Certified DevOps Site Reliability Engineering (SRE) Practitioner Training

Duration: **3 Day**

BİLGİNÇ IT Academy
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Overview

The **Certified SRE Practitioner** course is an advanced, hands-on training designed for**experienced Site Reliability Engineers (SREs)** and DevOps professionals who aim to scale reliability engineering practices across complex systems and enterprises.

Building on the **SRE Foundation** principles, this course deepens participants' understanding of**Service Level Objectives (SLOs)**, **observability**, **incident response**, **chaos engineering**, and **automation**. Through **case studies**, **interactive exercises**, and **real-world simulations**, learners gain practical skills to build **resilient, high-availability systems** that support business-critical services.

This certification enables professionals to integrate SRE with DevOps, leading to improved**system reliability**, **faster incident recovery**, and **continuous service excellence**.

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

To gain the most from this course, participants should have:

- Completed the **SRE Foundation Certification (mandatory)**.
- Understanding of **core SRE concepts** and **DevOps principles**.

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- Experience in **system administration, automation, or software engineering**.
- Familiarity with **incident response, observability, and CI/CD pipelines**.

Who Should Attend

This course is ideal for:

- **Site Reliability Engineers (SREs)** looking to advance their technical and strategic expertise.
- **DevOps Engineers** and **Software Developers** focused on improving system uptime and performance.
- **IT Operations Professionals** responsible for mission-critical service availability.
- **Engineering Managers** and **Technical Leaders** implementing SRE frameworks at scale.

What You Will Learn

After completing this course, participants will be able to:

- Identify and resolve **SRE anti-patterns** that hinder reliability.
- Define and implement **SLOs (Service Level Objectives)** and **Error Budgets** aligned with user satisfaction.
- Apply **Full-Stack Observability** using logs, metrics, and traces.
- Utilize **AIOps** and **Platform Engineering** to enhance automation and proactive reliability.
- Implement **incident management and postmortem** best practices.
- Use **Chaos Engineering** to validate resilience and failure recovery strategies.
- Integrate **SRE practices within DevOps** to build scalable, automated, and reliable environments.

Outline

Module 1: SRE Anti-Patterns

- Common reliability pitfalls and anti-patterns.
- Case Study: *Monzo Bank's Reliability Challenges*.
- Conducting **blameless postmortems** and retrospectives.

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Module 2: Service Level Objectives (SLOs) – The Proxy for Customer Happiness

- Defining **SLIs, SLOs, and Error Budgets**.
- Case Studies: *Kudos Engineering* and *Home Depot's SLO implementation*.
- Practical exercise: Designing meaningful service reliability metrics.

Module 3: Full-Stack Observability

- Implementing **end-to-end monitoring, logging, and alerting**.
- Reducing **false positives** and **alert fatigue**.
- Integrating observability tools for proactive issue detection.

Module 4: Platform Engineering & AIOps

- Leveraging **AI-driven automation** for predictive reliability.
- Automating repetitive tasks and scaling infrastructure operations.
- Role of platform engineering in building reliability at scale.

Module 5: SRE & Incident Response Management

- Best practices for **incident response and on-call management**.
- Role of **incident commanders** and response playbooks.
- Managing communication, escalation, and learning post-incident.

Module 6: Chaos Engineering

- Designing **fault injection** experiments.
- Building resilience through controlled failure testing.
- Case Study: *Netflix and the Simian Army.*

Module 7: SRE as a Form of DevOps

- Aligning SRE principles with **DevOps pipelines**.
- Balancing reliability and velocity.
- Creating a culture of **continuous improvement** and **automation**.

Certification Exam

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The course includes an official **DevOps Institute SRE Practitioner Exam Voucher.**