ITIL Practitioner / DevOps

Barry Corless
Global Knowledge
Who am I?

- Business Development Director – Best Practice at Global Knowledge
- ITIL lecturer
- ITIL examiner (Foundation, Lifecycle, Practitioner)
- Chair itSMF UK Problem Management SIG
- Best Practice Consultant
- Ornithologist
- 71 times a Park Runner
Why am I here?

Jean-Paul Sartre (1905-1980)

“MEN WILL FIGHT LONG AND HARD FOR A BIT OF COLORED RIBBON.”
- NAPOLEON BONAPARTE

Ask me my three main priorities for Government, and I tell you: education, education, and education.
— Tony Blair —
## Setting the scene

<table>
<thead>
<tr>
<th>DESTINATION</th>
<th>HOW TO GET THERE</th>
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<tbody>
<tr>
<td>Nowhere</td>
<td>ROAD</td>
</tr>
<tr>
<td>Anywhere</td>
<td>MIDNIGHT TRAIN</td>
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<tr>
<td>Georgia</td>
<td>MIDNIGHT TRAIN</td>
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<tr>
<td>Clarksville</td>
<td>LAST TRAIN</td>
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<tr>
<td>Heaven</td>
<td>STAIRWAY</td>
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<tr>
<td>Hell</td>
<td>HIGHWAY</td>
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<tr>
<td>ITSM / ITIL / DevOps</td>
<td>?????</td>
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Forget ITIL for a minute…

Good Advice
Where it fits

ITIL Foundation 2 credits
- Release, Control and Validation: 4 credits
- Continual Service Improvement: 3 credits

Intermediate: Lifecycle Modules
- Service Strategy: 3 credits
- Service Design: 3 credits
- Service Transition: 3 credits
- Service Operation: 3 credits

ITIL Practitioner 3 credits
- Service Offerings and Agreements: 4 credits
- Operational Support and Analysis: 4 credits
- Planning, Protection and Optimization: 4 credits

Managing across the Lifecycle 5 credits
- 17 credits needed to progress

ITIL Expert

ITIL Master
- 17 credits needed to progress
The course

15 hours contact time – **WITHOUT THE EXAM**

Syllabus

- Course Resource – Toolkit and Case study
- IT Service Management Concepts
- CSI Guiding Principles
- CSI Approach
- Metrics and Measurement
- Organisational Change Management
- Communication
Issue 1 – Time?

The issue – 2 or 3 days?

The issue – pass the exam or practical advice?

2 days meant pre-reading or post course study

We tried both

Delivery mediums – classroom, virtual, e-learning?
Issue 2 – The exam

Always an easy target it can’t answer back

New examiners? New material? It’s always been like that? Unprepared lecturers? Questions too hard?

NEW STYLE OF EXAM
Open book advice

Tip 1: Understand the rationale behind an open book exam

Tip 2: Remember this is a restricted open book exam

Tip 3: Locate and mark key information beforehand

Tip 4: Use the book in the sample exam questions

Tip 5: Team up with other students

Tip 6: Focus on the important things

Tip 7: Stay calm

Tip 8: Time management

Tip 9: Take the exam when you feel ready
DevOps Training
A different issue

Not as mature

Very little that isn’t VENDOR DRIVEN
What is DevOps industry training focus?

- CULTURE
- QUALITY
- PROCESSES
- AUTOMATION
The DevOps offerings?

DevOps Institute’s Foundation - 2 days

Cover principles for Development or Operations or Service Management people…

SYLLABUS HIGHLIGHTS

- Why DevOps? – perception and reality

- What is DevOps? – the 3 ways (systems thinking, feedback loops, continuous learning

- DevOps and other frameworks (LeanIT, ITIL, etc.)

- DevOps Methods – Value stream mapping, Kanban, ITSM processes, etc.

- DevOps and automation
What is the DevOps offering?

THEN

SPECIALIST STUFF (mainly tools focused)

AWS, IBM, Monit, Docker, Ansible, etc.

Possibly

Certified Agile Service Manager

Certified Agile Process Owner
Advice

DevOps – conferences (Mark Smalley’s intriguingly titled “Kill DevOps”)

- High level view – foundation / overview
- Toolset
- Specialism
Questions

@Barry_Corless66
Barry.corless@globalknowledge.co.uk