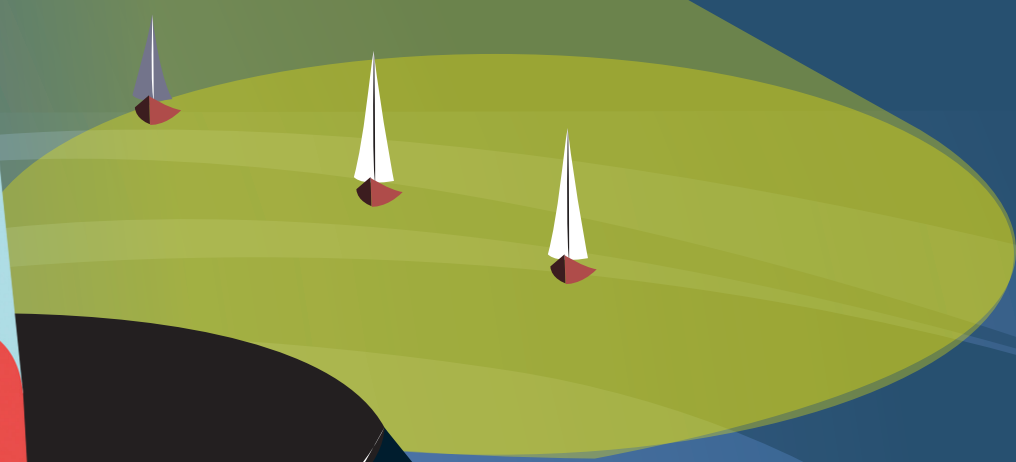


# Training Expert Management

DESCRIPTION OF OUR COURSES



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Qualiopi: N°2022/98497.1

PLEASE CONTACT US  
FOR PRICES AND SESSION DATES.

## PROGRAM AND CATALOG 2022-2023:

### FOREWORD :

Training Expert Management helps IT SMEs set up and use Agile development and so reduce their support costs, improve their quality, and accelerate their time to market. Training Expert Management systematically assists each client over time to ensure it sets up the best Agile tools for its needs.



COACHING



CONSULTING



TRAINING

WE ASSIST OUR CLIENTS IN 4 STEPS OF THEIR AGILE ADOPTION PROCESS:

- ① Diagnosis
- ② Training & Certification
- ③ Helping define the functions and features needed (USER STORIES)
- ④ Starting Sprints 1 to 6.



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# SCRUM

## SCRUM MASTER

LENGTH: 2 DAYS (14 HOURS)

### OBJECTIVES:

Scrum is one of the Agile methods for improving the quality of your deliverables, controlling your support costs, and enabling your development team(s) to work more independently. The operating rules are defined and your teams commit to delivering an outcome. At a glance, you can monitor control over delegated tasks.

### PREREQUISITES:

This course is directed at future Agile Managers and Project Owners. A knowledge of the issues involved in project management and a good knowledge of English are required to pass the Certification exam.

### TEACHING RESOURCES:

Each participant will receive a course manual. The course will include practical workshops for participants to put the theory into practice. The end of the course will include exercises under exam conditions and participants will then sit the Scrum Master Certification exam. The participants will be informed of the outcome immediately.

## PROGRAM:

1	<b>INTRODUCTION TO THE AGILE METHOD</b> History of the Agile Approach Other Agile Methods Main Scrum Principles		
2	<b>ITERATIVE AND INCREMENTAL APPROACH</b> The Scrum Development Cycle: Events and Ceremonies, and Validation of Work and the Outcome		
3	<b>MAIN ROLES IN THE SCRUM TEAM</b> Scrum Master: Responsibilities and Skills Product Owner: Responsibilities and Skills Developer Team: Responsibilities and Skills		
4	<b>PRODUCT BACKLOG</b> Creating a Product Backlog, Prioritizing the Product Backlog over the Sprint Backlog		
5	<b>ORGANIZING THE RELEASE AND SPRINT</b> From Planning to Outcome		
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		<b>CERTIFICATION</b> Exercises and Certification	10

# SCRUM

## SCRUM PRODUCT OWNER

LENGTH: 2 DAYS (14 HOURS)

### OBJECTIVES:

Scrum is one of the Agile methods for improving the quality of your deliverables, controlling your support costs, and enabling your development team(s) to work more independently. The operating rules are defined and your teams commit to delivering an outcome. At a glance, you can monitor control over delegated tasks.

### PREREQUISITES:

This course is directed at future Agile Managers and Project Owners. A knowledge of the issues involved in project management and a good knowledge of English are required to pass the Certification exam.

### TEACHING RESOURCES:

Each participant will receive a course manual. The course will include practical workshops for participants to put the theory into practice. The end of the course will include exercises under exam conditions and participants will then sit the Scrum Master Certification exam. The participants will be informed of the outcome immediately.

## PROGRAM:

<b>1</b>	<b>INTRODUCTION TO THE AGILE METHOD</b> History of the Agile Approach Other Agile Methods Main Scrum Principles	<b>WORKING WITH THE SCRUM TEAMS</b> The Daily Scrum Defining "Done"	<b>6</b>
<b>2</b>	<b>ITERATIVE AND INCREMENTAL APPROACH</b> The Scrum Development Cycle: Events and Ceremonies, and Validation of Work and the Outcome	<b>FROM ESTIMATIONS TO ACTUALS</b> Defining Units and Estimating Size Measuring Actuals	<b>7</b>
<b>3</b>	<b>MAIN ROLES IN THE SCRUM TEAM</b> Scrum Master: Responsibilities and Skills Product Owner: Responsibilities and Skills Developer Team: Responsibilities and Skills	<b>AGILE PRACTICAL WORKSHOPS</b> Sprint Planning Workshop Daily Scrum Workshop Retrospective Workshop	<b>8</b>
<b>4</b>	<b>PRODUCT BACKLOG</b> Creating a Product Backlog, Prioritizing the Product Backlog over the Sprint Backlog	<b>TRANSITION TO SCRUM</b> Organizing the Transition in Steps	<b>9</b>
<b>5</b>	<b>ORGANIZING THE RELEASE AND SPRINT</b> From Planning to Outcome	<b>CERTIFICATION</b> Exercises and Certification	<b>10</b>

## LEADING SAFE® 6.0

LENGTH: 2 DAYS (14 HOURS)

### OBJECTIVES:

The SAFe® Framework can be used to apply an Agile approach throughout an organization's project management. Our course puts into practice the 10 Principles of the Framework and provides a thorough knowledge of the roles. It will also prepare you for the SAFe® Agilist certification exam.

### PREREQUISITES:

A thorough knowledge of Agile, along with strong experience in any Agile team role.

### TEACHING RESOURCES:

Each participant will receive a printed or electronic copy of the course manual. The course will include practical workshops for participants to put the theory into practice. The end of the course will include exercises under exam conditions. You must then sit the SAFe® Agilist certification exam within 30 days of completing the course.

## PROGRAM:

### 1 THRIVING IN THE DIGITAL AGE

Thriving in the Digital Age.  
Description of SAFe® as an Operating System.  
Understanding the Seven Core Competencies of Business Agility.

### 2 LEAN AND AGILE VALUES

Adopting the Lean Mindset.  
Applying the Lean Principles With SAFe®.

### 3 SETTING UP THE TEAMS AND TECHNICAL AGILITY

Building Agile Teams with Technical Competencies.  
Producing Calibrated and Integrated Quality.  
Organizing Agile Release Trains (ARTs) Around Value Flows.

### 4 BUILDING AGILE PRODUCT RELEASE SOLUTIONS (PI PLANNING)

Applying Customer Centricity and Design Thinking.  
Prioritizing the Program Backlog.  
Participating in PI Planning (Planning Program Increments).  
Developing on Cadence, Releasing on Demand.  
Building a Continuous Release Pipeline with DevOps.

### 5 EXPLORING LEAN PORTFOLIO MANAGEMENT

Defining a SAFe® Portfolio.  
Linking the Portfolio to the Enterprise Strategy.  
Maintaining the Portfolio Vision.  
Implementing the Portfolio Flow. Budgeting for Value Streams.

### 6 DRIVING CHANGE

Driving Change. Driving by "Example".

### 7 PREPARING FOR THE CERTIFICATION EXAM

Remote Exercises and Certification.

## SAFE® FOR TEAMS 6.0

LENGTH: 2 DAYS (14 HOURS)

### OBJECTIVES:

The objective of the course is to enable participants to understand how an Agile team operates and interacts in an ART (Agile Release Train) as well as to master organizing iterations and Program Increments (PI). All this is done by applying the SAFe® Principles so that Lean Agile Releases evolve through continuous improvement. It will also prepare you for the SAFe® for Teams certification exam.

### PREREQUISITES:

A thorough knowledge of Agile, along with strong experience in any Agile team role.

### TEACHING RESOURCES:

Each participant will receive a printed or electronic copy of the course manual. The course will include practical workshops for participants to put the theory into practice. The end of the course will include exercises under exam conditions. You must then sit the SAFe® for Teams certification exam within 30 days of completing the course.

## PROGRAM :

1	<b>INTRODUCTION TO SAFE®</b> The Scaled Agile Framework. The Seven Core Competencies of Business Agility. The Lean Agile Mindset and SAFe® Values. The SAFe® Principles.		
2	<b>AN AGILE TEAM IN AN AGILE RELEASE TRAIN (ART)</b> Teams with Technical Competencies. The Scrum Master and Product Owner Roles. Scrum and Kanban in a SAFe® Context. Building an ART.		
3	<b>FOCUSING ON THE CUSTOMER</b> Focusing on the Customer.		
4	<b>PLANNING THE WORK</b> Creating the Backlog. Collaborating Through PI Planning. Planning Iterations.		
		<b>DELIVERING THROUGH VALUE</b> Solution Integration, Deployment and Continuous Release. Synchronizing and Aligning Releases. Quality Management.	5
		<b>COLLECTING FEEDBACK</b> Collecting Customer Feedback. Showing Value During Iteration Reviews. Learning the System Demo.	6
		<b>CONTINUOUS IMPROVEMENT</b> Improving Skills. Optimizing the Flow. Improving the Results. Analyzing Critical Success Factors (CSFs). Laying Out the Dashboards.	7
		<b>PREPARING FOR THE CERTIFICATION EXAM</b> Remote Exercises and Certification.	8

## SAFE® SCRUM MASTER 6.0

LENGTH: 2 DAYS (14 HOURS)

### OBJECTIVES:

The SAFe® Framework can be used to apply an Agile approach throughout an organization's project management. Our course puts into practice the 10 Principles of the Framework and provides a thorough knowledge of the roles. It will also prepare you for the SAFe® Scrum Master certification exam.

### PREREQUISITES:

A thorough knowledge of Agile, along with strong experience in any Agile team role.

### TEACHING RESOURCES:

Each participant will receive a printed or electronic copy of the course manual. The course will include practical workshops for participants to put the theory into practice. The end of the course will include exercises under exam conditions. You must then sit the SAFe® Scrum Master certification exam within 30 days of completing the course.

## PROGRAM :

1	<b>SCRUM IN SAFE®</b> Agility Concepts. The Fundamentals of Scrum. Positioning an Agile Team in a SAFe® Enterprise.	<b>FACILITATING ITERATION</b> Planning Iterations. Tracking Iteration Progress. Refining the Backlog. Facilitating Iteration Reviews. Facilitating Continuous Improvement. Supporting DevOps and Release on Demand.	4
2	<b>ROLE OF THE SCRUM MASTER</b> Responsibilities of the Scrum Master. Characteristics of an Efficient Scrum Master. High Performing Teams. Team Events. Coaching the Agile Team Using Powerful Questions. Collaborating With Other Teams. Resolving Team Conflicts.	<b>COMPLETE THE INCREMENT PROGRAM</b> Coaching Innovation and Planning Iteration. Preparing the Team for the Inspection and Adaptation Event.	5
3	<b>PROGRAM INCREMENT (PI) PLANNING</b> Basic Principles of PI Planning. Drafting PI Plans. Finalizing PI Plans and Establishing Business Value. Conducting a Final Review of PI Plans and Objectives. Facilitating PI Planning.	<b>PREPARING FOR THE CERTIFICATION EXAM</b> Remote Exercises and Certification.	6



# SAFE®

## SAFE® DEVOPS EN 6.0

LENGTH: 2 DAYS (14 HOURS)

### OBJECTIVES:

The SAFe® Framework can be used to apply an Agile approach throughout an organization's project management. This course will provide the DevOps knowledge you need to accelerate the production deployment of your systems in a SAFe® environment. It will also prepare you for the SAFe® DevOps certification exam.

### PREREQUISITES:

A thorough knowledge of Agile, along with strong experience in any Agile team role.

### TEACHING RESOURCES:

Each participant will receive a printed or electronic copy of the course manual. The course will include practical workshops for participants to put the theory into practice. The end of the course will include exercises under exam conditions. You must then sit the SAFe® DevOps certification exam within 30 days of completing the course.

## PROGRAM:

### 1 INTRODUCTION TO DEVOPS

Recognizing the Problem to Solve.  
Explaining DevOps and Its Benefits.  
Security and Continuous Testing.  
Fundamental Principles of the DevOps Approach.

### 2 MAPPING YOUR VALUE STREAM

Explaining the Benefits of Value Stream Mapping.  
Assessing the Effectiveness of Your Current Value Stream.

### 3 PROGRAM INCREMENT (PI) PLANNING

Basic Principles of PI Planning.  
Drafting PI Plans.  
Finalizing PI Plans and Establishing Business Value.  
Conducting a Final Review of PI Plans and Objectives. Facilitating PI Planning.

### 4 ENSURING ALIGNMENT THROUGH CONTINUOUS EXPLORATION

Creating Solution Hypotheses.  
Identifying Customer Needs.  
Implementing the Solution Architecture for Continuous Release.  
Summarizing the Vision, Roadmap and Program Backlog.

### 5 GUARANTEEING SOLUTION QUALITY WITH CONTINUOUS INTEGRATION

Developing the Solution.  
Continuously Building the Solution.  
Conducting End-To-End Testing.  
Validation in a Qualification Environment.

### 6 REDUCING TIME TO MARKET VIA CONTINUOUS DEPLOYMENT

Production Deployment.  
Checking the Deployed Solution.  
Monitoring For Issues.  
Reacting and Resolving Issues.

### 7 GENERATING VALUE VIA RELEASE ON DEMAND

Release on Demand.  
Stabilizing the Solution.  
Measuring Delivered Value.  
Feedback and Learning.  
Preparing and Presenting an Action Plan of DevOps Practices to be Implemented in Your Project (Per Participant).

### 8 PREPARING FOR THE CERTIFICATION EXAM

Remote Exercises and Certification.

# SAFE®

## AGILE PRODUCT MANAGER 6.0

LENGTH: 2 DAYS (14 HOURS)

### OBJECTIVES:

The SAFe® Framework can be used to apply an Agile approach throughout an organization’s project management. This course will provide the DevOps knowledge you need to accelerate the production deployment of your systems in a SAFe® environment. It will also prepare you for the SAFe® Agile Product Manager certification exam.

### PREREQUISITES:

A thorough knowledge of Agile, along with strong Agile team experience as Project Owner.

### TEACHING RESOURCES:

Each participant will receive a printed or electronic copy of the course manual. The course will include practical workshops for participants to put the theory into practice. The end of the course will include exercises under exam conditions. You must then sit the SAFe® Agile Product Manager certification exam within 30 days of completing the course.

## PROGRAM :

### INTRODUCTION

1 Presentation of the SAFe® Environment and Philosophy.

### ANALYZING THE PRODUCT MANAGER ROLE IN A SAFE® ENTERPRISE

2 Role and responsibilities of the Product Manager.  
Stakeholders Working With the Product Manager.  
The Product Manager and Design Thinking.

### CONTINUOUSLY EXPLORING THE MARKET AND USER NEEDS

3 Market Research in a Continuous Exploration Context. Asking the Right Questions.  
Answering the Questions Based on the Data.  
Planning Your Research (Market Research and User Requirements).  
Using Innovation Games® to Know Your Customers.

### DEFINING A STRATEGY BASED ON MARKET SEGMENTATION

4 Definition of Market Segmentation.  
Creating Market Segmentation Using Market Research.  
Determining the Value and Suitability of the Market Segment.

### ADOPTING AN EMPATHY APPROACH AS THE DESIGN BASIS

5 Purpose, Creation and Use of Personas. Using Empathy Cards.

### DEFINING A STRATEGY AND PRODUCT VISION

6 Defining the strategic objective of the product and create a compelling vision of the product.  
Creating value propositions and business models.  
Designing the customer journey.  
Defining the product as a whole along with the solution context.  
Defining the platform, API, and data strategy concepts.

### CREATING ROADMAPS FOR BUILDING SOLUTIONS

7 Defining the “Intent” Solution.  
Developing Roadmaps Linking the Strategy and Tactics.  
Organizing Features to Achieve Balanced Solutions.  
Refining Features Into Stories and Story Maps.

### DELIVERING VALUE

8 Visualizing the Flow By Using the Agile Release Train (ART) Kanban.  
Estimating the ART Backlog.  
Prioritizing the ART.  
Aligning With PI Planning.  
Performing the PI.

### INNOVATING IN VALUE STREAMS

9 Value Streams and Innovation.  
Innovation Metrics.  
Epics.  
Funding Innovation.  
The SAFe® Lean Startup Cycle.

### PREPARING FOR THE CERTIFICATION EXAM

10 Remote Exercises and Certification.

# AGILEPM®

## 1 AGILEPM® FOUNDATION WITH CERTIFICATION

LENGTH: 3 DAYS (21 HOURS)

### OBJECTIVES:

Learn the concepts, principles, and content of the Agile project lifecycle. Understand the roles and responsibilities involved in an Agile project. Learn the techniques and their benefits. Sit the AgilePM® Foundation Certification exam (40 minutes; 50 questions; 50% pass mark). Prepare for sitting the Certification exam by answering multiple-choice questions at the end of each module and sitting a practice exam.  
Put the theory into practice in workshops.

### PREREQUISITES:

This course is directed at project managers, project team members, and AgilePM® Foundation Certification applicants.

### TEACHING RESOURCES :

Each participant will receive a course manual.

## PROGRAM:

1	<b>INTRODUCTION TO AGILE METHODS</b>	<b>DSDM PRODUCTS</b>	6
	Origins, Issues, and Basic Rules History of the Agile Approach The Agile Manifesto The Different Agile Methodologies	The 14 DSDM Documents in the Project Lifecycle	
2	<b>PHILOSOPHY</b>	<b>PRIORITIZATION AND TIMEBOXING</b>	7
	Project Variables Principles of Agile	MoSCoW Prioritization Timeboxing Daily Stand-up Meeting	
3	<b>PREPARING FOR SUCCESS</b>	<b>PLANNING AND CONTROL</b>	8
	Success Factors Practitioner in Agile Quality (PAQ)	Planning Control	
4	<b>THE DSDM PROCESS</b>	<b>OTHER PRACTICES</b>	9
	Main Phases in the DSDM Process	Modeling Workshops	
5	<b>ROLES AND RESPONSIBILITIES</b>	<b>CERTIFICATION</b>	10
		Exercises and Certification	

## 2

## AGILEPM® PRACTITIONER WITH CERTIFICATION

LENGTH: 2 DAYS (14 HOURS)

### OBJECTIVES:

Adapt the AgilePM® model to the specific needs of a project and the organization. Sit the AgilePM® Practitioner Certification exam (120 minutes; 60 questions; 50% pass mark). Prepare for sitting the Certification exam by answering multiple-choice questions at the end of each module and sitting a practice exam. Put the theory into practice in workshops.

### PREREQUISITES:

You must have passed the AgilePM® Foundation Certification exam. This course is directed at project managers, project team members, and AgilePM® Practitioner Certification applicants. A good level of English is needed to pass the Certification exam.

### TEACHING RESOURCES:

Each participant will receive a course manual.

## PROGRAM:

### 1 THE AGILEPM® LIFECYCLE AND PRODUCTS

### 2 AGILEPM® ROLES

### 3 PRIORITIZATION AND TIMEBOXING

MoSCoW Prioritization  
Timeboxing  
Daily Stand-up Meeting  
Modeling  
Workshops

### 4 PLANNING AND CONTROL

Planning  
Control

### 5 CERTIFICATION

Exercises and Certification



# DEVOPS

## ① DOI DEVOPS FOUNDATION WITH CERTIFICATION

LENGTH: 3 DAYS (21 HOURS)

DevOps is a philosophy consisting of best practices to implement to increase collaboration between software developers and the departments responsible for operating the information systems. It offers concrete benefits because it actively helps **IMPROVE THE QUALITY OF LIFE IN THE WORKPLACE** while also maintaining the focus on customer satisfaction. The goal of DevOps is to automate the company's software delivery systems and improve its infrastructures.

DevOps will provide a suitable environment for rapidly and frequently designing, testing, and deploying software.

### OBJECTIVES:

Understand the DevOps terminology. Identify and know the benefits for the company. DevOps is directly related to Agile development methods. Apply DevOps in the company. Pass the DevOps Foundation Certification exam. In this course, you will identify the problems and challenges of DevOps, the best practices to set up, and the support tools available.

### PREREQUISITES:

This course is directed at professionals with a knowledge of software development responsibilities and IT and Operations departments. A knowledge of Agile development is an asset. Certification is organized in English or French.

### TEACHING RESOURCES:

Each participant will receive a course manual. The course will include practical workshops for participants to put the theory into practice.

At the end of each module, the trainer will check that the participants have understood its content by means of multiple-choice questions.

THE LAST DAY OF THE COURSE WILL INCLUDE EXERCISES UNDER EXAM CONDITIONS AND PARTICIPANTS WILL THEN SIT THE DEVOPS INSTITUTE'S (DOI) DEVOPS FOUNDATION CERTIFICATION EXAM.

# PROGRAM:

1

## EXPLORING DEVOPS

- Defining DevOps
- Why Does DevOps Matter?
- The Business Viewpoint
- The IT Viewpoint

2

## CORE DEVOPS PRINCIPLES

- The Three Ways
- Chaos Monkey
- Encouraging a Learning Culture

3

## KEY KEYOPS PRACTICES

- Continuous Testing
- Continuous Integration, Continuous Delivery, and Continuous Deployment
- Site Reliability Engineering (SRE)
- DevSecOps
- ChatOps

4

## BUSINESS AND TECHNOLOGY FRAMEWORKS

- Agile
- ITSM
- Lean
- Lean Tools

5

## CULTURE, BEHAVIORS, AND OPERATING MODELS

- Defining Culture
- DevOps and the Culture
- Cultural Change

## DEVOPS AUTOMATION AND ARCHITECTURE

- Toolchains
- Automation
- Key Terminology
- Architecture
- Practices, Communication, and Improvement
- DevOps Toolchains

6

## MEASUREMENT, METRICS, AND REPORTING

- The Importance of Metrics
- DevOps Metrics
- Guidelines

7

## SHARING, SHADOWING, AND EVOLVING

- DevOps Days
- DevOps in the Enterprise
- Roles
- DevOps Leadership
- Organizational Considerations
- Starting
- Challenges, Risks, and Critical Success Factors

8

## EXERCISES AND CERTIFICATION

9

CONTACT US FOR A CUSTOM PRICE PROPOSAL

# DEVOPS

## 2

## DOI DEVOPS LEADER WITH CERTIFICATION

LENGTH: 2 DAYS (14 HOURS)

DevOps is a philosophy consisting of best practices to implement to increase collaboration between software developers and the departments responsible for operating the information systems. It offers concrete benefits because it actively helps improve the **QUALITY OF LIFE IN THE WORKPLACE** while also maintaining the focus on customer satisfaction.

The goal of DevOps is to **AUTOMATE THE SOFTWARE DELIVERY SYSTEMS AND IMPROVE THE INFRASTRUCTURES**. DevOps will provide a suitable environment for rapidly and frequently designing, testing, and deploying software.

### OBJECTIVES:

The DevOps Leader course is a unique practical experience for participants wanting to adopt a transformational leadership approach and have an impact within their organization by implementing DevOps. Guiding people through the adoption of DevOps requires new skills, new tools, innovative thinking, and transformational leadership. The Leaders must work together in the organization to break down the silos and cause the organization to progress.

### PREREQUISITES:

An understanding and knowledge of current DevOps terminology and concepts and experience of the related work are recommended. The certification is organized in English, and a minimum level of business English is needed to pass the Certification exam.

### TEACHING RESOURCES:

Each participant will receive a course manual. The course will include practical workshops for participants to put the theory into practice. The end of the course will include exercises under exam conditions and participants will then sit the DevOps Leader Foundation Certification exam.

THE LAST DAY OF THE COURSE WILL INCLUDE EXERCISES UNDER EXAM CONDITIONS AND PARTICIPANTS WILL THEN SIT THE DEVOPS INSTITUTE'S (DOI) DEVOPS LEADER CERTIFICATION EXAM.

# PROGRAM:

## 1 DEVOPS AND TRANSFORMATIONAL LEADERSHIP

Current Definitions of DevOps  
Benefits of DevOps  
Transformational Leadership  
Soft Skills  
The Golden Circle  
Lean Strategic Change Canvas

## 2 UNLEARNING BEHAVIORS

The Psychology and Neuroscience  
Bateson Stakeholder Map  
Kolb's Learning Styles  
Leading From the Back of the Room  
DevOps and Existing Systems

## 3 BECOMING A DEVOPS ORGANIZATION

Where to Start  
How DevOps Differs  
Minimum Viable Product (MVP)  
The Customer  
DevOps Kaizen  
Building Security In  
Helping People Participate

## 4 MEASURE TO LEARN

Value Stream Mapping  
Current State  
Touch Time/Wait Time  
Value Added Activities  
% Rework/Complete and Accurate  
Using Metrics to Guide Improvement  
Measure to Target

## 5 MEASURE TO IMPROVE

Improvement Kata  
Experimentation  
Future Value Stream Mapping  
Improvement Opportunities

## 6 TARGET OPERATING MODELS & ORGANIZATIONAL DESIGNS

TOMs and ODs  
Conway's Law  
Desired Outcomes  
DevOps Principles and Practices  
Scaled Agile Models  
Teal Organizations

## 7 ARTICULATING AND SOCIALIZING VISION

Storytelling  
Performance Management  
Beyond Budgeting  
Wilber's Quadrants  
Karpman Drama Triangle  
Empowering People  
Types of Change Leader

## 8 MAINTAINING ENERGY AND MOMENTUM

Revolution, Transformation, or Evolution  
The Business Case for DevOps  
Culture and Climate  
A High-Trust Culture  
Shared Goals  
Technology and the Stock Market  
The Fourth Industrial Revolution  
Dynamic Learning Organizations

## 9 EXERCISES AND CERTIFICATION



# DEVOPS

## 3 DOI DEVOPS SITE RELIABILITY ENGINEER (SRE) FOUNDATION<sup>SM</sup> WITH CERTIFICATION

LENGTH: 2 DAYS (14 HOURS)

The Site Reliability Engineer (SRE) Foundation<sup>SM</sup> course introduces the principles and practices that enable an organization to reliably and economically scale critical services.

The introduction of the site reliability aspect demands organizational changes, a new focus on engineering and automation and the adoption of a series of new working paradigms. It highlights the evolution of SRE and its future direction. It equips participants with the practices, methods and tools needed to engage people across the organization involved in reliability and stability, with the help of scenarios and case studies. After completing the course, participants will have real-world information to apply, such as understanding, defining and monitoring Service Level Objectives (SLO).

This course was developed by drawing on the main sources of information on SRE, inquiring with SRE opinion leaders and working with organizations adopting SRE to identify current best practices. It has been designed to teach the core principles and practices needed for the successful adoption of SRE.

This course also prepares participants for the SRE Foundation<sup>SM</sup> exam.

### OBJECTIVES:

The course objectives include a practical understanding of the following:

- The history of SRE and its emergence at Google
- The inter-relationship of SRE with DevOps and other popular frameworks
- The underlying principles of SRE
- Service Level Objectives (SLOs) and their user focus
- Service Level Indicators (SLIs) and the modern monitoring landscape
- Error budgets and error budget policies
- Toil and its effect on an organization's productivity
- Some practical steps that can help to eliminate toil
- Observability as something to indicate the health of a service
- SRE tools, automation techniques and the importance of security
- Anti-fragility, our approach to failure and failure testing
- The organizational impact of introducing SRE

### PREREQUISITES:

An understanding and knowledge of DevOps terminology and concepts and some DevOps experience are recommended.

### TEACHING RESOURCES:

Each participant will receive a course manual. The course will include practical workshops for participants to put the theory into practice. The end of the course will include exercises under exam conditions and participants will then sit the DevOps SRE Foundation<sup>SM</sup> Certification exam.

# PROGRAM:

1

### SRE: PRINCIPLES AND PRACTICES

- What Is Site Reliability Engineering?
- SRE and DevOps: What Is the Difference?
- SRE Principles and Practices
- Defining DevOps

2

### SERVICE LEVEL OBJECTIVES (SLO) AND ERROR BUDGETS

- Service Level Objectives (SLOs)
- Error Budgets
- Error Budget Policies

3

### REDUCING TOIL

- What Is Toil?
- Why Is Toil Bad?
- Doing Something About Toil

4

### MONITORING AND SERVICE LEVEL INDICATORS (SLI)

- Service Level Indicators (SLIs)
- Monitoring
- Observability

### SRE: TOOLS AND AUTOMATION

- Definition of Automation
- Automation Focus
- Hierarchy of Automation Types
- Secure Automation
- Automation Tools

5

### ANTI-FRAGILITY AND LEARNING FROM FAILURE

- Why Learn From Failure
- Benefits of AntiFragility
- Shifting the Organizational Balance

6

### ORGANIZATIONAL IMPACT OF SRE

- Why Organizations Adopt SRE
- Patterns for SRE Adoption
- On-Call Necessities
- Blameless Post-Mortems
- SRE & Scale

7

### SRE AND OTHER FRAMEWORKS: THE FUTURE

- Sources of Further Information
- Exam Preparation
- Exam Requirements, Distribution of Questions and List of Concepts and Terminology
- Example Exam

8

CONTACT US FOR A CUSTOM PRICE PROPOSAL

# DEVOPS

## 4 DASA DEVOPS FUNDAMENTALS WITH CERTIFICATION

LENGTH: 3 DAYS (21 HOURS)

DevOps is a philosophy consisting of best practices to implement to increase collaboration between software developers and the departments responsible for operating the information systems. It offers concrete benefits because it actively helps improve the Quality of Life in the Workplace while also maintaining the focus on customer satisfaction. The goal of DevOps is to automate the company's software delivery systems and improve its infrastructures. DevOps will provide a suitable environment for rapidly and frequently designing, testing and deploying software.

### OBJECTIVES:

Understand the DevOps terminology. Identify and know the benefits for the company. DevOps is directly related to Agile development methods. Apply DevOps in the company. Set up and measure performance indicators. Pass the DevOps Fundamentals Certification exam.

### PREREQUISITES:

This course is directed at professionals with a knowledge of software development responsibilities and IT and Operations departments. A knowledge of Agile development is an asset. A minimum knowledge of English is required to pass the Certification exam.

### TEACHING RESOURCES:

Each participant will receive a course manual. The course will include practical workshops for participants to put the theory into practice. The end of the course will include exercises under exam conditions and participants will then sit the DevOps Fundamentals Certification exam.

## PROGRAM:

1	INTRODUCTION TO THE COURSE History Main DASA Principles	PROCESSES	5
2	INTRODUCTION TO DEVOPS	AUTOMATION	6
3	CULTURE	MEASUREMENT AND IMPROVEMENTS	7
4	ORGANIZATION	EXERCISES AND CERTIFICATION	8

# DEVOPS

## 5 DASA DEVOPS PRACTITIONER WITH CERTIFICATION

LENGTH: 2 DAYS (14 HOURS)

DevOps is a philosophy consisting of best practices to implement to increase collaboration between software developers and the departments responsible for operating the information systems. It offers concrete benefits because it actively helps improve the Quality of Life in the Workplace while also maintaining the focus on customer satisfaction. The goal of DevOps is to automate the company's software delivery systems and improve its infrastructures. DevOps will provide a suitable environment for rapidly and frequently designing, testing and deploying software.

### OBJECTIVES:

Be able to explain the importance of the DevOps culture and identify DevOps behaviors. Set up DevOps teams and assess the tools. Pass the DevOps Practitioner Certification exam.

### PREREQUISITES:

You must have passed the DevOps Fundamentals Certification exam. A minimum knowledge of English is required to pass the Certification exam. This course is directed at professionals with a knowledge of software development responsibilities and IT and Operations departments. A knowledge of Agile development is an asset.

### TEACHING RESOURCES:

Each participant will receive a course manual. The course will include practical workshops for participants to put the theory into practice. The end of the course will include exercises under exam conditions and participants will then sit the DevOps Practitioner Certification exam.

## PROGRAM:

1	TEAM SPIRIT IN DEVOPS	MEASUREMENT AND IMPROVEMENTS	4
2	DEVOPS LEADERSHIP	CONTINUOUS IMPROVEMENT	5
3	CUSTOMER-FOCUSED VALUE	EXERCISES AND CERTIFICATION	6

# PROJECT MANAGEMENT

1

## PROJECT MANAGEMENT (LEVEL 1)

LENGTH: 3 DAYS (21 HOURS)

This short, dynamic and practical course is designed for those wanting to learn the fundamentals of project management. The training modules ensure that participants continue to follow best practices in the long term.

### OBJECTIVES:

This training has been designed so that best project management practices are implemented to optimize project performance, costs and timeliness.

### PREREQUISITES:

None.

### TEACHING RESOURCES:

Each participant will receive a course manual. The course will include practical workshops for participants to put the theory into practice.

## PROGRAM:

1	INTRODUCTION TO PROJECT MANAGEMENT	TIME, COST AND PROFITABILITY MANAGEMENT	5
2	DEFINING THE CONTENTS OF A PROJECT	COMMUNICATION MANAGEMENT	6
3	RISK MANAGEMENT	QUALITY MANAGEMENT AND KNOWLEDGE MANAGEMENT	7
4	CONTRACTUALIZATION		

# APPENDIX

THE FOLLOWING 2023-2024 PRICE LIST IS PURELY INDICATIVE  
and is subject to change depending on your requirements

DOMAIN	COURSE	PRICE PER PARTICIPANT
SCRUM	Development Using Agile Scrum (SCRUM MASTER)	€ 1,500
SCRUM	Development Using Agile Scrum (SCRUM PRODUCT OWNER)	€ 1,800
SAFe ®	Leading SAFe ®	€ 2,000
SAFe ®	SAFe ® for Teams	€ 1,900
SAFe ®	SAFe ® Scrum Master	€ 1,900
SAFe ®	SAFe ® DevOps	€ 2,000
SAFe ®	Agile Product Manager	€ 2,600
AGILE PM 1	AgilePM ® Foundation with Certification	€ 2,600
AGILE PM 2	AgilePM ® Practitioner with Certification	€ 1,700
DEVOPS 1	DOI DevOps Foundation with Certification	€ 1,900
DEVOPS 2	DOI DevSecOps Foundation	€ 2,300
DEVOPS 3	DOI DevOps Leader with Certification	€ 2,300
DEVOPS 4	DOI DevOps SRE with Certification	€ 2,300
DEVOPS 5	DASA DevOps Fundamentals with Certification	€ 1,750
Project Management	Project Management (Level 1)	€ 2,000