



DURATION - 16 Hours

Organizations adopting a DevOps culture and practices are able to deliver high-quality software faster, which means the business can deliver value to customers faster. ITSM processes are vital to organizations achieving this success.

OVERVIEW

DevOps doesn't eliminate the need for controls and data. Regulatory controls and audits still exist and risks and impacts must still be managed. ITSM for DevOps introduces ways to achieve both speed and control while driving value across the IT value stream and focuses specifically on ITSM in a DevOps context and supports those organizations with mature ITSM programs who are struggling to accelerate and modernize ITSM in support of DevOps. The course helps organizations introduce new ways of thinking and new ways of working.

This non-certification DrillDown describes how to adapt IT service management (ITSM) processes in support of DevOps. Learners will gain and practice pragmatic approaches for streamlining and automating existing ITSM processes and for handling compliance as code.

NON-CERTIFICATION ADD-ON

This is a non-certification DrillDown workshop accredited by the DevOps Institute. DrillDowns provide deeper knowledge about a specific practice within the DevOps spectrum. DrillDowns are excellent add-ons to certifications such as DevOps Foundation or any of the DevOps Practitioner series skill-based certifications.

COURSE OBJECTIVES

The learning objectives for this non-certification course include a practical understanding of:

- The DevOps transformation
- How ITSM is viewed as a constraint
- How DevOps introduces new ways of thinking and working
- How to adapt ITSM processes in support of DevOps
- ITSM process integration and automation
- How to leverage Lean and Agile methods to reduce waste and positively impact both the cost and quality of processes and services



ITSM for DevOpsSM

AUDIENCE

The target audience for the ITSM for DevOps course are professionals including:

- Anyone interested in modernizing ITSM processes in support of a DevOps or digital transformation
- ITSM process owners, process managers, and stakeholders
- IT transformation leaders, coaches, and managers
- Consultants guiding their clients through DevOps-related process improvement initiatives

LEARNER MATERIALS

- Sixteen (16) hours of instructor-led training and exercise facilitation
- Participation in exercises designed to apply and practice value stream mapping
- Sample documents, templates, tools and techniques
- Access to additional reference sources

PREREQUISITES

- There are no prerequisites to attending ITSM for DevOps
- Familiarity with DevOps and IT service management (e.g. ITIL®) processes is recommended

COURSE OUTLINE

- Course Introduction
 - Course Goals
 - Course Agenda
- Introduction
 - The Promise of DevOps
 - The Reality of DevOps
 - DevOps and Digital Transformation
 - The Role of ITSM
 - Assignment: Why ITSM is Considered a Constraint
- Accelerating ITSM for DevOps
 - New Ways of Thinking
 - Assignment: Identifying Key Principles
 - New Ways of Working
 - New Ways of Communicating and Collaborating
- ITSM, DevOps and the IT Value Chain
 - Assignment: Integrating ITSM and DevOps
 - Process Acceleration Techniques
- Adapting Change Management
 - What and Why
 - ITSM and DevOps Perspectives
 - Assignment: What Problems Do We Need to Solve?



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- Techniques for Accelerating
 - Leveraging Automation
- Adapting Release Management
 - What and Why
 - ITSM and DevOps Perspectives
 - Assignment: What Problems Do We Need to Solve?
Techniques for Accelerating
 - Leveraging Automation
- Adapting Configuration Management
 - What and Why
 - ITSM and DevOps Perspectives
 - Techniques for Accelerating
 - Leveraging Automation
 - Assignment: What Culture Changes are Needed to Evolve Change, Release and Configuration Management?
- Adapting Event Management
 - What and Why
 - ITSM and DevOps Perspectives
 - Techniques for Accelerating
 - Leveraging Automation
- Adapting Incident Management
 - What and Why
 - ITSM and DevOps Perspectives
 - Assignment: Improve the Flow of Information Between Dev and Ops
 - Techniques for Accelerating
Leveraging Automation
- Adapting Problem Management
 - What and Why
 - ITSM and DevOps Perspectives
 - Techniques for Accelerating
 - Assignment: Mastering Problem Management
 - Leveraging Automation
- Adapting Knowledge Management
 - What and Why
 - ITSM and DevOps Perspectives
 - Techniques for Accelerating
 - Leveraging Automation
- Adapting the Service Desk
 - Impact of DevOps on the Service Desk
 - Evolution of the Service Desk
 - Leveraging Automation
 - Assignment: Using Kanban to Balance Planned and Unplanned Work
- Adapting to the New Reality
- Mastering Continuous Improvement



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- Assignment: Coordinating Improvement Initiatives
- Leveraging Agile Service Management
 - Assignment: Demonstrating the Value of ITSM and DevOps
- Enabling Continuous Learning
- Want to Learn More?
- Taking Action