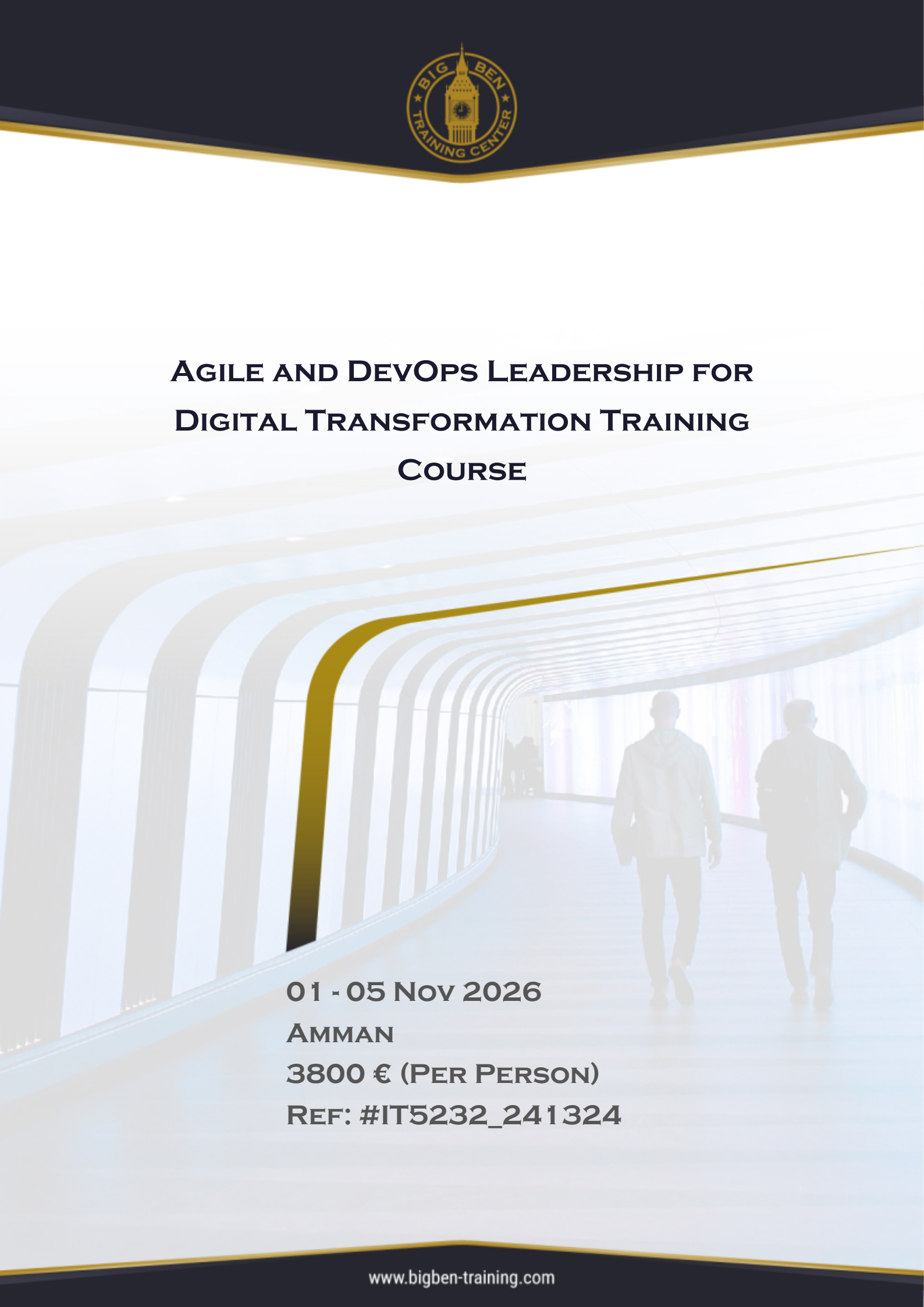
Agile and DevOps Leadership for Digital Transformation Training Course



01 - 05 Nov 2026

Amman

3800 € (Per Person)

Ref: #IT5232_241324

Course Introduction / Overview:

This course provides a comprehensive roadmap for leaders aiming to drive digital transformation through Agile and DevOps principles. In today's fast-paced digital economy, the ability to deliver value quickly and reliably is paramount. This program moves beyond theoretical concepts to offer practical strategies for integrating Agile methodologies and a DevOps culture across the enterprise. As highlighted by author Gene Kim in his seminal work, "The Phoenix Project", the journey involves breaking down silos between development and operations to create a seamless flow of value. Participants will explore how to lead this cultural shift, fostering collaboration, continuous improvement, and a shared sense of ownership. BIG BEN Training Center has designed this curriculum to equip IT managers, team leads, and aspiring leaders with the skills to build high-performing teams, optimize workflows, and align technology initiatives with strategic business objectives. By mastering the synergy between Agile management and DevOps technical practices, attendees will be empowered to accelerate innovation, enhance service quality, and secure a competitive advantage for their organizations in the digital age. This course is the definitive guide for any leader committed to building a resilient and adaptive digital enterprise.

Target Audience / This training course is suitable for:

- IT Directors and Managers.
- DevOps Engineers and Team Leads.
- Agile Coaches and Scrum Masters.
- Product Owners and Product Managers.
- Software Development Managers.
- IT Operations and Infrastructure Managers.
- Chief Information Officers (CIOs) and Chief Technology Officers (CTOs).
- Project and Program Managers.
- Enterprise Architects.
- Quality Assurance and Test Managers.
- Business leaders involved in digital strategy.

Target Sectors and Industries:

- Information Technology and Software Services.
- Banking, Financial Services, and Insurance (FinTech).
- Healthcare and Pharmaceutical.
- Retail and E-commerce.
- Telecommunications and Media.
- Manufacturing and Automotive.
- Government Agencies and Public Sector Organizations.
- Consulting and Professional Services.
- Energy and Utilities.

Target Organizations Departments:

- Information Technology (IT) Department.
- Software Development and Engineering.
- IT Operations and Infrastructure.
- Product Management and Development.
- Quality Assurance (QA) and Testing.
- Project Management Office (PMO).
- Digital Transformation and Innovation Teams.
- Corporate Strategy and Business Development.
- Information Security (InfoSec).

Course Offerings:

By the end of this course, the participants will have able to:

- Master the core principles of Agile methodologies and the DevOps mindset.
- Develop a strategic vision for implementing Agile and DevOps in their organization.
- Lead and nurture a culture of collaboration, continuous learning, and psychological safety.
- Implement and manage Continuous Integration and Continuous Delivery (CI/CD) pipelines.
- Apply key technical practices like Infrastructure as Code (IaC) and containerization.
- Integrate DevOps principles with IT Service Management (ITSM) frameworks like ITIL 4.
- Utilize Value Stream Mapping to identify and eliminate waste in delivery processes.
- Champion DevSecOps practices to embed security into the entire software lifecycle.
- Measure and improve team performance using key DevOps metrics like DORA metrics.
- Scale Agile and DevOps practices effectively across the enterprise.
- Drive business value by aligning technology delivery with strategic goals.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical, ensuring that participants can immediately apply their learning in the workplace. This course moves beyond traditional lectures, employing a blended learning approach that combines expert-led instruction with hands-on activities. A significant portion of the training is dedicated to real-world case studies, allowing participants to analyze successful and unsuccessful digital transformations. Through collaborative group exercises and workshops, attendees will work in teams to solve complex problems, design CI/CD workflows, and develop leadership strategies for cultural change. Interactive sessions, facilitated discussions, and peer-to-peer feedback are central to the learning experience, creating a dynamic environment where knowledge is shared and new perspectives are gained. Participants will engage in practical simulations that mirror the challenges of leading Agile and DevOps initiatives. Our expert instructors provide continuous guidance and personalized feedback, ensuring that each participant masters the concepts and develops the confidence to lead with authority and vision. This hands-on, results-oriented approach guarantees a transformative learning experience.

Course Agenda (Course Units):

Unit One Foundations of Agile and DevOps for Modern IT

- The imperative for digital transformation.
- Understanding the Agile Manifesto and its 12 principles.
- Exploring Agile frameworks: Scrum, Kanban, and Lean.
- Introduction to the DevOps C.A.L.M.S. (Culture, Automation, Lean, Measurement, Sharing) framework.
- The Three Ways: Principles of Flow, Feedback, and Continuous Learning.
- Identifying and breaking down organizational silos.
- The role of leadership in fostering an Agile and DevOps culture.

Unit Two Core DevOps Technical Practices and Automation

- Introduction to Continuous Integration (CI) and Continuous Delivery/Deployment (CD).
- Building a CI/CD pipeline: tools and best practices.
- Infrastructure as Code (IaC) principles and benefits.
- Introduction to containerization with Docker.
- Orchestrating containers at scale with Kubernetes.
- Implementing robust monitoring, logging, and observability.
- Strategies for automated testing in a DevOps environment.

Unit Three Agile and DevOps Leadership for High-Performing Teams

- Transitioning from traditional management to servant leadership.
- Building and empowering autonomous, cross-functional teams.
- Fostering psychological safety to encourage innovation and risk-taking.
- Effective communication and collaboration strategies for distributed teams.
- Managing conflict and facilitating continuous improvement through retrospectives.
- Coaching and mentoring for Agile and DevOps maturity.
- Leading organizational change and overcoming resistance.

Unit Four Integrating DevOps with Enterprise IT Governance

- Aligning DevOps with IT Service Management (ITSM) and ITIL 4.
- Introduction to Site Reliability Engineering (SRE) principles.
- Defining Service Level Objectives (SLOs) and error budgets.
- Value Stream Mapping to visualize and optimize workflow.
- Managing technical debt as a strategic investment.
- Ensuring compliance and governance in an automated pipeline.
- Balancing speed of delivery with stability and reliability.

Unit Five Scaling DevOps and Measuring Success

- Strategies for scaling Agile and DevOps across the enterprise (e.g., SAFe, LeSS).
- Introduction to DevSecOps: Integrating security into the lifecycle.
- The role of Artificial Intelligence in IT Operations (AIOps).
- Key performance indicators (KPIs) for DevOps success.
- Understanding and applying the DORA (DevOps Research and Assessment) metrics.
- Creating a business case for DevOps transformation.
- Developing a continuous improvement roadmap for your organization.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can leaders effectively balance the drive for rapid, automated delivery in a DevOps model with the critical, human-centric need for psychological safety and sustainable work-life balance within their teams?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic, leadership-centric perspective on Agile and DevOps, moving beyond a purely technical or tool-based focus. While many programs concentrate on implementing specific software or automation scripts, our curriculum emphasizes the most critical and challenging aspects of transformation: culture, leadership, and strategy. We delve deep into the principles of servant leadership, psychological safety, and organizational change management, which are the true enablers of a successful DevOps environment. The content is structured to bridge the gap between high-level business objectives and on-the-ground technical execution, equipping leaders to articulate a compelling vision and guide their teams through complex change. Rather than just teaching what DevOps is, we focus on how to lead it. The inclusion of frameworks like Site Reliability Engineering (SRE) and Value Stream Mapping, integrated with leadership modules, provides a uniquely comprehensive and strategic toolkit. Participants leave not just as knowledgeable practitioners, but as confident and inspiring leaders capable of driving sustainable digital transformation from the ground up.