



Certified DASA DevOps Coach

Duration: 3 Days **Course Code: DASADEV-C**

Overview:

Agile, Scrum, DevOps, and Lean IT enable the realization of the customer value more rapidly than traditional methods. Like all other hyper growth trends in our IT industry, adoption of DevOps is also not immune to potential misunderstandings and misconceptions. Besides the relevant tooling and technology component, DevOps predominantly entails a cultural shift towards a new mindset, behaviors, a new organization, and a new way of working. Organizations which do not truly comprehend the essence of DevOps end up with transformational failures, often leading away from the value of DevOps. A certified DASA DevOps Coach qualification extends the skills of any professional in a DevOps environment to help team members and other stakeholders in the organization apply DevOps concepts and principles within their organization.

Target Audience:

The DASA DevOps Coach qualification is aimed at: Executives Business and IT Managers Information Managers Business Analysts Project Managers Enterprise Architects DevOps Team Members

Objectives:

- Recall the basics of DevOps
 - Understand how to influence behavior and manage interactions
 - Comprehend the role and responsibilities of DevOps coach
 - Understand the methods of coaching teams
 - Explain the purpose the DevOps coaching model
 - Learn about continuous improvement in teams
 - Describe the basic coaching skills (communication, listening, questioning, direct communication)
 - Understand organizational goals
 - Discuss actions and accountability of the DevOps coach
 - Learn about coaching for organizational transformation
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Prerequisites:

There are no formal prerequisites for this course. However, having knowledge in these areas will contribute to the learning experience:

- DevOps Fundamentals
- Lean IT
- Agile and Scrum
- IT Service Management

Testing and Certification

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Follow-on-Courses:

DASA DevOps Leader (TBA).

Content:

Core Principles of DevOps

- Some DevOps Definitions
- DevOps is Highly Intertwined with Agile and Lean IT
- DevOps Principles
- DevOps Principles and Aspects of IT

Knowing DevOps Coach

- What is DevOps coaching?
- What is not DevOps coaching?
- Difference between DevOps Coach, DevOps Leader, and DevOps Consultant
- Characteristics of DevOps Coach
- Competence of a coach: Skills, Expertise, Drive

Facilitating Teams

- Defining Gemba and Gemba Walk
- Why Gemba walk is necessary for DevOps Coach?
- Gemba Walk – For the DevOps Coach
- Understanding Team Dynamics (Lencioni)
- Building Teams
- Getting to High Performance

Communication

- Performance Dialog (Direct Communication)
- Giving and Receiving Feedback
- Active Listening Skills ; Powerful Questions

DevOps Coaching

- Understanding the Organizational Goals (GROW model)
- Why are goals important?
- Understanding Customers for Business Context
- Common Goals for DevOps Business Case

DevOps Coaching Model

- Relationship Coach-Student: the 4-Phase Coaching Model (Show Me – Do it together – Prepare – Do it yourself)
- Common Coach Activities: Support, Teach, Promote
- Practicing DevOps Behavior and Values
- Understanding the structure of DevOps Organization (Elements of a DevOps Organization, Values of the DevOps Organization,
- Characteristics of People in a DevOps team, Types of Organizational Units: Agile Team, DevOps Platform Team, DevOps Business Service Team Service Desk)
- DevOps Culture (Speed, Quality, Automation, Collaboration, Courage and Continuous Improvement: Developing a Safe Environment)
- Coaching experimentation, Building a Fail Fast culture)
- Coaching Kata

Influencing Behaviors

- Understanding and Steering Behavior
- Consequences of Behavior
- Building Blocks of Change and Behavior
- Relationship Between Behavior and Habit
- Investigating Behavior

Managing Interactions

- Dealing with Resistance
- Dealing with Blockage
- Dealing with Conflicts
- Motivating for Change
- Managing multi team multi organization interactions

Speeding Up Delivery

- Defining Cross-functional Autonomous Teams
- Focus on Customer Value
- Delivering Product Value in Flow
- Balancing Different Forms of Efficiency
- Capacity Planning
- Understanding Units of Work

Creating Transparency

- Create with the End in Mind
- End-to-End Responsibility
- Creating Environments where Problems cannot go Unseen
- Enabling Transparency
- Working with Visual Management

Continuous Improvement

- Problem-solving Mindset
- Daily improvements
- Team Improvement
- Improving automation

Additional Information:

Please visit the official DASA DevOps Coach website at <https://www.devopsagileskills.org/certifications/dasa-devops-coach/>.

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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www.globalknowledge.com/en-be/