

# **IBM Cloud Associate Site Reliability Engineer (SRE)**



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# **Online Course**



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# IBM Cloud Associate Site Reliability Engineer (SRE)

## Course Modules

### 1.SRE Fundamental and Terminology

- Define key SRE responsibilities and SRE principles
- Compare SLOs, SLIs, and SLAs and the relationship betwn them
- Benefits & foundational techniques of reliability and resiliency
- Distinguish betwn the types of monitoring & techniques used
- Identify availability and performance impacts and solutions
- Discover the value of the four golden signals
- Name various troubleshootg techniques used to solve problems

### 2.Incident Management and Post-Incident Review

- Outline key tenets, toolchain, & architecture of Incident Mngmt
- The relationship between the service management processes
- Define problem management and the benefits of using it
- List techniques for doing a root cause analysis
- Define post-incident review concepts
- Understanding of rank-ordered actions and automatin use cases





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## 3. Observability Topics

- Review the benefits, types, & methods of monitoring & observe
- Identify use and application of metrics
- Demonstrate awareness of alert notification tools & situations
- Outline traces, distributed tracing & the unique identifiers
- Review resource utilization requirements and their application
- Distinguish between various monitoring tools and metrics
- Purpose, benefits, and best practices of automated application
- Demonstrate the importance of logging to SRE

## 4. Troubleshooting and Runbooks

- How troubleshooting fits into the SRE role and basic skills
- Define IBM Cloud Code Engine and how it works
- Outline how information can be found for troubleshooting
- Demonstrate various troubleshooting techniques
- Troubleshooting techniques for IBM Cloud VSIs & IBM Cloud VMware
- Troubleshooting techniques for IBM Cloud Internet Services
- Explain how to troubleshoot block storage issues



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## 5. Operations

- Name the guidelines for an ORR
- Demonstrate knowledge of how to perform an ORR
- Apply SRE roles & responsibilities to application deployments
- Define high availability and service architecture components
- Explain the five tenets of Service Management and Operation
- Demonstrate knowledge of performance metrics monitoring tools
- Outline the fundamentals of IBM Cloud Backup technology
- Importance of data integrity on IBM Cloud & IBM Cloud Native
- Describe data recovery and restoration planning on IBM Cloud
- Define data storage replication concepts for high availability
- Failure domains & the infrastructure used to ensure high availability

## 6. Deployments

- The purpose, benefits and activities of continuous integration
- The benefits & approach of Infrastructure as Code with Schematics
- Compare the three zero downtime deployment models



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## 7.Security on IBM Cloud

- Explain how to recognize and respond to security issues
- Define user-related security policies
- Outline Security Information and Event Management (SIEM)
- Classify IBM's security incident response management
- Define the role of an SRE in monitoring security issues

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