



5 WAYS ITSM CAN SUPPORT DEVOPS

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Agenda

- What is DevOps?
- The Relationship Between DevOps and ITSM
- Five Ways that ITSM Can Support ITSM



About Me



President of ITSM Academy, Board member of the DevOps Institute, active trainer, ScrumMaster, ITIL Expert and former IT Director.



The DevOps Institute is the global learning community for emerging DevOps practices. DOI's enterprise grade DevOps education, training and certification is delivered worldwide through our Registered Education Partners.





WHAT IS DEVOPS?

What is DevOps?

While there are many interpretations of DevOps, the most commonly agreed definition is



A cultural and professional movement that stresses communication, collaboration and integration between software developers and IT operations professionals while automating the process of software delivery and infrastructure changes.

Wikipedia

What's Driving DevOps – Business



- Every business has become a tech business
- IoT is rapidly increasing
- Consumers have developed “app” mentalities
- Customers value outcomes, not products
- Time to value is replacing time to market
- Intelligent data must shape direction quickly
- Customer delight is more important than customer satisfaction

IT no longer needs to align with the business – IT is the business!

What's Driving DevOps – IT (2)?

DevOps must continuously deliver outcomes by bridging and improving almost every aspect of IT.



- Internal IT challenges
 - IT must go faster, faster, faster without risking quality
 - Prior investments aren't delivering end to end value
 - Agile SW development is good but isn't delivering full value
 - ITSM processes are good but aren't delivering full value
 - New automation is good but isn't delivering full value
 - IT's silo culture is constraining the value stream

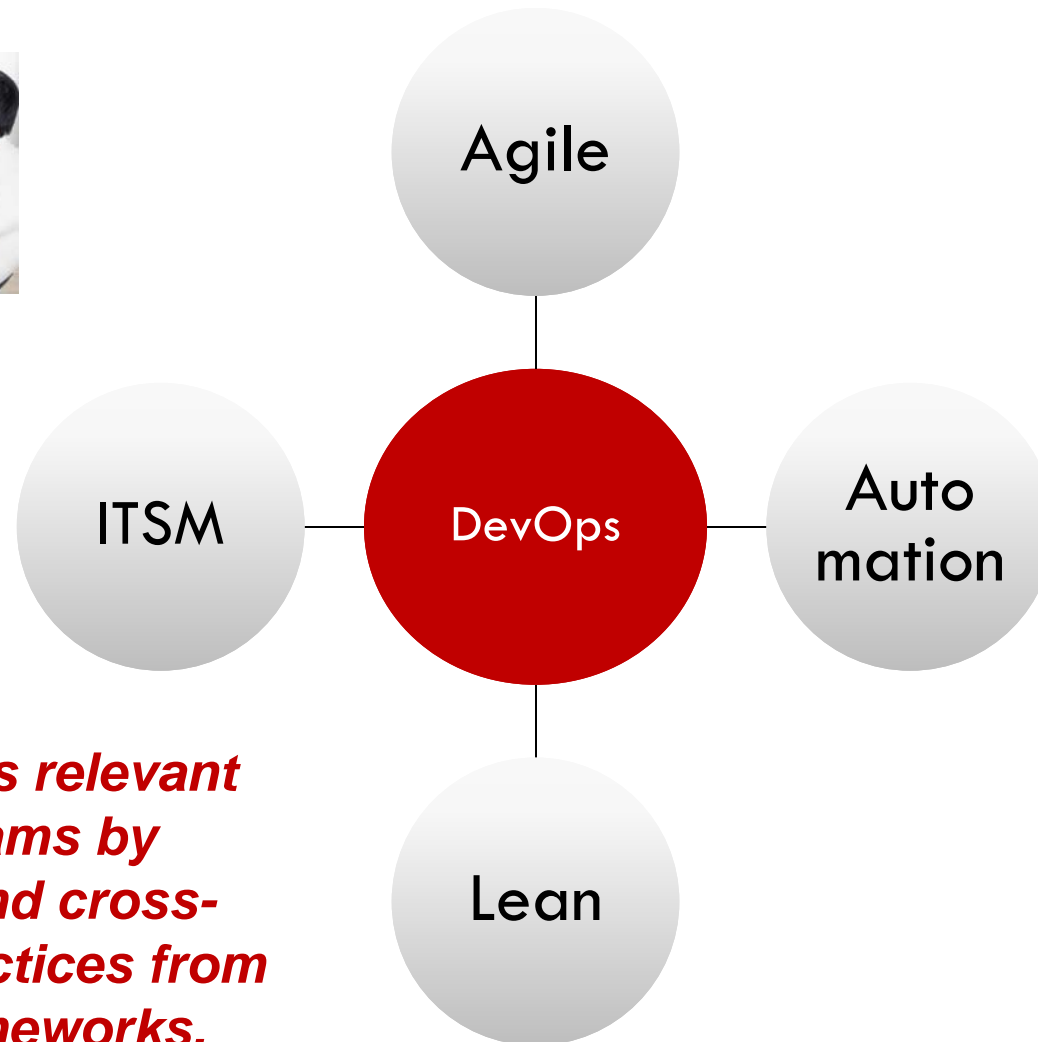


DEVOPS AND ITSM

DevOps Cannot Stand Alone



People



DevOps builds relevant value streams by leveraging and cross-pollinating practices from multiple frameworks.

DevOps and ITIL/ITSM

DevOps does not negate ITIL, it validates its necessity!

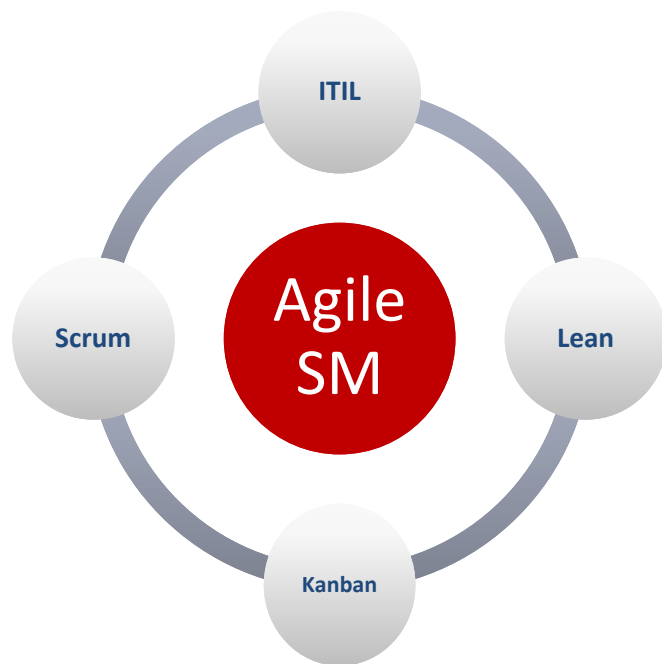
- DevOps does not define or (re)define processes
- DevOps creates a value stream of people, process and technology (sound familiar?)
- DevOps relies on processes and practices that underpin the entire service lifecycle (sound familiar?)

*The core concepts and processes behind ITSM are still very relevant.
However, the approach must be updated to meet modern demands.
ITSM processes must be more agile.*

Agile Service Management

Agile Service Management (Agile SM) ensures that ITSM processes reflect Agile values and are designed with “just enough” control and structure in order to effectively and efficiently deliver services that facilitate customer outcomes when and how they are needed.

Agile Service Management Guide

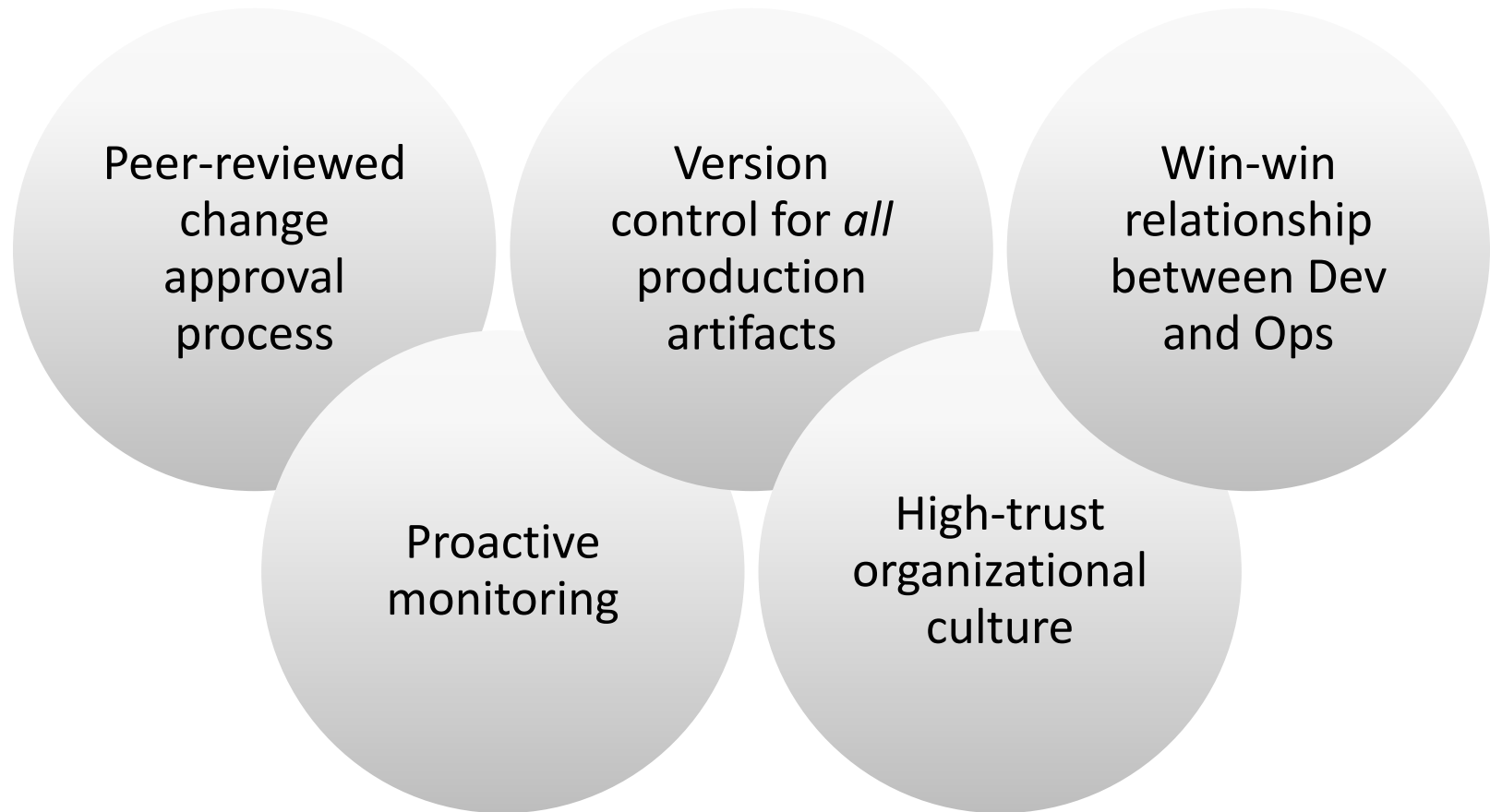


- Adapts Agile practices to ITSM process design
- Implements service management in small, integrated increments
- Ensures ITSM processes reflect Agile values from initial design through CSI



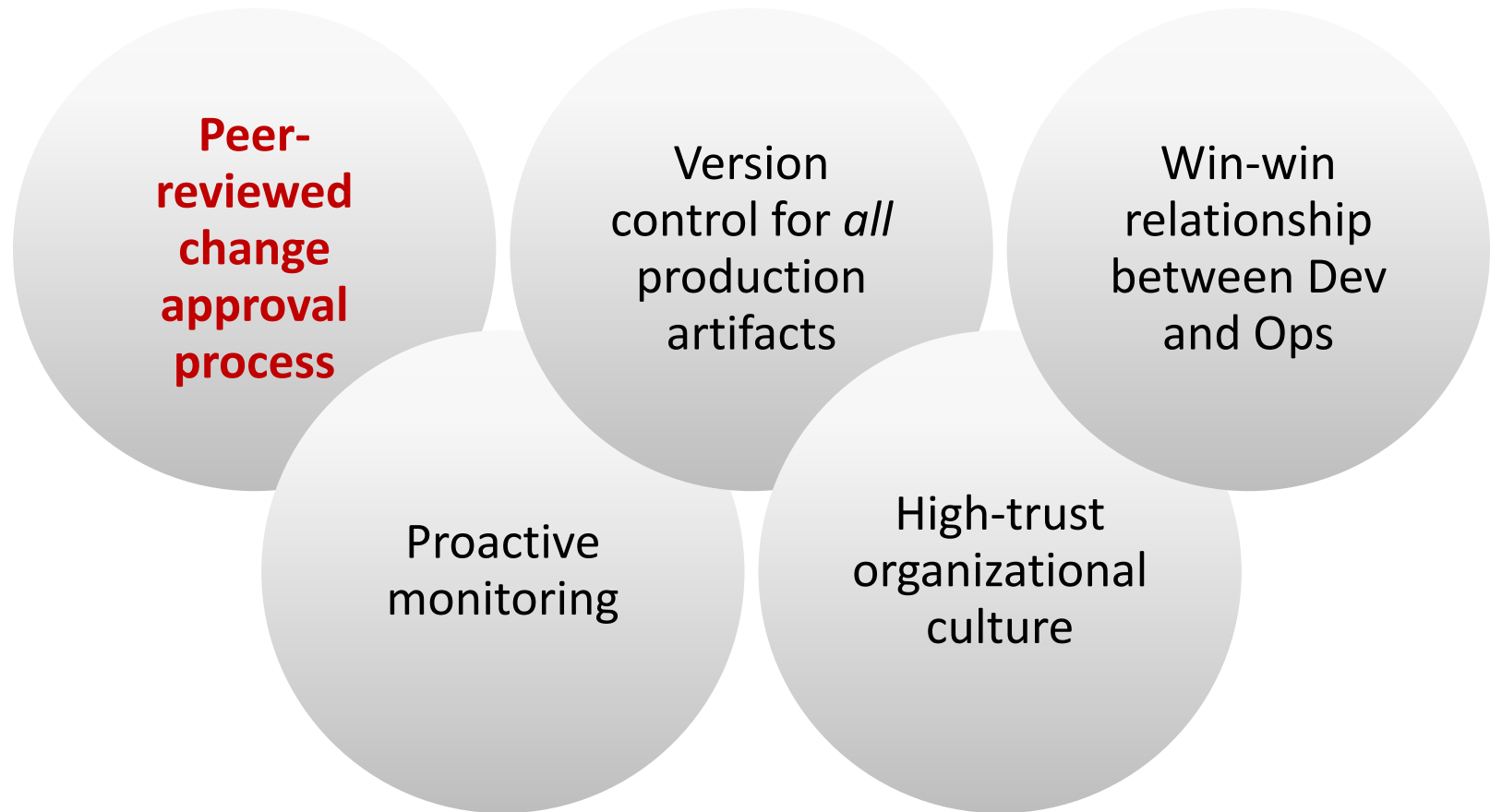
5 WAYS AGILE ITSM CAN SUPPORT DEVOPS

Top 5 Predictors of IT Performance



Source: 2014 State of DevOps Report – Puppet Labs, IT Revolution Press and ThoughtWorks

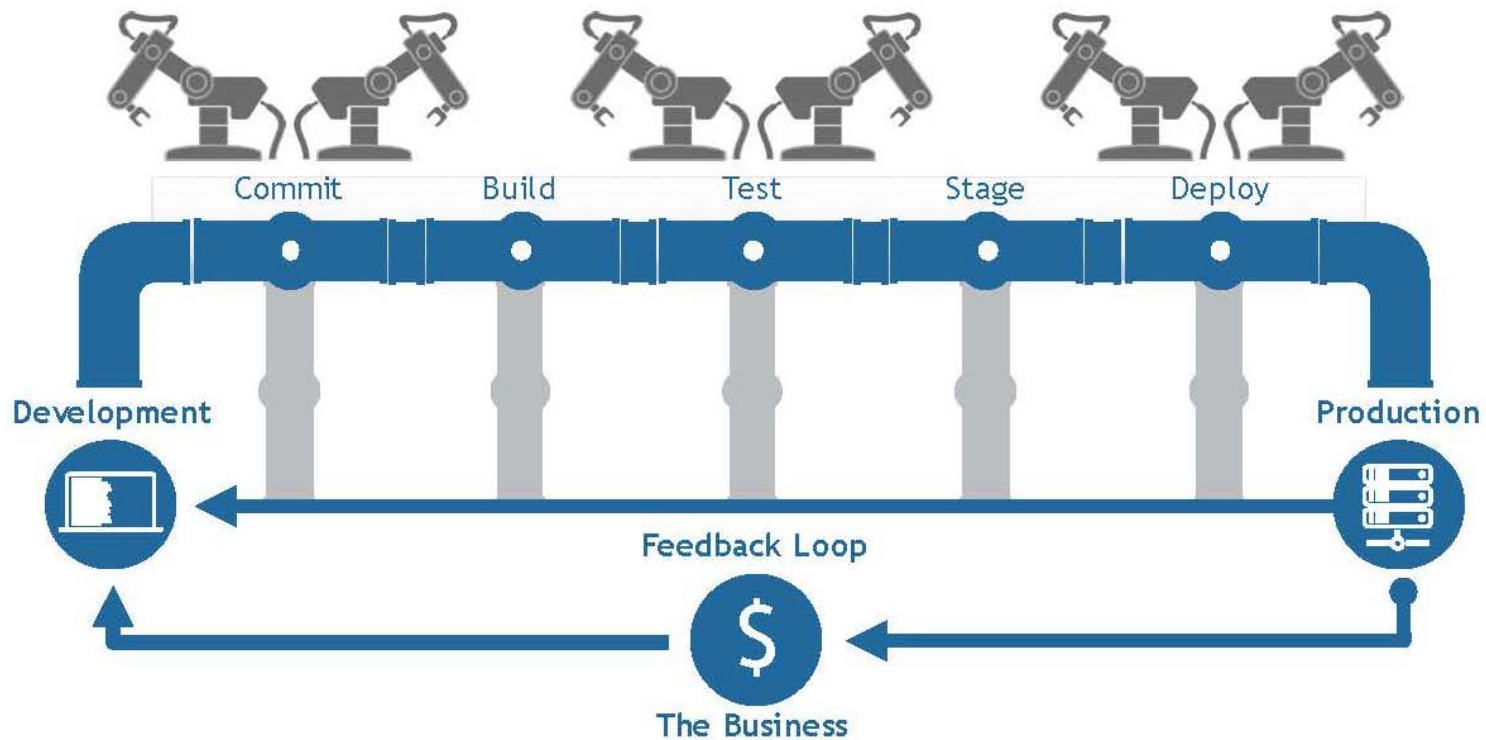
Change Management



Source: 2014 State of DevOps Report – Puppet Labs, IT Revolution Press and ThoughtWorks

Release Management

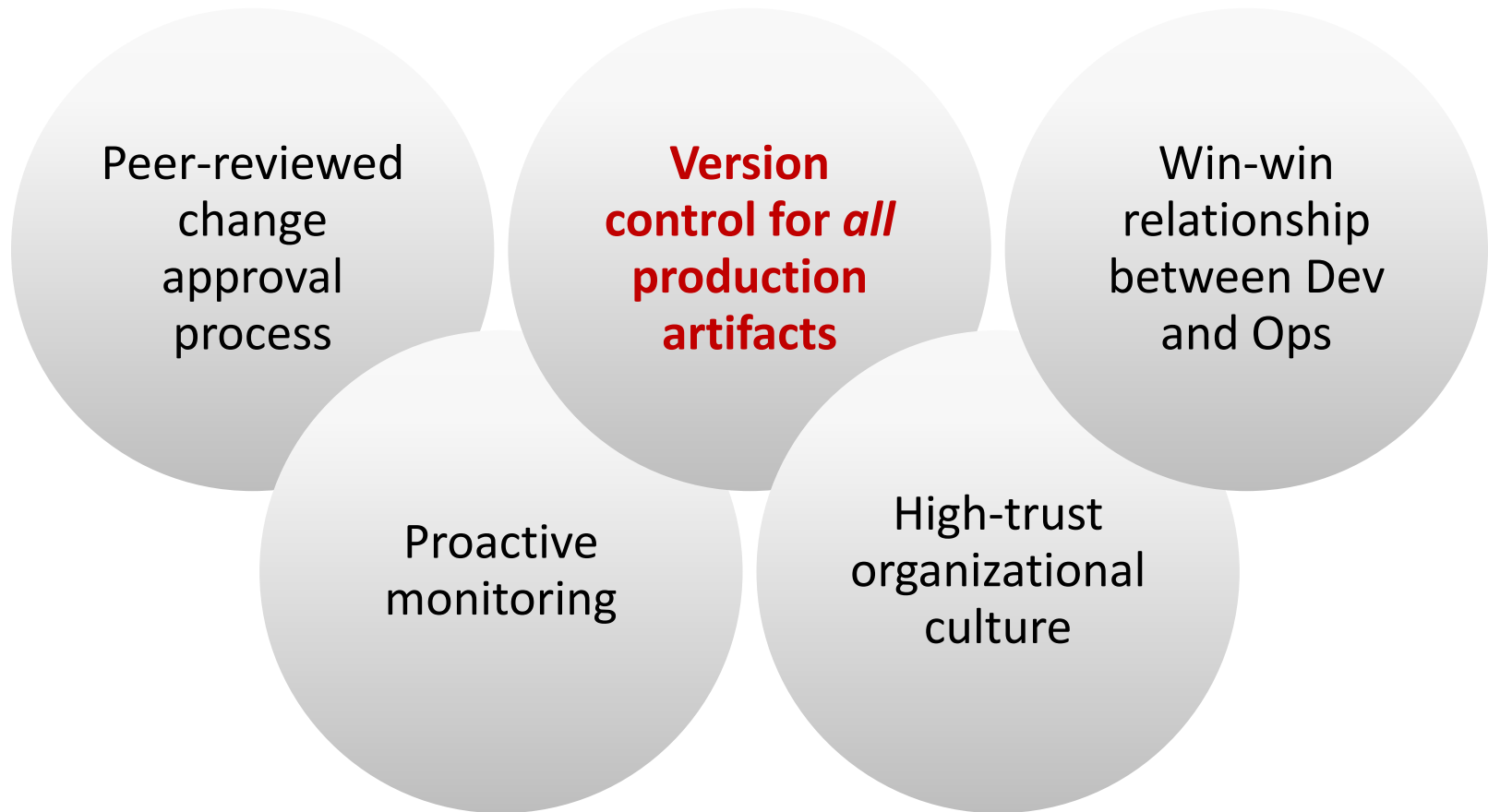
Continuous Delivery and Automation are Key



Source: © Cloudbees

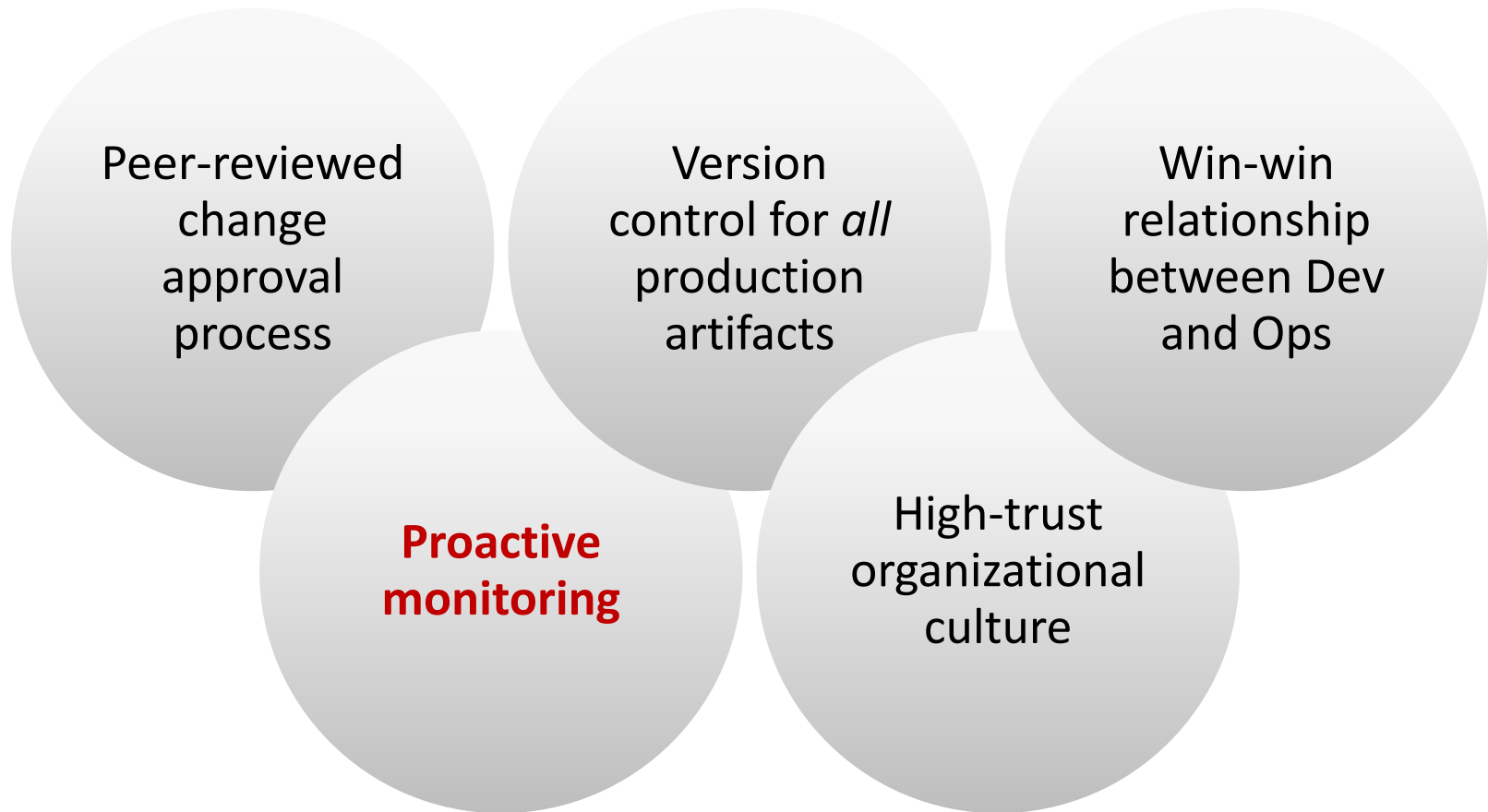
Release Management underpin the Continuous Delivery Pipeline.

Configuration Management



Source: 2014 State of DevOps Report – Puppet Labs, IT Revolution Press and ThoughtWorks

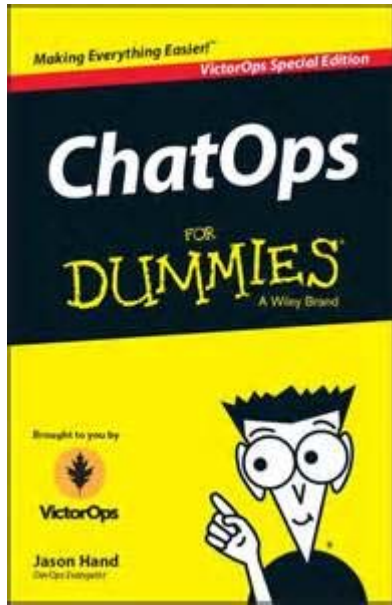
Event Management



Source: 2014 State of DevOps Report – Puppet Labs, IT Revolution Press and ThoughtWorks

Incident and Problem Management

Fail fast and learn from it!



- Engage operational and support teams in testing and QA
- Build regression into incident models
- Leverage tools like ChatOps for Dev and Ops collaboration on incidents and problems.

**Measure MTTR and MTBF but also consider
MTTI (Mean Time to Identify) and
MTTK (Mean Time to Know)**



FIRST STEPS

Increase ITSM Agility

- Assess current agility (where is “just enough”?)
- Reduce handoffs and eliminate bottlenecks
- Simplify documentation
- Leverage new technologies and automation
- Eliminate rework and duplicate activities
- Capture information at the source
- Put an Ops person on a Scrum team
- Enable fast and frequent deployments

Avoid a one-size-fits-all approach to ITSM.



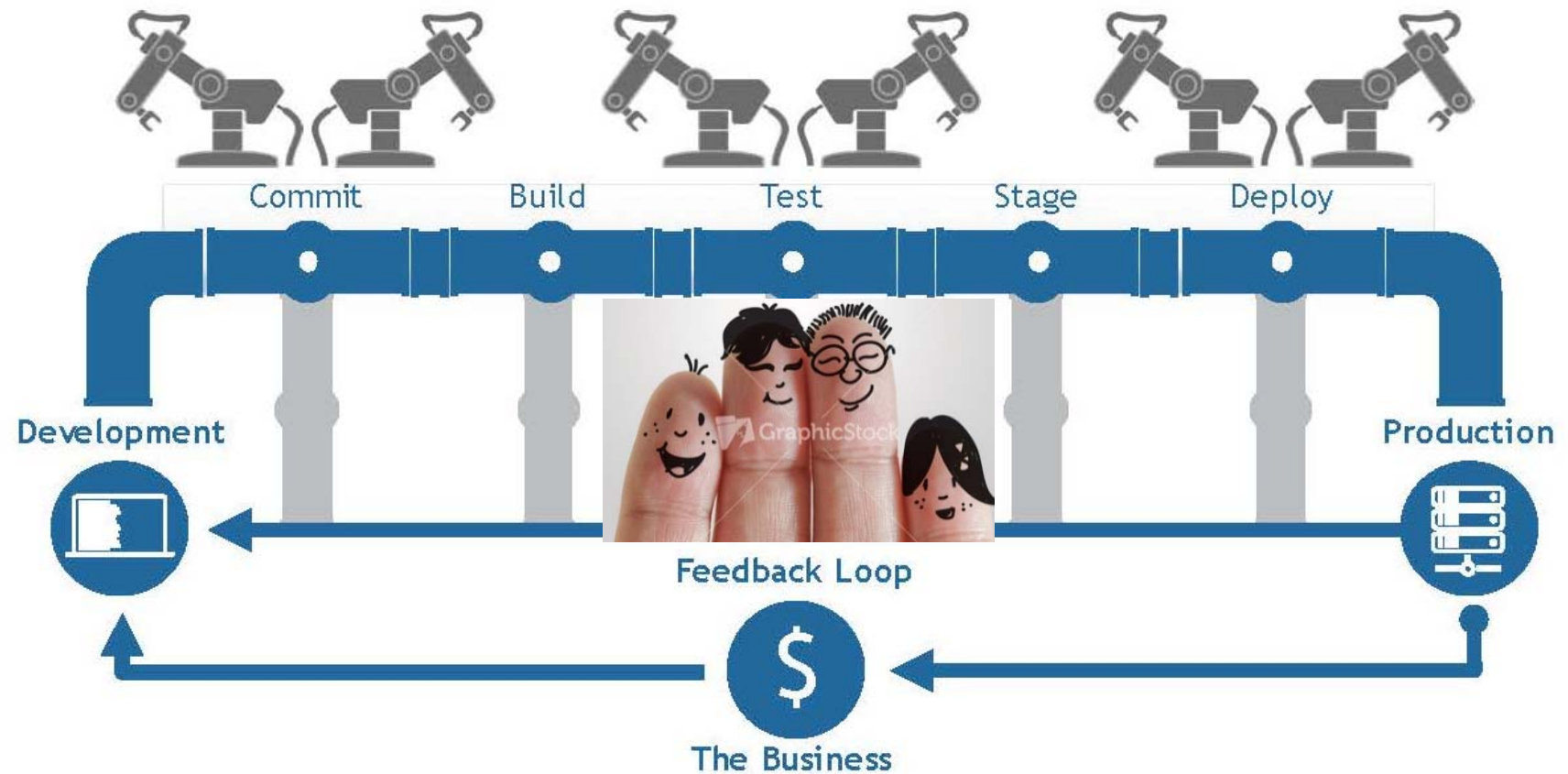
Maximize the Use of Models

- Predefined procedures
 - Steps to be taken
 - Chronological order and dependencies
 - Responsibilities
 - Timescales and thresholds
 - Escalation procedures
- Can be automated

Examples

- Change models
- Release models
- Test models
- Incident models
- Problem models
- Request models

Don't Forget About People



Want to Learn More?

- DevOps Foundation
- Certified Agile Service Manager (CASM)
- Certified Agile Process Owner (CAPO)

Thank You!

Questions?



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