

# WHAT IS DEVOPS?

#askitsm

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# THE BUSINESS PERSPECTIVE

# Our Cadence is Off

*Historically...*

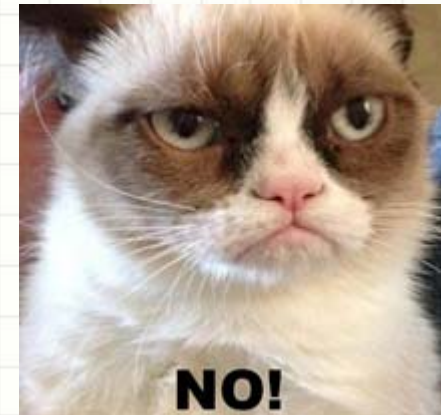
**The Business**



**Dev**



**Ops**



# Better, But Not Quite There...

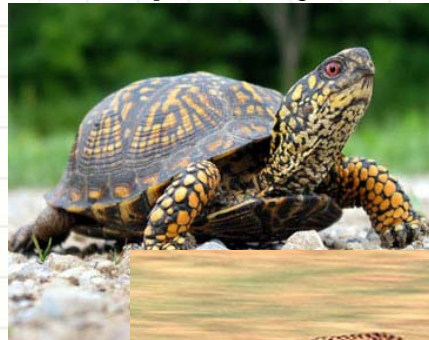
*Agile and lean development practices speed things up, but....*

The Business



Dev

Complex Projects



Continuous Delivery

Ops





# DevOps Improves Our Cadence

*Agile and lean service management practices are needed as well.*

The Business

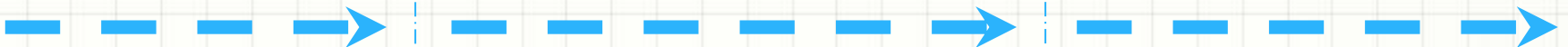


Complex Projects

DevOps



Continuous Delivery





# THE IT PERSPECTIVE

# The Wall of Confusion (1)

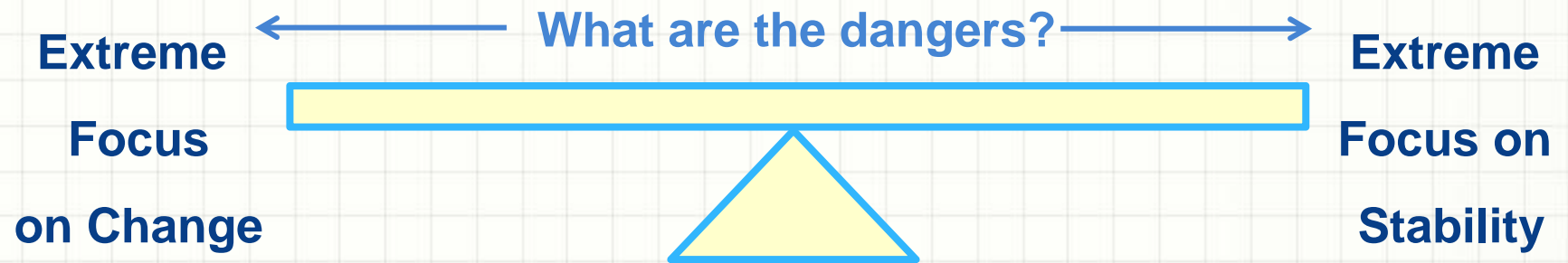
Dev  
wants  
change



Ops  
wants  
stability



# The Wall of Confusion (2)



***What does the  
business want?  
c. All of the above***



# Isn't This The Way Its Supposed to Be?





# WHAT IS DEVOPS?

# What is DevOps?



***DevOps is a cultural and professional movement that stresses communication, collaboration and integration between software developers and IT operations professionals.***

- Acknowledges the interdependence of software development and IT operations
- Aims to help organizations rapidly produce quality software products and services
- Responds to the demands of stakeholders for an increased rate of production releases
- Supports the use of agile development processes

***DevOps recognizes that traditional approaches to application development and IT operations are not meeting the accelerated demand for IT services.***

# The History of DevOps

Velocity 2009

John Allspaw (Flickr)

“10+ Deploys Per Day: Dev and Ops Cooperation”

Velocity 2011

Jon Jenkins (Amazon)

“Velocity Culture”

2009

2010

2011

2012

2013

Patrick Debois  
creates first DevOps Days

Gene Kim publishes  
*The Phoenix Project*

***The video history of DevOps is available on YouTube at  
<https://www.youtube.com/watch?v=o7-luYS0iSE>***



# Who is Doing DevOps?

- **Web Pioneers**

- Amazon
- Netflix
- Etsy
- Facebook
- Google
- Twitter
- Pinterest

- **Academia**

- Portland State University
- Seton Hill University
- Kansas State University



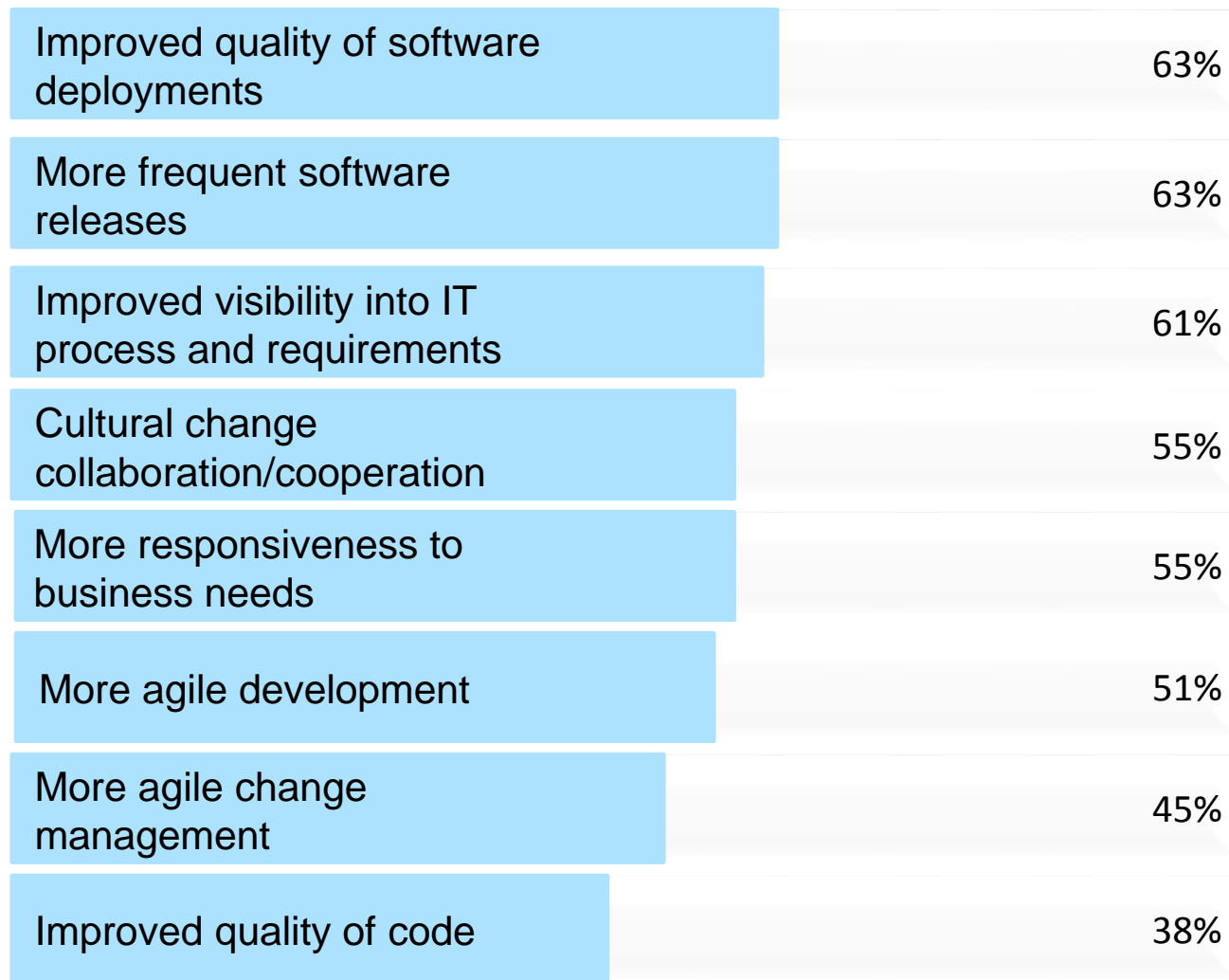
- **Financial Institutions**

- BNY Mellon
- Bank of America
- World Bank

- **Retailers**

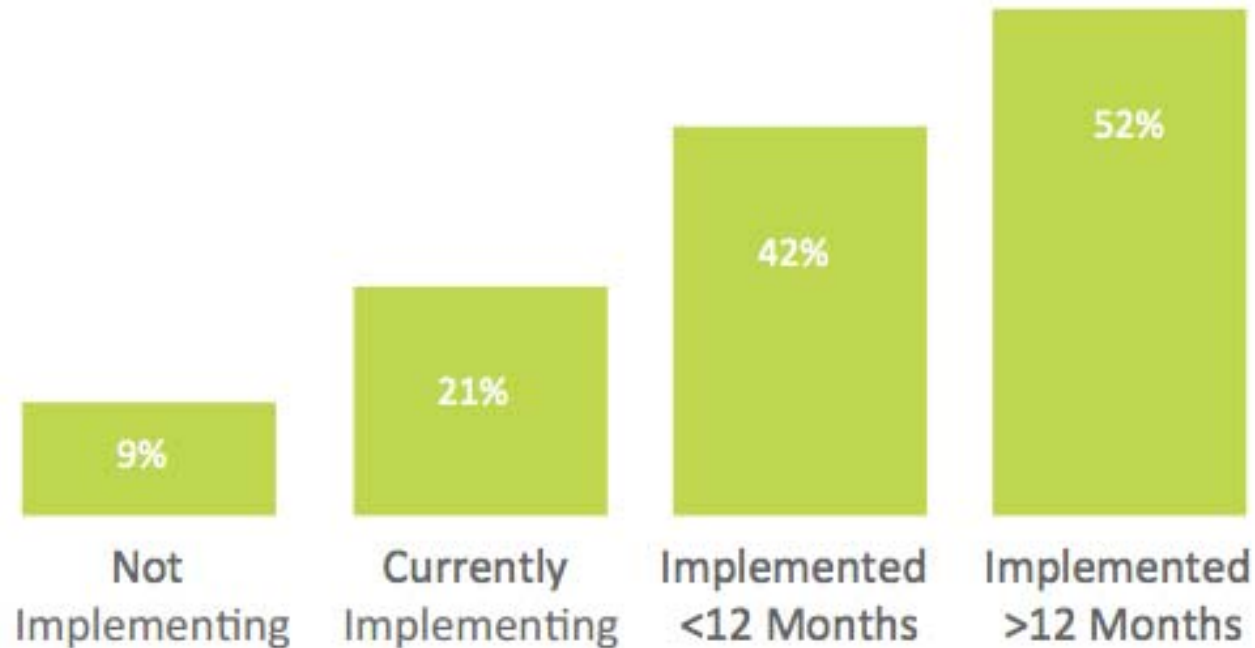
- The Gap
- Nordstrom
- REI
- Macy's
- GameStop

# What Results Have Been Seen So Far?



# Performance by DevOps maturity

## HIGH PERFORMANCE BY DEVOPS MATURITY



Organizations that implemented DevOps practices over 12 months ago were **5x** more likely to be high performing than organizations that weren't implementing DevOps at all.

# Ultimately...

DevOps provides companies a competitive advantage by delivering better software, faster.







# THE DEVOPS CULTURE

**“Culture eats strategy for breakfast.”**

**Peter Drucker**

# DevOps Values - CAMS

Automation

Measurement

Sharing

CULTURE

***More than anything else, DevOps is a cultural movement based on human and technical interactions to improve relationships and results.***

# 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

***People will adapt to the values and practices of your organizational culture.***

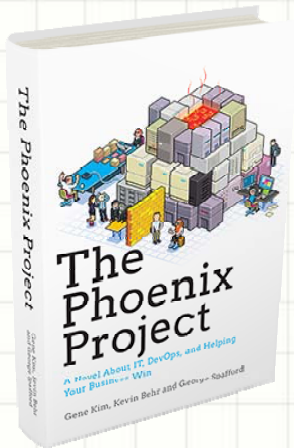


# DEVOPS PRACTICES



# The Three Ways

*The Phoenix Project's Three Ways is based on the Theory of Constraints.*



- The First Way
  - Understand and increase the flow of work
- The Second Way
  - Understand and respond to the needs of all customers, internal and external
- The Third Way
  - Foster a culture that rewards experimentation, taking risks and learning from failure

*The Theory of Constraints states that every process will have at least one constraint or bottleneck that will impact its ability to meet its goal.*



# DEVOPS AND OTHER FRAMEWORKS

# DevOps Cannot Stand Alone



## DevOps is not

- A framework, method or standard
- A prescribed set of best practices
- A set of publications
- A tool

***Successful DevOps relies on the adoption and integration of multiple frameworks, practices and principles including ITIL, Lean, and Agile.***

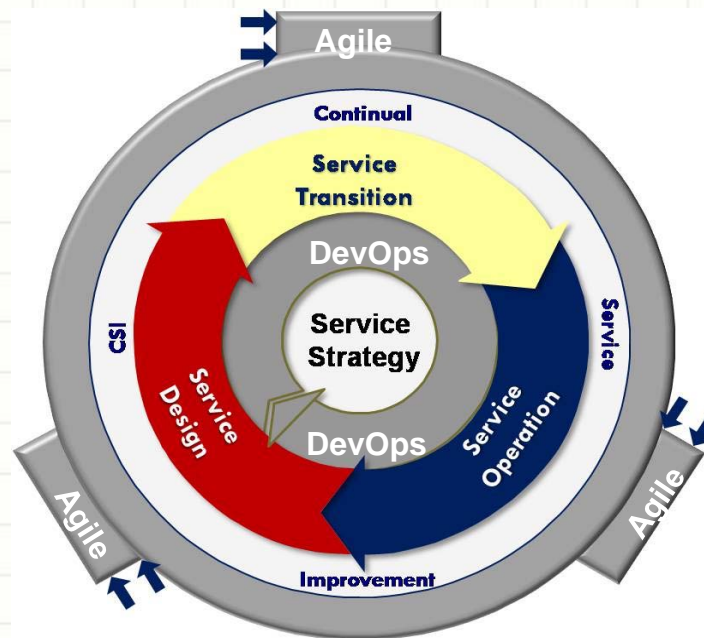
## DevOps is

- A cultural movement
- A set of integrated practices
- The right blend of automation and human interaction
- An open commitment to collaboration and cooperation
- An integration of agile, lean and service management

# DevOps is ITSM's Playmaker

*A “playmaker” controls the flow of the team’s offensive play and is often involved in passing moves which lead to goals.*

Wikipedia



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## ITSM is DevOps “Ever After”

# Automation is an Essential Element

*Automation enables consistency and speed.*



and many more...

*Shared access to testing, deployment, monitoring and ITSM tools expedites release cycles and prepares Ops for the long run.*



# The Bottom Line...



- We can deliver more business value by...
  - Breaking down silos
  - Reducing waste
  - Improving flow
  - Shortening feedback loops

***“DevOps is not only possible, it is necessary in the new world of business technology.”***

***Forrester Research***

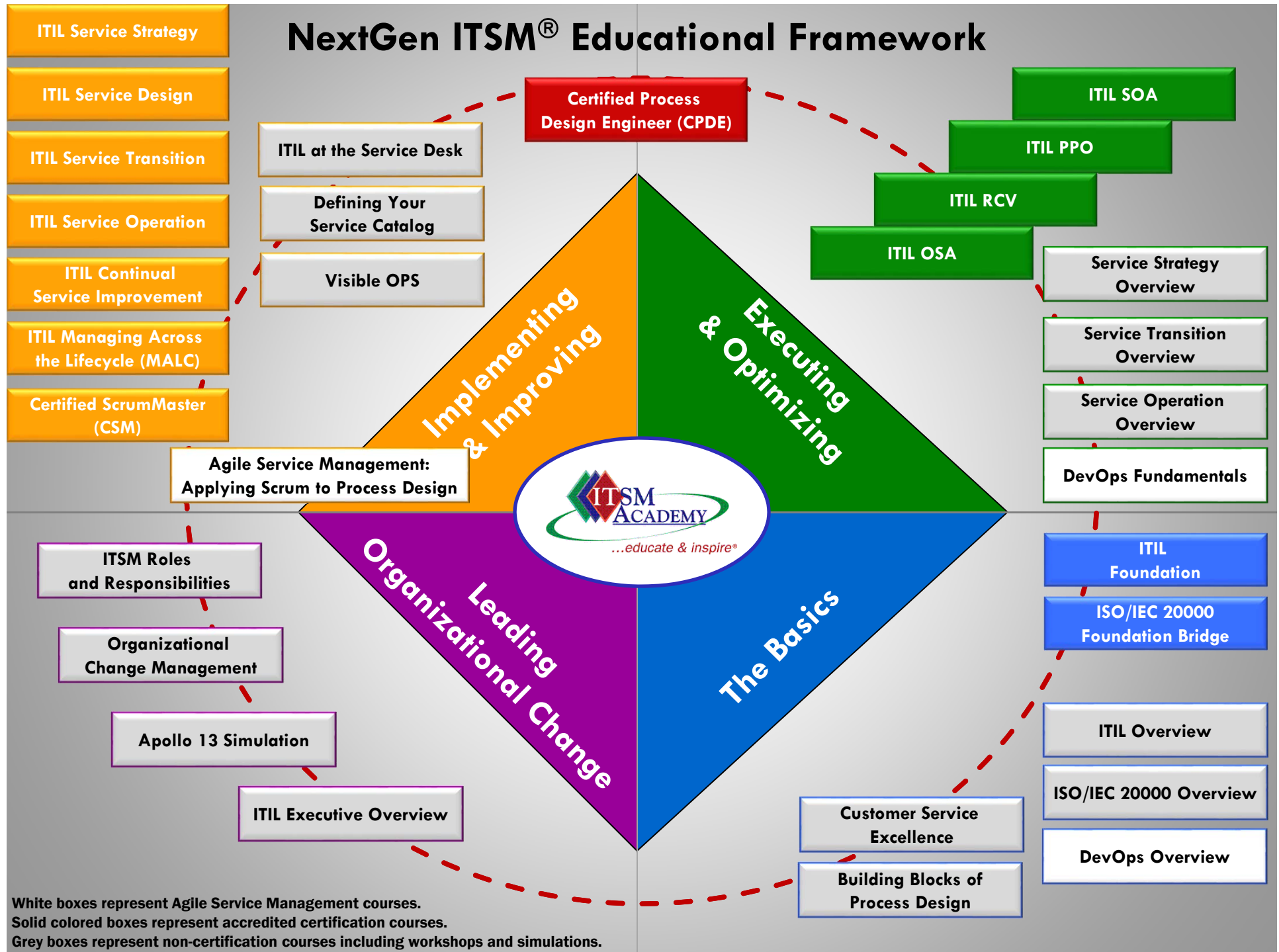


# Want to Learn More?



- New ITSM Academy Courses
  - DevOps Overview
  - DevOps Fundamentals
  - Certified ScrumMaster
  - Agile Service Management:  
Applying Scrum to Process Design

# NextGen ITSM® Educational Framework



# Let's Play a Game! Download the Ping virtual keypad

- Mobile – [www.c3ping.com/mobile](http://www.c3ping.com/mobile)
- Windows – [www.c3ping.com](http://www.c3ping.com) – download keypad
- Ping ID – 5381



**PING**  
Virtual Keypad Application  
(For your desktop and mobile devices)

PING MOBILE

DOWNLOAD FOR WINDOWS

DOWNLOAD FOR OSX

Need Help?

**PING Setup Instructions:**

[PING EXE Mode](#) (3MB)

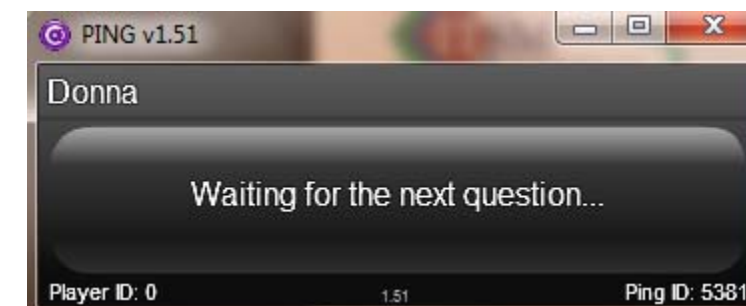
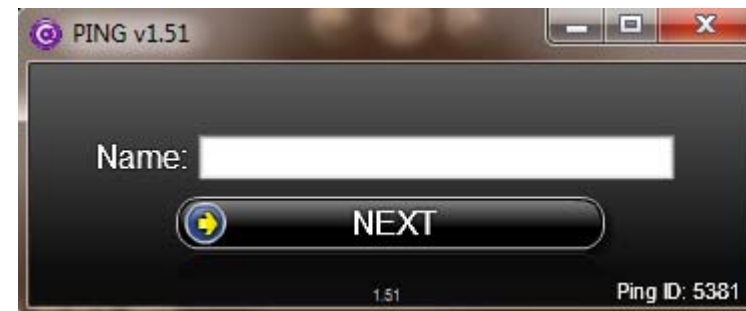
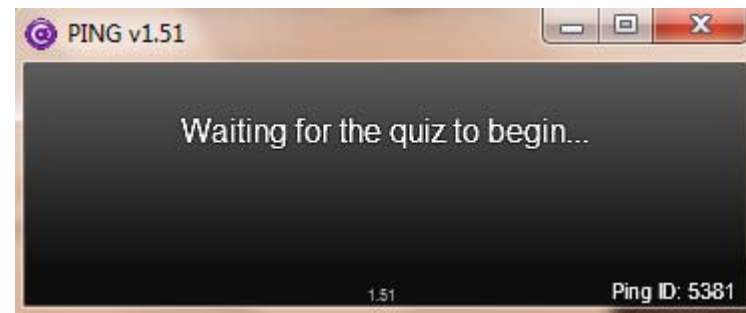
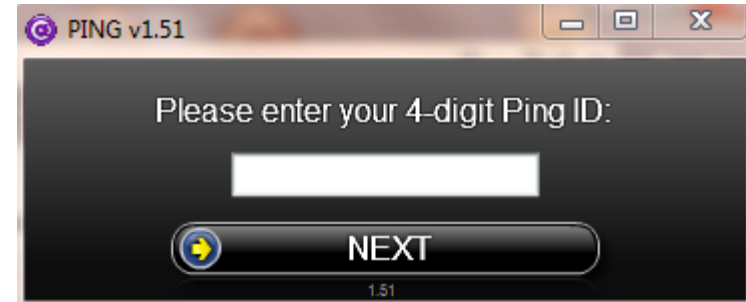
[PING HTML Mode](#) (3MB)

[PING Mobile Devices Mode](#) (2MB)



# Ping Virtual Keypad

- Ping ID – **5381**
- Wait for it...
- Submit your name
- Wait for it...



# Questions?



**For more information, email:**

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