**INFO 39784 RESEARCH ASSIGNMENT OPTION 1: DEV OPS**

**FALL 2020**

**Assignment Value: 25% of final grade**

**PREMISE**

**This research exercise will provide students with the opportunity to develop an approach to evaluate the current practices of I.T. operations.**

**Time will be allowed during class to discuss the development of this research and to aid in crafting the final paper.**

**You should consider this an opportunity to create a document that will aid a current or potential employer in introducing best practise models to an organisation.**

**Based on what you have learned about ITIL and DevOps, write a paper on the intersection of these two areas of best practice, to be given as a playbook to an enterprise such as Megacorp. As a first reference, you can read Paul Dooley’s white paper on this topic. Please fabricate/change company names if you are drawing on professional experience.**

**To add a group focus teams are required to use their organizational structure for the ‘Mega Corp’ Assignment. If team members come from different MegaCorp groups, please pick one organizational structure to base the paper on.**

**Groups can be of size 1, 2, 3, 4 or 5. A Group size of 3 or 4 is recommended. You may use your Capstone group, Megacorp group or form a new group. The same mark will be assigned to each group member so please manage your groups accordingly.**

**PROCESS**

DevOps is a growing area that aims to bridge standard software engineering practices with practical issues of release and deployment management. ITIL aims to provide a framework on which to base best practices for service delivery within an organization. Ultimately, DevOps does not yet have such a standardized framework for the delivery of services that support its operations. Yet, there are definitely some overlapping points and still some gaps in terms of best practices in this area. Submit a paper outlining your best practices for the integration of DevOps into ITIL by choosing two processes within ITIL to improve in such a way that they will serve as a framework for supporting DevOps in an organization.

This research should be done in a group format – maximum group size will be five people.

1. Review materials on DevOps and ITIL (start with the white paper by Paul M. Dooley) and give a brief context on how that would be applicable to a company with the same parameters as your MegaCorp (same Org structure at least).
2. Review the ITIL v3. From a group perspective choose at least 2 processes you would change to include best practices specifically related to DevOps. Define the processes and then outline the changes. You may select from any of the processes that we have covered or from other areas of ITIL (while there are lots of ‘frameworks’ out there please use only ITIL for this review). You must be familiar enough with the material to provide documentation and rationale as to why you have chosen the particular process (see report format - below)
3. Include measures on how you will establish success/failure in the implementation of these process changes/updates. Be as specific as possible
4. Use your organisational structure developed for the Mega Corp exercise to indicate what areas and resources (be sure to attach department names and individual names) that are to be used to institute your improvements.

**PRODUCT/REPORT**

Your final report utilising standard report format will include the following information:

1. An overview of the term DevOps and how it relates to your paper. Specifically state how you interpret “the intersection of DevOps and ITIL”.
2. Describe your chosen processes as they relate to (1)
3. Describe the changes you will make to these two processes to better support DevOps
4. Provide a rationale / reason for why your team feels that these 2 (or more) processes represent the best choices to implement for maximum integration. Indicate what resources and areas you will need support from using your MegaCorp structure.
5. Your measures of success or failure, with examples. If you use a survey, include a sample survey. Any hard or soft metrics and how they will be used.
6. Briefly conclude your document by providing a final recommendation and list any shortcomings/ potential risks in your proposal.

PAGES: not to exceed 12 pages

Cover Page

TOC

INTRO

OVERVIEW/CONTEXT OF PROPOSAL

PROCESSES

IMRPOVEMENTS SPECIFIC TO SUPPORTING DEVOPS

RATIONALE

RESOUCRES/ORG STRUCTURE

MEASURES

CONCLUSION

BIBLIOGRAPHY (Must uses APA style citations)

Grading Rubric to be provided through SLATE