Generation

Performance Goals
Cloud Operations Engineering graduates will be able to: A. Effectively problem solve to identify solutions to resolve project related issues. B. Use appropriate tools and techniques, including scripting, to automate assigned tasks wherever possible C. Consistently and proactively ensure that project solutions are secure and cost optimized. D. Proactively learn new technical and non-technical skills in order to improve performance and increase the likelihood of a promotion E. Effectively communicate and collaborate with coworkers and other stakeholders using a variety of platforms

Breakdown Moments	What do high performers do to face this challenge?
1) Being able to take criticism	● High performers can listen to criticism and focus on providing solutions ● High performers are emotionally intelligent and do not take criticism personally
2) Using available resources to effectively and efficiently resolve issues	● Be proactive when facing challenges (ie. When you realize that you can't solve a problem by yourself, immediately start looking for solutions) ● Understand how much time to spend trying to solve a technical problem independently before reaching out for help ● Judge when to seek support from others, and whom best to seek it from ● Leverage and prioritize different sources of knowledge to find the best solution for their problems (e.g., online forums, colleagues, company-created resources, etc) ● Distinguish when it is best to do independent research vs. when the problem would be better solved by seeking support ● Reach out for help when unable to find a solution on their own, avoiding to be stuck for a

	long time ● Be clear with colleagues and supervisors about what they do and do not know and when they need help
3) Automating a repeated task	● High performers automate their work by writing different scripts that will save them time. ● High performers are always striving to follow the DRY (do not repeat yourself) principle
4) Identifying and correcting errors	● Think of multiple ways in which an error can occur and perform tests to check your work is ""bullet proof"" in all situations/for all variables, being meticulous and oriented to detail ● Use a variety of approaches to avoid errors like asking colleagues to review their work ● Critically analyse what resources you have available at your fingertips to solve an error and decide what path is best to take
5) Troubleshooting an unknown technical issue	● High performers are methodic towards investigating the cause of technical issues. Many times it takes a lot of hours and tests to find the solution. ● High performers document solutions and share their learning with the team.
6) Deciding which technology or framework to use for a given scenario	● High performers can assess and compare different solutions for a specific problem and decide on the most efficient and effective one.
7) Identifying opportunities for upskilling and learning a variety of new languages, frameworks or skills (e.g. technical, management, business knowledge, market trends, etc) while still effectively completing core duties.	● Keep pace of the expected learning curve ● Create a plan on what new skills are important to learn to solve more complex problems and advance in their career ● Develop a solid understanding of the industry they are working in, and know what business problems their company is trying to solve. ● Identify areas in the company where they can grow in their career ● Volunteer to do more complex tasks outside the scope of their role ● Take notes and practice what they learn and don't ask the same questions several times ● Don't give up while learning complex things ● Consistently ask for feedback and support from peers

	● Find opportunities to learn new skills outside of work hours (e.g. on slow days, after or before work, during breaks) ● Actively participate in coding forums and events like hackathons
8) Contributing to the team/company/client by proactively communicating project plans and timelines, participating in meetings, suggesting solutions, and offering new knowledge and support to those who need it.	● Are recognized as leaders and are asked for advice by colleagues ● Are good listeners and excel at giving and receiving feedback ● Teach others about new technologies or other skills they acquire ● Proactively ensure that they share learnings, best practices and solutions with team members ● Contribute to the culture of the company by actively participating in team meetings, providing feedback to co-workers ● Be able to communicate/discuss the commercial factors influencing the project overall ● Practice good documentation
9) Communicating effectively with clients	● High performers can explain a technical solution to a client in non-tech language.

Technical Sessions Overview	
Introduction to the Role	
● ROLE-1	Introduction to the Curriculum
● ROLE-2	Introduction to the Role
● ROLE-3	Effective Workplace Communication and Collaboration
● ROLE-4	Staying up to Date
● ROLE-5	Problem Solving
IT Fundamentals	
● ITF-1	Introduction to IT
● ITF-2	Hardware
● ITF-3	Operating Systems
● ITF-4	Networking
Linux Essentials	
● LINUX-1	Open Source
● LINUX-2	Finding your way
● LINUX-3	Command line
● LINUX-4	Operating System
● LINUX-5	Security
● LINUX-6	LPI Linux Essentials Practice Exam
Python Essentials	
● PYTHON-1	Getting Started with Python
● PYTHON-2	Basic and Intermediate Scripting
● PYTHON-3	Libraries, Pip and Virtualenv

● PYTHON-4 Building a Web Application with Python and Flask
Linux Command Line Basics
● LCLB-1 Linux Command Line Basics
Shell Workshop
● SW-1 Shell Workshop
DevOps Essentials
● DEVOPS-1 DevOps Theory and Practice ● DEVOPS-2 Source Control with Git ● DEVOPS-3 Containerization with Docker
AWS Cloud Essentials
● AWS-1 Cloud Concepts And Technology ● AWS-2 Billing and Pricing ● AWS-3 AWS Certified Cloud Practitioner Practice Exam
Automating Everything
● AUTO-0 Introduction to Ansible ● AUTO-1 Configuration Management with Anisble ● AUTO-2 Infrastructure as Code with Terraform ● AUTO-3 Deploying to AWS with Terraform and Ansible