

An Enterprise Architecture perspective

Amsterdam, 2022

Management summary

“It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change.”¹

Setting the scene

In the current world of IT and the development of IT-related products or services, companies from enterprise level to smaller sizes are starting to use the DevOps processes and methods as a part of their day-to-day organization process.

The goal is to reduce the time involved in all the software development phases, to achieve greater application stability and faster development cycles.

However not only on the technical side of the organization is DevOps changing the playing field, also an organizational change that involves merging development and operations teams is required with a hint of cultural changes.

And last, but not least, the skillset of all people involved is changing.

¹ Charles Darwin

Goal of this Point of View

This point of view aims to create awareness around the transformation towards the DevOps way-of-working, to help gain understanding what DevOps is, why you need it and what is needed to implement DevOps.

An Enterprise Architecture perspective

Even though it is DevOps from an Enterprise Architecture perspective, this material has been gathered from our experiences with customers, combined with knowledge from subject matter experts and theory from within and outside Deloitte.

Targeted audience

It is specifically for the people within Deloitte that want to use this as an accelerator for conversations & proposals and to get in contact with the people who have performed these type of projects.

By all means, it is a deck that can be shared within Deloitte and with our customers to provide a more holistic view.

DevOps practitioners

For questions or remarks, feel free to reach out to our DevOps practitioners



Mark Maijs

DevOps Overall Lead

Director
Technology, Strategy &
Transformation
Deloitte Consulting
+31 6 83 89 02 14
mmaijs@deloitte.nl



Donald Pondman

DevOps Transformation

Manager
Technology, Strategy &
Transformation
Deloitte Consulting
+31 6 83 33 02 56
dpondman@deloitte.nl



Sebastiaan Teerenstra

DevOps Process & People

Senior Consultant
Technology, Strategy &
Transformation
Deloitte Consulting
+31 6 22 98 09 09
steerenstra@deloitte.nl



Marlies Quekel

*DevOps Organization &
Team Setup*

Consultant
Technology, Strategy &
Transformation
Deloitte Consulting
+31 6 50 07 02 16
mquekel@deloitte.nl



Lianne Veenhuis

Test Management

Business Analyst
Technology, Strategy &
Transformation
Deloitte Consulting
+31 6 156 904 09
lveenhuis@deloitte.nl

Contents

| | |
|------------------------------------|----|
| What is DevOps? | 5 |
| Why do I need DevOps? | 9 |
| Where is DevOps applicable? | 12 |
| What is needed for DevOps to work? | 14 |
| • People | 16 |
| • Process | 24 |
| • Technology | 27 |
| • Operating Model | 33 |
| How do I implement DevOps? | 38 |
| Deloitte Accelerators | 42 |
| Client Examples | 46 |



What is DevOps?

What is DevOps?

DevOps is a new way-of-working that improves value delivery for the customer and enables benefits for both development and operations

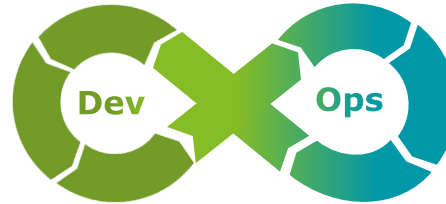
Definition

DevOps is a new approach to optimize and manage end-to-end service delivery and operations. It applies a set of principles to transform the entire software delivery lifecycle to introduce new practices enabled by technology

DevOps principles

- Culture of shared responsibility and collaboration
- End-to-end ownership of services
- Multi-disciplinary teams
- Incremental value delivery
- Flow optimization in the delivery process
- Automate (almost) everything
- Measurement of everything
- Continuous improvement

Software Delivery Lifecycle



New DevOps practices:

- Continuous Integration
- Continuous Testing
- Continuous Delivery
- Continuous Operations



Applying DevOps principles to the SDLC lead to new practices that benefit both Development and Operations

Goal

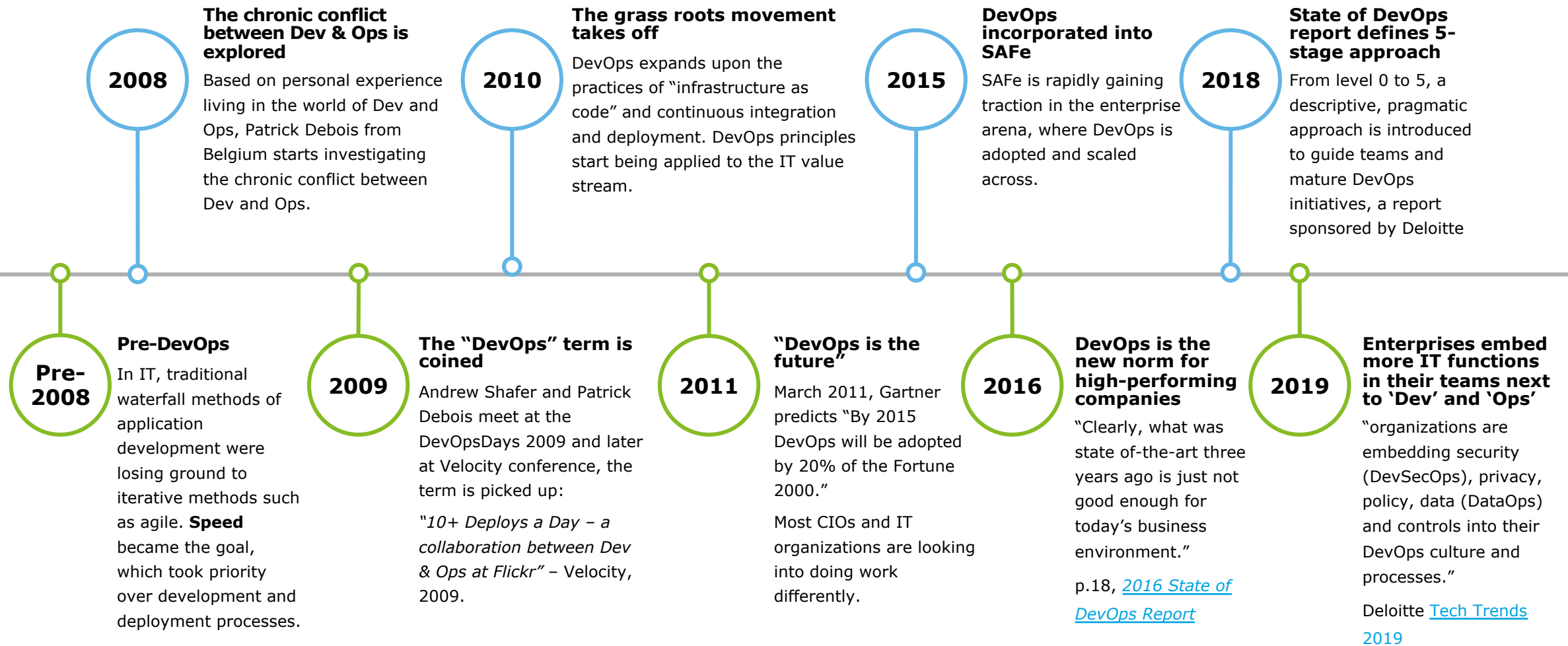
DevOps primary goal is to improve the flow from an idea towards value for the customer, enabled by an environment in which multidisciplinary teams work collaboratively to continuously deliver high quality solutions, in a faster pace, that qualify for operations

Benefits

- Increases the frequency and quality of deployments and releases
- Improves innovation and risk-taking
- Realizes faster time to market
- Improves solution quality and operational reliability
- Improves the Mean Time to Recover (MTTR)

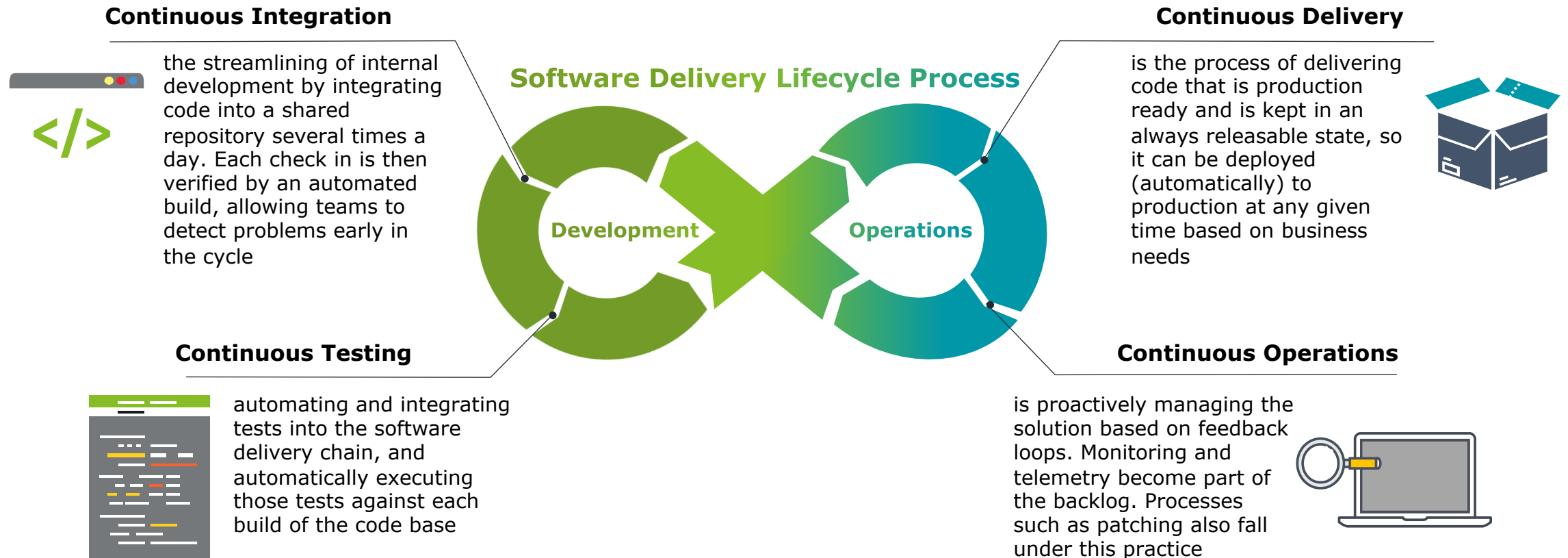
The History of DevOps

DevOps is becoming the norm in software delivery and is increasingly being adopted & matured across enterprises, becoming the new best practice



DevOps practices

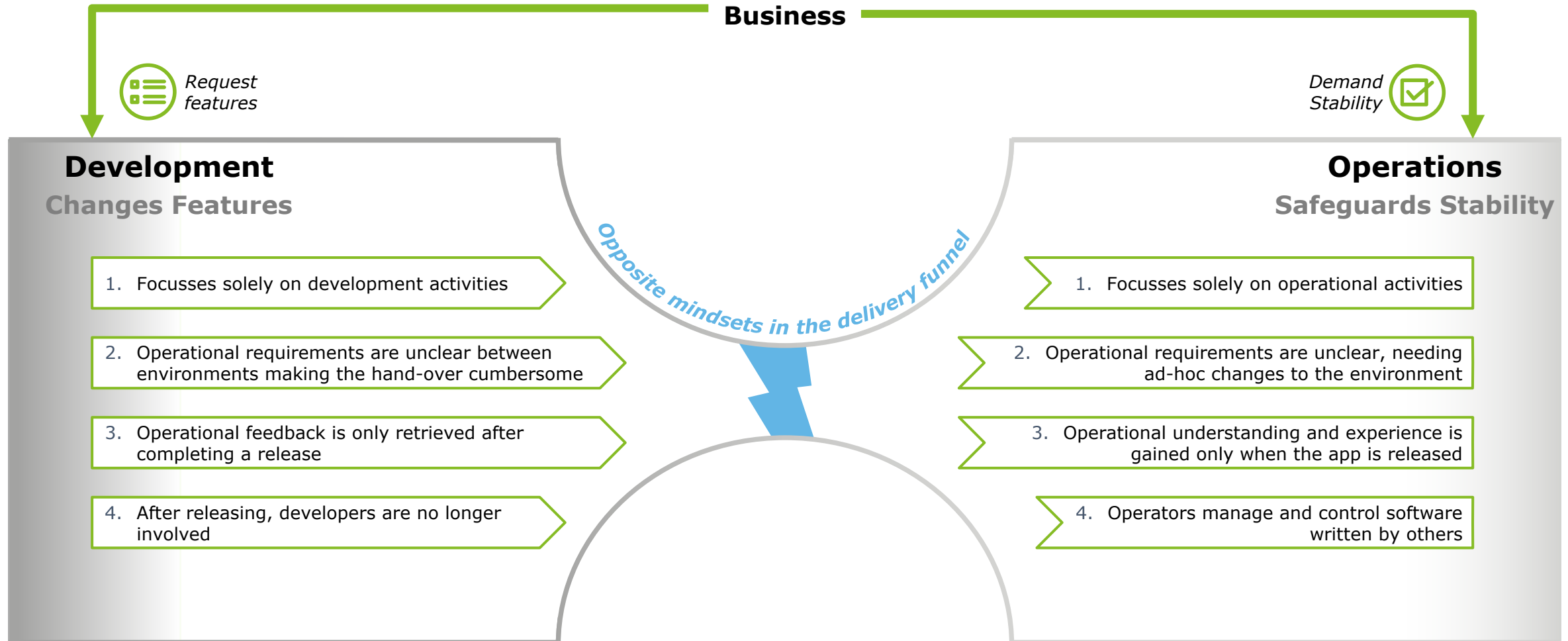
DevOps practices apply continuous automation cycles throughout software development and operations processes



Why do I need DevOps?

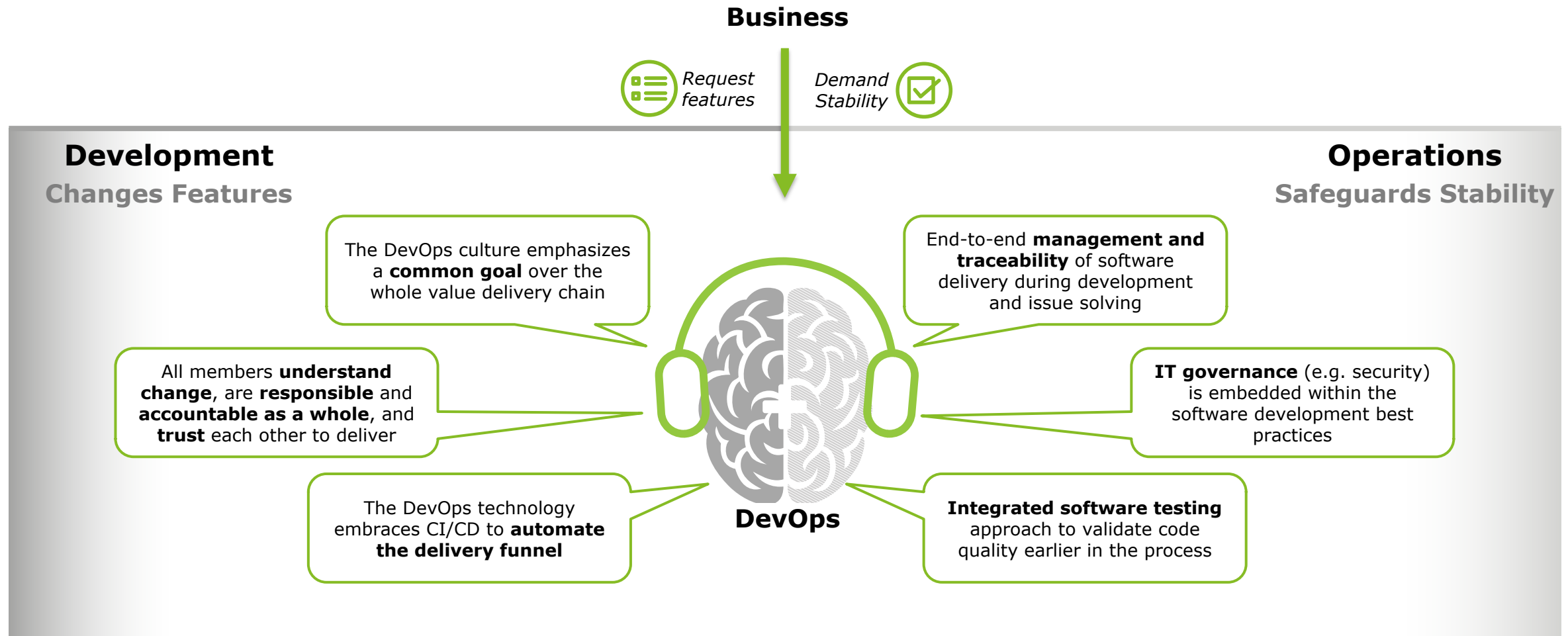
Traditional function separation for Development and Operations

Prior to DevOps change release frequency was low, Development and Operations worked separately to serve business demands, having completely opposite mindsets



DevOps unifies the mindset of Development and Operations

Today business wants to release on demand. With DevOps, both functions continuously collaborate to align business demands within the software delivery lifecycle



Where is DevOps applicable?

Indicators for DevOps Applicability

Several indicators help to determine if DevOps is applicable for your organization

DevOps is Applicable

Management trusts delivery teams to work autonomously and only shares a product vision

Multiple teams are responsible to manage the end-to-end lifecycle of a single product

Environments where IT solutions are changing rapidly

An incremental delivery process that focuses on early value delivery

Desired product end-state is unknown, changing business requirements give guidance on steering development

People have great affinity with software and technology and are not change averse

Product is software that could be delivered as-a-service

Leadership style

Team composition

Change rate

Delivery process

Business uncertainty

Change willingness

Product type

Indicator

DevOps is Not Applicable

Management requires direct involvement in the delivery process and makes all decisions

Product or service delivery does not require a multi disciplinary (cross-functional) team

Environments where IT solutions have low change rate

Your delivery process has many sequential constraints, where outputs equal required inputs for consecutive process steps

Desired product end-state is known and business requirements do not often change

People have no affinity for new technologies, and are change averse

Products are tangible, typically consisting of semi-finished products provisioned by multiple partners that don't have a direct relation with each other

What is needed for DevOps to work?

DevOps dimensions

The DevOps operating model is structured along People, Process and Technology, each dimension is necessary for successful DevOps

Process



Establish standardized interconnected process in the software development (and operation) lifecycle

- Continuous Everything: integration, delivery, testing, monitoring, release management and planning
- Continuous Integration and Continuous Delivery are key to build quality into DevOps processes
- Establish interconnected processes across all phases of development and operations for consistent and predictable deployments

Technology



Improve toolset to support the delivery and automation of the process specifically to accelerate software delivery activities

- Container based delivery and immutable infrastructure blocks
- Leverage the vast DevOps tooling landscape to automate and support Continuous Integration and Continuous Delivery and minimize user intervention
- Support of dynamic environment configuration to help remediate the current bottleneck in testing environment availability

People



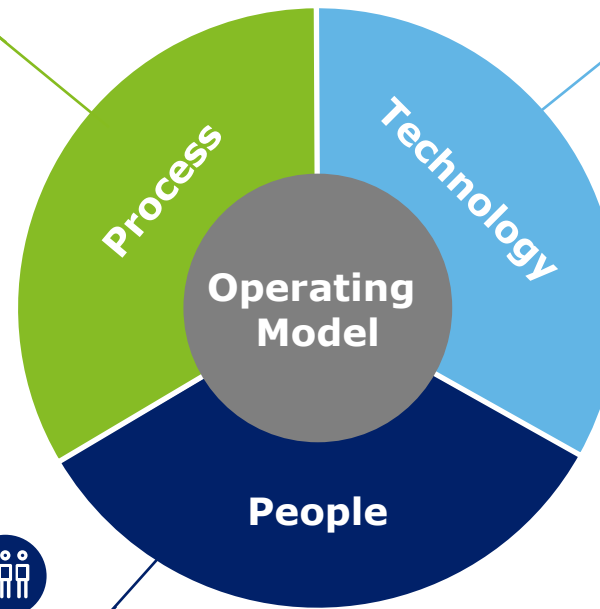
Establish a DevOps Organization & Culture with cross-functional teams that are open and trustful

- T-shaped employees
- Foster continuous learning and development to build cross functional capabilities and a mindset open to continuous change
- Transformational leadership & balanced metrics to drive DevOps culture
- Open and transparent communication enable feedback and short learning cycles

Operating Model



- People, Process and Technology combined in a governance model for the DevOps way-of-working
- Teams deliver services end-to-end in the DevOps Target Operating Model



People

DevOps Organization & Culture



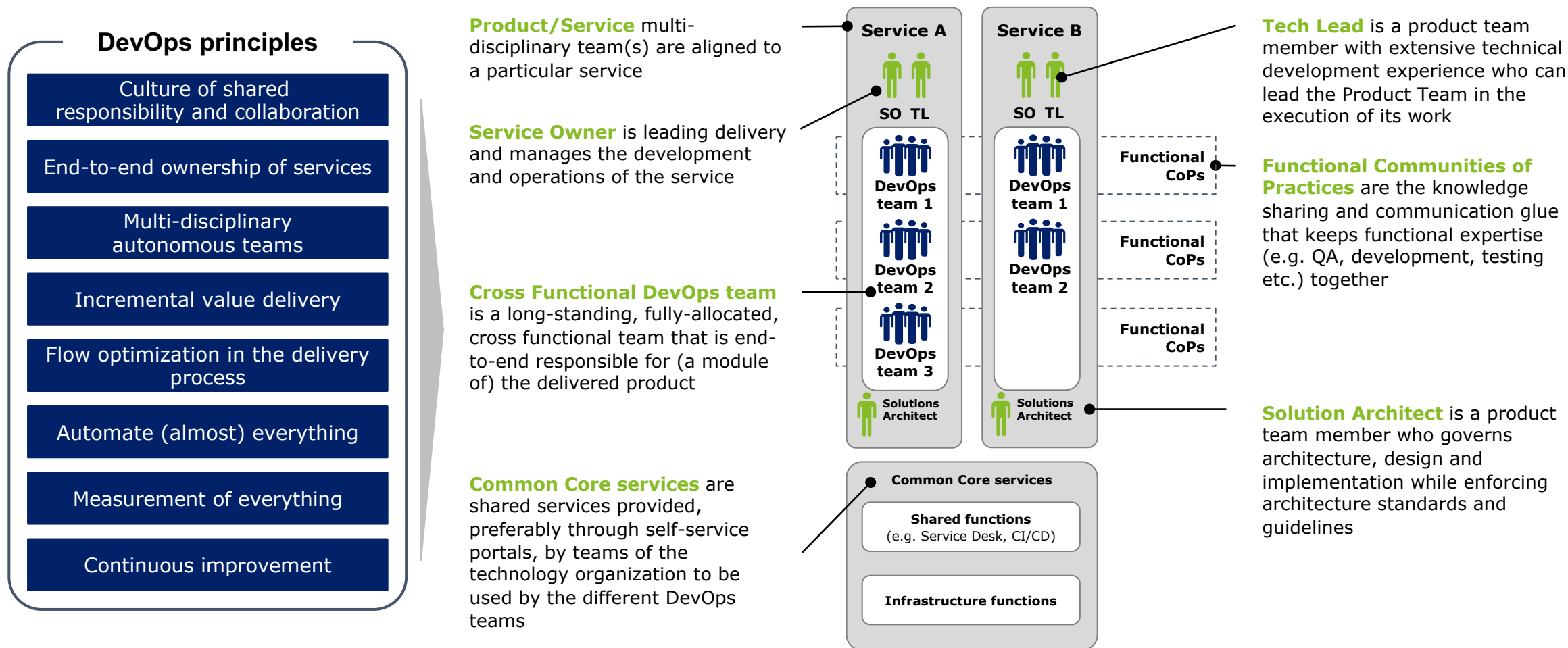
The principles of the DevOps way-of-working have extensive implications on the organization structure, as well as on the culture of the workforce

| DevOps principle | Implication for Organization & Culture |
|-----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Culture of shared responsibility and collaboration | Teams are accountable for progress and output, not an individual team member. Team setup is persistent and co-located to improve collaboration and performance. |
| End-to-end ownership of services | Team resources are allocated by services instead of organizational functions. Teams take end-to-end accountability and responsibility (vertically integrated) for the delivery of a service. |
| Multi-disciplinary autonomous teams | Teams are setup vertically, end-to-end responsible for the whole lifecycle of a product. It contains balanced T-shaped skilled personnel from various domains (cross-functional) to achieve its targets. |
| Incremental value delivery | Work is broken down into small pieces to continuously deliver value to the business using iterative and frequent releases. |
| Flow optimization in the delivery process | Elimination of waste, shift left and limit work in progress optimizes the flow in the delivery process. Teams test as early and as often as possible, minimize handoffs and maximize checkpoints to reduce dependencies and risks. |
| Automate (almost) everything | Tools automate as many tasks and process steps as possible in the delivery process to drastically reduce time, effort, and risk of human errors. |
| Measurement of everything | Everything is monitored and measured by a balanced metric system focused on the speed and stability of service delivery. |
| Continuous improvement | Teams organize retrospectives, (automated) feedback loops, and touchpoints with the business in order to continuously improve their delivery and way-of-working. |

DevOps principles are the starting point for an organization structure



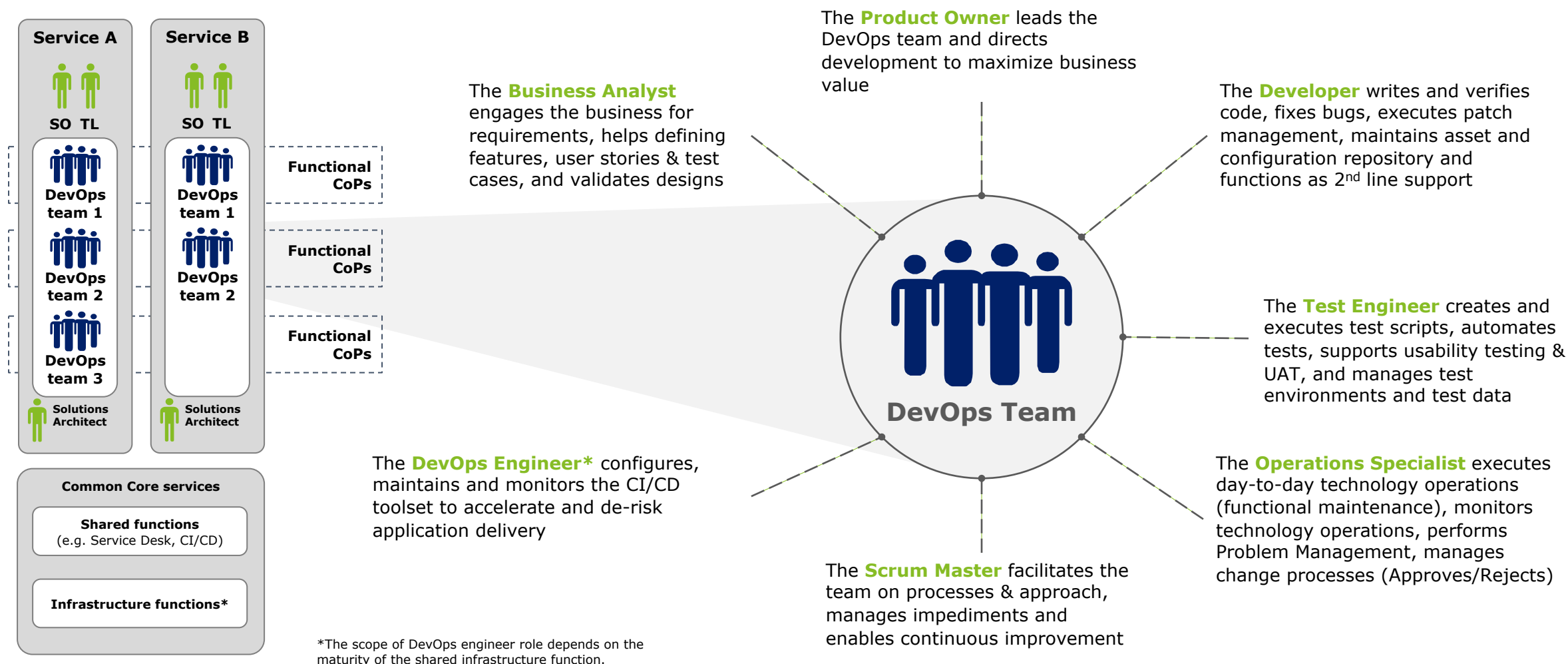
Based on DevOps principles, an organization allocates resources by service instead of functions to enable end-to-end ownership and increase agility within teams



Key DevOps roles and responsibilities



Several key roles should be represented in a cross functional DevOps team; a team member with a T-shaped profile can fulfill more than one role



T-shaped profiles



Ideally, DevOps team members have a T-shaped profile, teams have a combination of different profiles covering all knowledge and skills areas

| Knowledge Areas* | | | | | | | | Skills Areas* | | | | |
|-----------------------------|-------------------|-----------------------|-------------|---------------------|--------------------|----------------------------|-----------------------------|---------------|--------------|-------------------|------------------------|---|
| Business Value Optimization | Business Analysis | Architecture & Design | Programming | Continuous Delivery | Test Specification | Infrastructure Engineering | Security, Risk & Compliance | Courage | Teambuilding | DevOps Leadership | Continuous improvement | |
| | | | | | | | | | | | | 1 |
| | | | | | | | | | | | | 2 |
| | | | | | | | | | | | | 3 |
| | | | | | | | | | | | | 4 |
| | | | | | | | | | | | | 5 |

| Level 1 — Novice | Level 2 — Competent | Level 3 — Proficient | Level 4 — Expert | Level 5 — Master |
|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Strict obedience to rules, no experience, little situational perception, no discretionary judgement | Still limited with situational perception, knows the aspect guidelines and treats all attributes and aspects separately, yet equally | Sets priorities, actions are seen partly in longer term goals, deliberate planning, standardized procedures | Perceives deviations from the normal patterns, makes decisions more easily, assesses situations as part of the "big picture" | Has a wealth of experience, creative solutions and visions, breaks the rules when needed, uses analytic approaches sparingly, makes good decisions quickly yet professionally |

Why we advise T-shaped profiles

A T-shaped profile entails that a team member covers different knowledge areas and skills in varying levels of expertise.

A team with T-shaped profiles does not have a hierarchy since everyone's skills and knowledge complement each other.

A lack of hierarchy brings a team closer together and creates a sense of shared ownership.

*DevOps Agile Skills Association (DASA)

A mindset of effectiveness

A mindset of taking responsibility

An engineering mindset

Build quality in

Inspirational and fun environment

Continuous learning & Continuous improvement

Experimentation & Risk taking

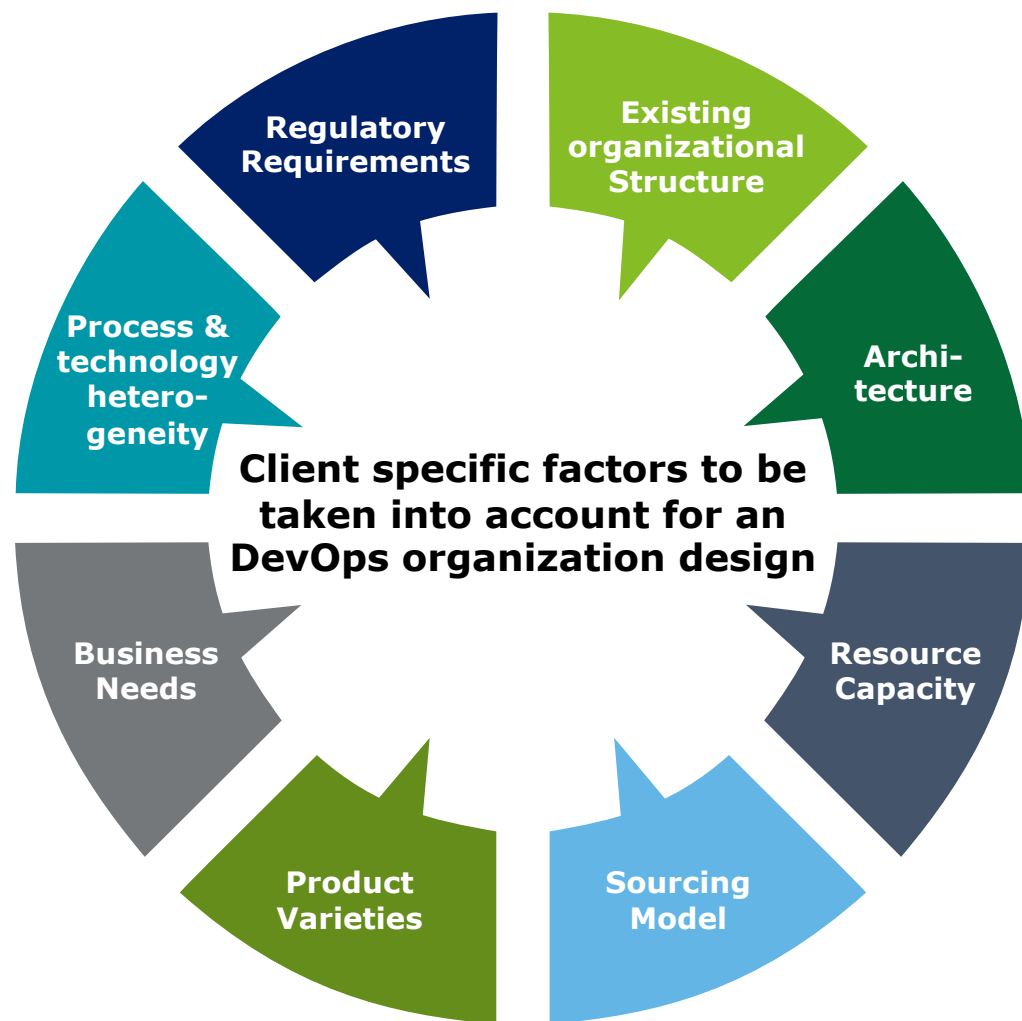
A mindset of product thinking

21

Factors influencing DevOps organization design



DevOps theory doesn't always apply to practice, client specific factors need to be taken into account for an applicable and effective DevOps organization design



DevOps organization design is client specific

Setting up DevOps teams or an entire DevOps organization requires understanding of existing, but also future organizational structures.

Client specific factors might increase the complexity and effort that is required to transform towards a DevOps organization.

There is no "one-size-fits-all" DevOps organization design. Client specific factors must be taken into account.

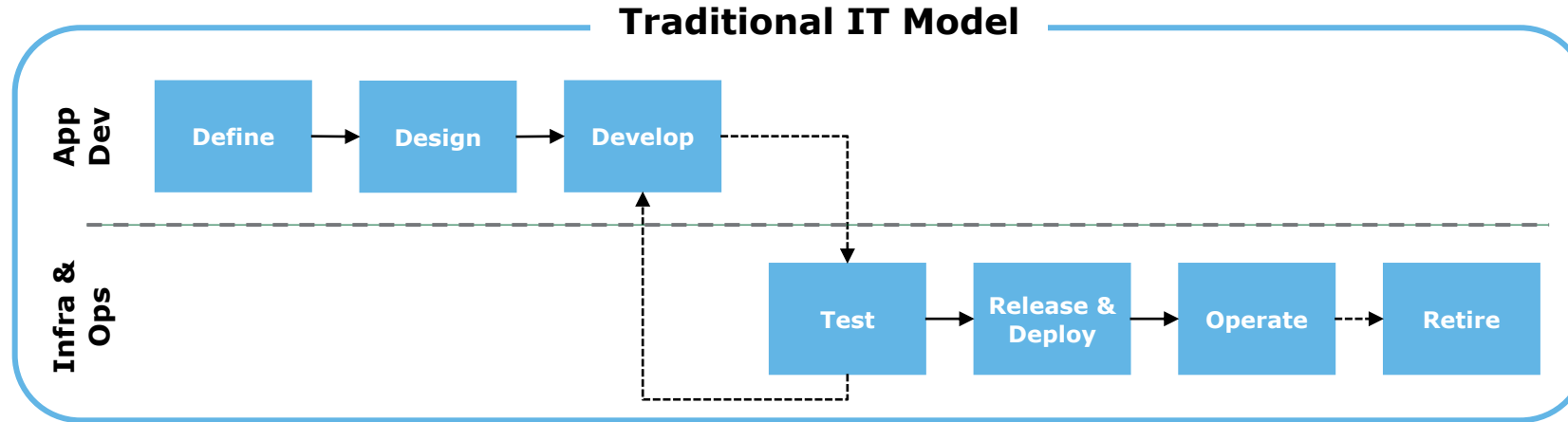
Example considerations for an effective "to-be" DevOps organization design are:

- Keeping some functional hierarchy intact to facilitate collaboration with the enterprise
- Re-architecting the technology stack to enable DevOps practices
- Adhering to some degree of separation of duties to comply with regulations

Process

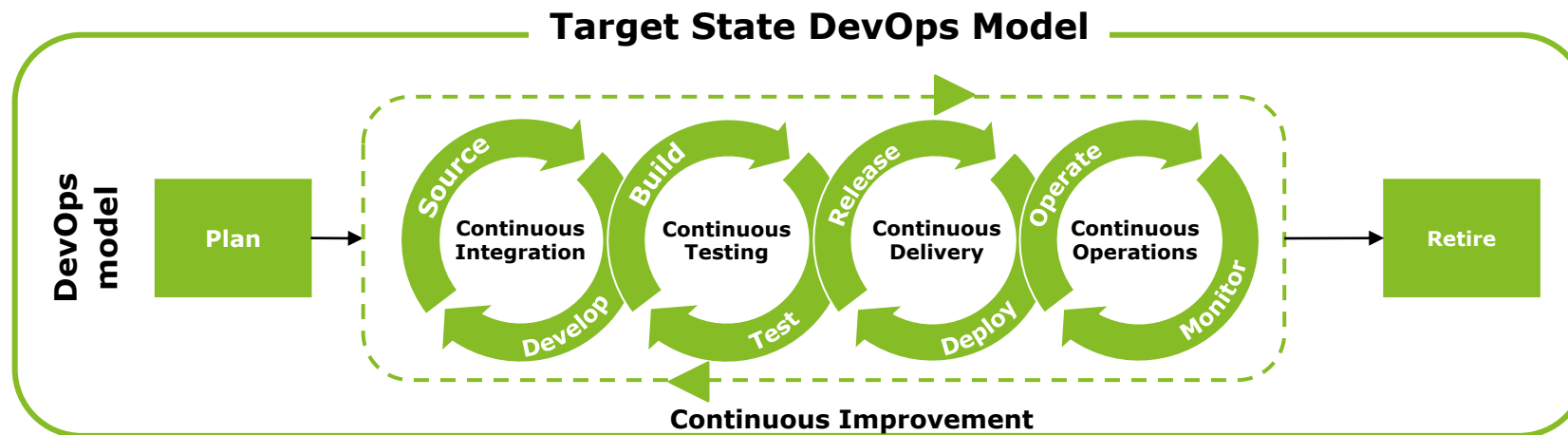
The DevOps model is significantly different from the traditional IT model

DevOps integrates the application lifecycle into an end-to-end, iterative process



Implications

- Straightforward sequential process assuming all is known
- Big chunks of work
- Maximizes each process-step, big-bang delivery
- Many separated functions (silos) with (manual) handoffs
- Specialization (I-shaped roles)
- Rigid change ability



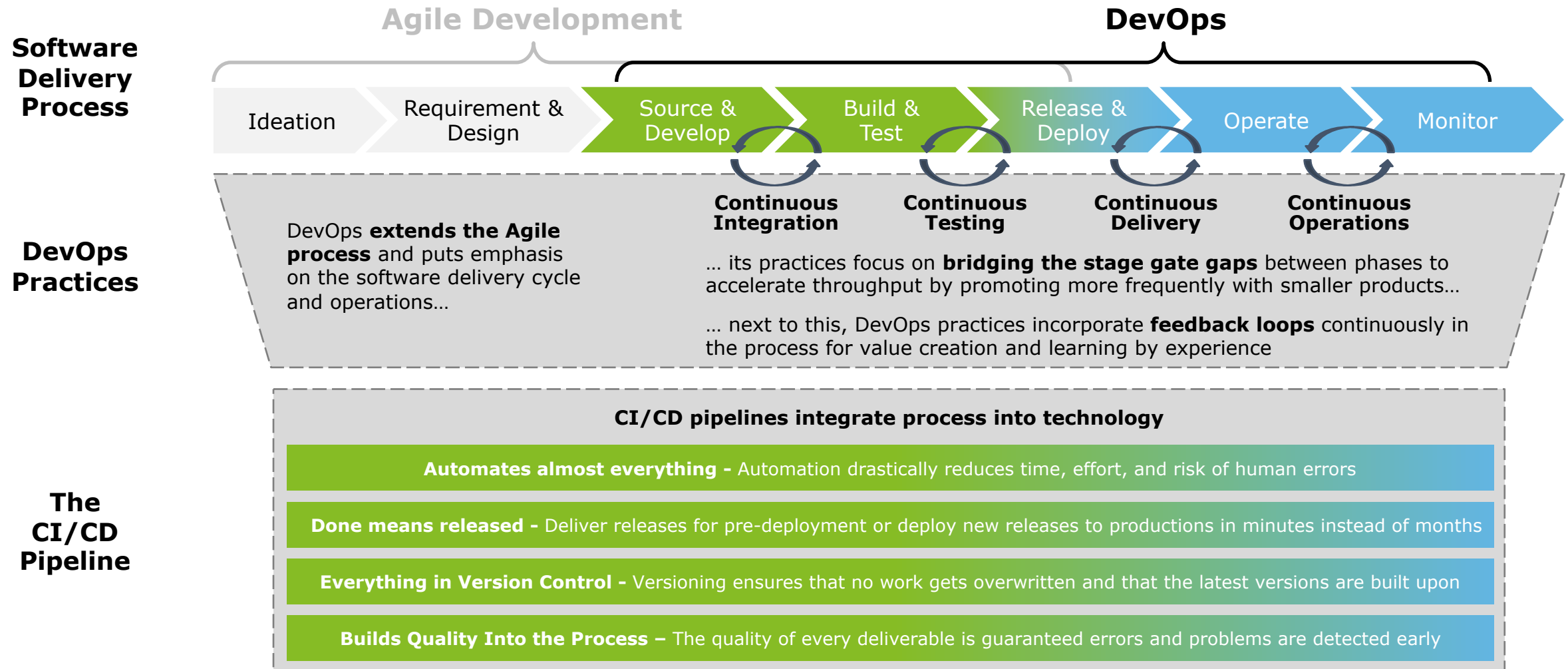
Implications

- Complex iterative process to manage unknowns
- Small chunks of work
- Maximizes flow, incremental delivery
- Fewer handoffs (less silos)
- Generalists (T-shaped roles)
- More flexible to adapt to change

DevOps leverages technologies to automate the software delivery process



While extending agile, DevOps optimizes the software delivery process by leveraging CI/CD which automatically promotes developer's source code to operational solutions



Technology

Architecture design in a DevOps implementation



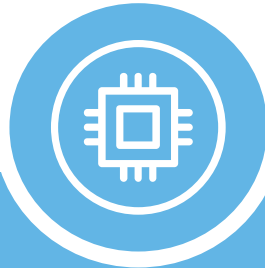
Realizing the full potential of DevOps requires a flexible, secure and agile technology stack, which often brings the need for architectural redesign

*Increased **end-to-end delivery speed and maturity** poses **increased demands** on an organization's technology stack. **Re-architecting for DevOps** therefore requires decisions on some key technology areas:*



Modularity & Independent Deployment

External dependencies on other technologies and processes can put at risk the rapid deployment of new features. Minimize dependencies by designing modular systems.



Resource & Infrastructure Management

Even with the fastest deployment pipeline, going live will not be possible without the proper supporting infrastructure. Effectively managing (standardized) resources is critical for effective DevOps.



Fit-for-purpose Supporting Technology

The supporting technology to develop a CI/CD pipeline must be consistent with the organization's objectives, available capabilities and maturity level.



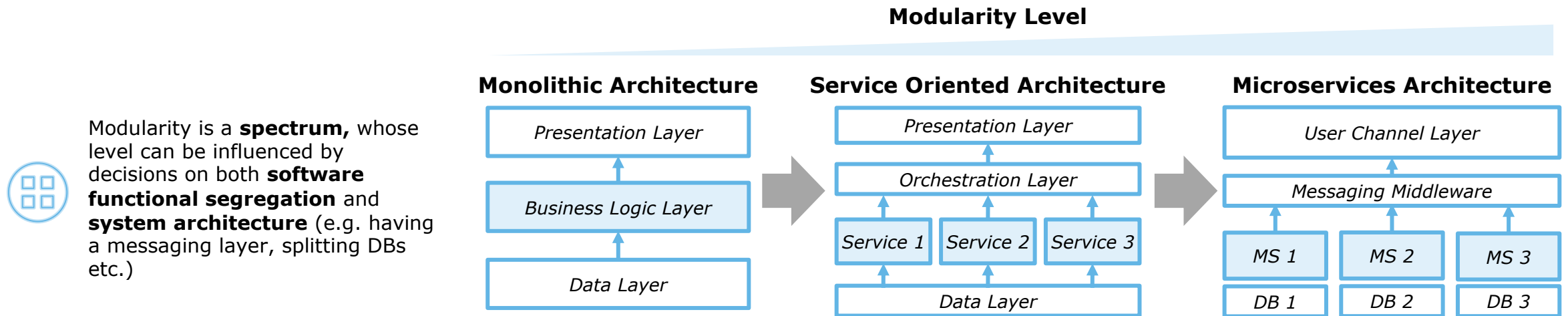
Responsible DevOps

In modern IT landscapes, speed cannot be achieved at the cost of security, privacy or compliance. Integrating a risk-based approach in the DevOps process and pipeline is fundamental to ensure full control.

Modularity as a mean to boost the impact of DevOps



By decreasing technical & functional dependencies among components, modularized systems can empower DevOps and further increase delivery speed and quality



Features of modular systems

Impact
on DevOps



Independent Deployments

Small components enable organization to create small, autonomous teams (e.g. Amazon rule), which are **free** to **deploy** their changes **independently**, **without** having to **wait** for the **entire application** to be deployable.



Contract-based Coordination

By enforcing standard services' interfaces (i.e. how the different services talk to each other), delivery teams can **decrease** the **amount** and **impact** of **inter-team dependencies** and **make collaboration more efficient**.



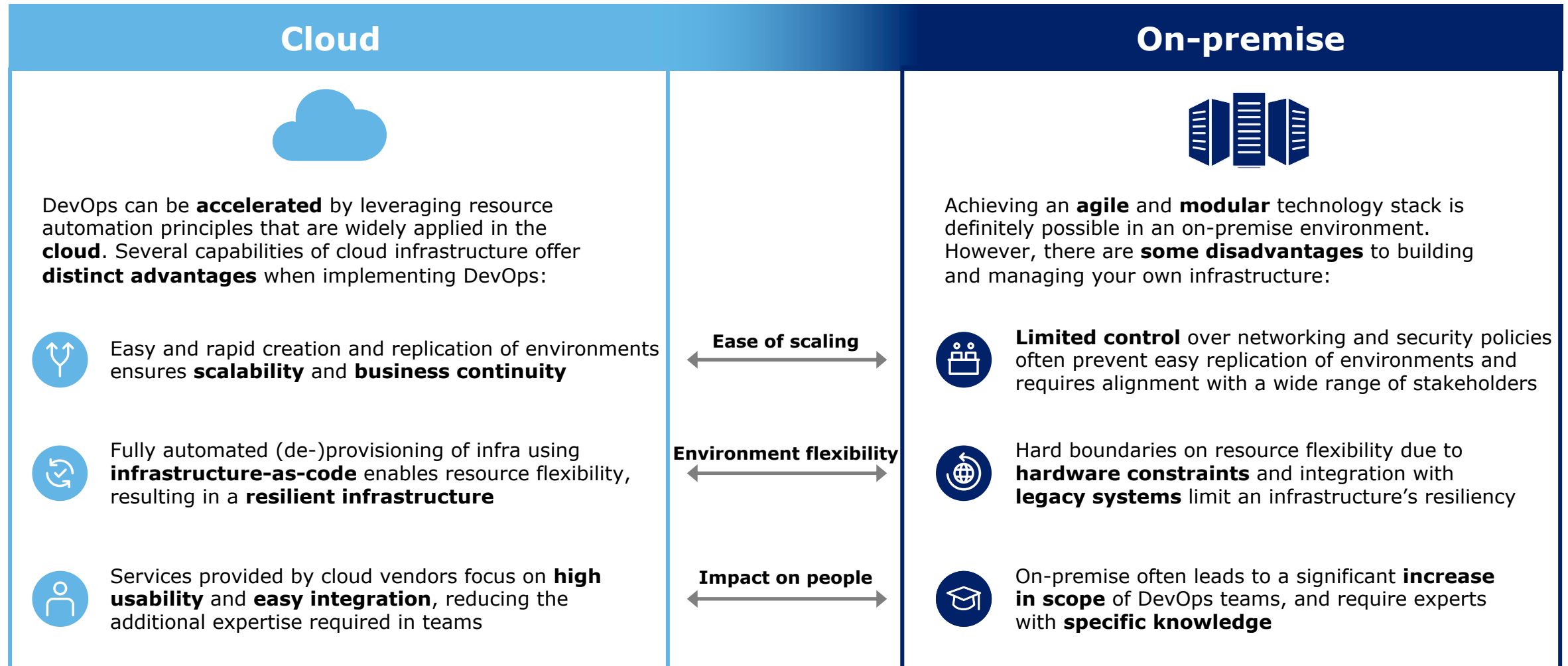
Localized Failure

As **failures** are **localized**, teams can more confidently **deploy stand-alone software** since, if the service is faulty, the system entirety will not be compromised.

Cloud is an accelerator for DevOps



Though DevOps can be applied in an on-premise or hybrid environment, cloud infrastructure is an accelerator that enables high levels of automation



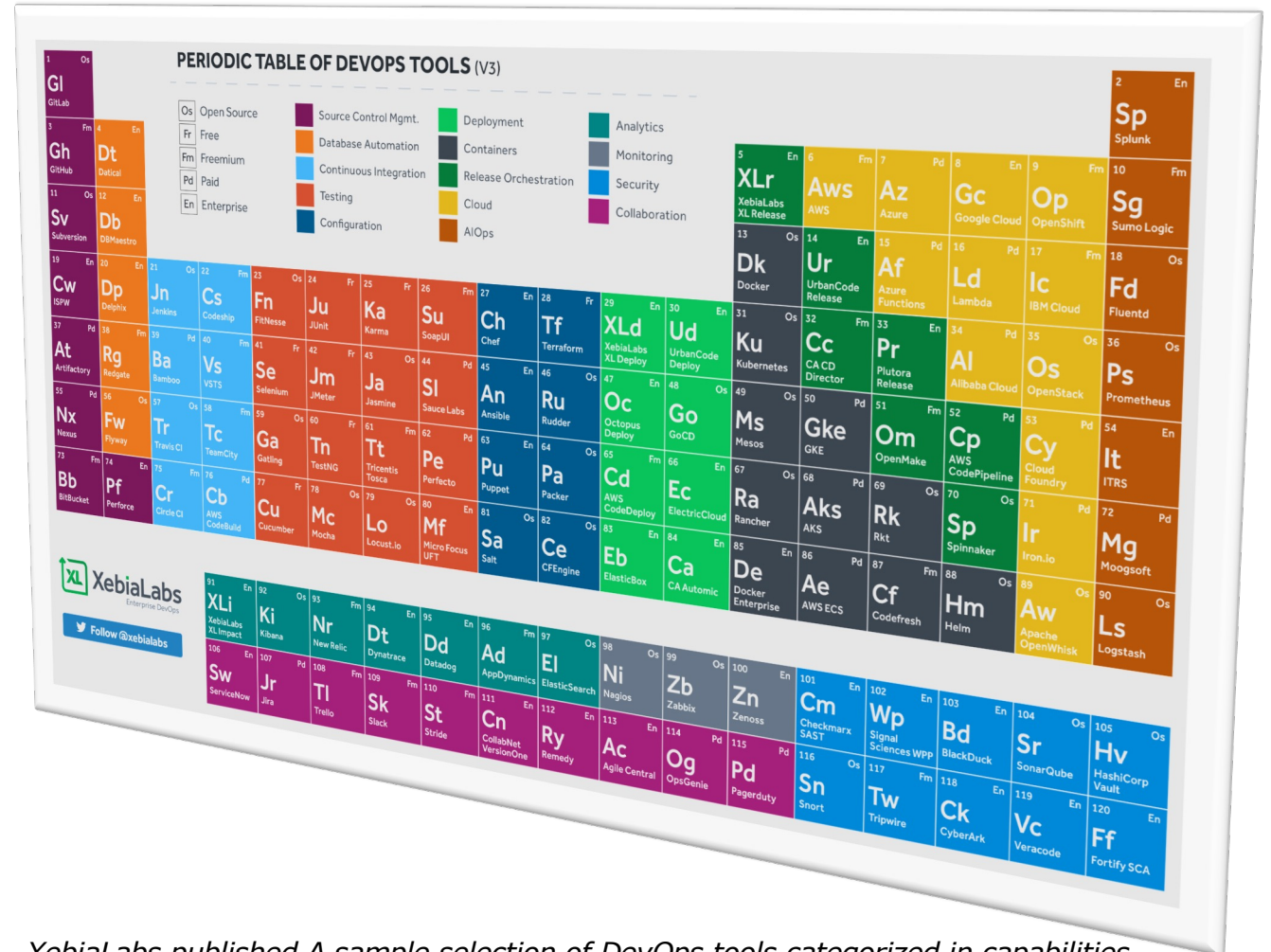


As DevOps is a tool intensive practice, a thorough tool selection incorporating client maturity is a crucial part of the DevOps transformation

DevOps is a tool intensive practice

The voluminous amount of tools available, delivering one or multiple capabilities brings consequences when transforming towards a DevOps organization

- Selecting the right tools requires an iterative approach (a procedure per capability)
- Selection is, among others, based on engineering skills, prior experience, or tools (architecture) already in place

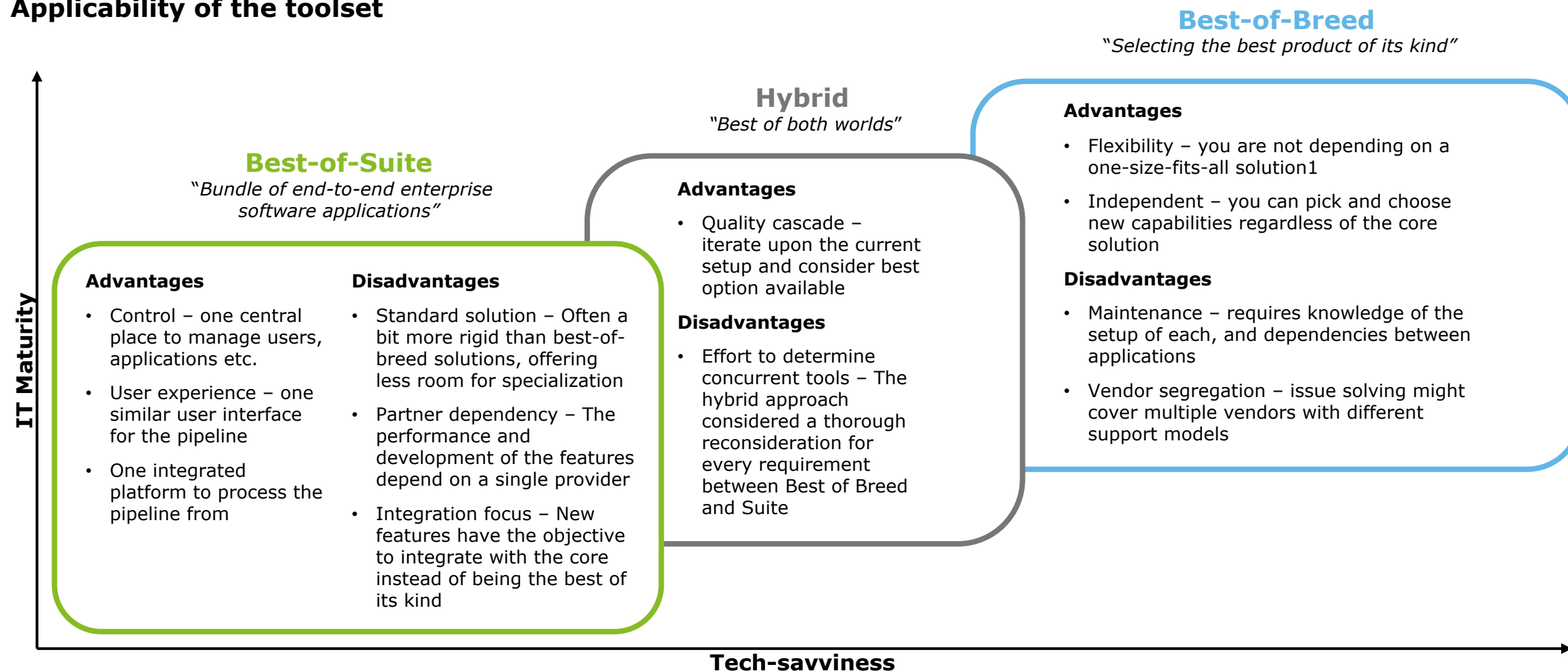


Patterns to setup a CI/CD pipeline



Selecting the right set of tools (Best-of-Suite, Best-of-Breed or hybrid) for the CI/CD pipeline depends heavily on IT maturity and tech-savviness of the organization

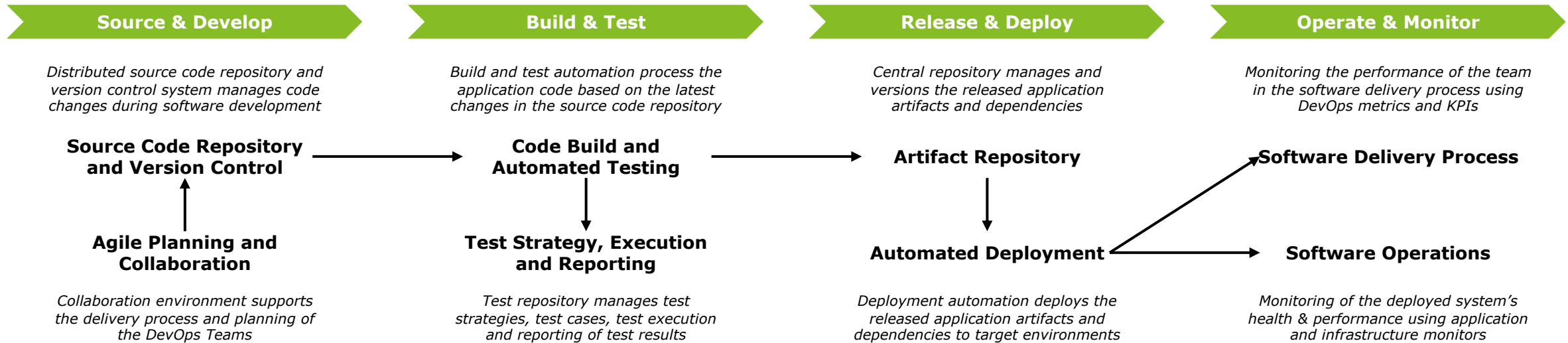
Applicability of the toolset



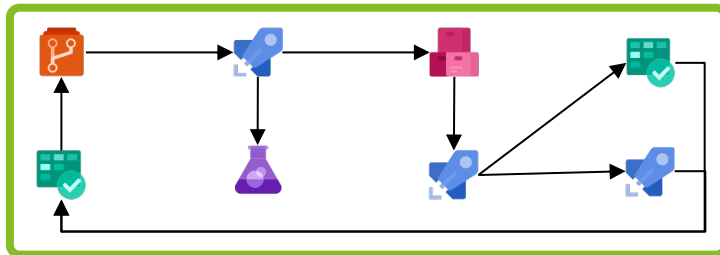
A basic functional flow through a CI/CD pipeline



A CI/CD Pipeline can be build in various ways considering the desired tooling patterns, covering the same functional flow with different tools and integrations between them

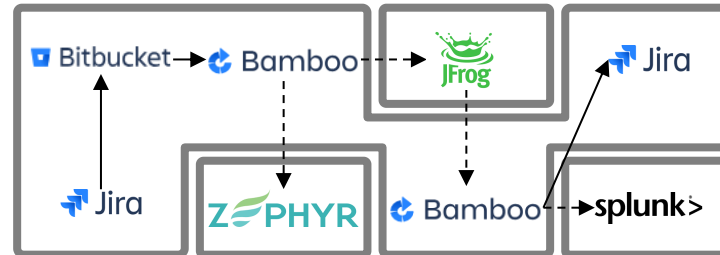


Best-of-Suite



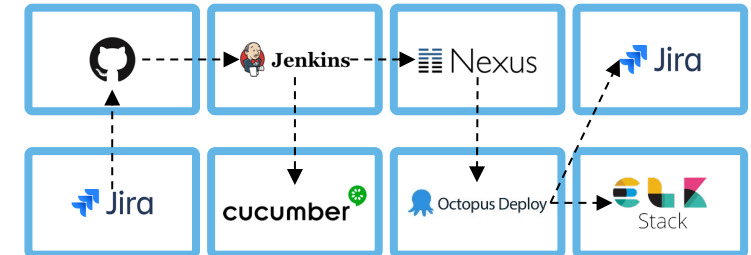
Azure DevOps covers the full extent of the CI/CD pipeline, with no external integration required

Hybrid



Only a few interfaces are required as Atlassian's suite covers the majority of required functionality

Best-of-Breed

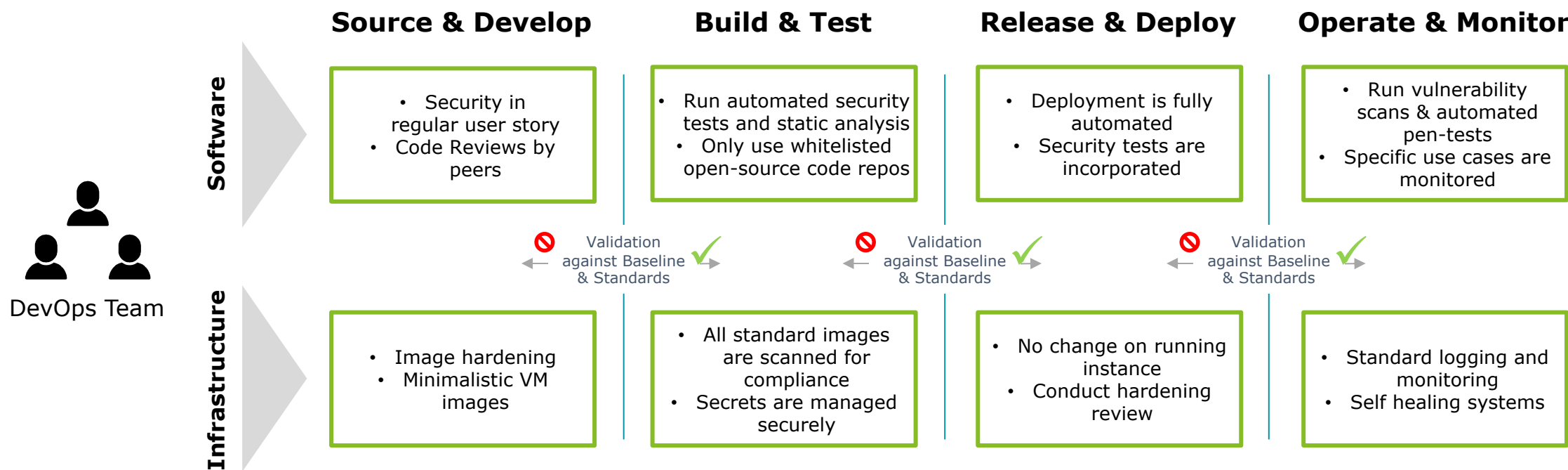


The pipeline orchestrator (Jenkins) becomes the central component to integrate all applications

Security at every step of the software delivery lifecycle



DevOps requires a strong focus on integrating security automation in the deployment pipeline, as well as including security* in the regular development process



The items above are examples of DevOps activities/controls that can be put in place across the different stages of a CI/CD pipeline, for both software and infrastructure

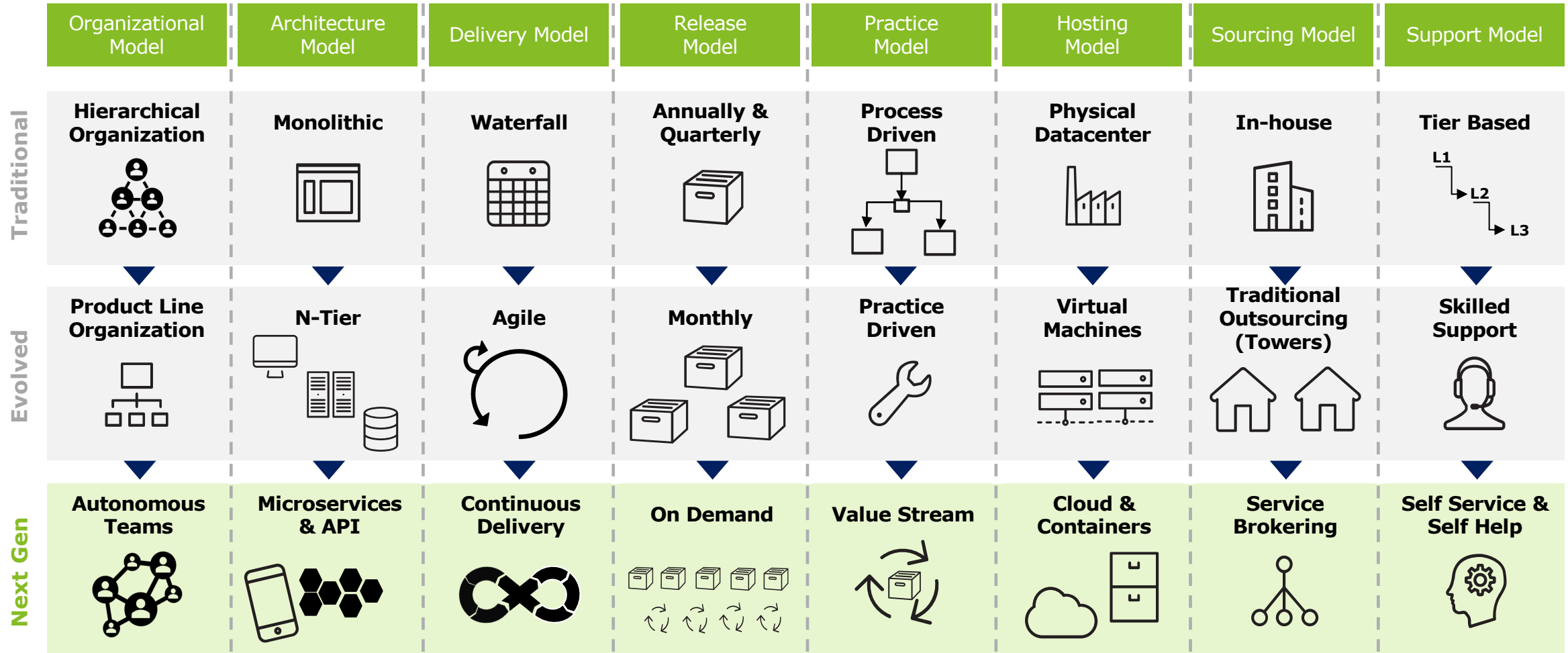
* Although security is an inherent component of every step of the DevOps cycle, security begins by incorporating it into the design of the application.

Operating Model

The changing IT Operating Model

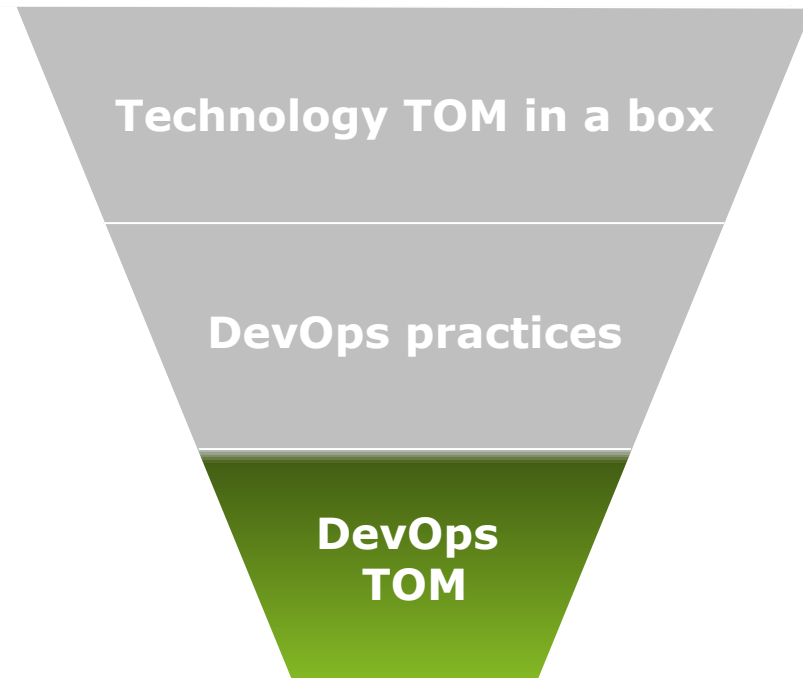


DevOps disrupts multiple dimensions of the IT Operating Model; synergies arise when combined with next generation technologies and ways-of-working



DevOps Target Operating Model (TOM)

A DevOps TOM lands the DevOps way-of-working in the organization by describing the DevOps practices using Deloitte's framework 'Technology TOM in a box'



The **Technology TOM in a box** is a holistic framework to describe the governance structure of an IT organization and how it functions as an entity

The capabilities of the **DevOps practices** will be described through the dimensions of the Technology TOM in a box

The **DevOps Target Operating Model (TOM)** outlines the governance structures on how an IT organization should govern and operate the DevOps practices

Defining a DevOps Operating Model

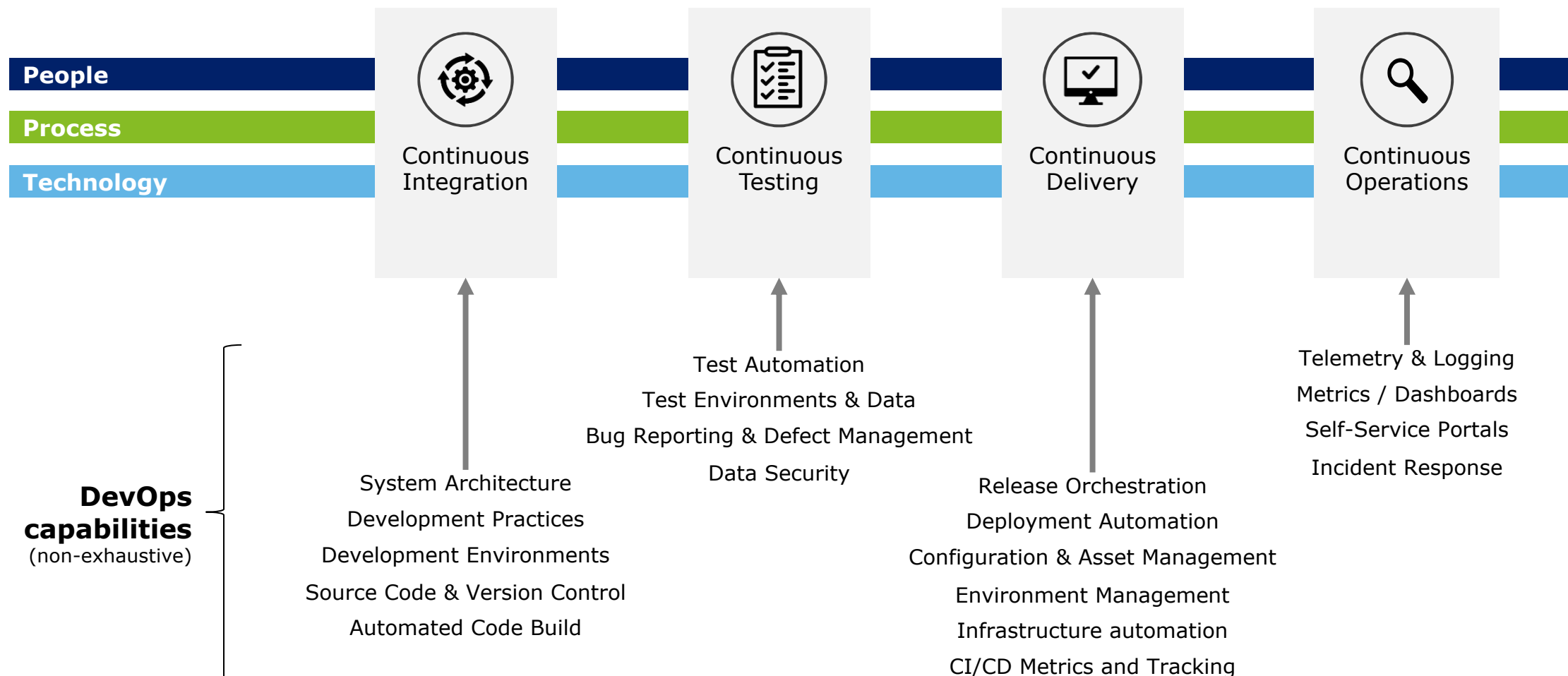
There is a logical order to defining and documenting the interrelated dimensions of a DevOps Target Operating Model

The DevOps TOM is a number of interrelated dimensions that describe the governance structure of an IT organization and how it functions as an entity.



Detailing the DevOps practices

The DevOps TOM describes capabilities that are part of the DevOps practices



DevOps operating model differentiators



The DevOps way-of-working has several key changes on the IT operating model that differentiate from the traditional way-of-working

Differentiators of the DevOps TOM

People

Impact:

- **Service Oriented Organization**
Resources organized around services, focused on value
- **Service Brokering**
As-a-service delivery of composed products with an ecosystem of partners
- **Autonomous teams**
Self-organizing teams, autonomously in their decision making
- **Cross functional teams**
Multiple disciplines in a team that share E2E responsibility

Process

Impact:

- **Release On Demand**
DevOps practices (CI/CD) for iterative and frequent releases
- **Continuous delivery**
Slicing the work into smaller chunks that add value to customers
- **E2E traceability**
Greater visibility and transparency on service delivery
- **Value stream**
Siloes broken down between business and IT
- **Self Service & Self Help**
service request portals automate request fulfillment

Technology

Impact:

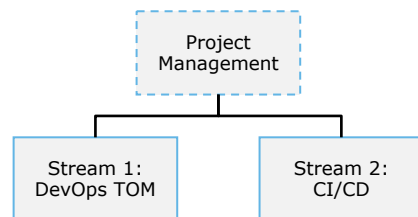
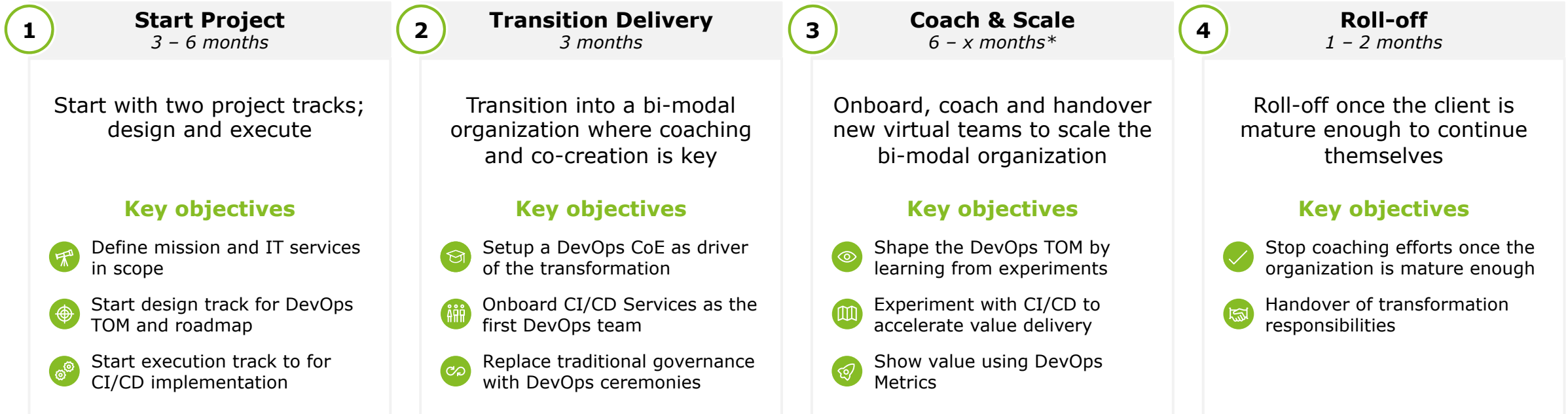
- **Automate everything**
Tools automate processes, minimize handoffs and maximize checkpoints
- **Modular App. Architectures**
Architecture (e.g. Micro-Services & API) enables autonomous teams to develop and release independently
- **Infrastructure as code**
Next gen hosting (e.g. Cloud & Containers) enables automated environment provisioning
- **Venture-Capital Budgeting**
Funding dependent on minimal viable product, and its performance

Source: Deloitte Technology TOM in a box

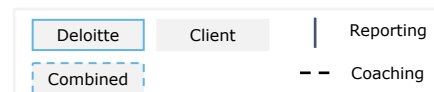
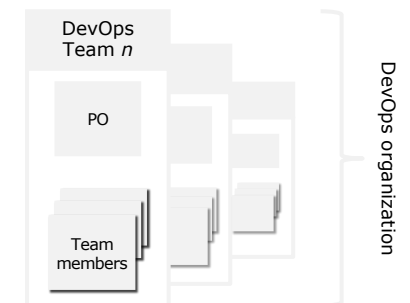
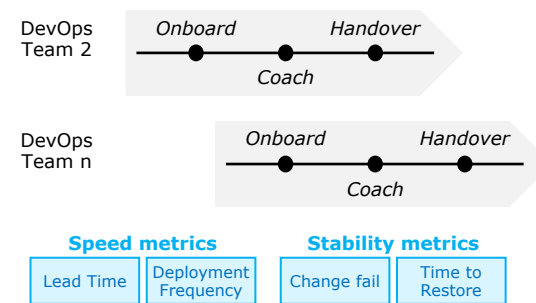
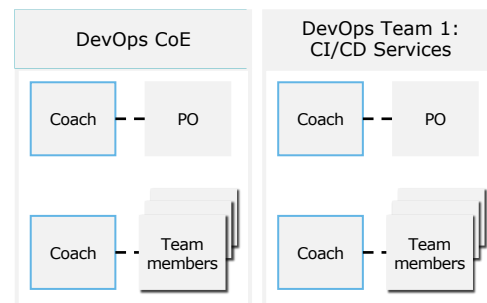
How do I implement DevOps?

DevOps transformation approach

The transformation approach outlines the Deloitte service used to collaboratively drive and coordinate a successful DevOps transformation, consisting of four different phases



Transition



* Depending on # of teams to onboard

What are the challenges of implementing DevOps?

DevOps majorly challenges skills of everyone involved: management and team. It may lead to development slowdown and will not compensate for lack of responsibility

People

Challenges:



- **Skill Challenge:** Difficult to replicate skills across every DevOps team in your organization and acquiring people with the DevOps skills may be challenging
- **Management Challenge:** DevOps can mean management challenges for your team leads
- **No Magic:** DevOps will not compensate for potential lack of responsibility in your organization

Process

Challenges:



- **Lack of Overview:** Progress and stability are spread across the teams and overview may lack
- **Dev Slowdown:** Operations may hamper progress in development
- **Self-organization Challenge:** Clear Service-Level Structures in operations may be challenging

Technology





Challenges:



- **Application architecture:** Transforming an organization from being monolithic to work with microservices and API's
- **Choice of Tools:** difficult to choose appropriate tooling when knowledge about the technology behind it is lacking
- **Integration with existing IT landscape:** Pipeline platform integration with enterprise IT (network, infra, hardware, security, applications) is often experienced as difficult

Key Lessons Learned

During our engagements we gathered the following key takeaways that we will bring to future projects

| | | | | |
|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| People  | You cannot “buy DevOps” <p>DevOps adoption cannot be bought and “bolted on” the existing organization. It requires a cultural shift around how people deliver their work</p> | Management support is crucial <p>Management involvement is crucial in the DevOps transformation, as change starts and stops with them</p> | Break down silos <p>Break down silos. Not only between departments, but also between organizations</p> | Assign champions from client <p>Ensuring the support of the client can be accelerated by having a champion from their side spreading the DevOps culture and principles</p> |
| Process  | Consider secondary impacts <p>Product roadmaps will be impacted and delivery bottlenecks reduced. New budget to build a DevOps organization will be needed</p> | Collaboration is key <p>DevOps requires close collaboration across dev, test, operations and business teams to effectively deliver value to the organization</p> | DevOps ≠ Agile <p>DevOps can be seen as an extension of Agile, with the same level of agility driven into development, test and operations</p> | Focus on E2E responsibility <p>Limit handovers as much as possible, teams must adopt an end-to-end responsibility for the product or service they deliver</p> |
| Technology  | Modern architecture is critical <p>Platforms built on modern architectures based on modular design, decoupling and good componentization enables deeper adoption of DevOps</p> | Show value quickly <p>‘Prove’ the DevOps concept by demonstrating working solutions early and often (e.g. CI/CD tooling)</p> | DevOps ≠ Automation <p>Release and Deployment Automation or App Release Automation are only a part of DevOps. End-to-end automation is key</p> | Use Cloud as an accelerator <p>Ensure parity between cloud and on-premise implementations (e.g. Azure DevOps)</p> |
| Operating Model  | Collaborate with Tech Stream <p>Design the DevOps operating model in parallel and close collaboration with the technology implementation</p> | Change incrementally <p>Apply an agile approach for adopting DevOps and introduce change incrementally with focus on the outcomes</p> | DevOps ≠ Organization <p>There are different organizational patterns to setting up DevOps and it doesn't always have to be making it a separate organization</p> | DevOps journey is client specific <p>DevOps target operating model transformation depends heavily on where the client is in their DevOps journey</p> |

Deloitte Accelerators

Deloitte DevOps Maturity Assessment Offerings

To understand the current state DevOps capabilities and to identify areas for improvement, we have two assessment methodologies available.



Deloitte. DevOps Maturity Assessment

What is it?

DORA provides a SaaS questionnaire that benchmarks DevOps performance against 2000+ leading Enterprises across industries

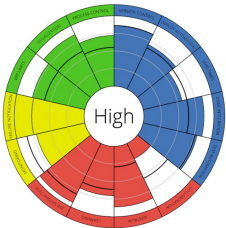
Benefits

- “Gold standard” for DevOps assessments
- Compare your results against others in industry
- Two assessments included – one to baseline and one to measure progress
- Provides priorities for capability improvement

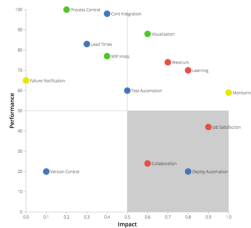
Cost

Deloitte receives a 30% discount from DORA; will be an additional cost on top of pilots

Sample Output



Industry Benchmark

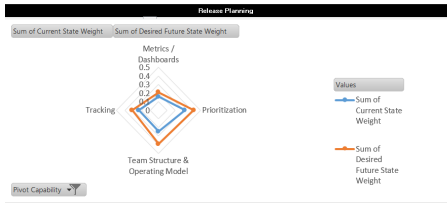


Capability Prioritization

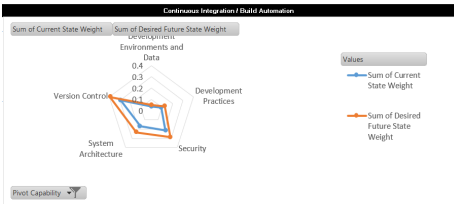
Deloitte’s DevOps Maturity Assessment (DDMA) is an extensive questionnaire for assessing current state against desired future state maturity of DevOps capabilities across the DevOps domains: from Release Planning to Continuous Deployment and Monitoring.

- 180 questions along each of the DevOps domains (Release Planning, Continuous Development, Continuous Integration, Continuous Testing, Continuous Deployment, Continuous Monitoring)
- Assesses maturity against desired future state
- Identifies areas for capability improvement

Included in price of DevOps KickStart or DevOps Dojo



Release Planning Maturity



Continuous Integration Maturity

Deloitte Global Accelerators

Our Global DevOps Community of Practice has a wide variety of accelerators available that we can use in our engagements

| Learning | Sales Materials | Tools and Enablers | Eminence and Point of Views |
|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Learning Series Basic introduction course to various DevOps practices | Proposal templates & DevOps brochures Templates & brochure to help you kickstart your DevOps proposal | DevOps Local toolkit An integrated toolkit of local DevOps tools to gain hands-on experiences | Eminence Examples of Deloitte DevOps materials published in popular media |
| Learning Resources A collection of documents to assist learning DevOps and specific elements or specific vendors | DevOps Qualifications 'Quals' to help you display Deloitte's capability to deliver DevOps transformations, including tooling | Deloitte supplied tools Tools that can be supplied for client engagements: <ul style="list-style-type: none">• Agile Manager• HP Application Lifecycle Management• Fortify• JRebel• Performance Center• SonarQube• Unified Functional Testing and UFT Pro | DevOps Point of Views (PoV) <ul style="list-style-type: none">• Cloud platforms• Collaboration tools• Development suite tools• Software Build tools• Software Deployment tools• Container persistence• DevSecOps |
| Videos & Demos A collection of videos and demos regarding Deloitte methodologies and instructions for DevOps tooling | DevOps Case studies Case studies of client engagements, with success stories and demos. The Client demo can showcase DevOps automation capabilities | Enablers Enabling materials for specific vendors, industries, such as the Cloud Compass, PoC for SAP or Google Cloud enablers, Cards for Agility, Technology TOM in a Box | |

Note: non-exhaustive, Global examples, which may be updated continuously

Client example 1

DevOps journey and CI/CD
pipeline implementation

Client example 1: Global parcel delivery services company

We took our client on a DevOps transformation journey across all five dimensions to streamline the software delivery lifecycle of their mission critical system

Process

Develop a chain of full end-to-end processes to facilitate the DevOps way-of-working and continuous software delivery

- Described CI/CD processes to operate the pipeline through all DevOps practices
- Implemented continuous feedback loops into process flows to facilitate continuous improvement
- Defined and implemented auxiliary processes to support and smoothen the execution of the DevOps lifecycle

Organization & Culture

Designed and implemented a fully fledged DevOps organization, along with teams covering the full lifecycle of services, as well as defining a culture to facilitate collaboration, knowledge sharing and continuous improvement

- T-shaped role descriptions for team members
- Described ways-of-working to enhance visibility and feedback
- Defined a culture based on CALMR principles, with accompanying metrics to enhance adoption

Technology

From requirements, to tool selection, architecture design and full implementation; we built a CI/CD pipeline base on MS Azure DevOps to enable continuous integration and continuous delivery

- Automated as much as possible, while maintaining stage gates for deploying to mission critical environments
- Supported persistent configuration management to deliver tailored software to distributed, distinct production systems

Data

Obtain as much insight, by logging all data and monitoring relevant metrics, by employing DataOps

- Gather data from CI/CD process
- Infrastructure logging & monitoring of develop, test and production environments
- Operational data logging, monitoring and analytics on operational process execution
- Provide dashboards to view and report on performance

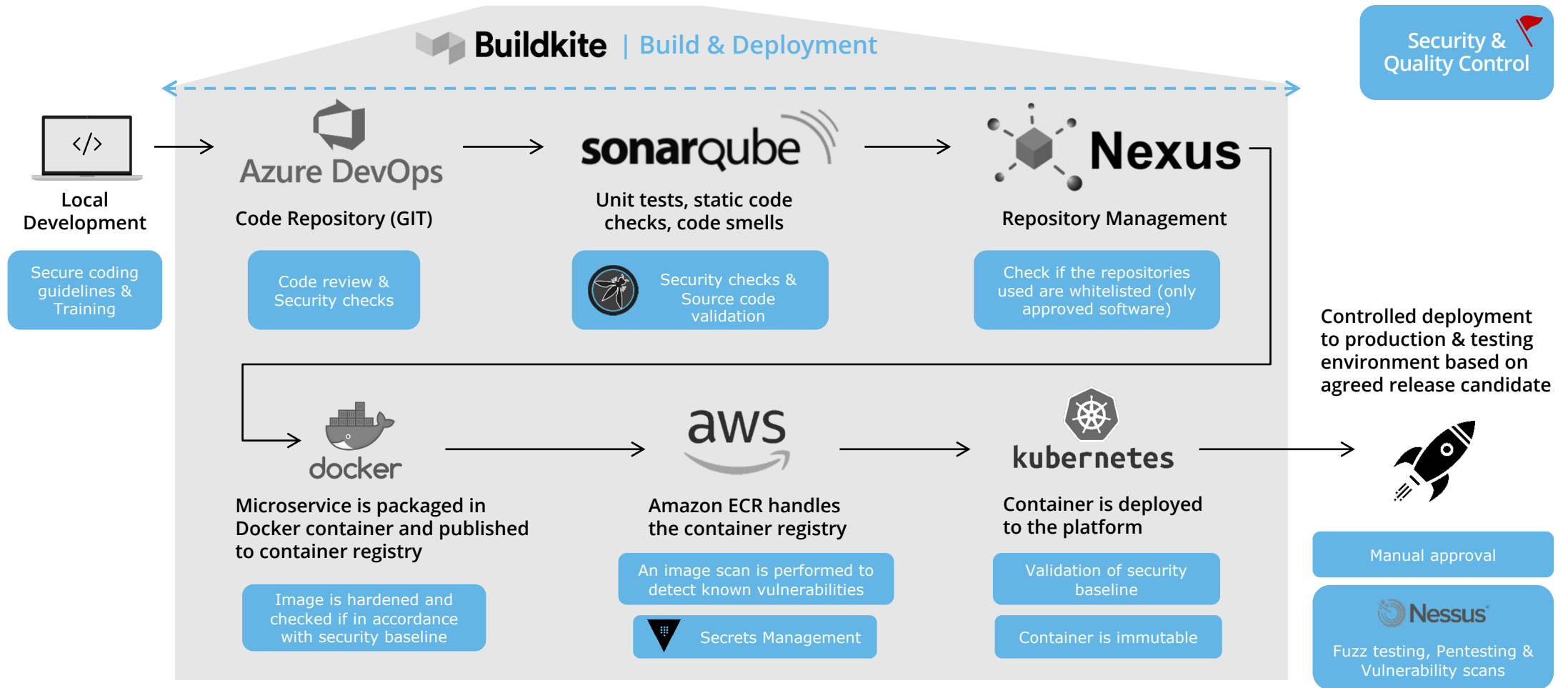


Client example 2

A CI/CD Pipeline for a Banking Platform

Client example 2: CI/CD pipeline

Deloitte developed an Open Banking Platform as a global asset with an CI/CD pipeline to ensures continuous integration and deployment

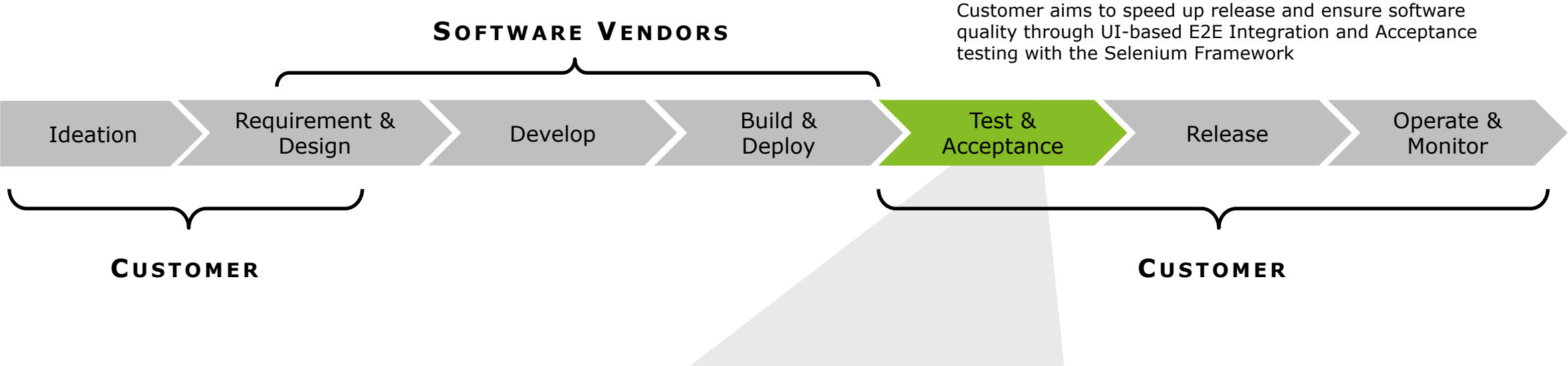


Client Example 3

Test Automation for a Banking Application

Client example 3: Automating End-to-End Testing

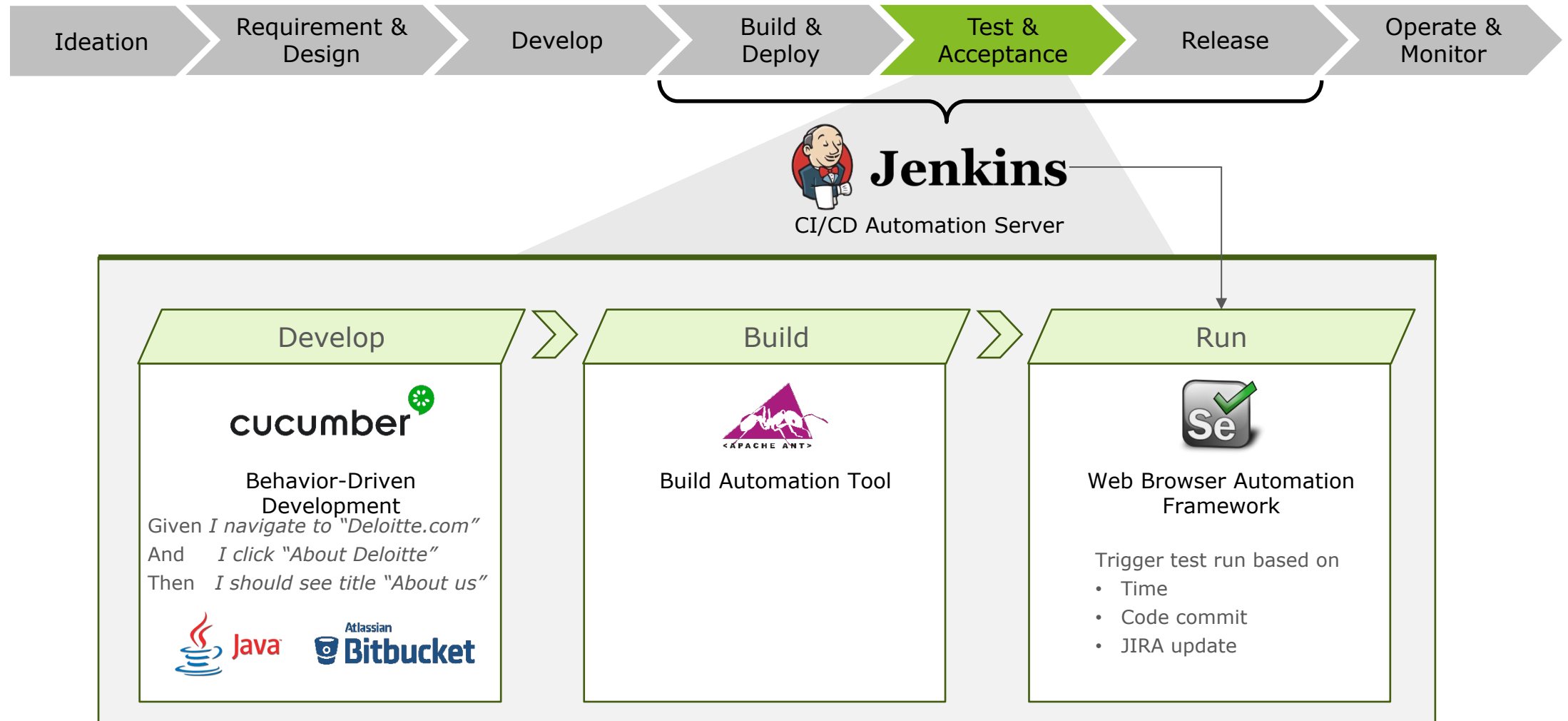
We helped our customer to setup their testing capability, a vital but time-consuming part of the software delivery process



| Test Phase | System | Integration | E2E | Acceptance | PAT |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type of tests | <ul style="list-style-type: none">System tests<ul style="list-style-type: none">Bug testingUnit testingDeployment tests | <ul style="list-style-type: none">Deployment testsIntegration tests based on user storiesRegression tests (E2E) | | <ul style="list-style-type: none">Deployment testsBusiness Acceptance Regression tests (E2E) | <ul style="list-style-type: none">Non-functional tests<ul style="list-style-type: none">PerformanceSecurityDisaster RecoveryPrepare for go-live execution |

Client example 3: Automating End-to-End Testing

Using a test automation framework based on Selenium, Deloitte delivered a total of 15 automated end-to-end test cases



Recommended resources

In case you got excited and would like to learn more...

Books:

- **The DevOps Handbook:** How to Create World-Class Agility, Reliability, and Security in Technology Organizations
 - by Gene Kim, John Willis, Patrick Debois, Jez Humble
- **The Phoenix Project**
 - by Gene Kim, Kevin Behr, George Spafford
- **Continuous Delivery:** Reliable Software Releases through Build, Test, and Deployment Automation
 - by Jez Humble and David Farley
- **Accelerate:** Building and Scaling High Performing Technology Organizations
 - by Nicole Forsgren, Jez Humble, Gene Kim

Websites:

- <https://notafactoryanymore.com/>

Video's:

- John Smart (Deloitte colleague) at the DevOps Summit: <https://www.youtube.com/watch?v=-Rq-fuiKNCU>

Appendices

Additional contributors

A big thanks to all our colleagues that contributed to this Point of View



Andries van Dijk

Director
Technology, Strategy &
Transformation
Deloitte Consulting
+31 6 52 04 87 05
anvandijk@deloitte.nl



Tessa van den Berg

Senior Manager
Human Capital
Deloitte Consulting
+31 6 10 04 25 78
tesvandenbergh@deloitte.nl



Andreas Boon

Manager
Technology, Strategy &
Transformation
Deloitte Consulting
+31 6 83 33 96 09
aboone@deloitte.nl



Boris Smits

Consultant
Technology, Strategy &
Transformation
Deloitte Consulting
+31 6 82 67 44 36
bsmits@deloitte.nl



Tom Pennings

Consultant
Technology, Strategy &
Transformation
Deloitte Consulting
+31 6 22 17 87 17
tpennings@deloitte.nl



Jan Prüst

Consultant
Technology, Strategy &
Transformation
Deloitte Consulting
+31 6 82 51 86 04
jprust@deloitte.nl



Audrey Sie

Analyst
Technology, Strategy &
Transformation
Deloitte Consulting
+31 6 50 06 26 13
ausie@deloitte.nl



Jasper Lelijveld

Analyst
Technology, Strategy &
Transformation
Deloitte Consulting
+31 6 50 06 25 77
jalelijveld@deloitte.nl



Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as "Deloitte Global") does not provide services to clients. Please see www.deloitte.nl/about to learn more about our global network of member firms.

Deloitte provides audit, consulting, financial advisory, risk advisory, tax and related services to public and private clients spanning multiple industries. Deloitte serves four out of five Fortune Global 500® companies through a globally connected network of member firms in more than 150 countries and territories bringing world-class capabilities, insights, and high-quality service to address clients' most complex business challenges. To learn more about how Deloitte's approximately 245,000 professionals make an impact that matters, please connect with us on Facebook, LinkedIn, or Twitter.

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collectively, the "Deloitte Network") is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser. No entity in the Deloitte Network shall be responsible for any loss whatsoever sustained by any person who relies on this communication.