IT Service Management - Site Reliability Engineering (SRE) Practitioner
Enhancing your skills and awareness the service assurance approach

This course is given as an intensive three-day workshop covering the practical application of SRE principles to large-scale service scalability and reliability with an interest in modern IT leadership and organizational change approaches. This workshop is intended for practitioners or managers looking to enhance increased platforms and service reliability and resilience. At the end of the course, participants will take a 90-minute exam containing a multiple-choice questionnaire to obtain the international DevOps Institute (DOI)/PeopleCert Site Reliability Engineering (SRE) Practitioner certificate.

DEVOPS VERSION

This course introduces the SRE principles and is based on the SRE practitioner v1.2 Exam Requirements

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

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

- Describe how to successfully implement a flourishing SRE culture in your organisation;
- Understand the underlying principles of SRE, observability, antifragility, Chaos engineering as well as resilience by design;
- Understand organisational impact of introducing SRE. SLIs and SLOs SLOs and Error Budgets;
- Use AI, AIOps and DataOps for optimization;
- Understand incident response management;
- 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 enhancing the capabilities and the reliability and resilience of platforms and services. Participants should hold a SRE Foundation certificate and 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

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

COURSE CONTENT

The following elements are covered in this course:

- SRE Anti-Patterns
- Service Level Objectives (SLOs) the Proxy for Customer Happiness
- Building Secure and Reliable Systems
- Non-Abstract Large Scale Design Capacity Planning
- Full Stack Observability
- Using Platform Engineering & AIOps
- SRE & Incident Response Management
- Instrumenting Gremlin
- Chaos Engineering
- SRE is a Form of DevOps

COURSE PLAN

Day 1:
- SRE Anti-Patterns
- Service Level Objectives (SLOs) the Proxy for Customer Happiness
- Building Secure and Reliable Systems
- Non-Abstract Large Scale Design Capacity Planning

Day 2:
- Full Stack Observability
- Using Platform Engineering & AIOps
- SRE & Incident Response Management
- Instrumenting Gremlin

Day 3:
- Chaos Engineering
- SRE is a Form of DevOps
- Review and Exam preparation.

PREREQUISITE

SRE Foundation certification

EXAM

The official DOI/PeopleCert SRE Practitioner 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 require access to a connected computer with active audio and video.

Format: 40 multiple- choice questions.

Duration: 90 minutes.

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