

GitOps for a global team

Craig Dillon
Technological University Dublin
x00205790@mytudublin.ie
MSc. DevOps
Human and Organisational Skills
CA3

Contents

1 Document purpose	3
2 Creative approach	3
2.1: Presentation purpose	3
2.2 Presentation scope and limitations	3
3 Audience	3
3.1 Identify stakeholders	3
3.2 Stakeholder analysis	3
3.3 Stakeholder profiles	5
3.4 Persuasion techniques	5
4 Presentation style	6
4.1 Communication strategy	6
4.2 Presentation flow and content	7
References	9
Appendices	10
Appendix A: Tables & figures	10

Document purpose

The purpose of this document is to provide a structured and detailed overview of creating a presentation. The following topics will be covered;

- Identifying and catering to the audience
- Defining the presentation purpose
- Presentation Scope
- Crafting the presentation content
- Presentation styles

Creative approach

Presentation purpose

The presentation will be delivered to a group of stakeholders who form part of a recently formed global team. This group will include technical, non-technical staff at executive, management and engineer levels. The goal is to propose an innovative DevOps change program and successfully negotiate buy in from the stakeholders.

Presentation scope and limitations

The presentation proposes following GitOps practices within the newly formed team. There will be a focus on the current state of business, the proposed solution, the benefits both in terms of business operations and financials finishing up with a short proof-of-concept demonstration and call to action. Limitations include lack of technical knowledge amongst some stakeholders meaning the presentation will need to be engaging for both technical and non-technical audience members whilst effectively communicating key messages.

Audience

Identify stakeholders

The audience will be a group of stakeholders from 5 different groups which includes representatives from smaller teams within those groups.

Stakeholder analysis

There are several stakeholder groups in the audience meaning the presentation must be crafted to meet each individual needs. Performing a stakeholder analysis, a stakeholder profile and a stakeholder analysis matrix is key in creating a presentation that communicates key messages effectively.

Stakeholder/Team	Group	Description
DevOps Team	Development	Entire team
Infrastructure Team	Operations	Manager and senior team members
Quality Assurance (QA)	Development	QA manager and team lead
Development Team	Development	Entire team
Security Team	Security	Security team lead
Business execs	Business Management	CEO, CMO, CPO,
Technical execs	Business Management	CTO, COO, CIO, CDO
Service Desk	Operations	NOC manager and Team lead
Compliance Team	Security	Entire team
Project managers	PMO	Project managers assigned for creation of the new global team

Table 1: Key Stakeholder Groups

- Business executives - The business executives are responsible for setting business strategy, managing business operations and are responsible for corporate decisions
- Technical executives - Focused on the technology strategy and aligning with the business strategy
- DevOps Team - Collaborate with developers and operations teams to automate deployments and optimise development workflows
- Infrastructure Team - Manages and maintains the backend infrastructure like servers, networking, storage and other hardware components
- Development Team - Backend and frontend developers, focusing on application development, APIs, data processing, user interfaces and user experience
- QA Team - Test application quality across a wide range of use cases and develop test strategies
- Security Team - The Security Team is responsible for ensuring the applications and underlying infrastructure are secure, they design security best practices and perform penetration testing
- Service Desk - Frontline support, monitor service health and point of contact for customers
- Compliance Team - Ensures company follows relevant compliance regulations and performs audits and assessments
- Project Managers - Overseeing the transition to a global team, report to management and engage with team managers and other senior team members to ensure a successful migration

Table 2: Stakeholder strategy

Group	Interest	Influence	Strategy
Business Execs	Low	High	Keep Satisfied
Technical Execs	Moderate	High	Engage Closely
Service Desk	High	Moderate	Keep Informed
Infrastructure Team	Very High	Very High	Engage Closely
Development Team	Very High	Very High	Engage Closely
QA Team	Very High	Moderate	Keep Informed
Security Team	Moderate	Moderate	Monitor
DevOps Team	Very High	Very High	Engage Closely
Compliance Team	Moderate	Moderate	Monitor
Project Managers	High	Very High	Engage Closely

Stakeholder profiles

Performing a stakeholder profile allow the presenter to cater their messages to the audience, focusing on needs, concerns and priorities which provides direction and key messages to deliver during the presentation.

Table 3: Stakeholder profiles

Who	Needs	Concerns	Priorities
Business Execs	Strategic Alignment	ROI	Innovation
Technical Execs	Efficiency	Migration Challenges	Scalability
DevOps Team	Collaboration	Workflow disturbance	Automation
Infrastructure Team	Stability	Redundancy	Automation
Development Team	Collaboration	Migration delays	Speed
QA Team	Automation	Test coverage	Instant metrics
Security Team	Compliance	Security implications	Automated security checks
Service Desk	Communication	Service interruptions	Responsiveness
Compliance Team	Compliance	GitOps Auditing	Compliance standards
Project Managers	Project visibility	Delays	Strategic alignment

Persuasion techniques

It is important to identify a few key goals that apply to the audience on the whole, this includes addressing concerns as that will foster support and goodwill from the most concerned. Three goals that will be key in this presentation are;

- Efficiency benefits - all stakeholders will understand the benefits of an efficient workflow. Whether that is in terms of financial savings, business response times, simpler workflows or greater visibility.
- Redundancy - making such a large paradigm shift could unsettle many of the stakeholder groups, they may have concerns that their skills are no longer needed. It is extremely important to address this.

- Migration complexity - offer the solution as a staggered implementation. Identify services that can move and begin development of new services on the platform. Encourage collaboration and information sharing. Some services may not be able to move and will need to be replaced when the time comes to sunset those services, keep this in mind and make sure that point is clear.

Other methods of persuasion that will be useful in this presentation is speaking with authority and knowledge on the subject, providing a proof-of-concept, mindfulness of others concerns and inclusive wording like "we" and "us".

Presentation style

Communication strategy

After performing a detailed stakeholder profiling and analysis the communication strategy can be defined. For this presentation there will be a focus on clarity, empathy and a short demonstration because the proposal is a significant paradigm shift alongside a transition to a global team. It is key to present the formation of a new team as advantageous and an opportunity to embrace what is considered an *"Innovation Trigger"* by Gartner.

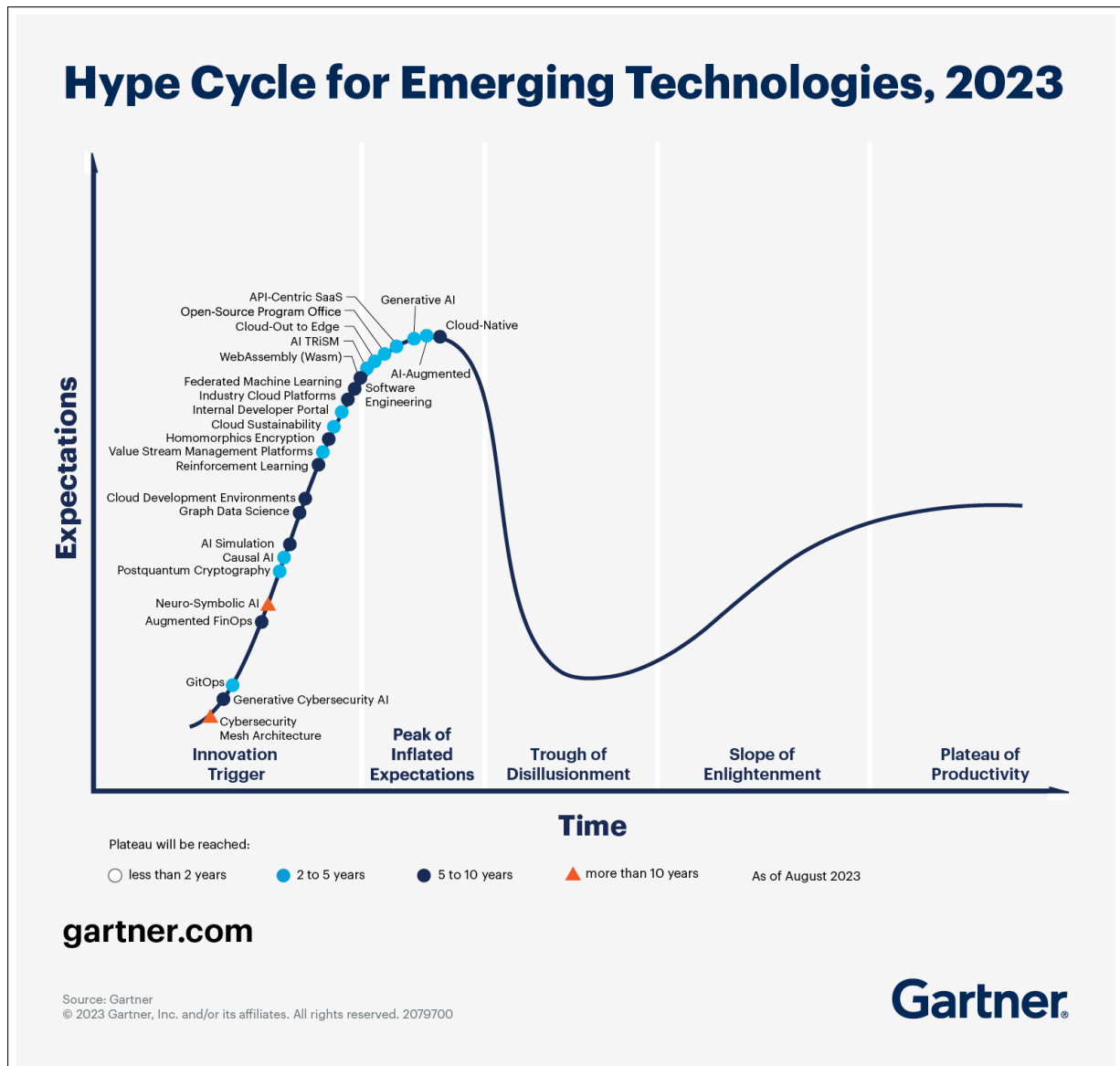


Figure 1: GitOps is considered an Innovation Trigger in 2023 by Gartner (Source: Perri (2023))

Presentation flow and content

Taking the previous analysis into consideration a presentation flow can be created.

- Slide 1 - Title, introduction
- Slide 2 - Problem statement, appeal to current bugbears amongst stakeholders
- Slide 3 - Solution proposal, empathise with a significant cultural shift but also present a positive outlook
- Slide 4 - Continue with positivity, opportunity, benefits
- Slide 5 - Consider risks with the proposal, target key concerns amongst stakeholders and present solutions. There is an opportunity here to promote learning of latest technology and methodologies

- Slide 6 - After targeting both the business and technical concerns present a financial analysis, this is an investment in the future to get ahead of the competition
- Slide 7 - Project roadmap, present a phased approach to avoid being overbearing
- Slide 8 - Short demonstration, provides a short introduction to the stack, creates familiarity and curiosity while also demonstrating efficiency possibilities. Offer more in depth demonstrations at a later date.
- Slide 9 - Wrap up, remember to use "we" and "us" language and open for Q&A
- Slide 10 - Q&A

References

Perri, L. (2023), '4 exciting new trends in the gartner emerging technologies hype cycle'. accessed 28/11/2023.

URL: <https://www.gartner.com/en/articles/what-s-new-in-the-2023-gartner-hype-cycle-for-emerging-technologies>

Appendix A: Tables & figures

List of Figures

1	GitOps is considered an Innovation Trigger in 2023 by Gartner (Source: Perri (2023))	7
---	--	---

List of Tables

1	Key Stakeholder Groups	4
2	Stakeholder strategy	5
3	Stakeholder profiles	5