# DASA

# DASA CERTIFICATIONS

# INDEX

# ABOUT DASA

We are the largest DevOps and Agile industry body worldwide and 'go-to-partner' for enterprises that want to transform towards a high-performance digital organization.

Our body of knowledge, talent, and guidance solutions, and powerful global community, facilitate organizations in their journey towards flow, business agility, and value maximization for both their customers and employees.

**WEBSITE**

www.dasa.org

**EMAIL**

learning@dasa.org

# DASA DEVOPS FUNDAMENTALS

CERTIFICATION: DASA DEVOPS FUNDAMENTALS
DURATION: 2 DAYS / 16 HOURS

## ABOUT THE CERTIFICATION

This two-day course provides a comprehensive introduction to the DevOps as defined by DASA. Learn the core principles and practices of DevOps to drive collaboration, efficiency, and innovation in your organization.

The DASA DevOps Fundamentals Certification equips you with the foundational skills necessary to understand and implement key DevOps principles. You'll learn how to foster collaboration across teams, streamline workflows, and accelerate delivery cycles—all while ensuring your organization is prepared for long-term digital transformation.

## LEARNING OBJECTIVES

— Participate successfully in the DevOps transformation within the organization by sharing a common understanding and vocabulary required for DevOps ways of working.
— Define and discuss the key concepts and principles of DevOps.
— Explain the core elements of a DevOps culture and its importance.
— Discuss the importance of automation and ways to implement it in the product life cycle.
— Describe how DevOps relates to Lean and Agile methodologies.
— Discuss metrics and success factors for DevOps transformations.
— Get insight into the various organizational DevOps models and related architectures.
— Explain the importance of sharing responsibility, knowledge and ways of working to enable successful collaboration.
— Identify the available resources of DASA guidance as an enabler of your DevOps implementation plan.

## EXAM DETAILS

**Delivery**
Online and
Paper-based

**Questions Type:**
Multiple Choice
Questions (MCQs)

**Proctoring**
Live/Webcam

**Duration**
60minutes, 15 minute
additional time for
non-native candidates

**Questions**
40 questions

**Pass Grade:**
65%

# COURSE OUTLINE

### Building DevOps Context

- Why DevOps?
- DevOps Definition
- DASA DevOps Principles

### Culture

- Introduction To DevOps Culture
- DevOps Culture For Teams
- DevOps Leadership
- Automation

### Automate

- Why Automate
- Automation Enables Continuous Delivery
- Modern Infrastructure & Cloud Computing

### Lean

- Lean
- Agile
- Product Management
- Service Management
- Site Reliability Engineering
- Value & Experience Management

### Measurement

- Basics of Measurement
- Measuring Value
- Typical DevOps Metrics
- Monitoring & Analytics

### Sharing

- Organizational Models That Enable Sharing
- T-Shape Profiles Enable Sharing
- DevOps Teams
- Team Autonomy
- IT Architecture That Supports Sharing
- DevOps At Scale

### DASA Guidance

- DASA Big Picture
- Talent Portfolio
- Guidance Portfolio
- Community
- Recognition

# AUDIENCE

### Development & Operations

- Software Developers, Engineers and Architects
- Quality Engineers and Testers
- System and Network Engineers and Administrators
- Automation Architects
- Dev, Sec & Ops Engineers
- Enterprise Architects
- Incident and Change Managers
- Integration Specialists

### Business & Leadership

- Product Owners
- Business Analysts
- Business Managers
- Operations Managers
- Product Managers
- Team Leads
- Scrum Masters
- Agile Coaches
- Senior Management and C-Suite

### Support & Enablement

- Support Engineers
- Service Managers
- Business users who are working with IT in getting business value created
- HR
- Finance
- Governance
- Legal

# DASA PLATFORM ENGINEERING

CERTIFICATION: DASA PLATFORM ENGINEERING
DURATION: 2 DAYS / 16 HOURS

## ABOUT THE CERTIFICATION

This two-day course prepares learners to de-risk, optimize, and get maximum value from the platform engineering initiative.

The DASA Platform Engineering Certification prepares your team to confidently execute platform initiatives by focusing on proven strategies that reduce risk and drive success. Eliminate uncertainty and avoid costly mistakes with a clear roadmap for platform engineering excellence.

## LEARNING OBJECTIVES

- Articulate the importance and requirements of Platform Engineering.
- Examine the relationship between DevOps and Platform Engineering.
- Align the Platform Engineering strategies with business vision and goals.
- Leverage your platform to promote and accelerate cultural shifts to ensure successful evolution of your DevOps transformation of platform engineering
- in your organization.
- Treat platform as a product.
- Develop a strategy for building the right developer experience.
- Create a strategy to use Infrastructure as code (IaC) in Platform Engineering.
- Illustrate how CI/CD is simplified with Platform Engineering.
- Explain the role of containerization in context of Platform Engineering.
- Comprehend best practices for monitoring, alerting, and incident response.
- Devise a plan for platform beyond the build.

## EXAM DETAILS

**Delivery**
Online and
Paper-based

**Questions Type:**
Multiple Choice
Questions (MCQs)

**Proctoring**
Live/Webcam

**Duration**
80 minutes, 15 minute additional time for non-native candidates

**Questions**
40 questions

**Pass Grade:**
65%

# COURSE OUTLINE

**Deciphering Platform Engineering**

**Relationship between DevOps and Platform Engineering**

**Stakeholder Management in Platform Engineering**

**Accelerating DevOps Culture with Platform Engineering**

**Platform as Product**

**Building Developer Experience**

**Infrastructure as Code in Platform Engineering**

**CI/CD in Platform Engineering**

**Role of Containerization in Platform Engineering**

**Monitoring, Logging, and Incident Response**

**Platform Engineerinbeyond Design & Development**

# AUDIENCE

Talent Development

— Leaders
— Managers
— Platform Engineers
— Software developers
— Platform Architects
— Product Owners
— Product Leaders

REQUIREMENT
Basic familiarity with Agile Scrum, and DevOps framework is beneficial.

# DASA DEVALOPS

CERTIFICATION: DASA DEVALOPS
DURATION: 2 DAYS / 16 HOURS

## ABOUT THE CERTIFICATION

This two-day certification course equips IT professionals and leaders to adopt and adapt DevAIOps practices effectively, achieving faster time-to-market and time-to-value.

The DASA Platform Engineering Certification gives you everything you need to seamlessly integrate AI into your operations, maximizing efficiency and value.

## LEARNING OBJECTIVES

– Explain the principles and significance of DevAIOps in accelerating time-to-market and time-to-value while ensuring sustainable growth.
– Develop strategies to address challenges in AI adoption within DevAIOps, to ensure operational efficiency leading to faster-time-to market and value.
– Develop a robust governance framework to ensure compliance and
– effective management of AI initiatives.
– Identify DevAIOps practices that enhance operational efficiency, contributing to faster-time-to market.
– Utilize data-driven insights to make informed decisions, leading to
– faster-time-to market and value
– Identify robust security measures and ethical practices within
– DevAIOps to ensure secure and responsible AI implementations.
– Foster a culture of continuous improvement and innovation within DevAIOps practices, ensuring sustainable growth.

## EXAM DETAILS

**Delivery**
Online and Paper-based

**Questions Type:**
Multiple Choice Questions (MCQs)

**Proctoring**
Live/Webcam

**Duration**
40minutes, 15 minute additional time for non-native candidates

**Questions**
20 questions

**Pass Grade:**
65%

# COURSE OUTLINE

**Introduction to DevAIOps**

**Strategies for AI Adoption in DevAIOps**

**Governance Framework for AI Initiatives**

**Data-Driven Decision Making**

**Security and Ethical Practices in DevAIOps**

**Enhancing Operational Efficiency with DevAIOps**

**Continuous Improvement and Innovation**

**Applying DevAIOps Practices for Efficient Product Delivery**

# AUDIENCE

— Product Owners and Managers
— Developers and Application Team Leads
— Project and Program Managers
— DevOps & Automation Engineers
— Software Managers and Team Leads
— Ops Architects and Engineers
— Cloud Engineers
— Data Engineers and Scientists
— Site Reliability Engineers

REQUIREMENT
Basic familiarity with Agile Scrum, and DevOps framework is beneficial.

# DASA EXPERIENCE MANAGEMENT FOR HIGH PERFORMANCE DIGITAL ORGANIZATIONS

## EXAM DETAILS

**Delivery**
Online and
Paper-based

**Questions Type:**
Multiple Choice
Questions (MCQs)

**Proctoring**
Live/Webcam

**Duration**
40minutes, 15 minute
additional time for
non-native candidates

**Questions**
20 questions

**Pass Grade:**
65%

DASA EXPERIENCE MANAGEMENT FOR HIGH PERFORMANCE DIGITAL ORGANIZATIONS
DURATION: 2 DAYS / 16 HOURS

## ABOUT THE CERTIFICATION

This two-day course aims to equip software development professionals to enhance user satisfaction, improve stakeholder engagement, gain a competitive edge, and drive organizational success.

The DASA Experience Management Certification empowers software development teams to adopt a holistic approach to experience management. Through the right mindset, skillset, and toolset, you will enhance user satisfaction, engage stakeholders more effectively, and gain the strategic advantage needed to propel your organization forward.

## LEARNING OBJECTIVES

– Recognize the strategic value of experience management.
– Apply the experience management principles effectively to drive sustainable business growth.
– Analyze user needs and preferences to build the right experience.
– Design and deliver experiences that meet user needs and expectations.
– Establish consistent experience across the organization by breaking the silos.
– Cultivate a mindset and behavior for adopting right user experience.
– Integrate experience management principles into daily operations effectively.

# COURSE OUTLINE

**Strategic Significance of Experience Management**

**Experience Management Principles**

**Discerning Your User**

**Experience Design and Delivery**

**Creating Seamless Experience**

**Culture and Behaviour for Right User Experience**

**Practicing Experience Management in Daily Life**

# AUDIENCE

– Strategic Significance of Experience Management
– Experience Management Principles
– Discerning Your User
– Experience Design and Delivery
– Creating Seamless Experience
– Culture and Behaviour for Right User Experience
– Practicing Experience Management in Daily Life

# DASA DEVOPS PROFESSIONAL – ENABLE AND SCALE

CERTIFICATION: DASA DEVOPS PROFESSIONAL – ENABLE AND SCALE
DURATION: 2 DAYS / 16 HOURS

## ABOUT THE CERTIFICATION

This two-day course equips participants with the skills and knowledge to lead DevOps teams effectively, focusing on practical understanding and application in real-world scenarios. Attendees will learn how to foster a collaborative environment, encourage innovation, and drive the team towards optimal performance.

The DASA DevOps Professional – Enable and Scale certification is designed to provide the core education necessary to put DevOps into practice. With the help of DevOps theory, pragmatic examples and exercises, and interactive group discussions, the course will help you understand how to apply the necessary skills to practice DevOps.

## LEARNING OBJECTIVES

- Explain the importance of DevOps culture and the aspects that can influence it.
- Explain why courage, team building, leadership, and continuous improvement are required in a DevOps environment.
- Explain why courage is essential to enable trust, honesty, and experimentation.
- Identify and evaluate different types of behavior in a DevOps environment.
- Recognize the signals indicating impediments and/or team dysfunctions.
- Describe how to form good DevOps teams.
- List the effects of happiness and motivation on team performance.
- Assess the maturity of DevOps teams.
- Identify how leaders encourage feedback and transparency.
- Discuss the factors that leaders can influence to build trust.
- Explain how and why leaders promote a "Safe to fail" environment.
- Analyze value streams to improve throughput and flow.
- Facilitate the tools for continuous improvement: structured problem-solving workshops, Story Mapping sessions, and retrospectives.

## EXAM DETAILS

**Delivery**
Online and
Paper-based

**Questions Type:**
Multiple Choice
Questions (MCQs)

**Proctoring**
Live/Webcam

**Duration**
60minutes, 15 minute
additional time for
non-native candidates

**Questions**
12 questions

**Pass Grade:**
60%

# COURSE OUTLINE

**Course Introduction**

— Let's Get to Know Each Other
— Course Overview
— Course Objectives
— Course Agenda
— Course Book
— Group Discussions
— Exam

**Teambuilding**

— Design Teams
— Build Teams
— Governance

**DevOps Leadership**

— Build Culture
— Create Purpose
— Be a Servant Leader
— Focus on Success

**Courage**

— Build Courage
— Think Different

**Value – Customer Centric Action**

— Different Aspects of Value
— Stakeholder Management
— Combining Lean Startup and DevOps
— The Power of Story Mapping

**Continuous Improvement**

— Build Flow
— Types of Continuous Improvement
— Continuous Improvement Tools

# AUDIENCE

Individuals involved in IT development, IT operations, or IT service management

Individuals whose role are affected by DevOps and continuous delivery, such as:

— DevOps engineers
— Product owners
— Integration specialists
— Operations managers
— Incident and change managers
— System administrators
— Network administrators
— Business managers
— Automation architects
— Enterprise architects
— Testers

REQUIREMENT
DASA DevOps Fundamentals certificate

# DASA DEVOPS PROFESSIONAL –SPECIFY AND VERIFY

CERTIFICATION: DASA DEVOPS PROFESSIONAL –SPECIFY AND VERIFY
DURATION: 2 DAYS / 16 HOURS

## ABOUT THE CERTIFICATION

This two-day course is tailored for professionals aiming to master the integration of customer requirements into IT products or services, ensuring these needs are accurately understood and met by the team.

The DASA DevOps Professional – Specify and Verify certification extends traditional analysis, test, or architecture training courses through its combination and relation with each other, and puts them in a DevOps context. As teams start to take on DevOps responsibilities, this course will guide them on how to apply their knowledge in new ways, acquire new methods, and begin with new approaches.

## LEARNING OBJECTIVES

- Understand how the tasks covering specification and verification fit into a DevOps environment.
- Take end-to-end responsibility for your product – from concept to grave.
- Truly understand your customers and validate whether the product fits their needs.
- Find good ways to communicate with everyone involved, from customers to stakeholders and developers.
- Describe and visualize your product in a format that fits your specific situation.
- Understand what software quality means and how to achieve adequate quality with your product.
- Decide adequately which kind of tests the product needs, and understand what you gain from them.
- Set up useful feedback loops, and use them meaningfully.
- Understand which architectural considerations are important in a DevOps environment.

## EXAM DETAILS

**Delivery**
Online and
Paper-based

**Questions Type:**
Multiple Choice
Questions (MCQs)

**Proctoring**
Live/Webcam

**Duration**
60minutes, 15 minute
additional time for
non-native candidates

**Questions**
25 questions

**Pass Grade:**
60%

# COURSE OUTLINE

**Course Introduction**

— DASA DevOps Professional: Specify and Verify Course
— Course Learning Outcomes
— DevOps Professional: Specify and Verify and the DASA Competence
— Framework Module Structure
— Course Agenda
— DASA DevOps Certification Scheme

**Thinking About Quality and Value**

— Intent and Context
— Module Objectives
— Topics Covered
— Quality and Value
— DevOps View on Quality Assurance DevOps Approach to Quality Assurance
— Human-Technical Systems
— Key Takeaways
— Module-End Questions

**Delivering Value**

— Intent and Context
— Module Objectives
— Topics Covered
— The Product Lifecycle
— Taking an Economic Perspective Value Stream Mapping

— Key Takeaways
— Module-End Questions

**Understanding Your Customers**

— Intent and Context
— Module Objectives
— Topics Covered
— Customers and Stakeholders
— Identifying and Interacting With Customers Gathering Requirements From
— Stakeholders Key Takeaways
— Module-End Questions

**Designing the Right Product**

— Intent and Context
— Module Objectives
— Topics Covered
— The Right Product
— Lean User Experience
— Structuring Requirements for Products Key Takeaways
— Module-End Questions

**Architecting for DevOps**

— Intent and Context
— Module Objectives
— Topics Covered
— Introduction to Architecture

— Architecture and Teams
— Fundamental Considerations About Architecture Practical Architecture Work
— Key Takeaways
— Module-End Questions

**Practical Value Assurance in DevOps**

— Intent and Context
— Module Objectives
— Topics Covered Testing and Other VA Techniques
— How to Test Well
— Common Testing Practices and Approaches Value Assurance in DevOps
— Testing in DevOps
— Key Takeaways
— Module-End Questions

**Monitoring and Testing in Production**

— Intent and Context
— Module Objectives
— Topics Covered
— What Is Monitoring
— Value Assurance in Production Monitoring and Testing Postmortems
— DevOps Approach to Monitoring Key Takeaways

# AUDIENCE

Individuals involved in IT development, IT operations, or IT Service Management

Individuals whose role are affected by DevOps and continuous delivery, such as:

— DevOps engineers
— Business Analysts
— Testers
— Architects
— UX and Interaction Designers
— (aspiring) Product Owners
— Integration Specialists
— Operations Managers
— Incident and Change Managers
— System and Network Administrators
— Business Managers

REQUIREMENT
DASA DevOps Fundamentals certificate

# DASA PORTFOLIO MANAGEMENT

CERTIFICATION: DASA PORTFOLIO MANAGEMENT
DURATION: 2 DAYS / 16 HOURS

## ABOUT THE CERTIFICATION

This two-day course is designed for portfolio managers and transformation leaders looking to enhance their ability to align their portfolio process, instruments, and practices to enable a high-performance organization and align their portfolio strategies to their organization's goals and strategies.

By choosing DASA Portfolio Management, organizations and individuals will learn how to adopt a comprehensive approach to portfolio management. This approach not only drives strategic alignment and value delivery but also establishes effective governance practices. It fosters collaboration and communication, and promotes continuous improvement.

## LEARNING OBJECTIVES

- Recognize the importance of aligning business objectives with portfolio strategy.
- Align business objectives and goals with portfolio strategy.
- Organize the portfolio around value streams that provide continuous value delivery to the customers & secure funding for it.
- Optimize the portfolio to maximize value delivery by eliminating waste.
- Make data-driven decisions for resource allocation, portfolio investment, backlog management.
- Establish effective governance practices to ensure alignment, transparency, and decision-making within the portfolio.
- Communicate portfolio vision and strategy to all stakeholders.

## EXAM DETAILS

**Delivery**
Online

**Questions Type:**
Multiple Choice Questions (MCQs)

**Proctoring**
Live/Webcam

**Duration**
40minutes, 15 minute additional time for non-native candidates

**Questions**
20 questions

**Pass Grade:**
65%

# COURSE OUTLINE

**Introduction to DASA Portfolio Management**

- Identifying importance of Portfolio Management in DevOps

**Translating Business Objectives into Portfolio Vision, Goals and Strategy**

- Aligning Portfolio with Business Objectives
- Implementing OKR in Portfolio Management

**Organising the Portfolio around Value Streams**

- Creating Value Stream-driven Portfolio
- Portfolio Funding Strategies
- Allocating funds to value stream

**Optimization of the Portfolio for Maximum Value Delivery**

- Optimize the Portfolio Flow
- Data-Driven Decisions in Portfolio Management
- Prioritization of Epics

**Effective Governance Practices in DASA Portfolio Management**

- Establish Portfolio Governance Practices
- Aligning Stakeholders Continuously with Portfolio Strategy
- Metrics, Measurements, Dashboards, and Reporting Cadence

**Effective Implementation of Portfolio Management**

- Create and Execute an Effective Implementation Strategy for Portfolio Management
- Portfolio Management Quick Scan

# AUDIENCE

**Primary Audience**
These individuals play key roles in portfolio management, strategic decision-making, and driving or- ganizational transformation. They are the primary stakehold- ers who directly benefit from ad- opting D-PM practices.

- Portfolio Managers
- Strategic Leadership (C* level)
- Product Managers
- Epic Owners (Program/ Project Managers)
- Transformation

**Secondary Audience**
These individuals may have a more supportive role, but their engagement and understanding of D-PM are crucial for success- ful implementation and collabor- ation within the organization.

- Product Owner
- Scrum Master
- Enterprise Architect

REQUIREMENT
Basic familiarity with Agile, Scrum, and DevOps framework is beneficial.

# DASA PRODUCT MANAGEMENT

CERTIFICATION: DASA PRODUCT MANAGEMENT
DURATION: 2 DAYS / 16 HOURS

## ABOUT THE CERTIFICATION

This two-day course offers a strategic approach to product management, aimed at equipping participants with the skills necessary for leading strategic alignment of product vision with business goals, market analysis, and lifecycle management, fostering a product-centric mindset.

With your DASA Product Management Certification, you'll be equipped to lead product management initiatives that align with business goals, improve decision-making through market analysis, and manage the entire product lifecycle to ensure success.

## LEARNING OBJECTIVES

— Develop a true product centric mindset.
— Align product vision with the vision of the organization, portfolio, and the transformation.
— Help shape the transformation by introducing and leveraging product management capabilities to move from project to product.
— Discover and envisage products that are customer-centric and user-experience driven.
— Drive a continuously evolving customer-driven and product-centric enterprise.
— Handle problems or opportunities in current or new products.

## EXAM DETAILS

**Delivery**
Online

**Questions Type:**
Multiple Choice Questions (MCQs)

**Proctoring**
Live/Webcam

**Duration**
40minutes, 20minute additional time for non-native candidates

**Questions**
20 questions

**Pass Grade:**
65%

# COURSE OUTLINE

**Discerning Product Management**

**Product Management Framework & Methodologies**

**Product Life Cycle Management**

**Product Value Management**

**Building a Product Strategy**

**Product Planning & Delivery**

**Managing Customer Experience**

**Product Operations**

**Capabilities Required in Product Management**

**Sketching Product Management on your agenda**

# AUDIENCE

The DASA Product Management certification is aimed at:

- Product Manager (Contributors)
- Product Owner (Contributors)
- Agile or DevOps Coach (Stakeholders)
- Transformation Lead (Stakeholders)
- Scrum Master (Stakeholders)
- UX/designer (Stakeholders)
- Lead tech (Stakeholders)
- Business Owner (Stakeholders)
- Business Analyst (Stakeholders)

REQUIREMENT
Basic familiarity with Agile, Scrum, and DevOps framework is beneficial.

# DASA PRODUCT OWNER

CERTIFICATION: DASA PRODUCT OWNER
DURATION: 2 DAYS / 16 HOURS

## ABOUT THE CERTIFICATION

This two-day course is designed for individuals in the pivotal role of Product Owner within a DevOps environment, focusing on managing the complete product lifecycle to help realize maximum business value, engage with stakeholders, and deal with future requirements as well as operational challenges.

The program covers the traditional Agile and Scrum concepts and capabilities but in context of DevOps. As a result, this program is ideal for new and aspiring Product Owners and exciting for experienced Product Owners who are keen to understand how their role is evolving as a result of DevOps.

## LEARNING OBJECTIVES

- Understand the concepts of Agile and Scrum.
- Understand the Scrum framework, including roles, events, the importance of backlog, and the definition of done.
- Understand the role of the Product Owner.
- Discuss the role and characteristics of the DevOps team.
- Explain the main competencies of the Product Owner.
- Describe what a Product Owner does in practice.
- Explain the Product Owner's work.
- Discuss the importance of delivering value.
- Identify the Product Vision techniques.
- Discuss how to engage and influence stakeholders to maximize value.
- Outline various Agile estimation techniques used by Product Owners.
- Explain the role of the Product Owner in managing Product Backlog.
- Discuss a few challenging situations of a Product Owner.

## EXAM DETAILS

**Delivery**
Online and
Paper-based

**Questions Type:**
Multiple Choice
Questions (MCQs)

**Proctoring**
Live/Webcam

**Duration**
60 minutes, 15 minute additional time for non-native candidates

**Questions**
40, simple multiple choice

**Pass Grade:**
65%

# COURSE OUTLINE

**Course Introduction**

- Let's Get to Know Each Other
- Course Overview
- Course Objectives
- Course Agenda
- Course Book
- Activities/Exercises
- Exams
- Questions and Answers
- Module Summary

**Context of the Product Owner**

- Module Objectives
- Module Topics
- Product Owner
- Agile Introduction
- Scrum Overview
- Relationship Between Agile, Lean, and DevOps
- Module Summary
- Module End Questions

**The Role of the Product Owner**

- Module Objectives
- Module Topics
- Role of the Product Owner
- Competencies of the Product Owner
- Product Owner in Practice
- Module Summary
- Module End Questions

**Agile Planning and Estimation**

- Module Objectives
- Overview of the Product Owner's Work
- Module Topics
- Value of the Product
- Envisioning the Product
- Decomposing the Vision
- Module Summary
- Module End Questions

**Maximizing Value**

- Module Objectives
- Overview of the Product Owner's Work
- Module Topics
- Engaging Stakeholders
- Influencing Stakeholders
- Module Summary
- Module End Questions

**Translating Value**

- Module Objectives
- Overview of the Product Owner's Work
- Module Topics
- Backlog
- Estimating Work
- Module Summary
- Module End Questions

**Delivering Value**

- Module Objectives
- Overview of the Product Owner's Work
- Module Topics
- Monitoring Progress
- Scaling Delivery
- Challenging Situations for a Product Owner
- Module Summary
- Module End Questions

# AUDIENCE

The DASA DevOps Product Owner qualification is primarily aimed at:

- Existing Product Owners without certification
- Business Project Managers
- Business Executives
- Business Managers
- Business Information Managers
- Business Analysts
- Operations Managers
- Enterprise Architects

REQUIREMENT
Basic familiarity with Agile Scrum, and DevOps is beneficial.

# DASA DEVOPS COACH

CERTIFICATION: DASA DEVOPS COACH
DURATION:  3 DAYS / 24HOURS

## ABOUT THE CERTIFICATION

This three-day course is for individuals aspiring to guide teams and organizations through the complexities of DevOps transformations. It focuses on the role of the DevOps Coach as a pivotal figure in applying DevOps concepts and principles, overseeing the transformation process, and nurturing high-performing teams.

DevOps Coaches comprehend the essence of DevOps and how to coach teams in adopting DevOps principles or overcoming challenges. The DevOps Coach has become a critical role in driving DevOps success and organizational performance as DevOps requires a cultural shift towards a new mindset, behaviors, and ways of working.

## LEARNING OBJECTIVES

- Recollect the knowledge of DevOps and connect the role of a DevOps Coach to the DASA DevOps Principles.
- Comprehend the mindset and role of a DevOps Coach.
- Understand the characteristics, structures, and life-cycles of DevOps teams and how to Coach them to high-performance.
- Learn using the GROW model as an effective tool during the entire coaching process.
- Discover and learn the art of "Feedback" and creating a feedback culture using various "Feedback" models.
- Learn about DevOps transformation mastery.
- Distinguish the responsibilities of "DevOps Coach" and "DevOps Leader".
- Understand that DASA DevOps Coaching is for continuous "Performance" and "Change" – and understand underlying the metrics.
- Learn skills, techniques and mindset shifts and deep dive into inner and outer competencies focusing both what you do, and how you are being.
- Understand and utilize coaching skills and knowledge to create high performing teams that are resilient, innovative, resourceful and ready for their continuous improvements.
- Understand the 4 different key modes: Coaching, Mentoring, Facilitation & Consulting. Learn when, why and how to apply the right mode.
- Apply learnings to build a business case and plan for the DevOps Transformation journey.
- Interpret the DevOps organizational goals and establish the critical role high performing teams have in this.

## EXAM DETAILS

**Delivery**
Online and
Paper-based

**Questions Type:**
Multiple Choice
Questions (MCQs)

**Proctoring**
Live/Webcam

**Duration**
90 minutes, 15 minute
additional time for
non-native candidates

**Questions**
10 questions

**Pass Grade:**
65%

# COURSE OUTLINE

**DevOps Journey – A Quick Preview**

— Traditional to Agile to DevOps
— DASA DevOps Principles

**DevOps Coach Performance and Change**

— Coaching for Performance
— Coaching For Change

**Being a DevOps Coach**

— Foundational Competencies
— Enabling Competencies
— Coaching Modes
— Switch Between Coaching Modes

**Team Coaching**

- DevOps Organization and Teams
- Team Development
- Gemba Walk
- DevOps Team Coaching

**DevOps Transformation Journey**

— Transformation – The Seven Steps
— Value Stream Analysis and Architecture
— Automation and Tooling

# AUDIENCE

The DASA DevOps Coach certification is aimed at:

— (Lean, Agile, DevOps) Coaches
— Senior Scrum Masters
— DevOps Team Members looking to take on the role of a coach
— Change agents
— Managers, and It leadership
— Those responsible for an agile initiative

REQUIREMENT
Basic familiarity with Agile, Scrum, and DevOps framework is beneficial.

# DASA DEVOPS LEADER

CERTIFICATION: DASA DEVOPS LEADER
DURATION:  32HOURS

## ABOUT THE CERTIFICATION

This four-week course (1 virtual live session per week) is designed for those taking on the role of DevOps Leader, tasked with spearheading DevOps initiatives, crafting frameworks for scalability, and driving maximum business value. The program helps understand leadership in the context of DevOps, discusses leadership development models, building teams, and transforming the organization.

With your DASA DevOps Leader Certification, you'll be able to lead your team through DevOps transformations with confidence, align DevOps initiatives with business goals, and foster a culture that thrives on collaboration and continuous improvement. You'll inspire your team and ensure that your DevOps strategies deliver measurable value to your organization.

## LEARNING OBJECTIVES

- Recollect key drivers for digital disruption, and understand the role DevOps plays in digital transformations, and the role DevOps Leaders can play in leading these transformations.
- Distinguish contemporary leadership styles and practices and their pros and cons in a DevOps environment, and apply these to your organization and/or transformation.
- Apply learnings to create a value case, 'why,' and scope of your DevOps transformations.
- Understand key ingredients that organizations and leaders need to invest in for creating the right "smell of the place," attracting and retaining talented employees, and developing a high-performance culture in your organization.
- Analyze how to change traditional "Business vs. IT" operating models and governance structures to DevOps-supporting ones.
- Analyze how best to optimize between team autonomy and ownership on the one hand, and architectural, technical, and organizational constraints on the other hand to manage quality, IT risk, and compliance in a DevOps organization.
- Compare and contrast personal and organizational leadership patterns and anti-patterns in the various stages of a DevOps transformation and from various perspectives, such as people, process, and technology.
- Lead a transformation within your organizational context with a focus on the key DASA DevOps principles, values, and practices.
- Own your digital leadership journey throughout the transformation by continuously reflecting, learning, and (re)defining your leadership style.

## ASSESSMENT DETAILS

The DASA DevOps Leader assessment is based on building a transformation plan and presenting/defending this plan with two independent Assessors from the pool of highly experienced senior professionals who have led and been part of similar transformations before.

The plan that you develop will require you to apply the relevant frameworks that are covered during the course while building a well thought through transformation journey covering various dimensions of the transformation.

This assessment approach is grounded in the experiential learning and activity-based learning philosophies, focused on learning through reflection. Participants are encouraged to begin constructing their plan from week  4 of the program, while continuing to add to it during the entire 8-week course.

# COURSE OUTLINE

**Analyzing the Role of DevOps in Digital Transformation**

— Characteristics of Organizational Failure
— Need for Digital Transformation
— Role of DevOps
— Role of DevOps Leaders

**Working on Personal Leadership in a DevOps Organization**

— Contemporary Leadership Styles and Practices
— Leadership Styles for DevOps Transformations

**Creating a Climate for Change**

— The 'Why' Behind a Digital Transformation Journey
— Digital Transformation - The Definition and the Scope
— Digital Transformation - The Value Case
— Digital Transformation - The Change Story

**Creating Conditions for Success – People First**

— Right "Smell of the Place"
— Talent Management Strategies for DevOps Transformations
— Leadership Patterns and Anti-Patterns

**Creating Conditions for Success - Processes and Governance**

— End-to-End Responsible Product Teams at Scale
— Continuous Improvement of Team Performance
— Budgeting in an Agile/DevOps Organization
— Leadership Patterns and Anti-Patterns

**Creating Conditions for Success - Architecture and Technology**

— Ways to Accelerate DevOps Transformation
— Enterprise and Software Architecture
— Governance, Risk, and Compliance (GRC) in DevOps organizations
— Leadership Patterns and Anti-Patterns

**Leading and Bootstrapping the Transformation**

— Learning and Adaptive Organizations
— Maturity and Status Quo Assessment
— Change Management theory for Building Transformation Teams
— Leadership Patterns and Anti-Patterns

**Embracing the Change and Lessons Learned**

— Stakeholder Management and Communication Strategies
— Embracing change and learning from failures
— Leadership Lessons Learned

# AUDIENCE

Anyone starting or leading a move towards increased reliability

— Anyone interested in modern IT leadership and organizational change approaches
— Business Managers
— Business Stakeholders
— Change Agents
— Consultants
— DevOps Practitioners
— IT Directors
— IT Managers
— IT Team Leaders
— Product Owners
— Scrum Masters
— Software Engineers
— Site Reliability Engineers
— System Integrators
— Tool Providers

REQUIREMENT
Basic familiarity with Agile, Scrum, and DevOps is beneficial. The course aims at (prospective) managers and leaders who have working experience or interest in taking a (formal or informal) leadership role to help teams and organizations to transform—grow, accelerate, increase their performance, and get more business value out of IT.

# WHAT'S NEXT?

GET CERTIFIED AS A DEVOPS EXPERT AND
JOIN OUR GLOBAL COMMUNITY.
START YOUR JOURNEY WITH DASA NOW.