

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® provides 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

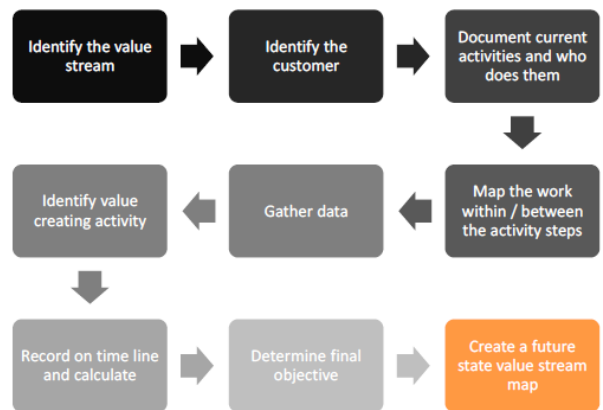
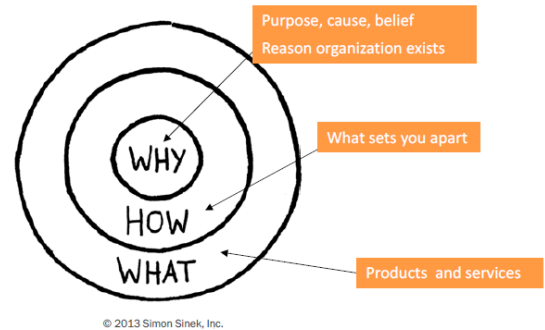
- TOM's, OD's, and Conway's Law
- DevOps Principles and Practices
- Scaled Agile Models
- Teal Organizations (Spotify)

Module 7: Visualizing and Socializing Vision

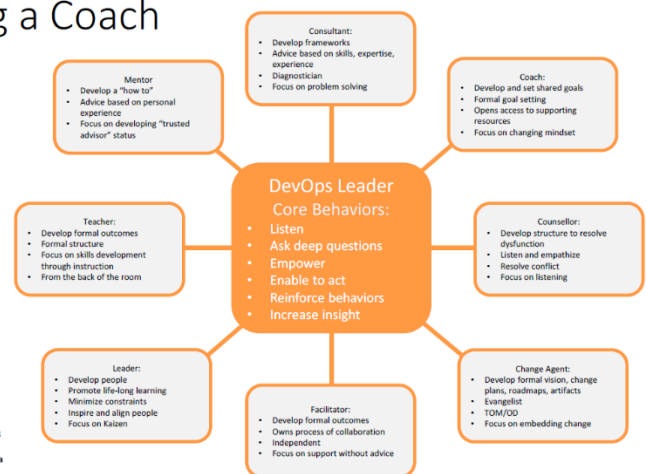
- Organizational Change
- Performance Management
- Quad's and Triangle's
- Storytelling & Public Events

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



Being a Coach



Adapted from Mia Horriagan's "8 Elements of Coaching" with permission from Zen Ex Machina