Scrum roles, artifacts, and events as it applies to both products and processes
- ✓ The two aspects of Agile Service Management; Process Improvement and Process Design

Course Length: 16 hours (can be 2-4 days based on customer schedule preference)

Prerequisites: Familiarity with IT Service Management processes and ITIL® is recommended.

Audience: The primary audience for this course includes the following IT Professionals. (Min: 5, Max: 20)

- ● Anyone interested in learning about Agile and Scrum from a product and process perspective, Process owners and Process designers, Developers who are interested in helping make processes more agile
- ● Managers who are looking to bridge multiple practices into a DevOps environment, Employees and managers responsible for designing, re-engineering or improving process
- ● Consultants guiding their clients through process improvement and DevOps initiatives

Course Materials:

- ✓ Sixteen (16) hours of instructor-led training and exercise facilitation
- ✓ The Agile Service Management Guide and Scrum Guide (pre-class resources)
- ✓ Learner Manual (excellent post-class reference)
- ✓ Participation in unique hands-on exercises designed to apply concepts
- ✓ Sample documents, templates, tools and techniques
- ✓ Access to additional sources of information and communities

Certification Exam:

Successfully passing (65%) the 60-minute exam, consisting of 40 multiple-choice questions, leads to the candidate's designation as a **Certified Agile Service Manager**. The certification is governed and maintained by the DevOps Institute. Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after the course.

Course Outline: Agile Service Manager

Why Agile?
- The IT challenge today
- What is Agile?
- The Agile Manifesto
- Agile principles

Agile Practices
- Scrum, Kanban, Lean
- ITIL/ITSM, DevOps
- Continuous Integration
- Continuous Delivery

Agile Service Management (Agile SM)
- Definition and value
- Two aspects of Agile SM

Process Design Basics
- The elements of a process
- The 10 steps of process design

An Agile approach to process design
- Characteristics of an Agile Process
- How much is "just enough"?
- Minimum Viable Product

Scrum Basics
- Scrum pillars, values, & components
- Important terms

Scrum Roles & Artifacts
- Product owner, ScrumMaster, Team
- Product Backlog
- Product backlog refinement
- Sprint Backlog, Burndown chart

Agile Service Management artifacts
- Process Backlog (User stories and ITSM processes)
- Process increment
- Sprint Backlog (Agile SM context)
- Burndown chart (Agile SM context)

Agile Service Management Events
- Process planning meeting
- Sprint planning meeting
- The Definition of Done for process sprints
- Daily Scrum (Agile SM context)
- Sprint Retrospective (Agile SM context)

Agile Process Improvement
- Agile Process Improvement audits
- The Process Backlog as a CSI Register
- CSI Sprints and Plan-Do-Check-Act

The Pillars of Scrum

Agile Service Management Sprint
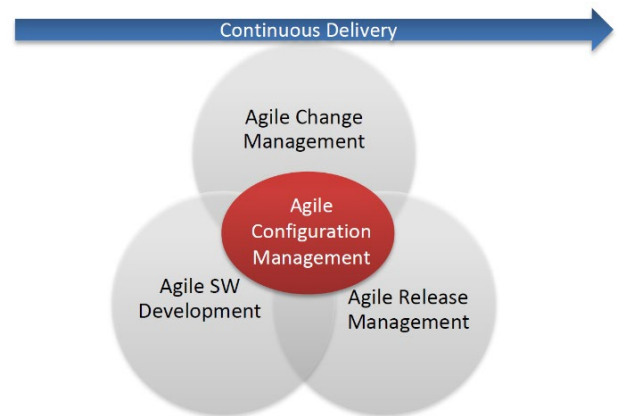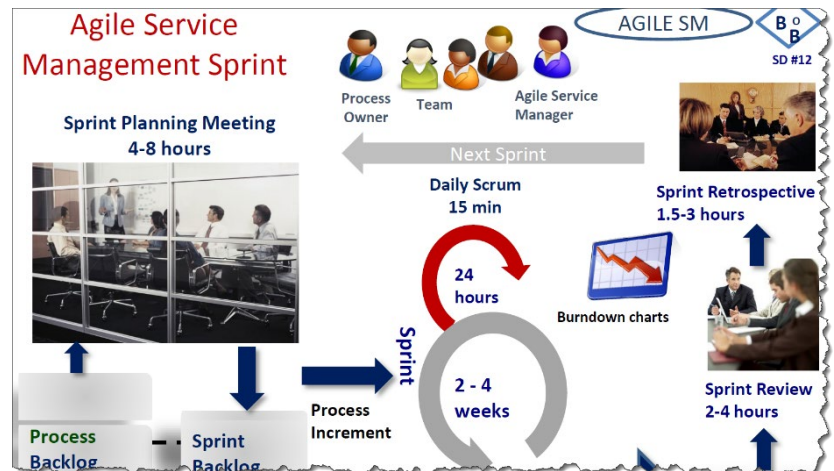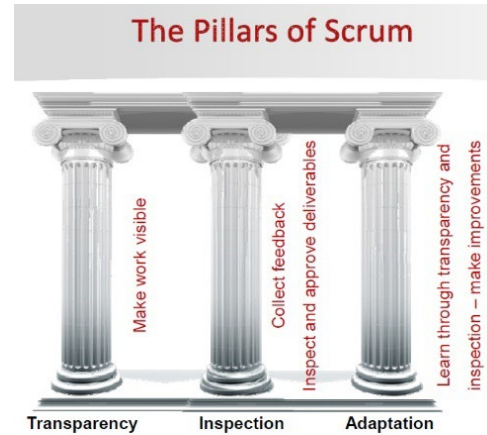
206: Value Stream Management Foundation™ Course

Course Description:

The course introduces value stream management principles, practices, and tools. Designed to optimize value flow and realization in digital value streams and develop individuals' skills. Digital value streams include the software applications and services in addition to the platforms that support them e.g., cloud infrastructure or DevOps toolchains.

It considers the human, process, and technology aspects of this way of working and explores how optimizing value streams for flow and realization positively impacts organizational performance.

DevOps Institute® and ITSM Academy® provides the course curriculum and the exam is provided through DevOps Institute®.

Course Objectives: Attendees acquire an understanding of:
- ✓ Describe the origins of value stream management & key concepts such as flow, value, delivery
- ✓ Describe what value stream management is, why it's needed and the business benefits of its practice
- ✓ Describe how lean, agile, DevOps, and ITSM principles contribute to value stream management
- ✓ Identify and describe value streams, where they start and end, and how they interconnect
- ✓ Identify value stream roles and responsibilities
- ✓ Express value streams visually using mapping techniques, define current and target states and hypothesis backlog
- ✓ Apply metrics such as touch/processing time, wait/idle time, and cycle time to value streams
- ✓ Understand flow metrics and how to access the data to support data-driven conversations and decisions

Audience: The primary audience for this course includes the following IT Professionals aiming to improve performance, especially in response to digital transformation or disruption. Any roles involved in the creation and delivery of products or services. (Min: 5, Max: 20)
- Leadership and CXO, especially CIO, CTO, CPO, and CVO
- Transformation Leads and Change Agents
- Value Stream Architects, Managers, Engineers
- Scrum Masters, Agile and DevOps Coaches, and Facilitators
- Portfolio, Product and Project Managers, Owners, Business Analysts
- Architects, Developers, Engineers, Release and Environment Managers

Course Length: 16 hours (can be 2-4 days based on customer schedule preference)

Prerequisites: None, although having a working knowledge of lean, agile, DevOps, and value stream principles will be useful.

Course Materials:
- ✓ Instructor-led training, exercises, and assignment facilitation
- ✓ Digital Learner Manual (excellent post-class reference)
- ✓ Participation in interactive exercises and discussions designed to apply concepts
- ✓ Sample exams and exam preparation
- ✓ Additional resources of information (Videos, Reports, Articles, Websites, Research, Blogs, Books)
- ✓ Value Stream Management Foundation examination provided by DevOps Institute

Certification Exam:

Learners who choose to certify in this DevOps discipline will be equipped to earn the **Value Stream Management Foundation Certification** by achieving a passing score (65%) on the 60-minute exam, consisting of 40 multiple choice questions. Participants are provided with an **exam voucher** so they can schedule the exam at their convenience after the course.

Course Outline: Value Stream Management Foundation

Module 1: History and Evolution
- Value stream management's origins
- Definitions of value stream management
- Flow, Lean and systems thinking and practices
- Agile, DevOps and other frameworks

Module 2: Identifying Value Streams
- What is a value stream?
- Identifying and Choosing value streams
- Digital value streams, Value stream thinking

Module 3: Mapping Value Streams
- Type of maps, Value Stream Mapping
- The fuzzy front end, Artifacts
- 10 steps to value stream map
- Mapping and management
- VSM investment case
- Limitations of value stream mapping

Module 4: Connecting DevOps Toolchains
- CICD and the DevOps toolchain
- Value stream management processes
- Value stream management platforms
- DevOps tool categories
- Building an end-to-end DevOps toolchain
- Common data model & tools Integrations

Module 5: Value Stream Metrics
- DOWNTIME in technology value streams
- Lean, DORA and Flow metrics
- Definition of Done, Value metrics
- Benefits hypotheses, KPIs and OKRs
- Value streams as profit centers

**Module 6: Inspecting the Value Stream**
- 3 Pillars of Empiricism
- Organizational performance
- Visibility, When to inspect
- Data and discovery, Insights and trends

Module 7: Organizing as Value Streams
- Value stream alignment
- Team types and topologies
- Project to product
- Hierarchy to autonomy
- Target Operating Model
- Value stream people, roles, funding

Module 8: Evolving Value Streams
- Why now, Transitions
- VSM capability matrix
- VSM culture iceberg, Learning
- Managing value stream Interdependencies
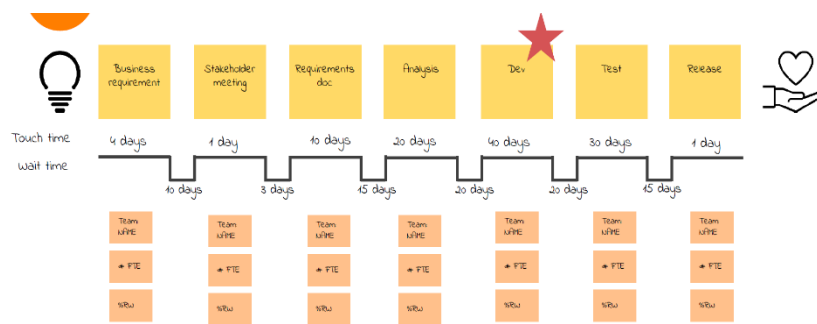
Value Stream Management Platforms

Summary

Rusty Robinson is the President and Founder of Performance 360, established in 2003. He is a versatile and results-driven leader with extensive experience in IT service management, systems alignment/integration, process improvement, project management, leadership development and coaching, strategic planning, and training delivery & development.

He has led multiple projects and initiatives to optimize enterprise-wide solutions and results that achieve performance excellence (ITIL 4, ITSM, DevOps, ServiceNow, Baldrige Framework (State Award), CMMI, COBIT, ISO 9000). He helps clients accomplish business and strategic digital transformation initiatives that drive customer success.

He is a certified ITIL 4 Managing Professional and ITIL 4 Strategic Leader and has taught numerous certification courses in partnership with ITSM Academy, DevOps Institute, CCS Learning Academy, The Training Associates, AXELOS, and PeopleCert. He is a Certified ScrumMaster®, Senior ASQ Member and a Certified Manager of Quality/ Organizational Excellence (CMQ/OE).

Please contact Performance 360 for any questions or pricing information. *Performance 360 provides comprehensive certification training with flexible schedules to meet your organizational needs with **competitive pricing!***

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