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Q: For those organizations who have successfully introduced DevOps, what was their level of ITIL Service Management Maturity?

A: It likely varies, but I can safely assume that at least the most critical processes are in place such as Change, Incident, Problem and Event management. None of the ITSM processes need to be at full maturity in order to shift to a DevOps culture. The basics of each process would be sufficient. It would be helpful to have some “model” in each process (meaning pre-designed procedures for certain types of changes, releases, etc.) to facilitate rapid development and deployment. Stable ITSM tools would also be desirable that Dev and Ops can use together.

Q: Related to tools/applications to manage DevOps. Are they the same as the ITSM or are the tools different?

A: Dev and Ops likely use different tools to accomplish their different responsibilities. These could already be in place and include development, source code, configuration, monitoring, builds, tests and service management tools.

Each side of the DevOps formula should inventory, share and train the other side on the critical tools they use. The inventory may reveal an automation gap or the need for an upgrade. In any event, there are some cool tools that are emerging to support a DevOps environment and I suspect more will come.

Having said that, there is a fine line between too many and too few tools. Remember, like ITIL, you cannot “buy” DevOps in a tool. But good automation is a DevOps critical success factor and a part of the “team”. Just make sure your team is balanced between humans and technology.