

Implementing Continuous Feedback (AZ-400T06)

Modality: Virtual Classroom

Duration: 1 Day

SATV Value: 1

About this course:

This is a One-day course with advanced difficulty level. This course talks about the implementation of Continuous Feedback. The course provides with the relevant knowledge and skills needed to make the mentioned implementation in the system. In this course, learners will get the opportunity to learn about methods of recommending and creating system feedback mechanism, incorporating a process for routing system feedback to development teams and enhance feedback mechanisms.

Learning Objectives:

This course has the following objectives:

- Creating practices to calculate end-user satisfaction
- Creating processes to record and analyze user feedback from external sources
- Creating routing for client application crash report data
- Suggesting monitoring tools and technologies
- Suggesting system and component usage tracking tools
- Setting up crash report incorporation for client applications
- Manufacturing monitoring and status dashboards
- Incorporating routing for client application crash report data
- Incorporating equipment to track system usage, components usage,, and flow
- Incorporating and setting up ticketing systems with development team's work management system
- Examining alerts to construct a criterion
- Examining telemetry to construct a criterion
- Carrying out live site reviews and record feedback for system outages
- Carrying out the continuing tuning to reduce meaningless or non-actionable alerts

Audience:

This course has been designed for the students that have a keen interest in incorporating the continuous feedback or gaining the Microsoft Azure DevOps Solutions certification.

Requirements:

This course has been designed for the students that have a keen interest in incorporating the continuous feedback or gaining the Microsoft Azure DevOps Solutions certification.

Course Outline:

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

Lab : Integration between Azure DevOps and Teams

Lab : Feature Flags

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 a 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