

AZ-400T06-A: Implementing Continuous Feedback

OBJECTIVE

This course provides the knowledge and skills to implement continuous feedback. Students will learn how to recommend and design system feedback mechanisms, implement a process for routing system feedback to development teams, and optimize feedback mechanisms.

COURSE TOPICS

Module 1: Recommend and design system feedback mechanisms

Lessons

- The inner loop
- Continuous Experimentation mindset
- Design practices to measure end-user satisfaction
- Design processes to capture and analyze user feedback
- Design process to automate application analytics

After completing this module, students will be able to:

- Design practices to measure end-user satisfaction
- Design processes to capture and analyze user feedback from external sources
- Design routing for client application crash report data
- Recommend monitoring tools and technologies
- Recommend system and feature usage tracking tools

Module 2: Implement process for routing system feedback to development teams

Lessons

- Implement tools to track system usage, feature usage, and flow
- Implement routing for mobile application crash report data
- Develop monitoring and status dashboards
- Integrate and configure ticketing systems

After completing this module, students will be able to:

- Configure crash report integration for client applications
- Develop monitoring and status dashboards
- Implement routing for client application crash report data
- Implement tools to track system usage, feature usage, and flow
- Integrate and configure ticketing systems with development team's work management

Module 3: Optimize feedback mechanisms

Lessons

- Site Reliability Engineering
- Analyze telemetry to establish a baseline
- Perform ongoing tuning to reduce meaningless or non-actionable alerts
- Analyze alerts to establish a baseline
- Blameless PostMortems and a Just Culture

After completing this module, students will be able to:

- Analyze alerts to establish a baseline
- Analyze telemetry to establish a baseline
- Perform live site reviews and capture feedback for system outages
- Perform ongoing tuning to reduce meaningless or non-actionable alerts

PREREQUISITES

Students in this course are interested in implementing DevOps processes or in passing the Microsoft Azure DevOps Solutions certification exam.

TRAINING APPROACH

This course includes lectures, course notes, exercises and hands-on practice.

COURSE DURATION

Bundle course in 4 days

Time: 9:00am to 6:00pm

Lunch Time: 1:00pm to 2:00pm

CERTIFICATION COMPLETION

A certificate of completion is provided for all trainees attending the course.