

PeopleCert DevOps Fundamentals

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GLOSSARY

| Term | Definition |
|----------------------|--|
| Agile Manifesto | Individuals and interactions over processes and tools |
| | Working software over comprehensive documentation |
| | Customer collaboration over contract negotiation |
| | Responding to change over following a plan* |
| Agile Principles | The twelve principles that comprise the Agile Manifesto. |
| Agile Project | An adaptive approach to project management that implies that requirements – made at the |
| Management | very start of a project – are expected to change and evolve as the project advances. It uses |
| A matifier attract | continual iterations to adapt and incorporate these changes. |
| Antifragility | The means to not only respond to and resist incidents and disruptions of all kinds but to use them as an opportunity for learning and adaptation |
| Automation | The technique, method, or system of operating or controlling a process by highly automatic |
| | means, as by electronic devices, reducing human intervention to a minimum. |
| Business Value | The level to which a service meets a customer's expectations or exceeds them. |
| C.A.L.M.S | An acronym for the values of DevOps: Culture, Automation, Lean, Measurement, and |
| | Sharing. |
| Change Control | The ITIL [®] practice of ensuring that risks are properly assessed, authorizing changes to |
| | service and product changes. [†] |
| Containerization | The bundling of an entire runtime environment – into one package or "container" so that |
| | the application platform and its dependencies, differences in OS distributions and underlying |
| | infrastructure are abstracted away. |
| Continual | The ITIL® practice of aligning an organization's practices and services with changing business |
| Improvement | needs through the ongoing identification and alignment of all elements involved in the |
| Continuous Dolivory | A set of practices designed to ensure that code is always able to be deployed rapidly and |
| Continuous Denvery | safely throughout its lifecycle to production, achieved by pushing the executables into a |
| | production-like environment and conducting automated testing to detect problems. |
| Continuous | An extension of the concept of Continuous Delivery in which all changes that pass automated |
| Deployment | tests are automatically pushed into production. It automates the step that was previously |
| | manual in Continuous Delivery, and enables multiple deployments per day. |
| Continuous | I ne practice of merging all developer working copies into a snared mainline (a code repository |
| integration | continuous integration covers mainly the build stage. Usually, continuous integration applies |
| | to integrating, building and testing code within the development environment. |
| Continuous Testing | The execution of automated tests at every stage of the deployment pipeline. It provides |
| | immediate feedback at each stage to mitigate risk. Automated continuous testing is a key |
| | component of continuous integration and delivery. It ensures that the code and environment |
| | operate properly and remain in a deployable state. |
| Conway's Law | states that organizations which design systems are constrained to produce designs which are conses of the communication structures of these organizations " [‡] |
| Critical to Quality | According to the principles of Lean, the value items that should be prioritized and focused on. |
| (CTQ) | |
| | |
| Daily Scrum | A 15-minute time-boxed Scrum event for the Development Team to synchronize activities |
| Dealerment | and create a plan for the next 24 hours." |
| Deployment | or any other service component to live environments. [†] |
| Deployment Pipelines | Model your current delivery process as stages that then allow you to examine your end to end |
| | delivery for bottlenecks, opportunities for automation, and opportunities for collaboration. |
| Development Team | The Agile Scrum team which consists of professionals who do the work of delivering a |
| | potentially releasable Increment of "Done" product at the end of each Sprint. |
| | A spinod noun used to describe on evolution of eviation IT best section from ITU - |
| DevOps | A comed noun used to describe an evolution of existing II best practices from IIIL, Lean and Agile into a development and operations approach that supports automation and continuous |
| | delivery, and encourages a culture of collaboration and learning to help IT deliver business |
| | value better, faster and cheaper than ever before. |
| | |

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| Term | Definition |
|------------------------|--|
| Digital | A profound transformation that encompasses all organizational activities, processes, skills and |
| Transformation | cultural attitudes. |
| Disaster Recovery | The means to respond to worst-case scenarios and protect critical systems from incidents and disruptions. |
| DMAIC Cycle | A model which provides guidance for continual improvement throughout five stages: Define, |
| Foodback | Measure, Analyze, Improve and Control. |
| Геебраск | forms a loop. |
| Flow | The way people, information and products move through a process. |
| Functional Testing | Testing of the features which are necessary for the product to work, including unit, API, integration or systems testing. |
| Incident | According to ITIL [®] , an unplanned interruption to a service, or a failure of a component of a service that hasn't yet impacted service. ⁺ |
| Incident Management | The ITIL®, practice of minimizing the negative impact of incidents by restoring normal service |
| | operation as quickly as possible. [†] |
| ITIL® | Best practice guidance for IT service management |
| Kanban | Kanban emerged in the 1940s as part of the initial evolution of Lean manufacturing. It provided a way for assembly line workers to notify downstream partners of demand for parts |
| | or other work. This allowed for transparency and increased communication, and it standardized processes. |
| Knowledge | The ITIL® practice of maintaining and improving the effective, efficient, and convenient use of |
| Management | information and knowledge across an organization. ⁺ |
| Lead Time | The time between input and output. It triggers the receipt of value. |
| Lean | A quality system focused on flow. It is all about increasing customer value, eliminating waste, and continuous improvement. |
| Lean Kaizen | A structured approach for solving problems that is about improving flow and processes |
| | organization to look for small ideas which, if possible, can be implemented easily and quickly. |
| Local Optimization | An environment that is structured and built to produce the best results for the individual or |
| | team. While it is important to create local efficiencies, you should be able to see how process |
| | design that is locally optimized within a silo can potentially be a problem. |
| Microservice | An architecture in which one function is associated with one service which is scaled by |
| Architecture (MSA) | distributing services across nodes. |
| Add Work | add, but that must be done. |
| Non-Functional Testing | Testing of system operation rather than specific outcomes, including performance, security, |
| | compliance or capacity testing. |
| Non-Value Add Work | According to Lean, work in a process that should be removed. |
| Organizational Culture | The pattern of shared assumptions and values learned within an organization. It takes its cue from observable patterns of behavior in an organization that are picked up on over time by these who work there. |
| Potentially Shippable | The Scrum artifact consisting of the items completed based upon the Sprint Backlog according |
| Product Increment | to the agreed acceptance criteria around both functional and non-functional requirements. |
| Problem | According to ITIL [®] , a cause, or potential cause, of one or more incidents. [†] |
| Problem Management | The ITIL [®] practice of reducing the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors. [†] |
| Process | A structured set of activities designed to accomplish a specific objective. They take one or more defined inputs and turn them into defined outputs. |
| Process Time | The total time spent actually creating products or services. |
| Product Backlog | The Scrum artifact consisting of an ordered list of everything that might be needed in the product which is the single source of requirements for any changes to be made to the product. ^{II} |

| Product Owner The Scrum role responsible for creating and maintaining the Product Backlog. They are in constant communication with the customer and collaborate with the team." Pull System Asystem in which products or services are pulsed through the processes. Release Management The ITL [®] practice of making new and changed services and features available for use." Resilience The means to respond to, but also resist, incidents and disruptions of all kind. Scrum An adaptable Agile process framework within which various processes, tools and techniques can then be applied. It promotes the development of products in an iterative way that results in more frequent releases with the highest quality outcomes possible. Scrum Master The Scrum role responsible for one month or less during which a "Done", useable, and potentially releasable product Increment is created. ¹ Service Configuration The HTL [®] practice of ensuring that accurate and reliable information about the configuration of services, and there onfiguration is service. ¹ Service Level According to ITL [®] , a written agreement between an T service provider and the business which delines key service argets and responsibilities, as well as the expected warranty and utility of a service. ² Service Oriented A set of specialized organizational capabilities for enabling value for customers in the form of services. Service Oriented A ast of specialized organizational in a well-defined, shared format, or by coordinating an activity betwere two or more service | Product Owner The Scrum role responsible for creating and mail constant communication with the customer and A system in which products or services are pulle This contrasts with a Push System, in which products or services are pulle This contrasts with a Push System, in which products or services are pulle This contrasts with a Push System, in which products or services are pulle This contrasts with a Push System, in which products or services are pulle This contrasts with a Push System, in which products or services and and and product or process based on forecasted demand. Pull system The ITIL® practice of making new and changed s Resilience The means to respond to, but also resist, incide Scrum An adaptable Agile process framework within w can then be applied. It promotes the development in more frequent releases with the highest qual The Scrum role responsible for ensuring Scrum do this by ensuring that the Scrum Team adhere The heart of Scrum, at time-box of one month or potentially releasable product Increment is creating and where needed. ¹ Service Configuration and where needed. ¹ According to ITIL®, a written agreement betweer defines key service targets and responsibilities, a service. ¹ Service Level A set of specialized organizational capabilities for services. Service-Oriented A narchitecture style which separates functions as corresting an activity between two or more services and production of applications. These services are at a service of a service are aread and eresolved, and defects or error or technical knowledge. Sprint The heart of Scrum is a Sprint, a time-box of one and potentially releasable product Increment is on the scrum event t | |
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| system, which is defined by boundaries and more than the sum of its parts. | | and more than the sum of its parts. |
| Technical Debt in accumulation of complicated workarounds and rework that occurs when easy solutions | are consistently implemented instead of the be | arounds and rework that occurs when easy solutions f the best solutions. |

| Term | Definition |
|-----------------------|--|
| Test Driven | The practice of preparing test scenarios before a program is written so that the goal for the |
| Development (TDD) | programmer is to write something that can pass the exact test. |
| The Full Stack | Represents the three core aspects of any DevOps implementation that represent critical |
| | factors for success: creating the right culture with the right people, putting the right |
| | processes and practices into place, and adding the level of technology and automation to |
| | that culture and those practices to streamline and accelerate them. |
| The Three Ways | Refers to the Three Key principles of DevOps: Flow, Feedback, Continuous experimentation |
| | and learning. |
| Theory of Constraints | States that no complex system or process can be more efficient or stronger than its most |
| | limiting bottleneck or constraint. It helps organizations to identify and focus the one area that |
| | is the slowest and most inefficient, because that area constrains the entire system – it sets the |
| | speed for the entire organization. |
| Total Cycle Time | The total time from the beginning to the end of your process. |
| Transformational | A leadership style that shifts the organizational culture towards something generative, |
| Leadership | reinforces a shared set of priorities and goals and that supports DevOps. |
| True North Values | Where the compass should always point towards when moving forward and making decisions. |
| | They should be established in a simple and straightforward way, and be clear and easy to summarize. |
| User Story | An informal, natural language description of one or more features of a software system. User |
| | stories are often written from the perspective of an end user or user of a system. |
| Utility | The functional requirements of a service. Utility describes those requirements of a service which are fit for purpose – does the service do what it is supposed to do? |
| Value Stream | Provides a holistic view of IT as delivering end to end business value. Understanding |
| | not only your own place within the value stream but the value stream as a whole is |
| | essential for leadership and governance. |
| Value-Add Work | According to Lean, work in a process that should be optimized. It is only work that |
| | the customer actually experiences and sees as value. It is what the customer is |
| | willing to pay for. |
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