



# Continuous Everyone

Engaging People Across the  
Continuous People Pipeline

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## About Me



**Board member and co-founder of the DevOps Institute, President of ITSM Academy, active trainer, ScrumMaster, ITIL® Expert and former IT Director. Author of the Agile Service Management Guide.**

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**The DevOps Institute is the global learning community for emerging DevOps practices. DOI's enterprise grade DevOps education, training and certification is being delivered worldwide through our channel of Registered Education Partners.**





# Culture Eats Strategy for Breakfast

(Peter Drucker)



# What is Organizational Culture?

The values and behaviors that contribute to the unique social and psychological environment of an organization.

[www.businessdictionary.com](http://www.businessdictionary.com)



***“You can’t directly change culture.  
But you can change behavior, and behavior becomes culture.”***

**Lloyd Taylor**

# Culture Influences How People



**At Work**



# IT's Current Culture



***Everyone wants to sit on the Iron Throne!***

Source: Game of Thrones  
George RR Martin and HBO

# What's The Root Cause of Cultural Fails?

*I'm so confused*



- Language barriers
- Tribal knowledge
- Poor communication
- Thick silos
- Disparate processes
- Incompatible automation
- Inadequate collaboration

***You can't automate the creativity of people but you can cage it inside thick organizational silos.***

# The Net Result



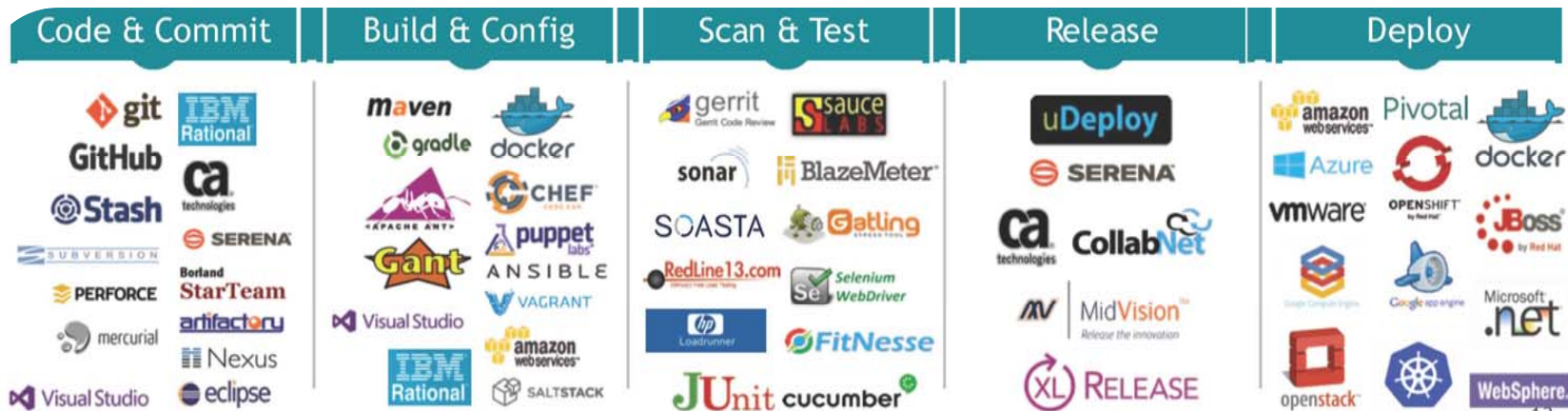
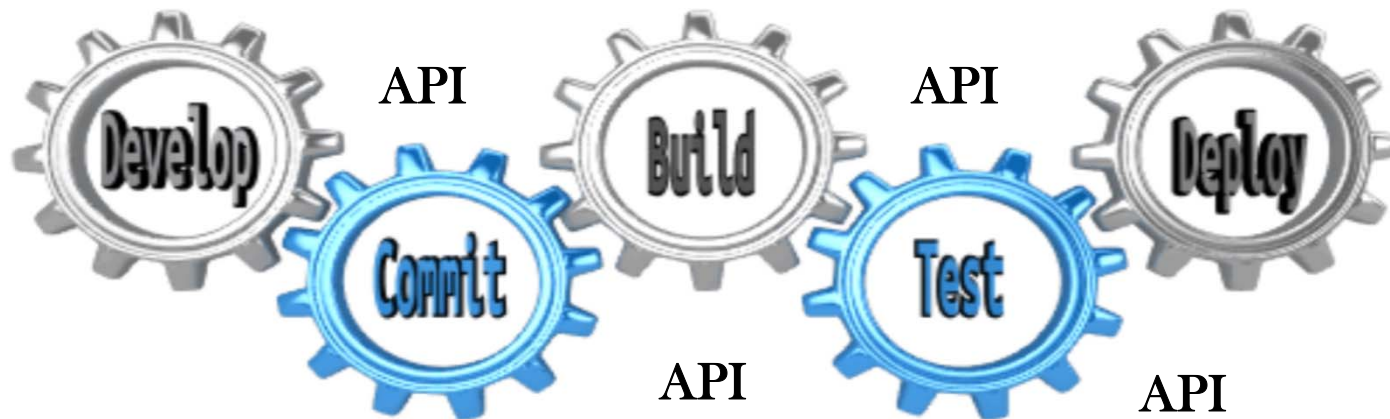
***Cultural debt occurs when cultural considerations are disregarded or deferred in favor of growth and innovation.***





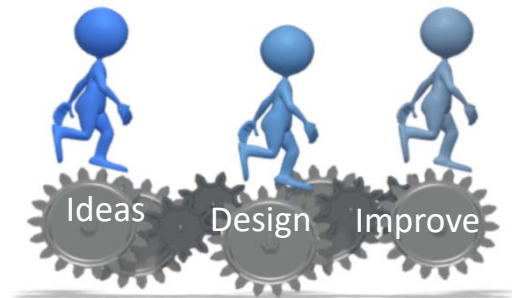
# The Continuous People Pipeline

# Classic Deployment Pipeline

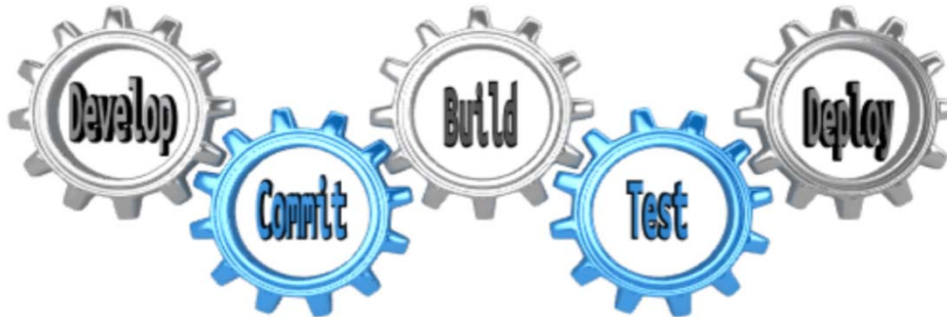


# Actual Deployment Pipeline

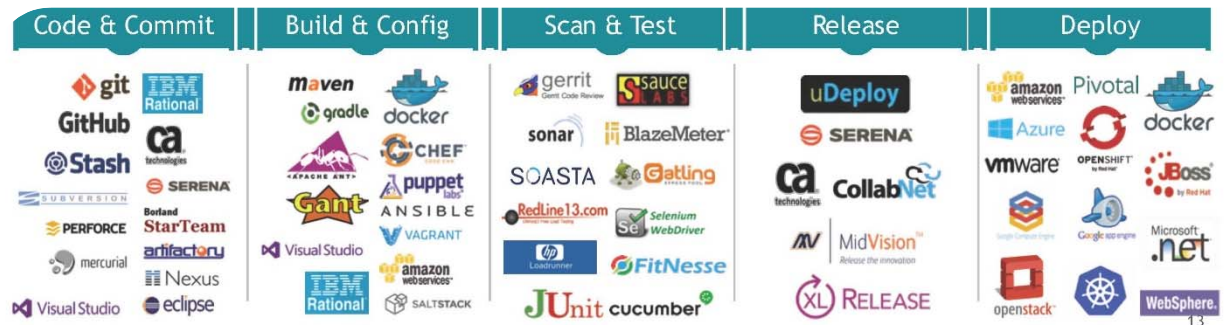
People



Process



Automation





*Let computers do the boring repetitive tasks.  
Let people solve problems and focus on high value activities.*

*Jez Humble, Continuous Delivery*



# APIs Are Not Just for Tools

The Human Engine Drives the Deployment Pipeline



***What about Application People Interfaces?***

# Continuous Engagement is Critical



- Only people can
  - Provide input and feedback
  - Design pipelines
  - Configure automation and APIs
  - Review test and other output
  - Design metrics
  - Facilitate feedback loops
  - Interface with the customer
  - Solve problems
  - Exchange ideas
  - Be innovative

***Continuous delivery processes and pipelines should not be built in isolation.***

# This Could Be The Beginning of a Beautiful Friendship

Control  
without  
being  
controlling

Talk to each other!

Create common  
vocabularies,  
processes and  
metrics

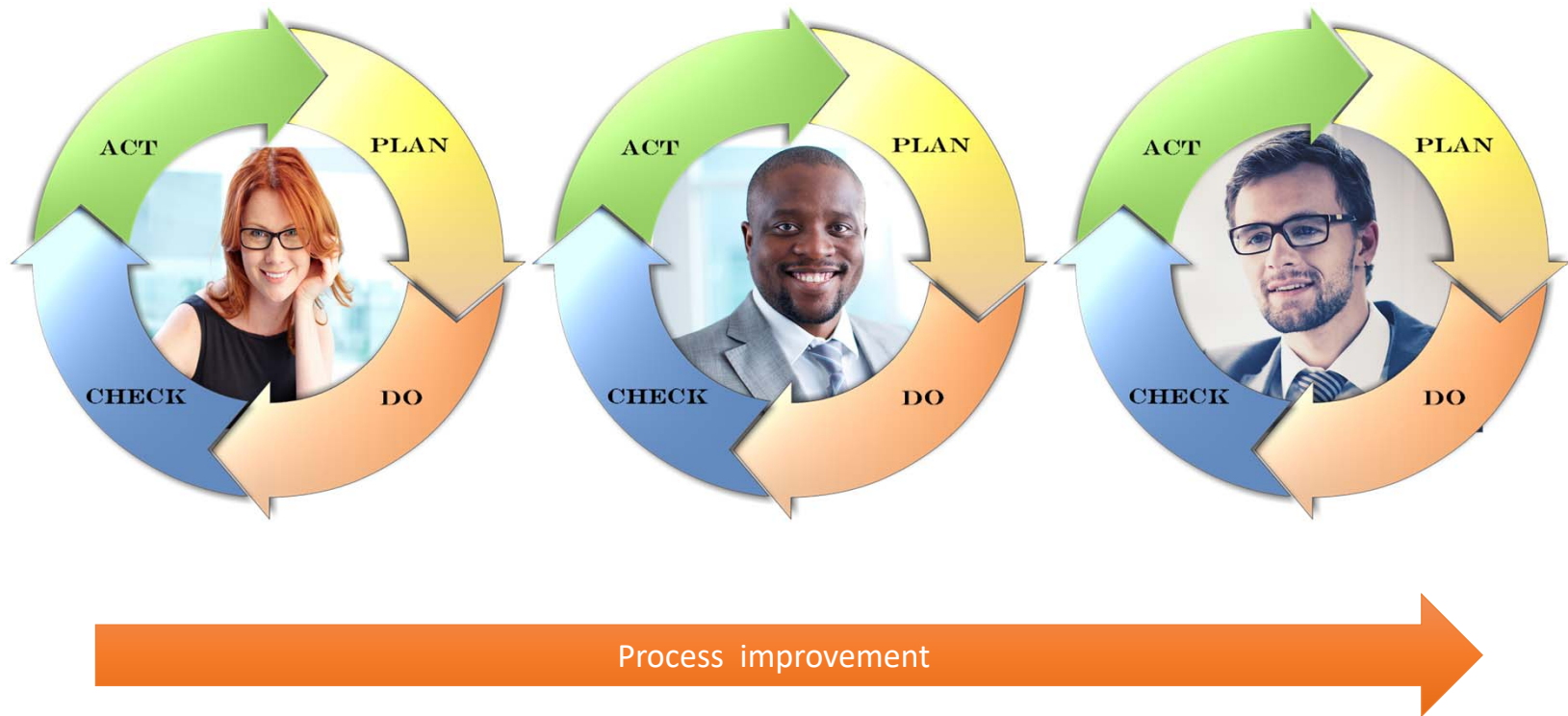
Trust each  
other's strengths,  
experiences,  
integrity and  
expertise

Share tools  
and knowledge





# ***Collaborate and Continually improve***



***The most important “continuous” of all***



# Thank You and Questions



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