AIOps Foundation («DEVAI»)

Learn how artificial intelligence can be applied to IT operations to deliver more reliable and secure IT services to customers.

Duration: 2 days
Price: 2'500.–
Course documents: Official courseware (digital) in English

Content

1. AIOps Foundation
   - History and Predecessors
   - Core Technologies and Basic Concepts
   - Stages of an AIOps System
2. AIOps in the Organization
   - Drivers and Influences
   - AIOps and DevOps
   - AIOps and Site Reliability
   - AIOps and Security
3. Core Technologies: Data
   - What is Big Data?
   - The Five Vs of Big Data
   - AIOps Data Sources and Types
   - From Source to AIOps
4. Core Technologies: Data: Machine Learning (ML)
   - AI and ML
   - How ML Models Learn
   - Supervised vs. Unsupervised • Analytics vs. AI
   - AIOps and the Future of AI
5. AIOps and Operations Metrics
   - Metrics and Operations
   - Key Metrics to Track Across Systems
   - Agreements, Objectives, and Indicators
6. AIOps Use Cases and Organizational Mindset
   - Shifting from Reactive to Proactive
   - Deterministic to Probabilistic
   - Deep Dive Into Use Cases
7. Evaluating AIOps' Impact
   - AIOps and Operations Metrics
   - AIOps, DevOps, and SRE
   - Improving AI Accuracy
   - AIOps System Visibility
8. Implementing AIOps in the Organization
   - Avoiding Common Challenges
   - Ethics and ML
   - Paths to Implementation

Key Learnings

- Understanding the benefits and basic concepts of AIOps, including the underlying technologies such as machine learning and AI
- Understanding the steps for adopting AIOps and the typical challenges involved
- Understanding the relationship between AIOps, MLOps, DevOps, and Site Reliability Engineering

Methodology & didactics

You will receive interactive training from presentation and group exercises.

Participants are supported by well-founded and certified training material, which also provides valuable support for everyday project work after the seminar.

Target audience

This course is suitable for anyone who wants to improve the reliability and resilience of IT services while being interested in how artificial intelligence can help.

Requirements

There are no formal requirements.

- Observability Foundation («DEVOBS»)

Certification

You will receive a voucher for an online exam via email from PeopleCert a few days before the course starts. The exam voucher must be redeemed directly on PeopleCert, where you can register for an available exam date. The online exam is proctored by a PeopleCert proctor, which requires a device with a microphone and camera. We recommend taking the exam on a personal PC/notebook, as corporate notebooks are often subject to restrictions.

For more information about the exam, please visit the PeopleCert website here.

Exam format: Web-based, multiple-choice exam, number of questions: 40, passing score: 65%, duration: 60 minutes, open book

«Take2» option:

This option allows you to retake the exam at a lower price if you do not pass. The retake exam takes place **online**. If required, you can book this option independently in your PeopleCert candidate profile before booking the exam. You have up to 6 months from the date of the first exam to prepare and take the retake exam.

Under this link you will find more information about the complaint management of our certification partner and your rights.

Further courses

- DevOps Engineering Foundation («DEVEN»)

Any questions?

We are happy to advise you on +41 44 447 21 21 or info@digicomp.ch. You can find detailed information about dates on www.digicomp.ch/courses-service-