PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: Adopting DevOps In An ITIL® Environment	**Course Duration**: 2.0 Days
Exam: Not Included	**Exam Type**: No Exam
Qualification: ?There is no exam associated with this Adopting DevOps In An ITIL® Environment ?training course.	

Course Syllabus

- Definitions & Perceptions - Giving us a common lexicon for the course and exploring current perceptions of DevOps and ITIL®.
- Case Study – Introduction to Global Appliance Supply Company – Includes a SWOT analysis focused on DevOps adoption.
- Business Case and Value Stream – The business case for DevOps incorporating the measures by which success will be judged.
- Stakeholder Management – Identifying the key stakeholders in adopting DevOps and levels of commitment needed.
- DevOps Readiness Assessment – A lower level look at the individual requirements for the successful adoption.
- Time to Value – Understanding how Agile Users Stories and ITIL® Change Management theory are compatible.
- DevOps Team Structure – Putting together the right people from a diverse group of candidates.
- Release and Change – Adaption of a standard ITIL® Release policy for a DevOps / automated environment.
- Tooling – Exploring the concept of a toolchain and choosing the correct set for our scenario.
- Further Integration – Following the success of our first value stream how can we apply DevOps concepts elsewhere in the lifecycle?
- Adaption For Future Value Streams – Taking the rejected value streams from exercise 3 and thinking about how we could make them work.

Course Overview

Our two-day Adopting DevOps In An ITIL® Environment training course is intended to help organisations with existing ITIL® adoption that are also considering or are in early stages of adopting DevOps practices.

Please Note: Our Adopting DevOps In An ITIL® Environment training course can be delivered as a private training session for your team. Email us at info@purplegriffon.com or call +44 (0)1539 736 828 for a formal quote.

Course Learning Outcomes

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Learning Objectives

- Understand the key components of a successful DevOps business case
- Choose the first value stream to be worked on
- Perform a DevOps Readiness Assessment
- Understanding how Agile Users Stories and ITIL® Change Management theory are compatible.
- Be able to put together the right skill set for successful adoption
- Adapt an ITIL® Release policy for a DevOps / automated environment

Audience

Our Adopting DevOps In An ITIL® Environment training course is suitable for:

- App Dev Teams
- Service Management Teams
- IT Leadership
- IT Project Management
- Business Analysts
- Testers
- Security Professionals

Entry-Level Requirements

ITIL® 4 Foundation and a basic appreciation of DevOps are advantageous.

Recommended Reading

Recommended Reading List

Title: The Phoenix Project: A Novel About IT, DevOps, and Helping Your Business Win Author: Gene Kim, George Spafford, and Kevin Behr
Publisher: Trade Select; 3rd Edition
Publication Date: 16 April 2018
ISBN: ISBN-10 - 1942788290

What's Included

Our Adopting DevOps In An ITIL® Environment training course includes the following:

- Participation in unique exercises designed to apply concepts
- Templates, tools and techniques

Exam Information

There is no exam associated with this Adopting DevOps In An ITIL® Environment training course.

What's Next

Our two-day DOI DevOps Foundation training course is designed for a broad audience, enabling those on the business side to obtain an understanding of micro-services and containers. Those on the technical side will obtain an understanding as to the business value of DevOps to reduce cost (15-25% overall IT cost reduction) with increased quality (50-70% reduction in change failure rate) and agility (up to 90% reduction in provision and deployment time) to support business objectives in support of digital transformation initiatives

Additional Information

Our Adopting DevOps In An ITIL® Environment training course will have helped you to understand the key components of a successful DevOps business case.