



AIOps Foundation

Learning Mode:

Online

Duration:

3 Days Training + Post Class Coaching

This course is specifically designed to provide participants with:

- Understand the fundamentals of AIOps, its evolution, and how it differs from traditional IT operations, along with the key drivers of adoption in modern, digitally transforming organizations.
- Gain foundational knowledge in big data and machine learning, including key data types, the Five V's of data, and supervised vs. unsupervised learning for AI-driven analytics.
- Learn how to apply AIOps in real-world scenarios, using operational metrics (MTTR, MTTA, MTDD, MTBF) and DevOps/SRE indicators (like DORA) to improve system performance and decision-making.
- Explore practical strategies for implementing AIOps, including use cases, ethical considerations, data privacy, and the terminology to prepare for the AIOps Foundation certification.

Trainer:



**SHAILENDRASINGH
NAIYYAR**

25 years industry experience

A certified ITIL 4 Master and accredited trainer for EXIN® and PEOPLECERT®, Shailendrasingh Naiyyar is a ServiceNow Platform Lead at Syngenta Services with a strong foundation in agile service management across Telecom, Finance, Health Informatics, and Digital Agronomy domains. With a Master's in Computer Applications (1999), he specializes in service design, ITSM, process transformation, DevOps leadership, and digital enterprise enablement.

Course Overview

SUMMARY

The AIOps Foundation course by the DevOps® Institute provides a practical introduction to Artificial Intelligence for IT Operations (AIOps). It equips participants with the skills to use AI and machine learning for automation, improved service reliability, and data-driven decisions in modern IT environments.

Learners will understand how AIOps differs from traditional IT Operations Analytics, explore key concepts like big data, anomaly detection, and performance metrics, and examine real-world use cases.

The course also covers organizational readiness, cultural change, and ethical considerations. By the end, participants will be ready to take the AIOps Foundation certification exam and support future-ready IT, DevOps, or SRE roles.

Course Content

MODULE 1

Introduction to AIOps

- Definition and evolution of AIOps
- Comparison between AIOps and IT Operations Analytics (ITOA)
- Stages and core concepts of AIOps

MODULE 2

AIOps in the Organization

- Business drivers and industry influences
- Organizational impact and transformation
- AIOps as a new operational paradigm

MODULE 3

Data

- Understanding big data and its characteristics
- The Five V's of data: Volume, Variety, Velocity, Veracity, and Value
- Data types: structured, semi-structured, and unstructured
- Common data sources used in AIOps

MODULE 4

Machine Learning (ML)

- Introduction to artificial intelligence and machine learning
- Supervised vs. unsupervised learning
- ML models and their use in IT operations
- Relationship between ML and analytics

MODULE 5

AIOps and Operations Metrics

- Key operational metrics: MTTR, MTTA, MTDD, MTBF
- Service level agreements (SLAs), objectives, and incident management
- Role of metrics in automation and observability

MODULE 6

AIOps Use Cases and Organizational Mindset

- Reactive vs. proactive operational models
- Shifting from deterministic to probabilistic approaches
- Real-world AIOps use cases in various industries

MODULE 7

Evaluating AIOps Impact

- Measuring success with DevOps and SRE metrics
- Using DORA metrics for AIOps evaluation
- Tracking and reporting AIOps outcomes

MODULE 8

Implementing AIOps in the Organization

- Challenges and barriers to AIOps adoption
- Ethical considerations, data governance, and privacy
- Practical steps and best practices for implementation
- Building a culture that supports AIOps

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