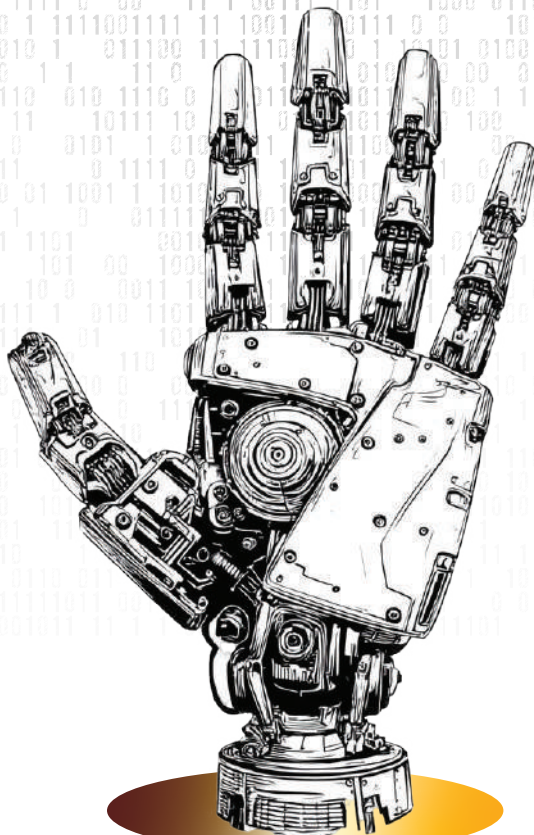


# UNext's Intensive SRE ITIL Program

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Redefining Resilience For A Global  
Consulting Giant's Technical Workforce

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# Overview

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The rise of distributed systems brought with it a unique wave of challenges that necessitated a paradigm shift beyond conventional IT operations. In a digital-native era, where online services and availability are lifelines of enterprises, the pursuit of unwavering site reliability is not a luxury but a primary need.

Specifically, for our prominent client in the digital consulting domain, SRE (Site Reliability Engineering) was paramount to accelerate innovation, proactively mitigate downtimes, enhance system performance, and carve a culture of consistent learning and improvement.

This case study is a definitive document on how the enterprise achieved a competitive edge and set a benchmark for itself in terms of site operations and future-readiness through a strategic training program.



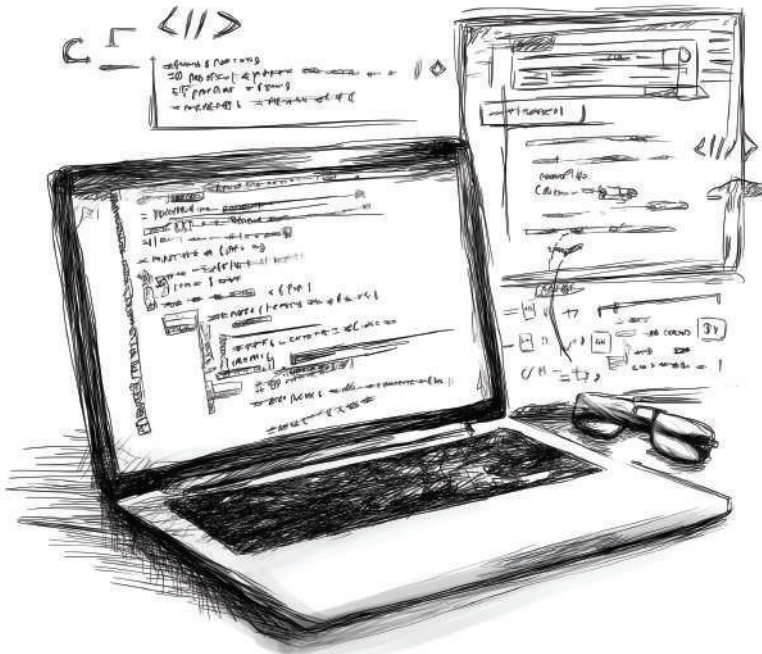
# The Opportunity Statement

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The leading global enterprise observed both threats and opportunities in site maintenance and optimization, triggering the inevitable need for a focused training program. Considering the vitality, their obvious choice was UNext Learning.

Having been the preferred workforce development partner for years, the organization came to us with the requirement to transform its fresher workforce into SRE experts within a short duration for immediate deployment.

Through careful observation of requirements and meticulous planning, we conceptualized an intensive SRE ITIL Training Program.



# About The Program

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Drafted by expert faculty and SMEs, the training program was designed to equip learners with end-to-end technical skills required to manage, monitor, and maintain scalable applications in real-time environments.

It blended the capabilities of:

- **Full Stack Development**
- **Cloud Deployment**
- **DevOps**
- **Site Reliability Engineering (SRE) practices aligned with ITIL standards**

Through sessions that balanced both theoretical and experiential modules, participants gained hands-on experience across the software lifecycle—from development using technologies like

HTML

CSS

JavaScript

Java

NodeJS

Databases

DevOps tools like Docker, Kubernetes, Prometheus, and Grafana

The training also included exposure to ServiceNow for request and incident management.





# Why The SRE ITIL Program From UNext Stands Out

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Thanks to the fact that all our programs are completely bespoke, we move away from a generic, one-size-fits-all pedagogy towards customized curriculum and program delivery. Every module incorporated is aligned to a specific outcome rooted in the everyday job requirements of learners.

Besides, our faculty pool is handpicked for the most impactful knowledge transfer. In the context of SRE ITIL program, some of the standout aspects include:



**Full Stack Development Training:** Training to build real-world applications using front-end and back-end technologies



**Cloud Lab Environment:** Access to fully functional AWS-based labs to simulate real-time project deployment scenarios



**DevOps & Monitoring Tools:** To gain expertise in Docker, Kubernetes, Jenkins, Prometheus, and Grafana



**SRE with ITIL Practices:** Learn SRE principles, incident management, SLAs/SLOs, and integrate ITIL methodologies using tools like ServiceNow



**Project-Ready Training:** End-to-end workflows—from development to deployment and support—are covered to ensure learners are job-ready



# Key Highlights

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46 Days of Intensive Hands-On Training

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100% Cloud-Based Lab Setup on AWS

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Project-Driven Learning with Capstone

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End-to-End Tech Stack: From Coding to Monitoring

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Live Sessions with Industry Experts

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Training Aligned to Real-Time Project Scenarios

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# Curriculum Snapshot (A Sample)

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Foundational	In-depth
Introduction To ITIL	Build & Release Engineering
Networking	DevOps
Architecture	Containers
Application & Web Services	Content Management Systems
Databases	Security
Monitoring	IaC
Cloud	Kubernetes

# Learning Outcomes

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By the end of the program, learners were able to:

- **Build and test** end-to-end applications using Full Stack technologies.
- **Deploy applications to cloud platforms** using industry-standard DevOps practices.
- **Monitor applications effectively** using Prometheus and Grafana.
- **Manage incidents, tickets, and service requests** using ServiceNow.
- **Understand and apply SRE principles** to ensure reliability, scalability, and performance.
- **Work confidently in real-time environments** with readiness to contribute in enterprise projects.

## The Result

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The training program was a phenomenal success. The trust vested by the longstanding client was justified as learners showcased brilliance in their post-program assessments. The last update from the enterprise stakeholders revealed technical prowess of participants and affirmed their deployment readiness.

As we continue to receive acclaims for the program, discussions for a training program on a completely different tangential domain are underway as well.





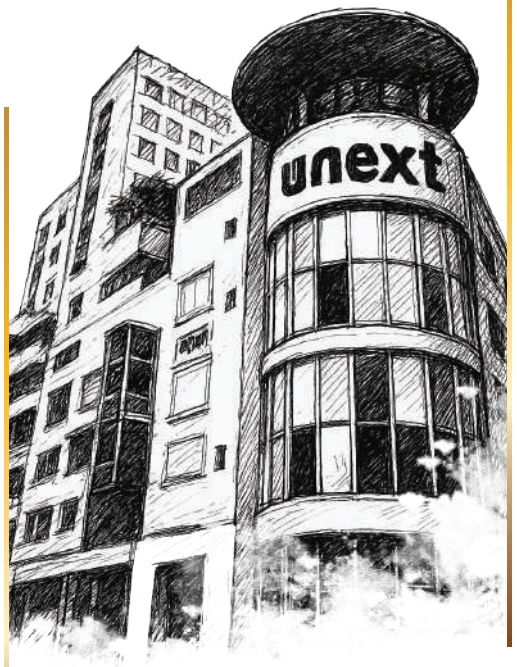
# About UNext

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UNext is India's leading online learning and talent transformation company. We provide a full stack tech platform for universities and colleges to offer online courses and degree programs. Our focus is to bring online higher education to a rising number of learners looking to level up in their careers. The online programs offered on our platform, through universities, are designed for re-skilling, up-skilling, and workforce development.

At UNext, we take pride in being one of the largest enterprise and workforce development companies in India. Our endeavor is to empower our learners, university partners and enterprise clients to achieve tangible outcomes and make a significant impact.

Headquartered in Bengaluru, India, UNext Learning is part of and backed by the Manipal Education and Medical Group (MEMG).



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**700+**

Large  
Enterprises  
Clients

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**20,000+**

Enterprise Programs  
Delivered

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**7,00,000+**

Learners Transformed  
Globally

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**6mn+**

Hours Of Content  
Consumed

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# Transform Your Workforce With Us

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By tailoring programs for diverse domains and market segments across distinct functional roles, we offer the most practical and relevant workforce transformation programs in the market. Our program ecosystems are designed to seamlessly tackle massive volumes of simultaneous cohorts so you can precisely implement your workforce transformation goals.



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To deploy a similar program in your enterprise and  
nurture future-ready professionals,



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