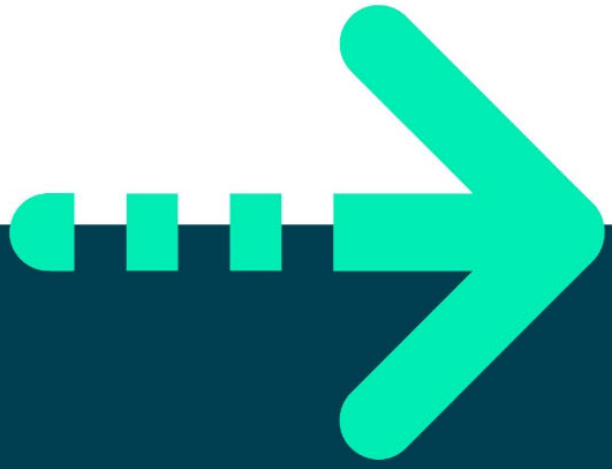
Digital by Design (DxD) Technical Specification Guide

DevOps Engineer Level 4

Last updated: 20/12/2023



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1. About this guide

Level 4 DevOps Engineer is one of QA's portfolio of digital-by-design (DxD) apprenticeships.

To help prepare and support you on your digital learning journey, this guide outlines the different technologies used to deliver our apprenticeship, with guidance on what you need to do to ensure you can access them as and when you need to during your programme.

Use this document to ensure everything works correctly on your device. If you experience any issues, please flag it to your IT department.

2. Technical Requirements

1. Internet connectivity
2. Internet browser
3. Webcam
4. Enabled microphone (laptop/desktop)

As part of the digital journey, our apprenticeships require you to connect with key contacts such as your Digital Learning Consultant (DLC), via web conferencing.

3. Key Technologies & Digital Platforms

There are two types of links included below.

- Those that should be directly accessible via any modern web browser.
- Those that are links to download, install and configure software applications.

The links in the table below should be directly accessible via any modern web browser.

Using a laptop/pc build provided by your organisation:

1. Click on each link or enter them into your web browser address bar.
2. Can you successfully reach the intended page?
3. If no, please raise this with your internal IT team.

Platform	Platform purpose	URL(s)	Successful?
WebEx	WebEx is QA's main tool for video conferencing, online meetings, and screen share. You will have your sign-up and programme launch sessions, as well as ongoing reviews, via WebEx.	https://www.webex.com	
Microsoft Teams	MS Teams is an alternative means of video conferencing, if Webex is not permitted in your organisation. If you will be unable to use Webex, please ensure that this fact is highlighted with us before sign-up.	https://teams.microsoft.com	

Bud	Bud is QA's DxD apprenticeship delivery platform. This is where you will access learning activity instructions, submit tasks, communicate with your DLC, and keep track of your progress.	https://web.bud.co.uk	
BKSB	BKSB is an online platform for assessing your English and Maths functional skills. You will be required to take a functional skills assessment as part of your application process.	https://www.bksblive2.co.uk	
QA Evaluations	At certain points throughout your apprenticeship programme, QA will ask for feedback on your experience of the programme and support, via surveys hosted in our QA Evaluations system.	https://evaluation.qa.com	
SCORM Cloud	SCORM Cloud is a cloud-based course delivery platform that QA uses in the delivery of courses.	https://cloud.scorm.com	
Zendesk Chat	This is a live chat tool used by QA to provide you with real time, live support.	https://v2.zopim.com	

Cloud Academy	Cloud Academy is QA's own enterprise digital skills platform, providing Learning Paths, hands-on labs and technical skills assessments. It may be used in any IT or technical programme involving coding.	https://app.qa.com	
QA Employer Dashboard	This enables your employers to track and download information on your progress, including training, off-the-job hours and End Point Assessment.	https://employerdashboard.qa.com	
Labs on Demand	Used to remote onto your PC (which is set up in classroom) Generic user login will be provided for use during classroom events. The content is destroyed immediately after.	https://lod.one/TestLab	

4. Websites

(These are useful to have, as you can access these via your personal device)

Category	URL(s)	
Safeguarding	https://www.bbc.co.uk https://podcasts.apple.com https://open.spotify.com https://www.citizensadvice.org.uk https://www.apprenticeextra.co.uk https://www.childrenssociety.org.uk https://www.nationaldebtline.org https://www.moneyadviceservice.org.uk https://www.moneysavingexpert.com https://www.gov.uk https://www.victimsupport.org.uk https://www.mind.org.uk	https://www.ltai.info/videos/ https://educateagainsthate.com https://www.safecampuscommunities.ac.uk https://www.crosstheline.co.uk https://act.campaign.gov.uk https://homeofficemedia.blog.gov.uk https://www.remploy.co.uk https://youngminds.org.uk https://www.childline.org.uk https://www.themix.org.uk https://www.samaritans.org https://www.refuge.org.uk
General (likely sites)	https://www.youtube.com	https://www.instituteforapprenticeships.org

5. Email Domains

Domain	Description
bud.co.uk	Bud will send out automated messages throughout your learning journey, from asking you to set a password, to informing you when your Digital Learning Consultant provides you with feedback.
qa.com	Throughout your apprenticeship, you and your line manager will need to be able to receive emails from various teams within QA.

NOTE: Detailed documentation on data and storage available on request.

6. Software

For all programmes, we recommend that you should have access to the standard MS Office suite, or an equivalent that is able to run macros. You will also need a recognised, up-to-date browser.

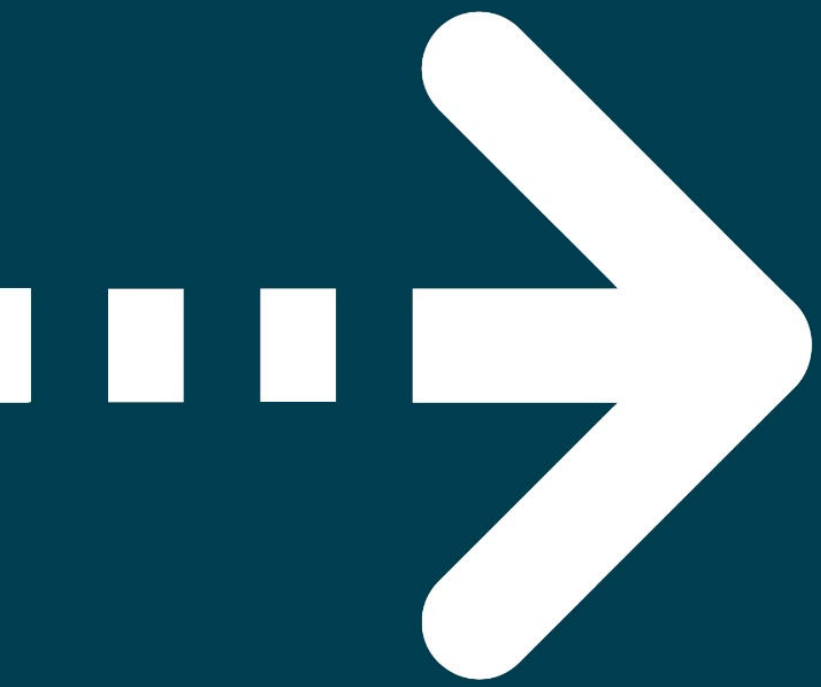
7. Programme-specific requirements

a. Technologies and Platforms

- Amazon Web Services – https://aws.amazon.com/
- Microsoft Azure – https://azure.microsoft.com/en-gb/
- Google Cloud Platform – https://cloud.google.com/
- Heroku – https://www.heroku.com/

b. Websites

- GitHub – https://github.com
- GitLab – https://gitlab.com

c. Software

- Git – https://git-scm.com/downloads
- Jenkins (Stable LTS) – https://www.jenkins.io/download/
- Docker – https://www.docker.com/products/docker-desktop
- Kubernetes (instruction guide for Linux install through curl) – https://kubernetes.io/docs/tasks/tools/install-kubectl/
- Python – https://www.python.org/downloads/
- Packet Tracer (must enrol as free student – not mandatory for course) https://www.netacad.com/courses/packet-tracer
- Ansible (instruction guide for package manager) – https://docs.ansible.com/ansible/latest/installation_guide/intro_installation.html
- Terraform - https://www.terraform.io/downloads.html