DevOps Institute®: AIOps Foundation Training

Duration: **2 Day**

BİLGİNÇ IT Academy
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Overview

The **AIOps Foundation** certification course, developed by the **DevOps Institute**, provides professionals with a deep understanding of how to combine **big data analytics**, **machine learning algorithms**, **automation**, and **optimization** into a unified operational intelligence platform.

This course explores the **origins, evolution, and modern applications** of AIOps (Artificial Intelligence for IT Operations). Participants will discover how digital transformation, cloud computing, and the rise of machine learning have made AIOps an indispensable tool for today's IT landscape.

Through hands-on exercises and real-world use cases, learners will gain practical insights into how AIOps enhances IT performance, drives predictive monitoring, and automates root cause analysis — all while improving service reliability and business agility.

Upon completion, participants will be well-prepared to take the **AIOps Foundation Certification Exam** and apply AIOps concepts effectively within their organizations.

Bilginç IT Academy is an officially **Accredited Training Organisation (ATO)** by **PeopleCert**, the global leader in professional certification and exam delivery.
As an authorized PeopleCert partner, we deliver accredited training and official certification exams for **ITIL®, PRINCE2®, DevOps, and other PeopleCert-certified programs**, ensuring our learners receive globally recognized credentials with the most up-to-date curriculum.

Visit our official PeopleCert partner page here:Bilginç IT Academy – PeopleCert Official Partner

Important Information:
This course is an official program accredited by PeopleCert and is offered**only together with the corresponding certification exam**. The course fee **includes the exam fee**.
Participants can take the certification exam online through PeopleCert's examination system and earn an internationally recognized certificate.
This practice is mandatory to ensure compliance with PeopleCert's quality standards and accreditation guidelines.

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Prerequisites

- Familiarity with IT terminology and basic understanding of IT operations is recommended.
- No formal technical prerequisites are required.

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Who Should Attend

The AIOps Foundation course is ideal for:

- IT Operations Professionals
- DevOps Engineers & Practitioners
- Cloud Engineers and Architects
- Data Scientists & Data Engineers
- Site Reliability Engineers (SREs)
- IT Managers, Directors, and CIOs
- IT Security Analysts & System Integrators
- Business Managers and Technology Stakeholders
- AIOps Tool Providers and Platform Engineers

What You Will Learn

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

- Understand the **history, origins, and evolution** of AIOps.
- Define key **AIOps concepts**, principles, and technologies.
- Explain the relationship between **AIOps**, **MLOps**, **DevOps**, and **Site Reliability Engineering (SRE)**.
- Explore how **big data** and **machine learning** form the backbone of AIOps platforms.
- Recognize the **business benefits** of AIOps deployment.
- Understand the **cultural and organizational shifts** required for successful AIOps implementation.
- Quantify AIOps outcomes using **industry-standard metrics**.
- Identify common **challenges, opportunities, and ethical considerations** in applying AIOps.
- Evaluate AIOps maturity and design an actionable **AIOps roadmap** for your organization.

Outline

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Course Introduction

- Overview, objectives, and certification process
- Key terminology and modern IT context

Module 1: AIOps Foundation

- Definition and evolution of AIOps
- From IT operations to intelligent automation
- The rise of machine learning in IT monitoring

Module 2: AIOps in the Organization

- Organizational impact and cultural transformation
- Adopting an AIOps mindset
- Integrating AIOps with existing DevOps pipelines

Module 3: Core Technologies – Data

- Understanding Big Data in AIOps
- Data collection, normalization, and correlation
- Applying analytics for intelligent operations

Module 4: Core Technologies – Machine Learning (ML)

- ML fundamentals and model types
- Supervised vs. unsupervised learning in IT operations
- Correlation, anomaly detection, and predictive insights

Module 5: AIOps and Operations Metrics

- Defining operational metrics and KPIs

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- Using AIOps for proactive incident management
- Leveraging metrics for business alignment

Module 6: AIOps Use Cases & Organizational Mindset

- Real-world AIOps applications in enterprises
- Enhancing collaboration between humans and AI
- Ethical considerations and responsible AI use

Module 7: Evaluating AIOps Impact

- Measuring ROI and value realization
- Defining success criteria for AIOps implementation

Module 8: Implementing AIOps in the Organization

- Step-by-step roadmap for AIOps adoption
- Common challenges and mitigation strategies
- Best practices for sustainable integration

Certification Exam

Upon completion, participants can sit for the **DevOps Institute AIOps Foundation Exam**.