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Global Learning for Operational Leaders

DIGITAL INNOVATION AND TRANSFORMATION

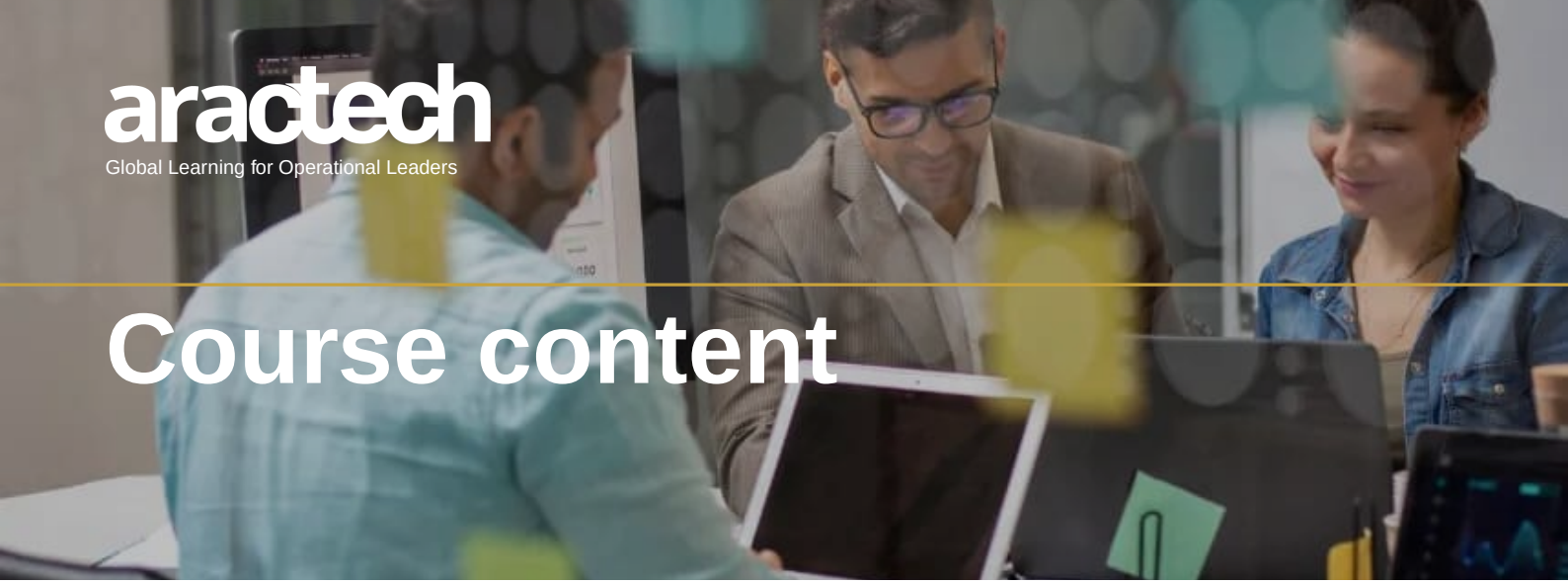
DevOps and Continuous Delivery for Managers

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Course content

Why Attend

Organisations are under increasing pressure to deliver digital products, software enhancements, and technology-enabled services faster while maintaining reliability, security, and operational efficiency. Traditional approaches that separate software development, testing, infrastructure, and IT operations can create delays, communication barriers, inconsistent quality, and difficulties responding to changing business requirements.

DevOps provides a collaborative approach that brings together people, processes, and technology to improve the delivery and operation of digital services. By promoting shared accountability, automation, continuous feedback, and cross-functional collaboration, DevOps enables organisations to shorten delivery cycles while strengthening service quality and operational resilience.

Course Methodology

• The programme combines instructor-led discussions, management-focused technical demonstrations, DevOps maturity assessments, case studies, group exercises, and practical implementation workshops.

• Participants examine realistic organisational scenarios involving software release delays, operational incidents, development and operations conflicts, deployment failures, security requirements, and digital transformation initiatives.

• Practical activities include mapping software delivery value streams, evaluating CI/CD pipeline designs, identifying automation opportunities, developing DevOps performance dashboards, and preparing organisational transformation roadmaps.

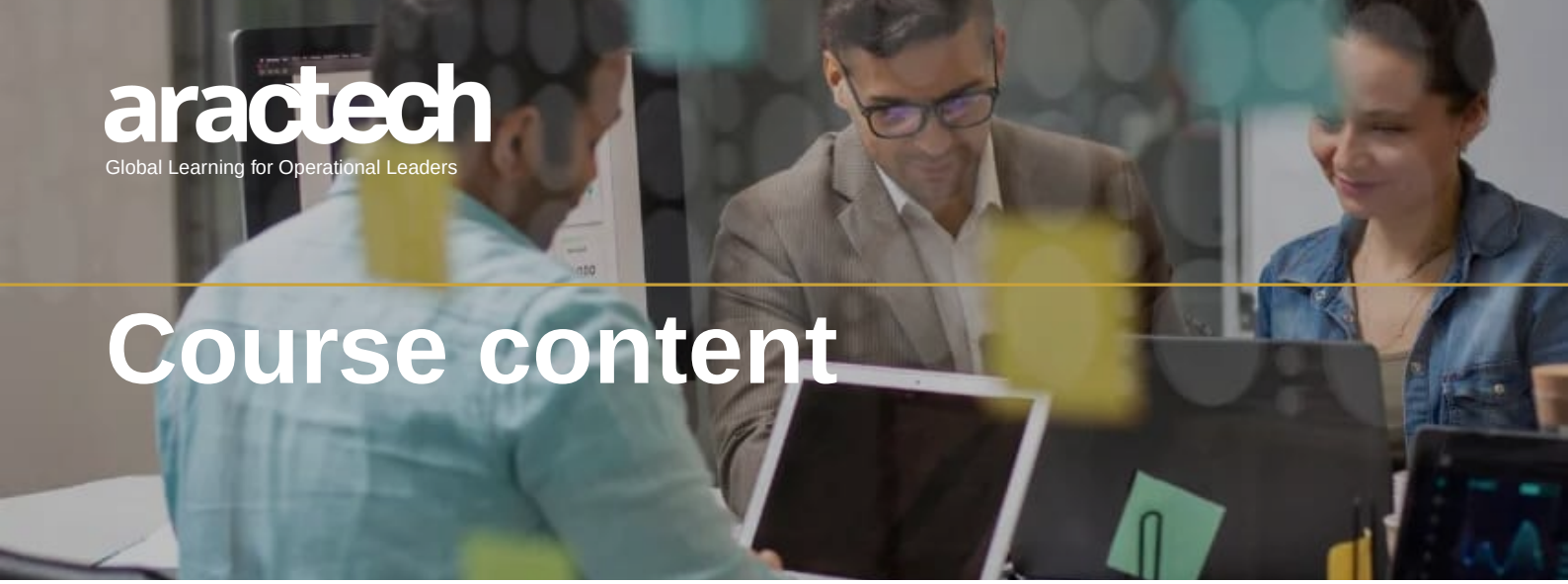
• Demonstrations introduce widely used DevOps concepts and technologies, including Git-based version control, automated build and testing pipelines, containerisation, cloud platforms, infrastructure as code, and monitoring tools.

• The course is designed for managers and decision-makers. No programming experience is required, although familiarity with IT operations, software development, or digital project management is beneficial.

Course Objectives

• Explain DevOps principles and their contribution to business agility and digital service delivery

• Understand the relationship between Agile, DevOps, IT service management, and continuous delivery



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- Evaluate organisational readiness for DevOps adoption
- Identify bottlenecks and improvement opportunities across software delivery processes
- Explain Continuous Integration, Continuous Delivery, and Continuous Deployment
- Understand CI/CD pipeline architecture and essential automation practices

Target Audience

- IT managers and IT directors
- Digital transformation managers
- Software development managers
- IT operations and infrastructure managers



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Course outline

Detailed course outline

Day-by-day outline for DevOps and Continuous Delivery for Managers.

Day 1 - DevOps Fundamentals, Business Value and Management Responsibilities

• 09:00-09:39 | Understanding the evolution of software delivery practices and the business challenges addressed by DevOps, Agile development, and continuous delivery

• 09:39-10:18 | Exploring DevOps principles, including collaboration, shared ownership, automation, continuous feedback, continuous improvement, and customer-focused delivery

• 10:18-10:57 | Examining the relationship between DevOps, Agile methodologies, IT service management, product management, and digital transformation strategies

• 10:57-11:00 | Identifying the roles and responsibilities of development, operations, quality assurance, security, platform engineering, and business management teams

• 11:00-11:30 | Coffee break

• 11:30-12:05 | Identifying the roles and responsibilities of development, operations, quality assurance, security, platform engineering, and business management teams (continued)

• 12:05-12:43 | Evaluating organisational DevOps maturity, cultural barriers, technology dependencies, leadership challenges, and readiness for transformation

• 12:43-14:00 | Practical workshop: Conducting a DevOps readiness assessment and identifying strategic opportunities to improve software delivery performance within an organisation



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Day 2 - Continuous Integration, Continuous Delivery and Pipeline Management

• 09:00-09:39 | Understanding the software delivery lifecycle, from requirements and code development through integration, testing, release preparation, deployment, and operational support

• 09:39-10:18 | Distinguishing Continuous Integration, Continuous Delivery, and Continuous Deployment and evaluating their suitability for different organisational environments

• 10:18-10:57 | Exploring CI/CD pipeline architecture, including version control, automated builds, testing stages, quality gates, artefact management, and deployment workflows

• 10:57-11:00 | Understanding the management value of automated testing, code review, release approvals, and consistent software quality controls

• 11:00-11:30 | Coffee break

• 11:30-12:05 | Understanding the management value of automated testing, code review, release approvals, and consistent software quality controls (continued)

• 12:05-12:43 | Evaluating deployment strategies such as rolling releases, blue-green deployment, canary releases, feature flags, and rollback mechanisms

• 12:43-14:00 | Hands-on management exercise: Mapping a software delivery process, identifying pipeline bottlenecks, and designing a high-level CI/CD workflow with appropriate controls and approval responsibilities



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Day 3 - Infrastructure Automation, Cloud Technologies and DevSecOps

• 09:00-09:34 | Understanding infrastructure as code, configuration management, environment standardisation, and their contribution to reliable and repeatable software delivery

• 09:34-10:08 | Exploring cloud infrastructure, containerisation, container orchestration, and platform engineering concepts from a management and operational perspective

• 10:08-11:00 | Examining automation opportunities across infrastructure provisioning, environment configuration, application testing, deployment, and service monitoring

• 11:00-11:30 | Coffee break

• 11:30-11:45 | Examining automation opportunities across infrastructure provisioning, environment configuration, application testing, deployment, and service monitoring (continued)

• 11:45-12:19 | Introducing DevSecOps principles and the integration of security testing, vulnerability management, access controls, and compliance requirements into delivery pipelines

• 12:19-12:53 | Evaluating technology risks involving configuration errors, insecure dependencies, secrets management, third-party components, and automated deployment permissions

• 12:53-14:00 | Practical case study: Designing a secure and automated software delivery operating model that balances speed, infrastructure reliability, security controls, and organisational governance



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Day 4 - DevOps Performance, Service Reliability and Operational Governance

• 09:00-09:34 | Understanding DevOps performance measurement through deployment frequency, change lead time, change failure rate, recovery time, and other relevant delivery indicators

• 09:34-10:08 | Applying value stream analysis to identify waiting time, rework, handover delays, process inefficiencies, and opportunities for delivery improvement

• 10:08-11:00 | Exploring monitoring, logging, distributed tracing, observability, and operational dashboards for evaluating application and infrastructure performance

• 11:00-11:30 | Coffee break

• 11:30-11:45 | Exploring monitoring, logging, distributed tracing, observability, and operational dashboards for evaluating application and infrastructure performance (continued)

• 11:45-12:19 | Understanding Site Reliability Engineering principles, service level indicators, service level objectives, error budgets, and reliability management

• 12:19-12:53 | Managing production incidents through incident response, escalation, service restoration, blameless post-incident reviews, and corrective action tracking

• 12:53-14:00 | Management simulation: Evaluating a software release failure, analysing delivery and reliability indicators, and preparing an operational improvement plan with measurable performance targets



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Day 5 - DevOps Leadership, Organisational Transformation and Implementation Strategy

• 09:00-09:54 | Developing leadership approaches that promote collaboration, psychological safety, accountability, knowledge sharing, and continuous improvement across technology teams

• 09:54-10:21 | Evaluating DevOps organisational models, team structures, platform capabilities, governance responsibilities, and the management of cross-functional dependencies

• 10:21-11:00 | Building a business case for DevOps transformation through delivery efficiency, quality improvements, operational risk reduction, customer satisfaction, and investment requirements

• 11:00-11:30 | Coffee break

• 11:30-11:45 | Building a business case for DevOps transformation through delivery efficiency, quality improvements, operational risk reduction, customer satisfaction, and investment requirements (continued)

• 11:45-12:12 | Establishing a phased DevOps implementation strategy covering pilot selection, technology priorities, skills development, process redesign, stakeholder engagement, and change management

• 12:12-13:06 | Designing governance and continuous improvement arrangements that integrate performance reviews, security oversight, operational resilience, and business objectives

• 13:06-14:00 | Capstone exercise: Developing and presenting a Comprehensive DevOps and Continuous Delivery Transformation Roadmap incorporating organisational maturity assessment, CI/CD architecture, automation priorities, DevSecOps controls, delivery performance indicators, leadership responsibilities, and an implementation plan



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Seminar dates

Available seminar dates

Live dates and pricing for DevOps and Continuous Delivery for Managers generated from the course details page.

Date	Location	Format	Fee

No seminar dates are currently available.

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