Questions and Answers:

Q: Can you apply Agile if you don't have a large team?

A: Absolutely. In fact, the Scrum Guide recommends no more than 9 people on a single Scrum team. We do not have a large team at ITSM Academy and we try to apply scrum to our content development efforts. First, identify everything you want to do for a single process or for your ITSM program (your "product"). This list becomes your " product backlog". Then, break the backlog down into achievable two to four week "sprints" with clear definitions of what you are going to finish during that period of time.

Q: How do we start building a DevOps culture?

A: In order to create a multicultural IT environment, you first have to identify what cultures exist within IT. What frameworks, methodology and practices does IT and your business apply? ITIL/ITSM? Agile? Knowledge Centered Support (KCS)? Six Sigma? Cobit? Once you have identified the factions, you can identify where there are similarities and where there are best practices that contribute to your organization's success. I would then suggest building a multi-cultural glossary that captures the acronyms and terms that are in active use.

Q: Would it make sense to target specific teams to talk about this with?

A: Talk to your developers (or outsourcers). Chances are that they are doing Agile development of some type using Scrum or Kanban boards. If they are, learn **from** them. If not, learn **with** them. That's a great way to cross cultures and begin a DevOps culture.

Q: Top down, bottom up? How do you get non-IT management to say ok try this? They hate ITIL, COBIT, etc. so why let us do this?

A: Culture can be built from the bottom up or top down, depending on the interest of the business, senior IT leadership and staff. Culture will evolve not matter what – you can't tell people what kind of culture to have. Culture evolves from experience and shapes how an individual thinks and behaves. However, building a positive, collaborative and productive culture requires the visible support and contributions of all roles. Start slowly – show proof of concept. Perhaps create and use a couple of change models that integrate Dev and Ops, and see if it improves your efficiency. If so, do it again but engage your senior management along the way.

Q: What and where are DevOps days?
A: DevOps Days are local two day "unconferences" that combines traditional presentations with 5 minute ignite topics and "openspaces" where attendees propose topics and anyone interested in exploring or discussing that topic gathers together. The events are inexpensive and are starting to be held in different domestic and international cities.

Interesting Links:

Linkedin
http://www.linkedin.com/in/jaynegordongroll
http://www.linkedin.com/in/lisaschwartzitsm

Twitter
@ITSM_Jayne
https://twitter.com/ITSM_Jayne
#ITSMAcademyWebinar

DevOps Days:
www.devopsdays.org

Kanban Board (Free)
www.leankit.com
The Phoenix Project by Gene Kim, et al.

Certified ScrumMaster:
Accredited Certified ScrumMaster for ITSM - December 9-12;
http://www.itsmacademy.com/Page.bok?file=class_schedule.html#CSM