

IBM Cloud Professional Site Reliability Engineer (SRE)



Online Course



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IBM Cloud Professional Site Reliability Engineer (SRE)

Course Modules

1. Applying Site Reliability Engineering Principles

- Manage the trade-off between Change, Velocity, and Reliability
- Facilitate Blameless Postmortems
- Identify Root Causes & Contributing Factors & Apply Software
- Negotiate Srvcl Level Objective, Srvcl Level Indicator, Error Budget
- Apply Data-Driven, Scientific Approach to Fact-Finding
- Design and Deploy Automation Strategies
- Leverage IBM Cloud Tools & Technology Across the SDLC
- Understand the roles and responsibilities for SRE effectiveness

2. Operations

- Monitor Resource Utilization
- Perform Operational Readiness Review
- Employ Cost-Optimization Strategies
- Identify Key Metrics for Service



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3. Monitoring and Incident Management

- Create and Maintain Metrics, Traces, and Alerts
- Collect, Analyze, and Manage Logs on IBM Cloud
- Manage Incidents
- Perform Post Incident Review
- Recognize and Differentiate Performance & Availability Metrics
- Perform Statistical Analysis to Assess Trends & Create Actionable

4. Security and Compliance

- Monitor Security Threats
- Implement and Manage Security Policies
- Implement Encryption Models
- Manage Role-Based Access Control (RBAC) on IBM Cloud
- Define the Shared Responsibility Model

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5. Compute Infrastructure

- Troubleshoot VMs on IBM Cloud
- Troubleshoot clusters on IBM Kubernetes Service (IKS)
- Troubleshoot clusters on Red Hat OpenShift on IBM Cloud
- Troubleshoot Serverless Services
- Configure for High Availability and Scalability
- Explain the impact of compute on service performance



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6. Networking

- Troubleshoot external connections to IBM Cloud
- Troubleshoot inter service connectivity on IBM Cloud
- Explain the reliability ramifications of IBM Cloud Networking Features
- Explain the impact of networking on service performance

7. Storage and Data Management

- Manage Storage and Data Attributes
- Manage Data Replication and Retention
- Explain the impact of storage on service performance
- Data Security and Compliance
- Storage and Data Durability
- Storage and Data Capacity Management

8. Reliability and Resiliency

- Design and Improve Reliability for the System/Service
- Design for Failure and Recovering from Failure



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9. Deployment Automation

- Design Non-Disruptive Deployment
- Troubleshoot Provisioning of IBM Cloud Resources
- Implement Infrastructure as Code
- Explain the responsibilities of the SRE to the CI/CD Pipelines
- Troubleshoot CI/CD Pipelines

A large, stylized, light gray letter 'Z' is positioned behind the text 'Zetlan Technologies'.

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