



Preparation DevOps and IT Service Management

Since DevOps is gaining momentum, one-size-fits-all solutions or formulae that ensure a successful DevOps implementation do not exist. In an organization where ITIL processes have been part of organizing the life cycle of a service, the challenge is to identify the areas where you will get the most value for money through improved collaboration in and between multidisciplinary teams in DevOps initiatives. How can organizations benefit from DevOps and ITIL methodologies? That is why this DevOps and IT Service Management training will prepare students to review and consider how ITIL processes applied in a pragmatic, and customized manner, can make a significant impact on delivering IT services. Students will be prepared to be judicious in the way that they apply continuous improvement on processes, in this way organizations benefit from DevOps and ITIL methodologies.

Why this DevOps and IT Service Management Training?

This 1-day DevOps and IT Service Management course provides you with the basic knowledge required to effectively use ITSM skill sets in any DevOps organization. The focus is on the essential knowledge of the two different worlds of ITSM and DevOps, and how they complement each other. Participants learn how to deliver optimal value to customers by properly utilizing their knowledge of ITSM and DevOps.

DevOps and ITIL

Increasing the speed of change is not the only goal of DevOps. Another goal is to successfully deploy features into production without creating chaos or disrupting other active services. DevOps also focuses strongly on identifying and resolving incidents as soon as they occur. Given these goals, DevOps is clearly related to ITIL disciplines such as Service Design, Service Transition, Service Operation, and Continual Service Improvement.

ITIL and DevOps

Although it is true that ITIL and ITSM are the best for defining rules for the processes that support the delivery of services to customers, DevOps is compatible with the ITSM world too. ITIL and ITSM involve many of the skills that are required for IT Operations to support a DevOps-style work





stream. Course approach The course approach is workshop based. It includes group discussions aimed at enhancing participants' understanding, adding context to the content, broadening participants' perspective, reinforcing knowledge and building confidence. Case studies are used to stimulate classroom discussion and collaboration.

What you will learn

- Understand how DevOps and IT Service Management complement each other
- Understand the philosophy behind DevOps
- Understand the value of ITSM in a DevOps environment
- Understand how to organize ITSM processes in DevOps teams

Who should attend?

Anyone who requires an understanding of DevOps in relation to IT Service Management.

