DevOpsSchool

Course curriculum · November 2026

LEVEL 03 OF 04 · INTERMEDIATE

Itops Intermediate Training

Automate runbooks, add observability and ChatOps, troubleshoot Linux and network faults and apply security operations basics.

LIVE ONLINE **Max 8-10 hours**	CORPORATE (DAY-WISE) **3 days · Days 1-3**	SELF-PACED VIDEO **1-year LMS access**
BATCH SIZE **Max 10 learners**	NEXT BATCHES **1st of every month · weekends: first Saturday**	CERTIFICATE **Verifiable certificate of completion**

Foundation	Essential	Intermediate	Advanced
1 day · Included	2 days · Included	3 days · This curriculum	5 days · Next step

INSIDE THIS CURRICULUM

What you will achieve	Outcomes and level focus
Who should attend	Audience and prerequisites
Agenda	36 topics · Foundation to Intermediate
Hands-on labs	3 labs
Formats and fees	Live, 1:1, self-paced, corporate
Trainer and reviews	Rajesh Kumar
Enrolment	Batches, payment, contacts

WHY DEVOPSSCHOOL

- Rated 4.6 on Google
- 1,500+ verifiable certificates issued in the public registry
- Trainer Rajesh Kumar: 20 years in industry
- Small batches: max 10 learners, every session recorded

Course page: www.devopsschool.com/courses/itops/itops-intermediate-training.html
Talk to us: WhatsApp +91 99057 40781 · +1 (469) 756-6329 · contact@DevOpsSchool.com · reply within 1 hour

OUTCOMES

What you will achieve

By the end of the Itops course path, you will be able to:

1

Run reliable daily operations

Monitor, patch, back up and support servers and services with clear runbooks, alerts and incident workflows.

2

Automate routine operations work

Replace repetitive manual tasks with Ansible, scripts and ChatOps so the team spends time on improvements.

3

Design resilient operations

Set SLOs, plan capacity, high availability and disaster recovery, and govern operations at enterprise scale.

WHAT THE INTERMEDIATE LEVEL ADDS

Automation, observability, security and troubleshooting

Hands-on: Automate a remediation runbook. Turn a manual disk-full runbook into an Ansible playbook triggered from an alert, post the result to a ChatOps channel and write the postmortem.

WHO SHOULD ATTEND

- Regular Itops users who want to automate, integrate and manage it at a deeper level.
- Specialists who support Itops for colleagues or customers.
- Leads preparing Itops for wider use across projects.

BEFORE YOU START

- The Essential level, or equivalent hands-on experience.
- You can already: Run day-to-day operations with dashboards, actionable alerts, on-call incident handling, patch cycles and Ansible for routine tasks.
- Basic computer skills and a laptop with a stable internet connection for the live sessions and labs.
- This curriculum includes every earlier level, so it is complete on its own.

AGENDA · FOUNDATION TO INTERMEDIATE

Itops Intermediate Training agenda

36 topics. Each level builds on the one before it, so this curriculum lists every earlier level in full. Days are for corporate (day-wise) delivery; live online batches cover the same agenda in max 8-10 hours.

DAY 1 — Foundation: IT operations scope, infrastructure and first monitoring

Included from Foundation

1. IT operations defined: ITOps scope and responsibilities, and how it differs from DevOps, SRE and a NOC
2. Infrastructure building blocks: physical and virtual servers, storage, networks, DNS, load balancers and cloud services
3. Operating systems for operations: Linux and Windows Server basics, services, users, processes and system logs
4. Networking essentials: TCP/IP, subnets, ports, DNS resolution, ping, traceroute, dig and ss
5. Service management basics: incidents, service requests, changes and problems in an ITSM ticketing tool
6. Monitoring basics: availability, CPU, memory, disk and network metrics, thresholds and alert states
7. Log basics: syslog, journalctl, Windows Event Viewer and why logs should be centralised
8. Runbooks and standard operating procedures: writing, versioning and following them during a shift
9. Access basics: accounts, groups, SSH keys, least privilege and handling shared credentials safely
10. Backup fundamentals: full, incremental and differential backups, retention and the 3-2-1 rule
11. Shift operations: on-call rotations, escalation paths, shift handover notes and stakeholder communication
12. Lab environment setup: Linux and Windows VMs, a monitoring agent and a ticket queue for exercises

DAY 2 — Essential: Monitoring, alerting, incidents, patching and routine tasks

Included from Essential

13. Monitoring stack in practice: Prometheus, node_exporter and Grafana dashboards, or Zabbix and Nagios checks
14. Alert design: actionable alerts, severity levels, deduplication, Alertmanager routing, inhibition and silences
15. Incident response workflow: detection, triage, prioritisation, status updates, resolution and closure
16. On-call tooling: PagerDuty or Opsgenie schedules, escalation policies, acknowledgement and handoffs
17. Patch management: OS patch cycles, maintenance windows, apt and dnf updates, WSUS and rollback plans
18. Change management in operations: change requests, CAB reviews, standard changes and the change calendar
19. Configuration management basics: Ansible inventories, ad-hoc commands and playbooks for routine tasks
20. Job scheduling: cron, systemd timers, Windows Task Scheduler and alerting on failed jobs
21. Centralised logging: rsyslog forwarding, ELK or OpenSearch, Grafana Loki and log queries during incidents
22. Asset inventory and CMDB hygiene: discovery, inventory records and configuration item relationships
23. Storage operations: disk usage analysis, LVM volume extension, filesystem checks and quotas
24. Certificate and credential operations: TLS expiry tracking, renewal with certbot and password rotation

DAY 3 — Intermediate: Automation, observability, security and troubleshooting

New at this level

25. Infrastructure as code for operations: Terraform for provisioning and Ansible roles for configuration
26. Runbook automation: scripted remediation in Bash, PowerShell and Python, run through AWX or Rundeck
27. Observability: metrics, logs and traces, OpenTelemetry collectors and service-level dashboards
28. ChatOps: Slack or Microsoft Teams alert integrations, incident channels and bot-driven actions
29. Linux performance troubleshooting: top, vmstat, iostat, sar, free, dmesg and the USE method
30. Network troubleshooting: tcpdump, curl -v, DNS failures, MTU issues and firewall rule checks

31. Security operations basics: vulnerability scanning, CIS benchmark hardening, audit logs and EDR alerts
32. Identity administration: Active Directory and LDAP, single sign-on, MFA and periodic access reviews
33. Backup and restore drills: test restores, verify RPO and RTO, snapshots and image-level backups
34. Cloud operations: AWS and Azure CLIs, tagging, instance lifecycle, CloudWatch and Azure Monitor
35. Container operations: Docker and Kubernetes health checks, logs, restarts and resource limits
36. Problem management: root cause analysis with 5 Whys and fishbone diagrams, blameless postmortems

PRACTICE

Hands-on labs

You build these yourself during the course, guided by the trainer.

FOUNDATION

Monitor a server and follow a runbook

Install a monitoring agent on a Linux VM, set disk and CPU alert thresholds, trigger an alert and resolve it through a ticket using a written runbook.

ESSENTIAL

Build an alert-to-resolution workflow

Deploy Prometheus, Grafana and Alertmanager for three servers, route alerts to an on-call channel and patch one server inside a planned maintenance window.

INTERMEDIATE

Automate a remediation runbook

Turn a manual disk-full runbook into an Ansible playbook triggered from an alert, post the result to a ChatOps channel and write the postmortem.

HOW YOU CAN LEARN

Formats and fees

The same agenda in four formats. Fees are in Indian rupees as of November 2026; the course page shows them in your currency.

FORMAT	DURATION	WHAT YOU GET	FEE
Live & interactive (online)	Max 8-10 hours	Instructor-led public batch of max 10 learners with demos, labs, Q&A and assignment review. Weekday batches start on the 1st of every month, weekend batches on the first Saturday of every month.	**INR 34,999**
1:1 live training (online)	Max 8-10 hours, one-to-one	The same agenda, taught one-to-one by the trainer. Starts immediately, without waiting for the next batch; sessions planned around your working hours, at your pace.	**INR 99,999**
Self-paced video	1-year LMS access	All four Itops levels, plus 20+ more courses and 50+ tools, at your own pace.	**INR 833/month** billed yearly at INR 9,996
Corporate (day-wise)	3 days for this level	A private batch for your team, on demand. Foundation 1 day, Essential 2, Intermediate 3, Advanced 5 (cumulative).	**Quote on request**

ASSESSMENT AND CERTIFICATE

Your progress is checked through hands-on labs and assignments at every level. On completion you receive a DevOpsSchool certificate of completion with a unique credential ID that anyone can verify at devopsschool.com/certificates.

INCLUDED WITH EVERY LIVE BATCH

- Every live session is recorded and stays in your LMS for a year.
- Can't attend your batch? Move to next month's batch.
- Free demo class before you pay.
- Free 10-15 minute call with an advisor or the trainer to check the course fits you.

YOUR TRAINER

Learn from Rajesh Kumar

Principal Architect, trainer and mentor in DevOps, SRE, DevSecOps and platform engineering, with 20 years across 8+ software MNCs, including Staff DevOps/SRE Engineer for a leading Japanese mobile-payment platform and Principal DevOps Architect and Manager in Europe.

Profile: www.rajeshkumar.xyz · Videos: youtube.com/@TheDevOpsSchool

20 years in industry	**200+** corporate trainings
10,000+ engineers mentored	**70+** organisations coached

REVIEWS

What learners say

Rated 4.6 on Google · more reviews at devopsschool.com/testimonials and in our video testimonials.

> “Rajesh is very good trainer. Rajesh was able to resolve our queries and question effectively. We really liked the hands-on examples covered during this training program.”
>
> Indrayani, India

> “The training was very useful and interactive. Rajesh helped develop the confidence of all.”
>
> Abhinav Gupta, Pune

START YOUR ITOPS TRAINING

Join the next batch

Weekday batches start on the 1st of every month and weekend batches on the first Saturday of every month, with max 10 learners each. 1:1 training can start immediately; corporate batches run on demand. We reply within 1 hour.

Pay by UPI, credit and debit cards, net banking or PayPal. Before you pay, read our refund policy. All levels of this course: www.devopsschool.com/courses/itops/

ENROL OR RESERVE A SEAT
Itops Intermediate Training

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Next step after this level: Itops Advanced Training - Design resilient, measurable operations at scale with SLOs, HA and DR, AIOps, FinOps and compliance built into the operating model.