Modern Skills for the IT Professional

ITSM Academy
...educate & inspire®

DevOps Institute
THE CONTINUOUS LEARNING COMMUNITY

DevOps Campus
...at ITSM Academy

Welcome!

ITSM Academy

- Full service provider of IT Service Management (ITSM) education and advice
- Accredited and sustainable education and training
  - IT Infrastructure Library® (ITIL)
  - Process Design (CPDE)
  - DevOps
  - Agile Service Management
  - ISO/IEC 20000

Donna Knapp

- Author
- Curriculum Development Manager
- Certified Process Design Engineer
- ITIL Expert, ITIL Practitioner
- DevOps Foundation certified
- Certified Scrum Master
- Certified Agile Process Owner
- Certified Agile Service Manager
- Certified ISO/IEC 2000 Consultant/Manager
- Certified in Knowledge-Centered Support (KCS) Principles

Channeling my inner Jayne Groll!

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About DevOps Institute

The DevOps Institute (DOI) is the continuous learning community for emerging DevOps practices.

DevOps Institute's vision is to facilitate a community where learning is a lifestyle and members have access to the most innovative, inspirational and transformational DevOps content, courses and certifications. We strive to provide content that inspires discussion, collaboration and transformation.

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The Digital Transformation Is Real

- Software drives the world (literally)
- Every organization is now a digital technology business
- Your biggest competitor is a disruptive start-up
- Attention spans have been reduced to 1 min videos and 140 characters
- Migration to the cloud is accelerating
- Information is available at the speed of your connection

Moore's Law: Rates of improvement will increase exponentially over time.

How does that affect IT systems?

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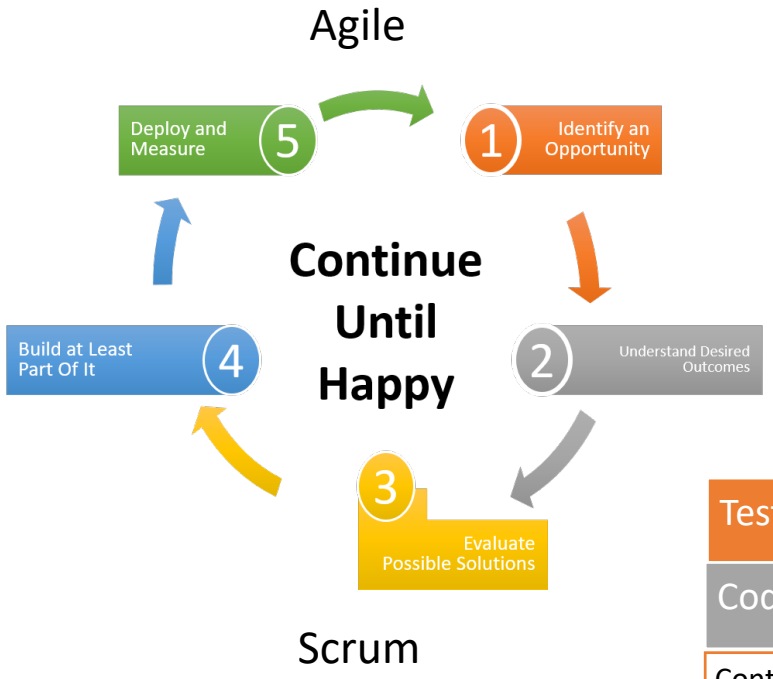
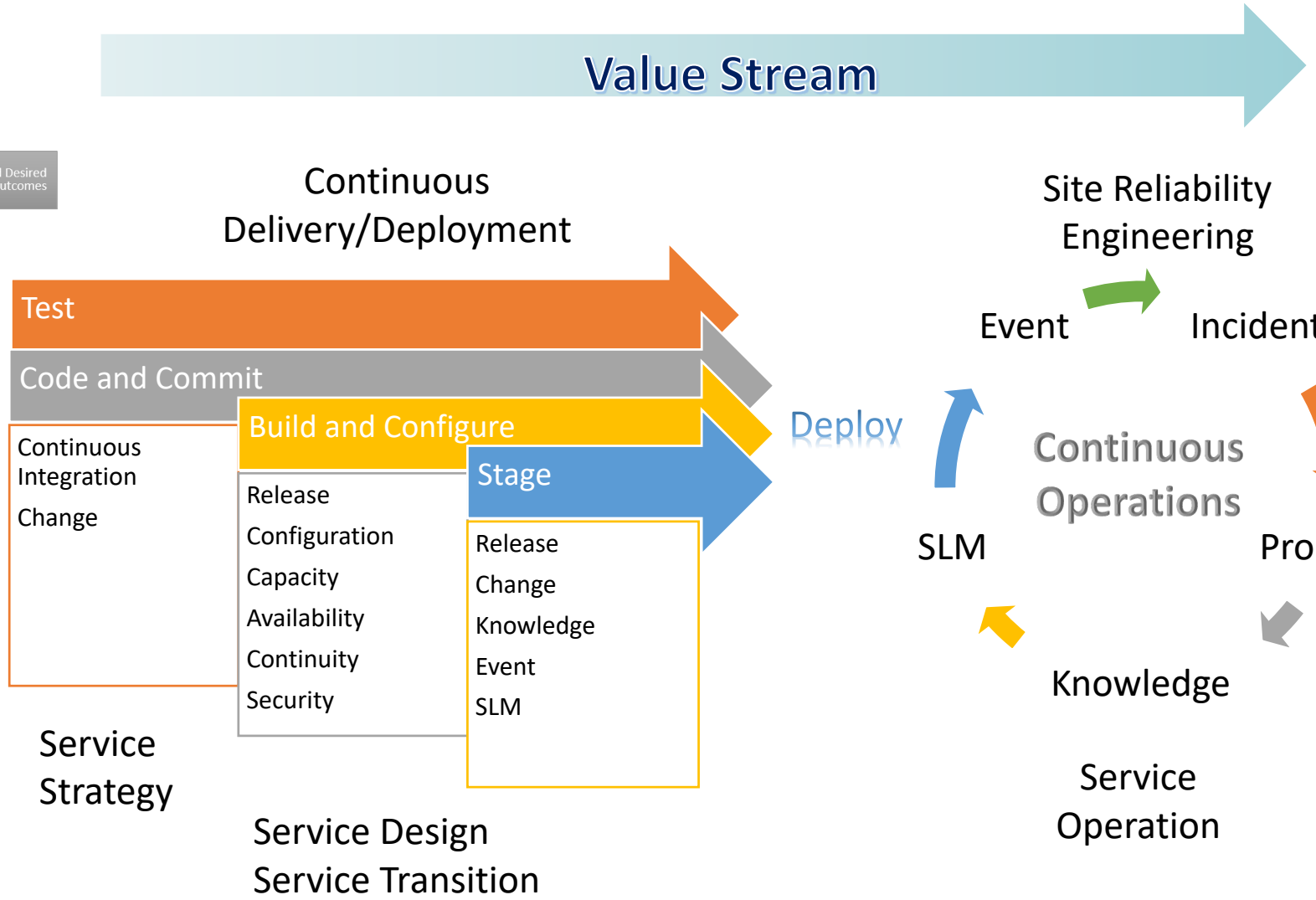
IT is a System of Systems



Organizational agility only occurs when processes and automation are aligned.



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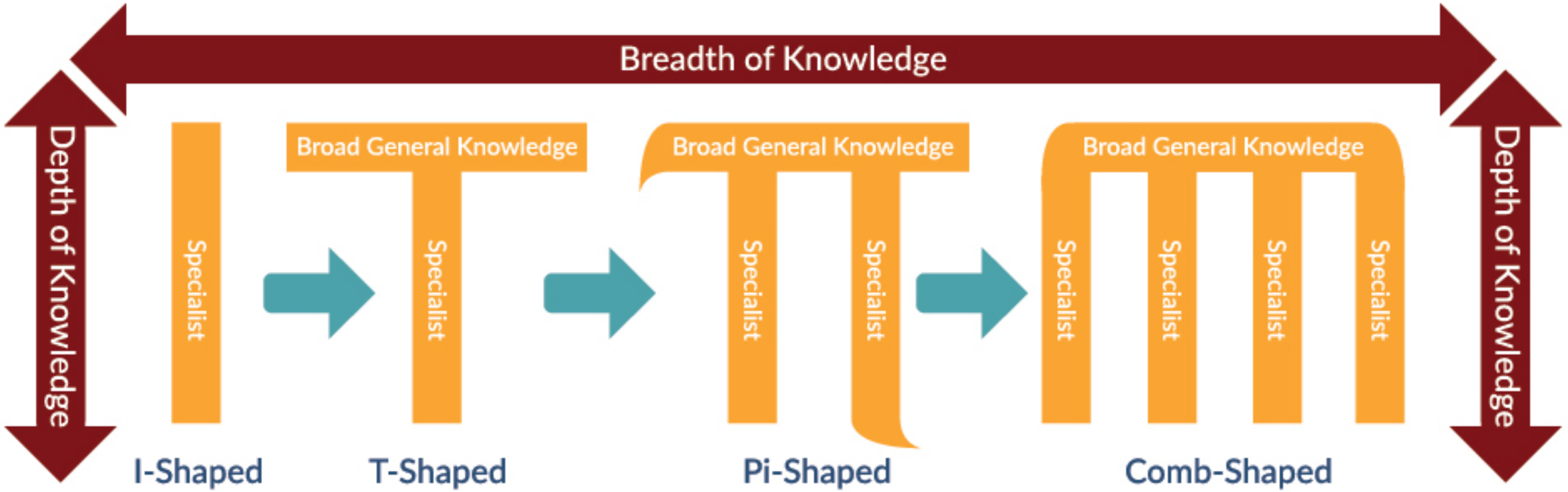
Systems Thinking Requires Multi-Dimensional Professionals



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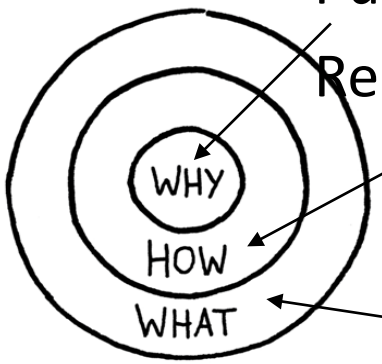
Breadth of Knowledge is as Important as Depth

- Business strategies
- Principles, processes and practices
- Technology and automation
- Cultural considerations



Purpose, cause, belief

Reason organization exists

What sets you apart

Products and services

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Skills modernization requires a holistic approach that encourages cross-functionality and higher level thinking.

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Skills for the Digital Age

Understand Your Value Stream

What skills are required in order to continually deliver value to customers?

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Groom Your Cultural Skills

You can't directly change culture.
But you can change behavior, and behavior becomes culture."
Lloyd Taylor

Westrum

https://continuousdelivery.com/implementing/culture/

LaLoux

http://www.reinventingorganizations.com/

Transformational Leadership

https://www.slideshare.net/ITRevolution/does-sfo-2016-steve-mayner-transformational-leadership

Coaching

https://www.inc.com/yael-bacharach/five-essential-skills-for-successful-coaching.html

Squads, Tribes, Guilds, Chapters

https://labs.spotify.com/2014/03/27/spotify-engineering-culture-part-1/

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Hone Your Soft and Self-Management Skills

10 Skills You'll Need By 2020*

- Cognitive flexibility
- Negotiation
- Service orientation
- Judgement and decision-making
- Emotional intelligence
- Coordinating with others
- People management
- Creativity

*World Economic Forum

Top Tech Skills In High Demand in 2018*

- Experience With AI
- Skills To Envision, Design And Develop AR Apps
- Data Science Talent
- Mobile Application Development
- Excellence In Cybersecurity
- Talent For SaaS In The Cloud
- Ability To Adapt To New Tech
- Coding And Engineering Experience
- Applied Machine Learning
- Programming Knowledge
- Any Skills Related To Analytics
- Cross-Team Functionality And Communication
- Digital Transformation

*Forbes Technology Council

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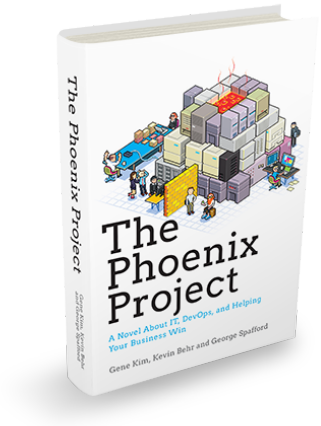
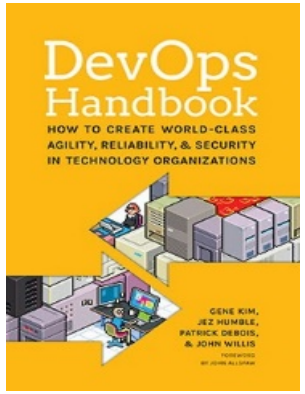
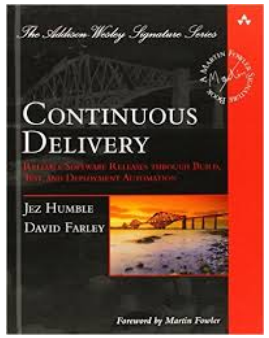
Optimize Best Practices







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Become Familiar with Continuous Delivery Automation

and many more…

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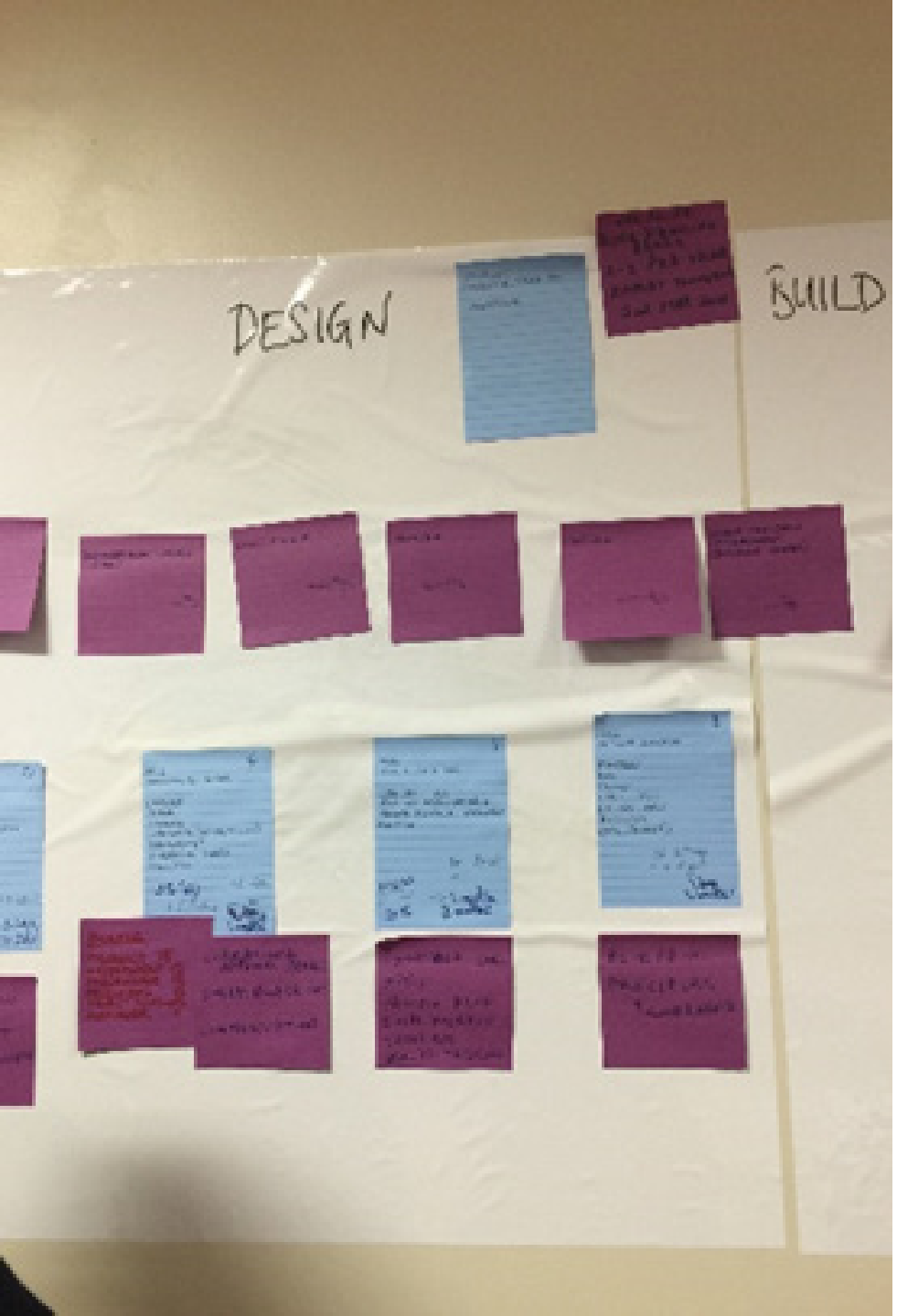

Develop a High Level Understanding of

- Value Stream Mapping
- Agile Software Development
- Test Engineering
- Security
- Containerization and Microservices
- Data Analytics
- Key ITSM processes
- Site Reliability Engineering (SRE)

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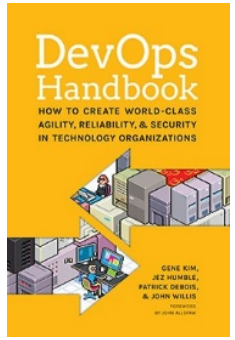
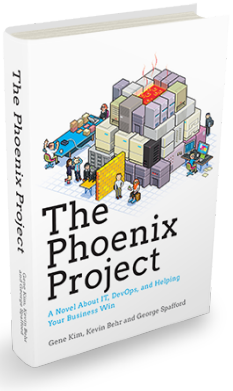
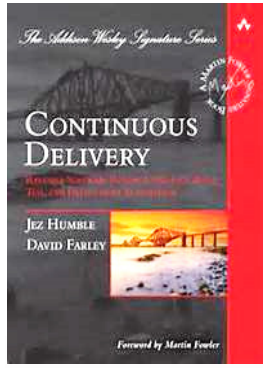
Learn Continuously

- True to its core values, DevOps is emerging through a shared and collective body of knowledge (CBok) including
  - Publications
  - Conferences
  - Videos and webinars
  - Blogs and articles
  - Case studies
  - Subject matter expertise







The DevOps Institute actively researches and influences emerging DevOps practices so as to create meaningful certifications and content.

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Want to Learn More?

Why?
What?

Prerequisite

How?

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