

Modern Infrastructure & Operations Management for IT Leaders

Duration: 40 hrs

Level: Intermediate

Mode: OFFLINE

About this Course

This comprehensive course is designed for IT managers and leaders who need a deep understanding of the underlying infrastructure and operational frameworks that power modern technology platforms. You will gain the expertise to effectively supervise platform engineering teams, ensuring secure, automated, and efficient workflows. We will delve into the Azure DevOps ecosystem, exploring its capabilities for building, deploying, and managing applications. Furthermore, the course will equip you with the strategic insights of ITIL 4, focusing on how to direct, plan, and improve IT services to directly support business objectives and foster a culture of continuous improvement within your automated operational processes.

By understanding the intricacies of cloud infrastructure and the principles of DevOps, you will be empowered to make informed decisions, optimize resource utilization, and enhance the overall reliability and performance of your IT services. This course bridges the gap between technical execution and strategic leadership, enabling you to translate business needs into actionable infrastructure and operations strategies. Prepare to lead your teams with confidence and drive transformative change in your organization's IT landscape.

The curriculum covers essential topics such as cloud architecture, infrastructure as code, CI/CD pipelines, monitoring, and incident management, all viewed through a strategic management lens. You will learn to leverage these technologies and frameworks to achieve greater agility, scalability, and resilience, directly contributing to business success and competitive advantage in the rapidly evolving IT services industry.

What You Will Learn

- Apply ITIL 4 principles to strategically direct, plan, and improve IT operations and service delivery.
- Evaluate and select appropriate cloud infrastructure components for scalable and resilient modern applications.
- Supervise the implementation and management of secure and automated CI/CD pipelines using Azure DevOps.
- Develop strategies for effective monitoring, logging, and incident management in complex cloud environments.
- Lead platform engineering teams to optimize infrastructure performance and cost-efficiency.
- Analyze and improve operational workflows to enhance agility and reduce time-to-market for new features.
- Align IT infrastructure and operations strategies with overarching business objectives.

Course Curriculum

Module 1: Module 1: Strategic Foundations of Modern Infrastructure

1. Chapter 1.1: The Evolving IT Landscape and Business Alignment — 2 hrs
2. Chapter 1.2: Cloud Computing Paradigms and Their Strategic Impact — 2 hrs
3. Chapter 1.3: Introduction to DevOps and Its Cultural Imperatives — 2 hrs

Module 2: Module 2: Deep Dive into Azure DevOps for Operations Leaders

1. Chapter 2.1: Azure Boards and Repos for Workflow Management — 2 hrs
2. Chapter 2.2: Azure Pipelines - CI/CD Automation Essentials — 3 hrs
3. Chapter 2.3: Security and Compliance in Azure Pipelines — 3 hrs

Module 3: Module 3: Infrastructure as Code (IaC) and Cloud Resource Management

1. Chapter 3.1: Principles of Infrastructure as Code — 2 hrs
2. Chapter 3.2: Azure Resource Manager (ARM) Templates and Bicep — 3 hrs
3. Chapter 3.3: Terraform for Multi-Cloud IaC — 2 hrs

Module 4: Module 4: ITIL 4 Strategist: Direct, Plan, and Improve in Practice

1. Chapter 4.1: The ITIL 4 Service Value System (SVS) — 2 hrs
2. Chapter 4.2: Directing IT Value Streams and Workflows — 3 hrs
3. Chapter 4.3: Planning for Service Improvement and Operational Excellence — 3 hrs

Module 5: Module 5: Observability, Monitoring, and Incident Management

1. Chapter 5.1: Principles of Observability (Logs, Metrics, Traces) — 2 hrs
2. Chapter 5.2: Azure Monitor and Application Insights — 2 hrs
3. Chapter 5.3: Effective Incident Response and Management — 2 hrs

Module 6: Module 6: Leading Platform Engineering Teams and Driving Innovation

1. Chapter 6.1: Building and Managing High-Performing Platform Teams — 2 hrs
2. Chapter 6.2: Cultivating a Culture of Continuous Improvement and Innovation — 2 hrs
3. Chapter 6.3: Future Trends in Infrastructure and Operations Management — 1 hrs

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