SRE Practices for ERP Uptime and Monitoring Training Course

Professional Development Training Course Outline

Category	Enterprise Resource Planning (ERP)	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

SRE Practices for ERP Uptime and Monitoring Training Course to equip IT professionals, system engineers, and DevOps teams with the critical skills required to ensure maximum uptime, performance, and reliability of Enterprise Resource Planning (ERP) systems. With a focus on modern Site Reliability Engineering (SRE) principles, this course covers everything from system monitoring, incident management, and performance optimization to implementing automation in ERP environments. By leveraging key SRE practices like Service Level Objectives (SLOs), Error Budgets, and Automated Testing, participants will learn how to maintain robust ERP systems with minimal downtime and greater efficiency.

In today’s competitive landscape, businesses rely heavily on their ERP systems to streamline operations, manage resources, and drive decision-making. Any downtime or performance degradation can lead to significant financial losses and disruption of business activities. This course combines theoretical foundations with hands-on techniques to provide a comprehensive understanding of how to apply SRE principles to ERP monitoring and uptime management. Through real-world case studies and practical applications, participants will gain the expertise necessary to implement, monitor, and continuously improve their ERP systems' reliability and performance.

Programme Curriculum

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Course Duration

5 days

Course Objectives

1. Understand Site Reliability Engineering (SRE) principles and their application in ERP systems.
2. Implement Service Level Objectives (SLOs) and Error Budgets to measure system reliability.
3. Optimize ERP system monitoring and incident response strategies.
4. Leverage automation to improve the reliability of ERP applications.
5. Apply observability best practices for ERP system uptime.
6. Build resilient ERP systems using SRE methodologies.
7. Troubleshoot and resolve ERP performance bottlenecks using SRE tools and techniques.
8. Establish an effective change management process for ERP environments.
9. Enhance ERP system scaling and performance optimization.
10. Improve collaboration between DevOps and IT operations teams for better uptime.
11. Implement continuous integration and continuous delivery (CI/CD) pipelines for ERP updates.
12. Design and monitor health checks and alerting mechanisms for ERP components.
13. Learn from real-world case studies of ERP failure and recovery, and apply lessons learned.

Target Audiences

1. IT System Engineers responsible for maintaining ERP uptime.
2. DevOps Engineers focused on continuous integration and deployment in ERP environments.
3. Site Reliability Engineers (SREs) aiming to enhance ERP system availability and performance.
4. ERP Administrators managing day-to-day operations and monitoring of ERP solutions.
5. Operations Managers overseeing IT infrastructure performance in large enterprises.
6. Business Continuity Planners who ensure ERP systems meet uptime and disaster recovery objectives.
7. Quality Assurance (QA) engineers focused on ERP system reliability and automation testing.
8. Technology Leaders and CTOs seeking to implement SRE practices for improved business outcomes.

Course Modules

Module 1: Introduction to SRE and ERP Uptime

- Overview of Site Reliability Engineering and its principles.
- Key differences between traditional IT and SRE methodologies.
- Importance of ERP system uptime for business success.

- Overview of SLOs, SLIs, and Error Budgets in ERP systems.
- Case study: Real-world ERP failure case studies and how SRE could have prevented them.

Module 2: Building Reliable ERP Systems with SRE

- Establishing reliability goals and aligning them with business objectives.
- Developing resilient architectures for ERP environments.
- Leveraging fault tolerance and redundancy in ERP systems.
- Creating effective disaster recovery plans and business continuity strategies.
- Case study: Implementing redundancy in a global ERP environment.

Module 3: Effective Monitoring and Observability for ERP

- Setting up monitoring tools for ERP environments.
- Understanding log management and metrics collection.
- Leveraging distributed tracing for troubleshooting ERP performance issues.
- Alerting mechanisms and defining actionable alerts for ERP uptime.
- Case study: Performance monitoring of an ERP system with 24/7 global users.

Module 4: Incident Management and Resolution in ERP

- Building an incident response framework for ERP systems.
- Defining on-call schedules and incident escalation protocols.
- Post-incident analysis and the importance of blameless post-mortems.
- Integrating automated runbooks for faster issue resolution.
- Case study: Resolving a critical ERP downtime incident within minutes.

Module 5: Automating ERP Reliability

- Identifying tasks for automation in ERP system management.
- Building and integrating CI/CD pipelines for ERP updates.
- Automating health checks and system diagnostics.
- Implementing self-healing mechanisms for ERP infrastructure.
- Case study: Automated scaling of ERP infrastructure during high demand periods.

Module 6: Performance Optimization for ERP

- Analyzing ERP performance metrics for optimization opportunities.
- Database tuning and optimization for faster transactions.
- Effective load balancing strategies in ERP environments.
- Implementing caching mechanisms to enhance ERP system responsiveness.
- Case study: ERP system performance improvements after optimization efforts.

Module 7: Scaling ERP Systems with SRE Practices

- Scaling ERP systems for global deployment.
- Managing multi-cloud environments and global data replication.
- Automating capacity planning and performance scaling.
- Designing systems for elastic scaling during peak usage times.
- Case study: Scaling an ERP solution for a rapidly growing e-commerce business.

Module 8: Continuous Improvement and SRE Culture for ERP

- Creating a feedback loop for continuous system improvement.
- Building an SRE culture within an organization.
- Training and mentoring cross-functional teams on SRE practices.
- Conducting regular reliability reviews and improving system performance.
- Case study: ERP reliability improvements driven by an SRE culture shift.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price

23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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