
IT Service Management – Site Reliability Engineering (SRE) Foundation

Learn the basics of the service assurance approach

This course is given as an intensive two day workshop covering the notions of service reliability and system resiliency supporting the needs of service assurance. This workshop is intended for practitioners or managers involved in optimizing platform and service reliability and resilience via a clear understanding of business demand and automation. At the end of the course, participants will take a one-hour exam containing a multiple-choice questionnaire to obtain the international DevOps Institute (DOI)/PeopleCert Site Reliability Engineering (SRE) Foundation certificate.

DEVOPS VERSION

This course introduces the SRE principles and is based on the SRE Foundation v1.1 Exam Requirements

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

In two days, participants will acquire the knowledge and skills required to:

- Explain SRE basic vocabulary, principles and practices;
- understand basic SRE concepts and how SRE may be used to improve operational activities by applying Site Reliability Engineering principles and engineering practices;
- Take the DOI/PeopleCert exam with confidence by applying their newly acquired knowledge;
- Put the SRE principles to practical use.

TARGET AUDIENCE

Personnel involved in contributing and optimizing the reliability, resilience of platforms and services. Participants should have three to six months of prior IT experience.

COURSE STRUCTURE

This course comprises a series of interactive readings supplemented by classroom and other exercises resembling exams.

STUDY DAYS

2 days of learning, including the final exam (scheduled later by candidate).

COURSE CONTENT

The following elements are covered in this course:

- SRE Principles and Practices
- Service Level Objectives and Error Budgets
- Reducing Toil
- Monitoring and Service Level Indicators
- SRE Tools and Automation
- Anti-Fragility and Learning from Failure
- Organisational Impact of SRE
- SRE, Other Frameworks, The Future

COURSE PLAN

Day 1:

- SRE Principles and Practices
- Service Level Objectives and Error Budgets
- Reducing Toil
- Monitoring and Service Level Indicators

Day 2:

- SRE Tools and Automation
- Anti-Fragility and Learning from Failure
- Organisational Impact of SRE
- SRE, Other Frameworks, The Future
- Review and exam preparation

PREREQUISITE

None

EXAM

The official DOI/PeopleCert Site Reliability Engineering (SRE) Foundation exam is included.

The participant will receive a voucher valid for 12 months to write their exam and will need to schedule his/her exam.

The Certification exam will be written electronically following the training. This requires access to a connected computer with active audio and video.

Format: 40 multiple-choice questions.

Duration: 60 minutes.

It is recommended to get the training from an accredited organization with an accredited training material.