Executive Summary

CI/CD

Ben Pfirrmann**

➢ Technical debt and operational challenges **hinder sustainable growth**
➢ **CI/CD** brings our software development to the **next level**
➢ **Community app pilot** (*UdaPeople Social*) outlined **goal support:**
   ○ **Increase uptime:** 95.3 % (UdaPeople App) to **99.93 %** (UdaPeople Social)
   ○ **30 %* ARR growth**
   ○ **Reduce time to market** for feature updates from **30 to 3 days (90 %)**

Executive Support Needed: initiate 1 year migration project towards CI/CD

* Anticipated from RevOps: less churn, higher RfP win rate
** Disclaimer: Numbers in this presentation are fictional to illustrate how CI/CD can meet growth goals for a SaaS business. This slide design template was taken from google slides and then modified.

1. Current Challenges and Goals

Current Challenges

- Average time to fix critical vulnerabilities and bugs: 35 days, de facto breaching our SLA
- Monthly uptime down from 98.7% to 95.3%
- 3/113 customers churned based on our SLA breach clause
- Lost RfPs as we could not offer the required uptime of 99.5%

Goals:

- Anticipated Sustainable ARR growth of 30% YoY
- Reduce time to market for feature updates from 30 to 3 days
- Increase update to 99%

2. CI/CD helps us to support two of our main goals for FY 22

What is CI/CD?

- Set of software components streamlining software development like an automotive factory:
    - Repeatable steps, guaranteed quality baseline (automated code scans & tests)
    - Reducing marginal cost for large number of customers

Benefits of CI/CD to UdaPeople

- Customer satisfaction for ARR growth and increased net retention
    - Automated tests increase our quality baseline and make software more reliable
    - Bugs and errors are spotted early-on increasing both security and reliability
- Speed (time to market)
    - *UdaPeople Social* pilot has demonstrated: features ready in 3 instead of 30 days

3. A three-month proof of concept has proven the value of CI/CD for *UdaPeople Social*

The new team that we brought on-board for our new community app *UdaPeople Social* ran a complete CI/CD pipeline

- Critical bug or vulnerability fixes are more "to the point" with an average fix time of 12 days (from 35 days)
- Monthly uptime 99.93 %
- CI/CD can be completely integrated with our existing GitHub landscape
- Reduce time to market for feature updates from 30 to 3 days

4. High Level Project Plan

- Q1 FY 24: UdaPeople Social squad to shift focus and hold focus workshops with other developers from UdaPeople App: identify technical debt, potential blockers, existing contractual requirements
- Q2 FY 24: Build a separate pipeline with CircleCI and configuration management via Ansible
- Q3 FY 24: Go-Live for test customers
- Q4 FY 24: Go-Live, move towards continuous "Blue Green Deployment Strategy"