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**Q: Agile is interrupting my ITSM.... release managers show up just hours before CAB with changes. How do I handle that? UAT testing is done just hours before go no go decisions are made.**

A: This question is a classic illustration of where IT is today with different objectives and practices between Dev and Ops. Dev is being challenged to do smaller, more frequent releases and has been working on Agile software development to accomplish this. Ops has been investing in introducing Change Management processes in order to control and manage risk and governance. This is one of the reasons that ITIL/ITSM is perceived as being out of sync with Agile and DevOps. The answer is that the Change, Release and other ITSM processes need to be more Agile to avoid overprocessing when it's not needed. The best way to identify how much process is "just enough" is to get together with developers, auditors, stakeholders and Ops to understand what minimum viable process would be acceptable and achievable in certain circumstances. Then build models to match those criteria. It's not one size fits all – different types of changes and releases will have different needs for process.

**Q: How do we start looking at DevOps if it isn't applied at all? What is a starting point?**

A: Start learning and start talking. While there are many different perspectives on DevOps, there is a common understanding that it is about people, practices and automation. Education has to be the first step so that teams share a common understanding of vocabulary, concepts and emerging practices. DevOps Foundation course is a great way to not only learn but to share insight, ideas and observations between colleagues. Then take what you have learned and start exploring each other's practices in order to cross-pollinate knowledge and empathy.

**Resources:**

<https://victorops.com/chatops-for-dummies/>

FREEMVITSM (for first two to register)

50MVITSM (50% off Minimum Viable ITSM for the June 3, 2016 Workshop)

ABOGO2016 (BOGO CAPO and/or CASM, promo expires on 5/31/2016 so order today!)

The Phoenix Project by Gene Kim

DOI neighborhood: <http://devops.com/category/blogs/devops-institute/>