

Devops and The IT Culture Cocktail Party



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About Jayne Groll



My Team!

- Former IT Director (not a developer)
- Co-founded ITSM Academy in 2003
- ITIL Expert, ISO20000 Consultant
- Certified Scrum Master
- Certified Process Design Engineer (CPDE)



Awesome IT Conference 2013

Lots of talking, but who is listening?

In DevOps, we talk a lot about culture



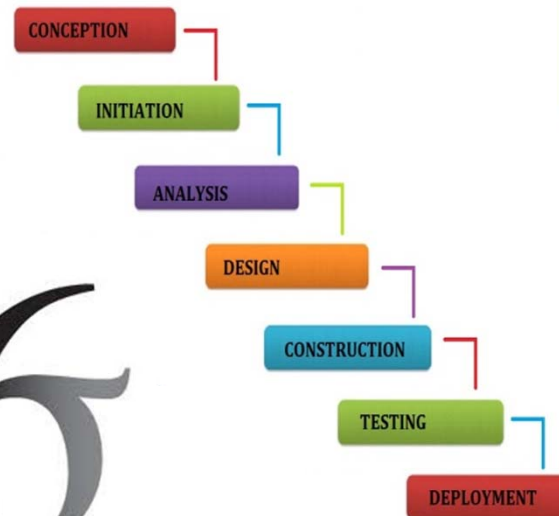
Automation

Measurement

Sharing

CULTURE

But IT is actually a multicultural society



Each culture has its loyal fan base



And it's detractors

Which results in a lot of conflicting messages

*DevOps lacks a
standard of
practice*

*I'm so
confused!*

*ITIL is too
commoditized*

*More tools!
Better tools!*



IT Guy

*Agile is only for
developing
software*

Are you suffering from a cultural divide?



It's time to belly up to the bar



- And become a DevOps culture mixologist
 - ✓ You can create an awesome IT culture with ingredients from the top shelf of each framework, standard or approach

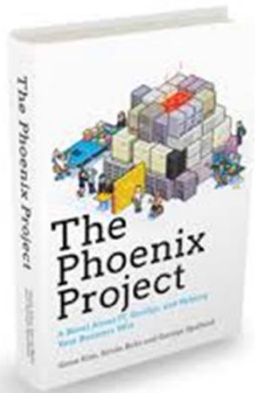
Ingredient 1: “Git R Done” Scrum



- Agile is not just for software development anymore
 - ✓ Project management
 - ✓ Content development
 - ✓ Agile service management
 - ✓ Complex workflows

Lots of non-developers are becoming Certified Scrum Masters

Pair it with a Kanban Board



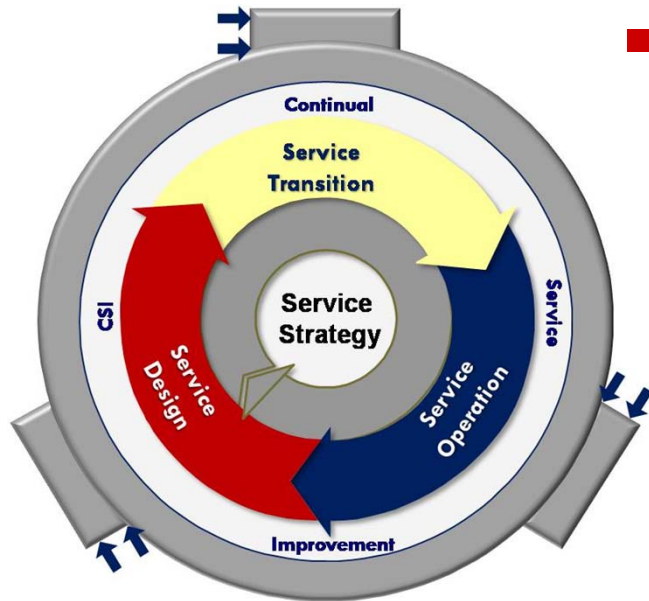
✓ Simple, yet powerful

✓ Could we use it for

- Change and Release Management (Phoenix)?
- Other ITSM processes (Problem?)
- Standard operational workflows

Everyone should play the Kanban game!

Ingredient 2: ITSM



- It's not a four letter word!
(OK it is, but...)
 - ✓ It's vital for the "ever after"
 - ✓ Can be made more agile through change models and kanbans
 - ✓ Is only bureaucratic if you make it that way
 - ✓ It's non-prescriptive

**None of the ITSM frameworks are perfect or complete
but there's some really good guidance!**

Lots of buzz about DevOps and ITSM

- ✓ Good news from #gartneriom that #devops and #itil can work together :)
- ✓ DevOps and ITSM Are Not at Odds by @RealGeneKim <http://ow.ly/m6rzu> #DevOps
- ✓ How to fix TD ... Rename "Product Owners" to "Service Owners" and then make them wear pagers
- ✓ Join us for our 6/18 webinar w/ @XXXX "How Can YOU Make #DevOps a Reality?" #EntArch #IT #PaaS

Is Release Management the Devops process?

Ingredient 3: Automation



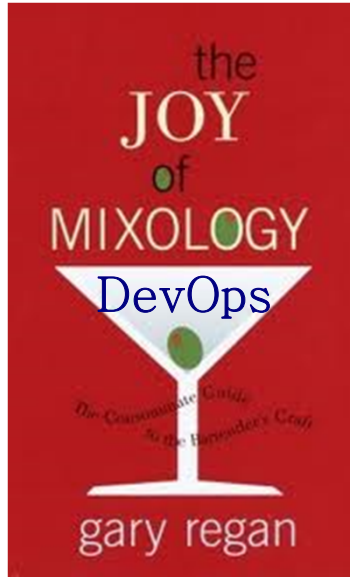
Pair your tools with strong measurements and metrics

The not-so-secret ingredient: DevOps



- DevOps is all about people
 - ✓ The way they think
 - ✓ The way they interact
 - ✓ The way they behave
 - ✓ The way they work
 - ✓ The way they perceive themselves and their colleagues

Add a splash of common vocabulary



- How about a universal DevOps glossary?
 - ✓ Start with the “cookbook”
 - ✓ Evolve through crowd-sourcing (e.g., Urban Dictionary)
 - ✓ Integrate and align with other frameworks and practices

And you now have the IT Culture Cocktail

■ Ingredients:

- ✓ 1 part “get r done” Scrum
 - Paired with a Kanban board
- ✓ 1 part process improvement (ITSM)
- ✓ 1 part cool tools (Automation)
 - Paired with meaningful metrics
- ✓ 2 parts culture (DevOps)
- ✓ Splash of common vocabulary
- ✓ Shot of alcohol of your choice



Shake, don't stir. Serve daily. It gets more potent with age.

A word of warning

Please do not use Kool-Aid in this recipe.



So let's embrace the differences



And create the kind of culture we all want to work within.



Thank You!

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