

Data-Driven DevOps

Mining Machine Data for 'Metrics that Matter'

Andi Mann

@AndiMann

@Splunk



Culture
Automation
Measurement
Sharing

Automation



Measurement

Sharing

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BUT WHAT
SHOULD
YOU
MEASURE?

10+ Deploys Per Day: Dev and Ops Cooperation at **flickr**

John Allspaw & Paul Hammond
Velocity 2009

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Activity?

I'm working
super hard!!

That's my
stapler.

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Outcomes?

Yeah, but ...
... what are you
achieving?

I'm gonna need you
to come in Sunday.

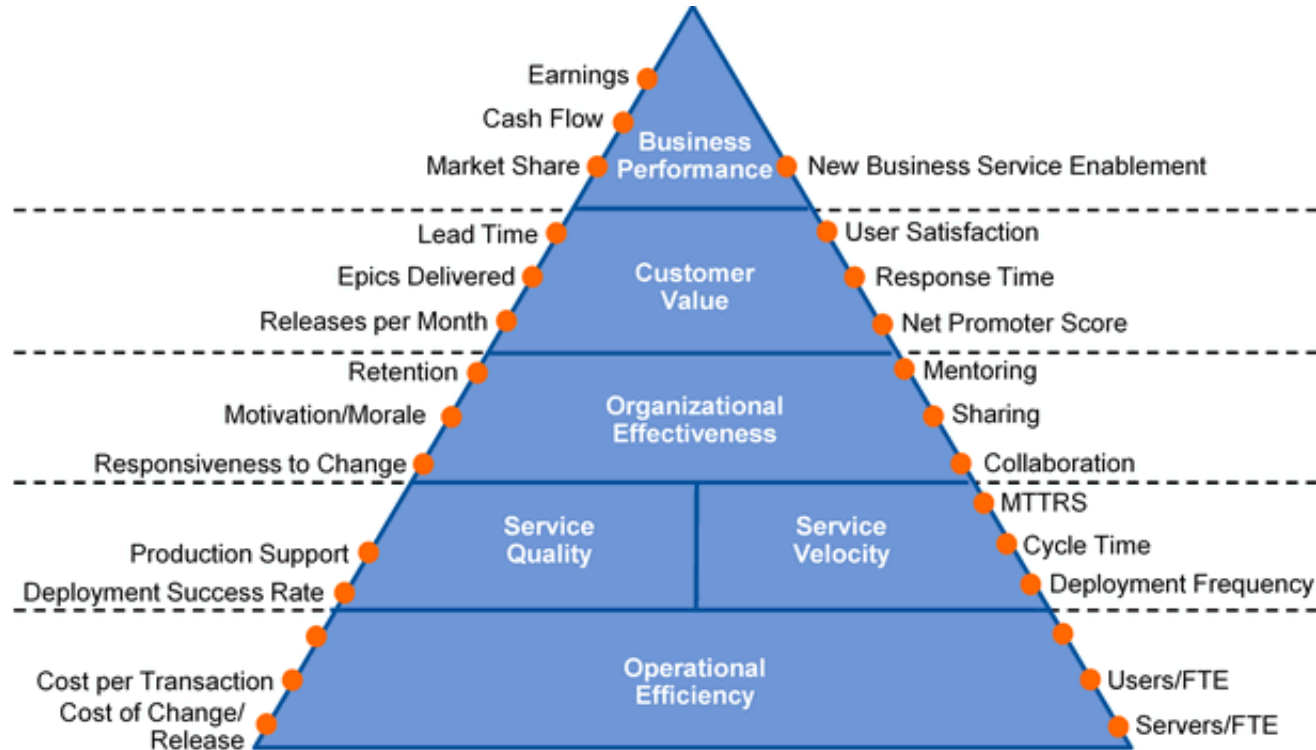
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Gartner's DevOps 'Metrics that Matter'



Gartner Inc., [Data-Driven DevOps: Use Metrics to Help Guide Your Journey](#), 29 May 2014 G00264319, Analyst(s): Cameron Haight | Tapati Bandopadhyay

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IDC's DevOps 'Metrics that Matter'

Q. *What business outcomes do you expect DevOps practices to deliver?*

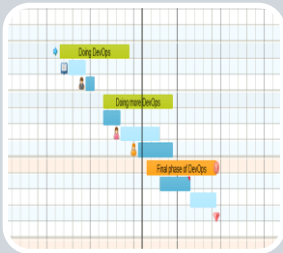
	% of Respondents
Improved customer experience	67
Lower IT costs	61
Improved employee productivity	44
Higher profits	39
Improved IT employee satisfaction	39
Faster/increased revenue growth	33
Improved security and risk mitigation	33
Improved career development	28
Higher service availability	22
Improved EPS	11

n = 18

Note: Multiple responses were allowed.

Source: IDC's DevOps Best Practice Metrics: Fortune 1000 Survey, December 2014

Some DevOps Metrics that Might Matter



Culture

e.g.

- Retention
- Satisfaction
- Callouts

Process

e.g.

- Idea-to-cash
- MTTR
- Deliver time

Quality

e.g.

- Tests passed
- Tests failed
- Best/worst

Systems

e.g.

- Throughput
- Uptime
- Build times

Activity

e.g.

- Commits
- Tests run
- Releases

Impact

e.g.

- Signups
- Checkouts
- Revenue

But DevOps Is Always a Unique Journey

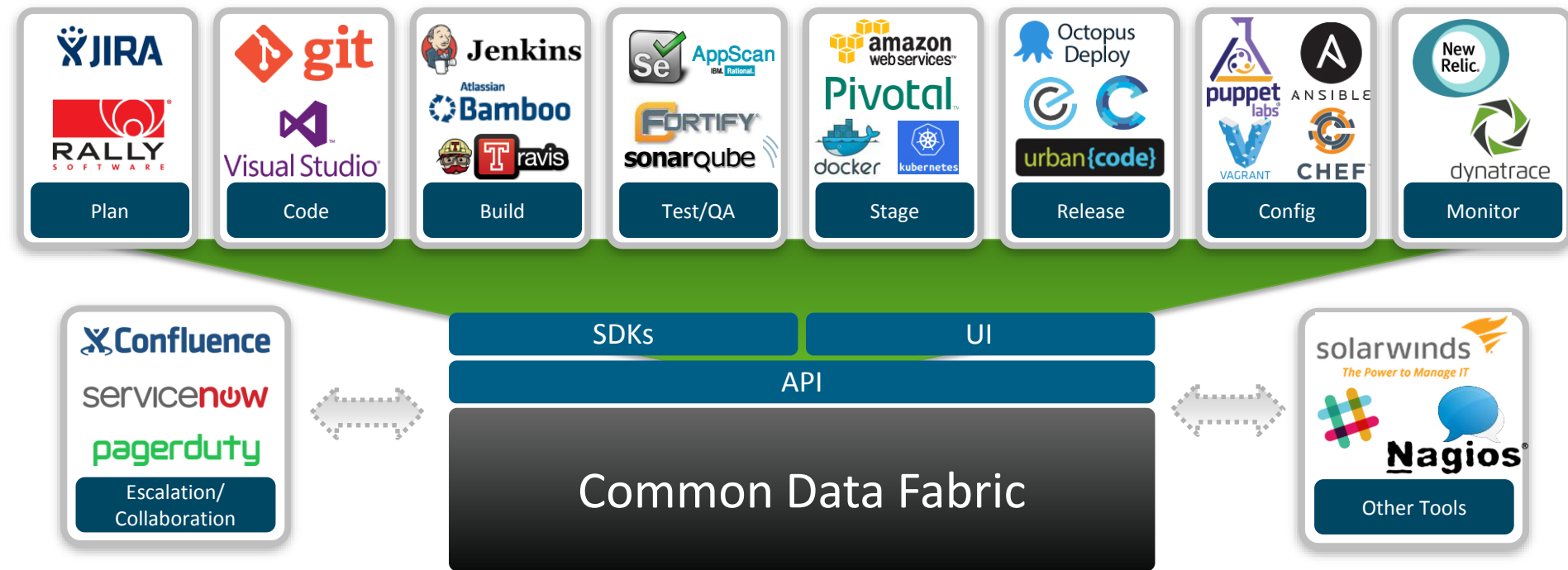
What Are Your
'Metrics That
Matter'?



One Constant: Machine Data

Every tool, every process, every
component, on-prem or off

Visibility Across the Whole Dev Lifecycle



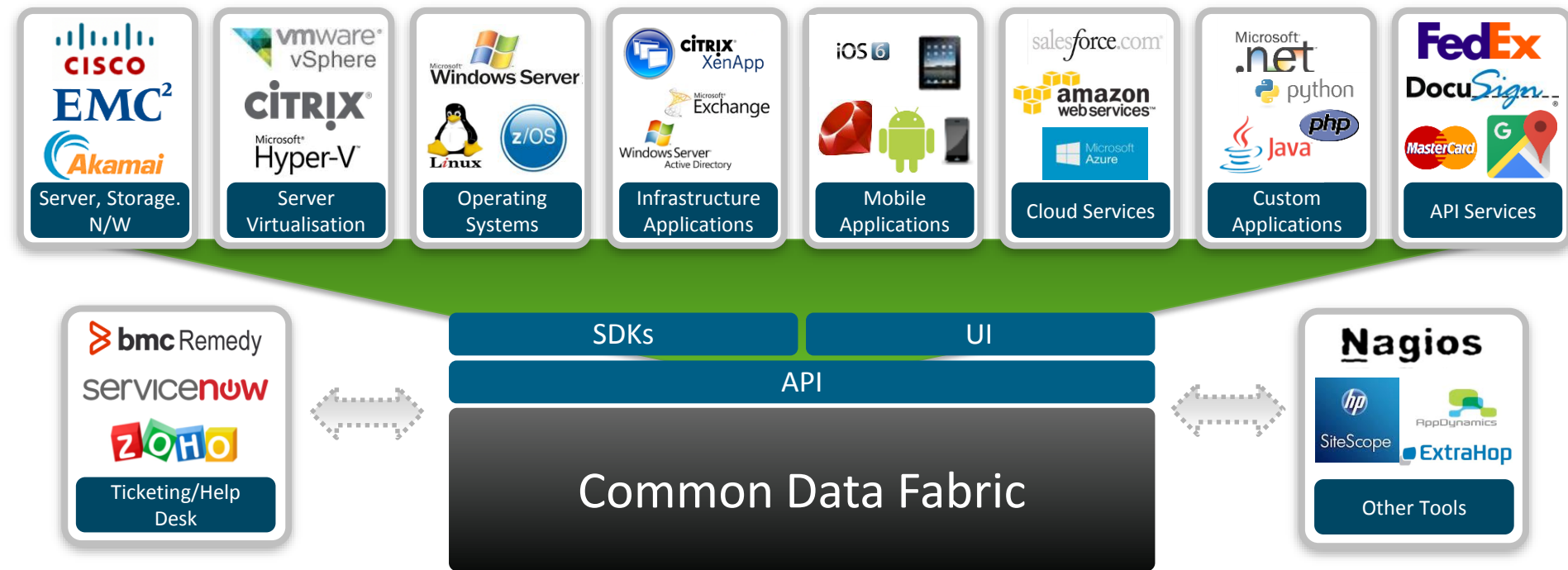
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Visibility Across the Whole Ops Environment



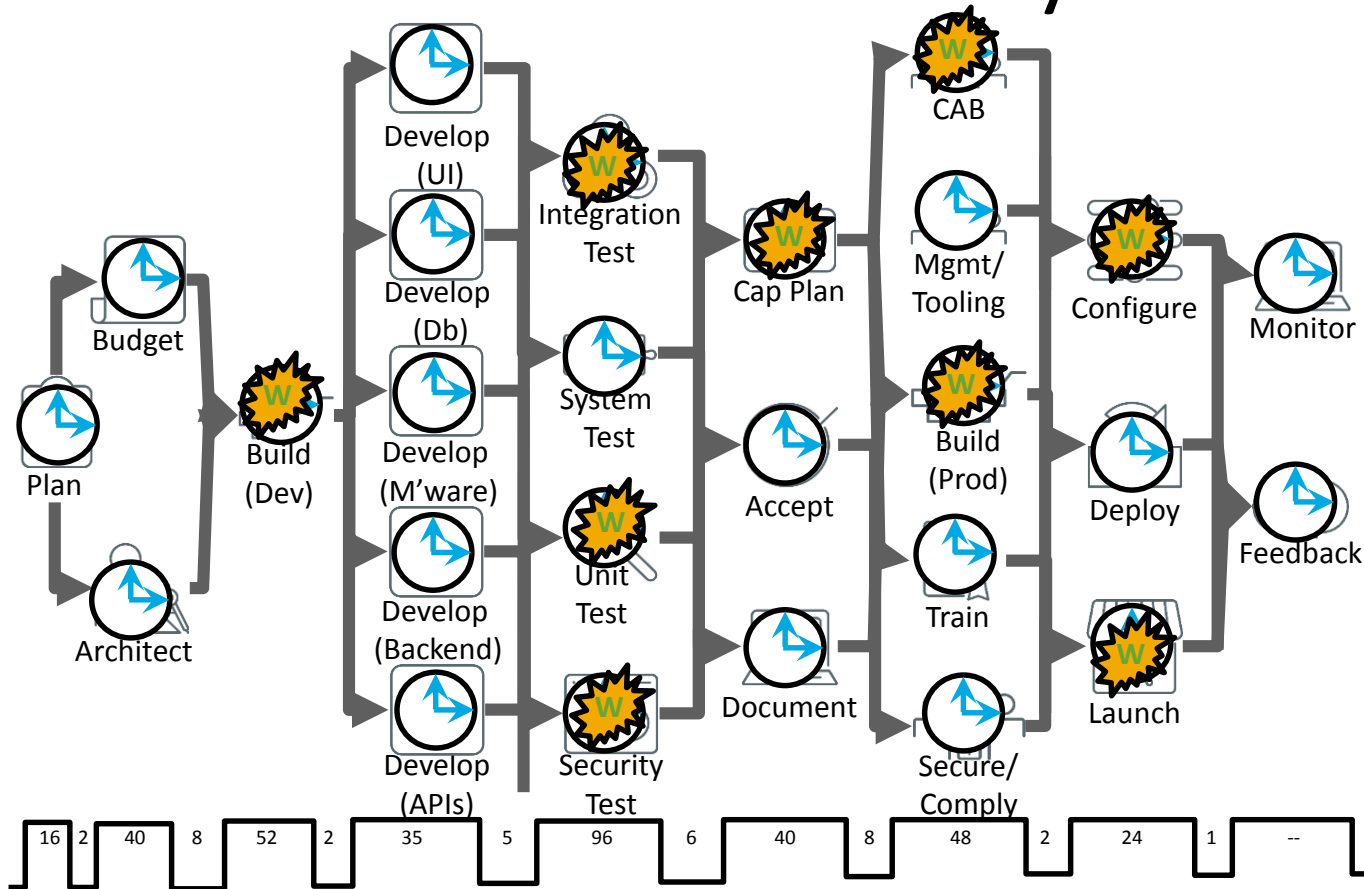
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Use Machine Data To Identify 'Waste'



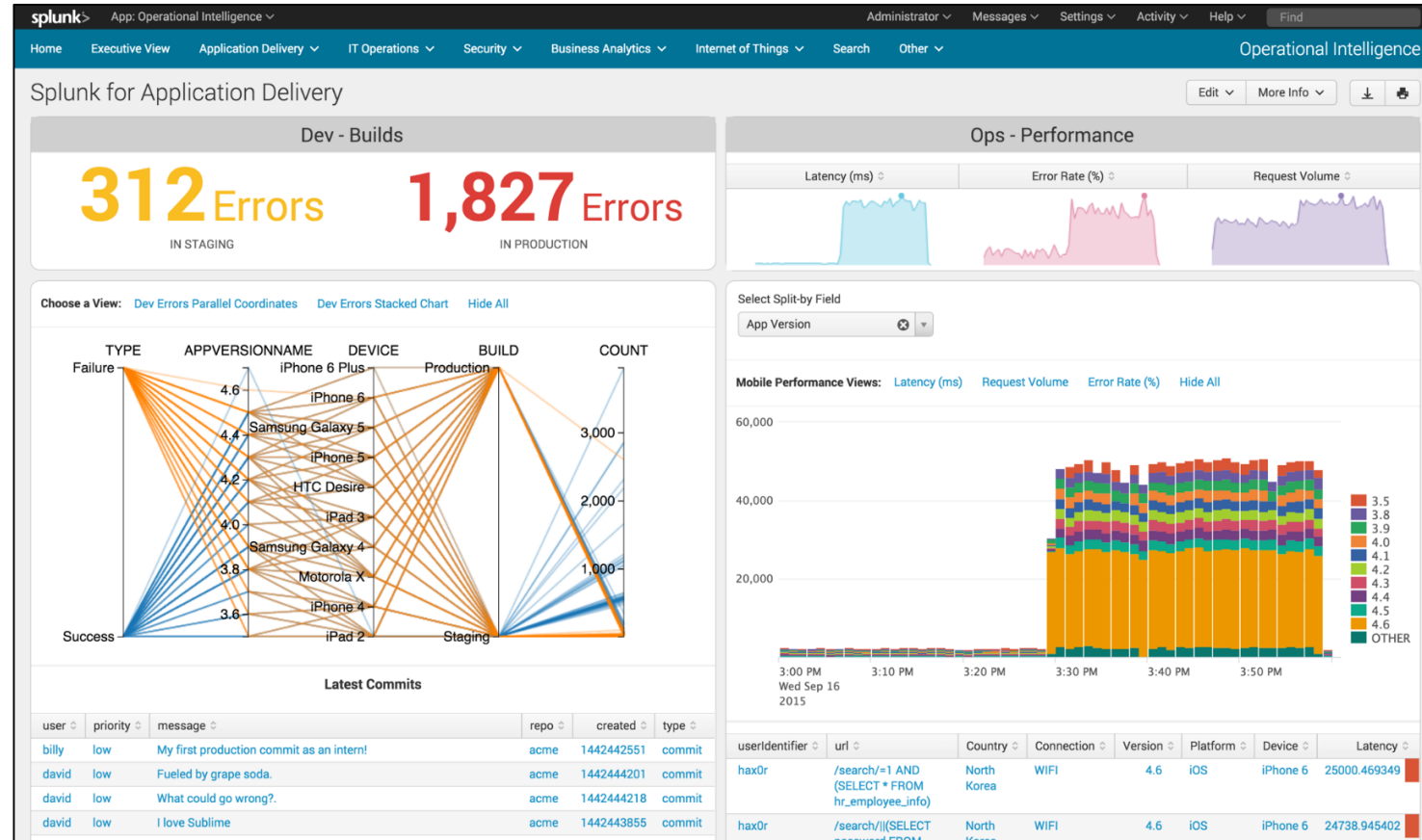
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Use Machine Data To Manage Testing and QA



- Release when *ready*, not a date!
- Best / worst developers
- Best / worst providers
- Impact of new code on ops
- Impact of new code on biz

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Use Machine Data To Enable Continuous Improvement

Application Development

Test and Acceptance

Production

Plan

Code

Build

Test/QA

Stage

Release

Config

Monitor

Enhancement
Requests

Defect
Information

Capacity
Planning

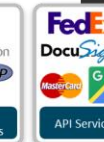
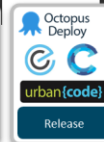
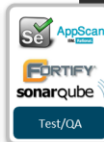
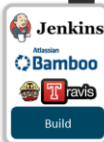
Quality
Standards

Integration
Requirements

Acceptance
Metrics

Infrastructure
Dependencies

Service Levels
and KPIs



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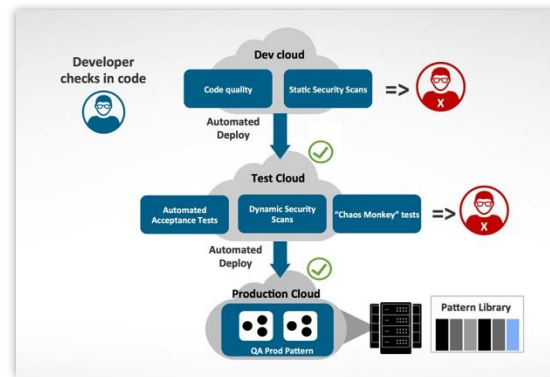
Use Machine Data To Accelerate Velocity



Product Managers
identify new
opportunities



Continuously delivered to market



**Pivot & improve with
Continuous Insights**



... and Auditors are “happy”

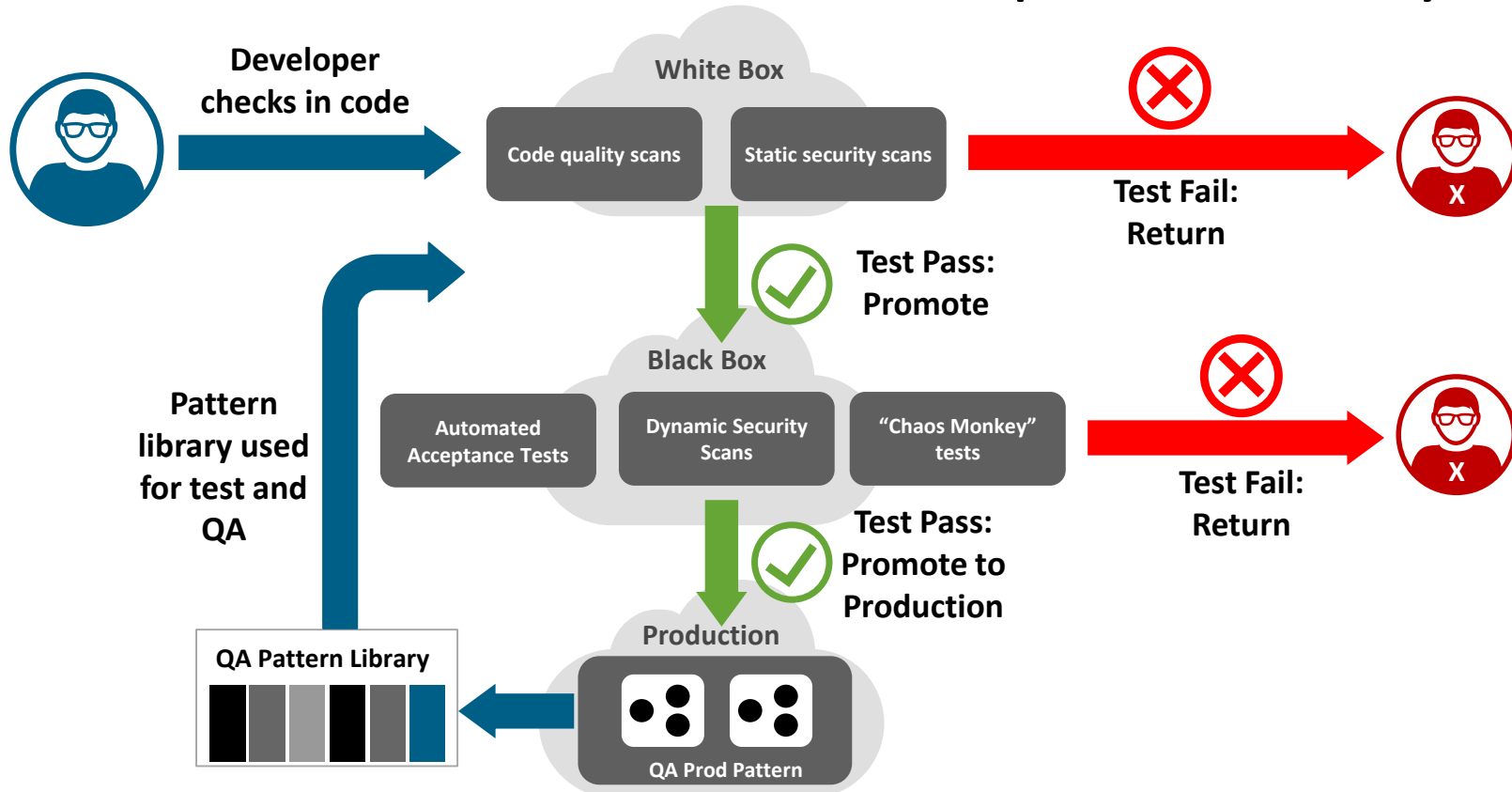
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Use Machine Data To Improve Quality



Use Machine Data To Align Business Impact



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Metrics that Matter Drive Better Feedback Loops



**Improve
Application
Velocity**



**Improve
Application
Quality**



**Improve
Application
Impact**



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@AndiMann

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We make machine data accessible,
usable, and valuable to everyone