AZ-400T06-A: Implementing Continuous Feedback

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 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