ITSM for DevOps Training

BILGINC IT Academy
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Duration: **2 Day**

DevOps aims to increase speed and agility, but it does not remove the need for governance, control, compliance, or reliable data. Regulatory requirements, audits, risks, and business impacts still need to be managed. **ITSM for DevOps** explores how organisations can achieve greater speed while maintaining appropriate control and increasing value across the IT value stream.

The course is particularly relevant to organisations with mature ITSM practices that are finding it difficult to accelerate or modernise those practices in support of DevOps.

This programme explains how IT service management processes can be adapted to work more effectively in a DevOps environment. Participants practise pragmatic approaches for simplifying, accelerating, and automating existing ITSM processes and also explore the concept of compliance as code.

The wider aim is to help organisations introduce not only new process techniques, but also new ways of thinking, working, communicating, and collaborating.

Learner Materials and Practical Activities

The programme includes:

- 16 hours of instructor-led training and exercise facilitation,
- Practical exercises applying Value Stream Mapping,
- Sample documents,
- Templates,
- Tools and techniques,
- Access to additional reference materials.

Non-Certification DrillDown

This programme is a **non-certification DrillDown** workshop accredited by the DevOps Institute.

DrillDowns are designed to provide deeper knowledge of a specific practice within the wider DevOps landscape. They can be used as useful add-ons to programmes such as DevOps Foundation or the skill-based certifications in the DevOps Practitioner series.

Prerequisites

There are no formal prerequisites for attending this course.

However, familiarity with the following is recommended:

- DevOps concepts,
- IT Service Management,
- ITIL® processes and practices.

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Who Should Attend

This course is particularly suitable for:

- Professionals who want to modernise ITSM in support of DevOps or Digital Transformation,
- ITSM process owners,
- Process managers,
- ITSM stakeholders,
- IT transformation leaders,
- Coaches and managers,
- Consultants supporting clients with DevOps-related process improvement initiatives.

What You Will Learn

By the end of this course, participants will be able to:

- Explain the nature of DevOps transformation,
- Understand why ITSM can sometimes be perceived as a constraint,
- Recognise the new ways of thinking and working introduced by DevOps,
- Adapt ITSM processes to support DevOps,
- Apply ITSM process integration and automation approaches,
- Use Lean and Agile methods to reduce process waste,
- Improve the cost and quality of processes and services,
- Make ITSM practices faster, more integrated, and better suited to automation.

Training Outline

Course Introduction

- Course goals
- Course structure and agenda
- Clarifying learning objectives and participant expectations

Introduction

- The Promise of DevOps
- The Reality of DevOps
- DevOps and Digital Transformation
- The Role of ITSM
- Why ITSM may be viewed as a constraint
- Assignment: Explore why ITSM is considered a constraint

Accelerating ITSM for DevOps

- New Ways of Thinking
- Rethinking service management in a DevOps context
- Assignment: Identify key principles
- New Ways of Working

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- More agile and value-oriented operating approaches
- New Ways of Communicating and Collaborating
- Strengthening collaboration across Dev, Ops, and ITSM teams

ITSM, DevOps, and the IT Value Chain

- Understanding how ITSM and DevOps fit within the IT Value Chain
- Assignment: Integrating ITSM and DevOps
- Process Acceleration Techniques
- Identifying process steps that slow value delivery
- Increasing speed without removing necessary controls

Adapting Change Management

- What Change Management is and why it matters
- ITSM and DevOps perspectives
- Assignment: What problems do we need to solve?
- Techniques for accelerating Change Management
- Leveraging Automation
- Enabling faster and more controlled change

Adapting Release Management

- The purpose of Release Management
- ITSM and DevOps perspectives
- Assignment: Identify the problems that need to be addressed
- Techniques for accelerating releases
- Leveraging Automation
- Supporting more frequent and reliable releases

Adapting Configuration Management

- The role of Configuration Management
- ITSM and DevOps perspectives
- Techniques for accelerating the process
- Leveraging Automation
- Assignment: Identify the cultural changes required to evolve Change, Release, and Configuration Management

Adapting Event Management

- What Event Management is and why it matters
- ITSM and DevOps perspectives
- Techniques for accelerating Event Management
- Leveraging Automation
- Supporting faster event detection and response

Adapting Incident Management

- The purpose of Incident Management
- ITSM and DevOps perspectives
- Assignment: Improve the flow of information between Development and Operations
- Techniques for accelerating Incident Management

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- Leveraging Automation
- Supporting faster recovery and stronger collaboration

Adapting Problem Management

- What Problem Management is and why it matters
- ITSM and DevOps perspectives
- Techniques for accelerating Problem Management
- Assignment: Mastering Problem Management
- Leveraging Automation
- Managing recurring problems more systematically

Adapting Knowledge Management

- The purpose of Knowledge Management
- ITSM and DevOps perspectives
- Techniques for improving and accelerating knowledge flow
- Leveraging Automation
- Making knowledge more accessible across teams

Adapting the Service Desk

- The impact of DevOps on the Service Desk
- How the Service Desk is evolving
- Leveraging Automation
- Assignment: Use Kanban to balance Planned and Unplanned Work
- Creating faster and more transparent service support

Adapting to the New Reality

- Changing expectations for ITSM in a DevOps environment
- Balancing faster service delivery with governance
- Evolving roles, behaviours, and process practices

Mastering Continuous Improvement

- The role of Continuous Improvement in DevOps
- Prioritising improvement initiatives
- Assignment: Coordinating improvement initiatives
- Using continuous feedback and measurement

Leveraging Agile Service Management

- Applying Agile principles to ITSM
- Introducing smaller and more frequent process improvements
- Assignment: Demonstrating the value of ITSM and DevOps
- Creating a more value-focused service management approach

Enabling Continuous Learning

- Building a learning culture
- Creating effective Feedback Loops
- Learning from experience and failure

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- Sharing knowledge continuously across teams

Taking Action

- Reviewing key learning from the course
- Identifying priority areas for ITSM modernisation
- Planning initial actions to support DevOps
- Defining practical next steps for the organisation