Course 4 — AI for IT Operations (AIOps) Essentials

Tier: 1 (Facilitator) · **Days:** 2 · **Cohort max:** 20 · **Ratio:** 1:20
Prerequisites: None beyond IT ops familiarity.
Tools provisioned: LLM access, sample log set, ticket dataset.

Day 1 — AI use cases in IT ops: predictive maintenance, log correlation, ticket triage; AIOps platform overview; evaluating vendor claims.
Day 2 — Hands-on: LLM to parse/summarize system logs; build a simple ticket classification workflow; map where AI fits in current stack without replacement risk.

Capstone artifact: AIOps opportunity map for participant's organization.
Tutor certification: Tier 1 + observed module delivery.
Kit-specific notes: Vendor-claim evaluation checklist as worksheet; no coding required.

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