

## DevOps ITSM Awareness (DOITSM)

- **Formato do curso:** Presencial
- **Localidade:** Lisboa
- **Data:** 25 Set. 2020 a 25 Set. 2020
- **Preço:** 570€
- **Horário:** Laboral - das 09h00 às 17h00
- **Nível:** Iniciado
- **Duração:** 7 horas

This 1-day training 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. 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.

### **Understanding IT Service Management in a DevOps world**

DevOps is gaining momentum but there are no one-size-fits-all solutions or formulae that ensure the successful implementation of DevOps. In an organization where ITIL processes have been part of organizing the lifecycle of services, 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? This course prepares participants to review and consider how ITIL processes, applied in a pragmatic and customized manner, can have a significant impact on delivering IT services. Participants learn to be judicious in the way they apply continuous improvement to processes. In this way, organizations benefit from DevOps and ITIL methodologies.

### **DevOps complements 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® complements 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.

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## Destinatários

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

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## Pré-requisitos

Foundation level understanding of the ITIL Lifecycle and management processes.

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## Objetivos

After successfully completing the training, participants will:

- Understand how DevOps and ITSM 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
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