



# THE NEED FOR DEVOPS



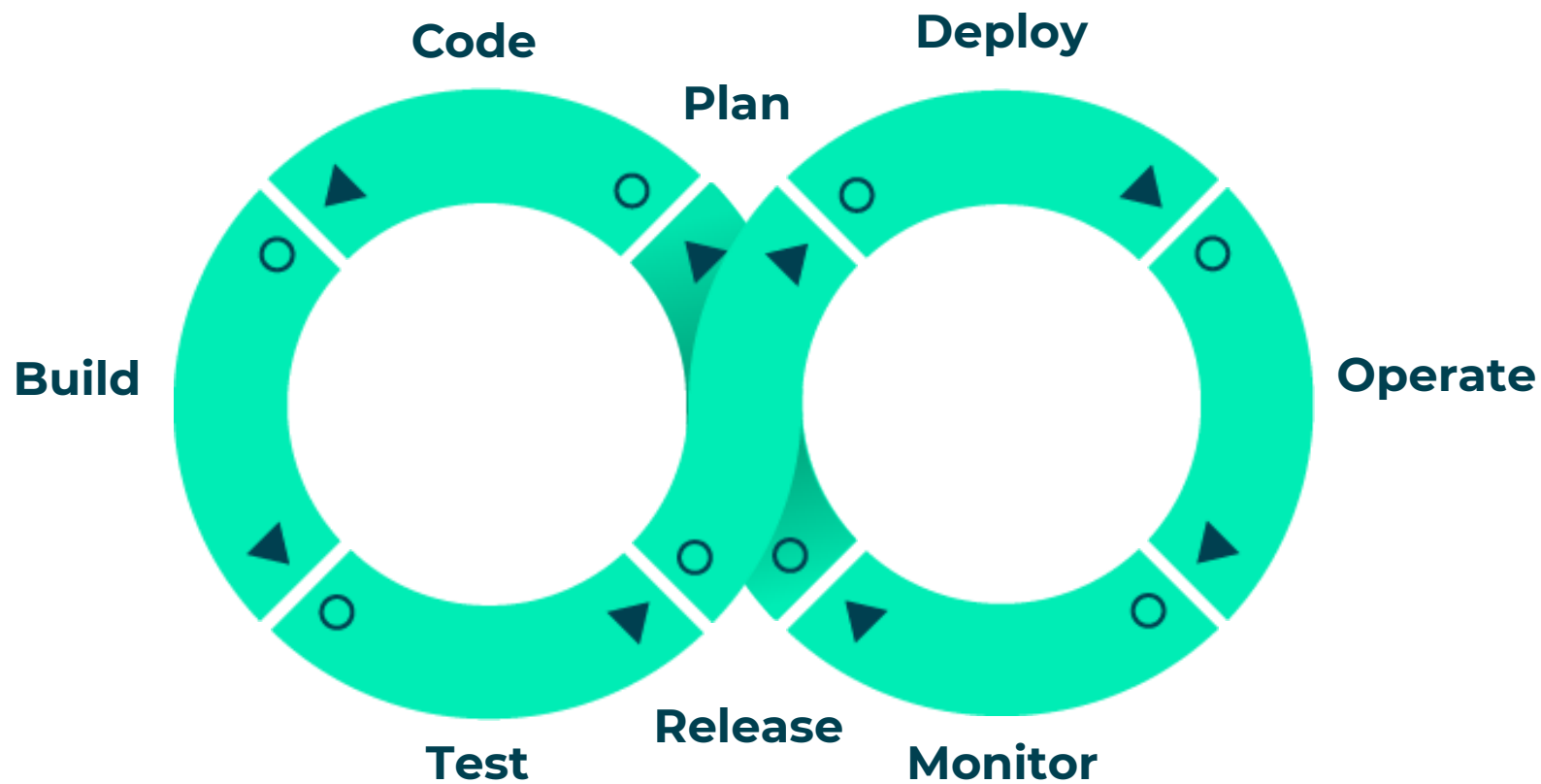


# TOPICS



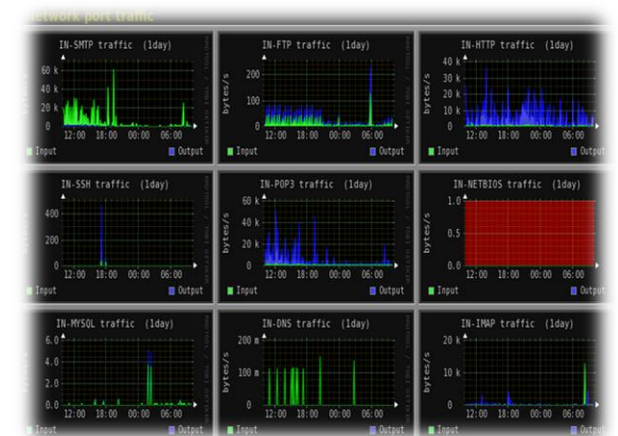
Understanding a world outside of DevOps

# QA Software Development never ends...



# QA Common Problems DevOps Attempts to Solve

- **Request for More Server Capacity:**
  - We need to increase our server capacity to handle the growing demand.
- **Testing in Production:**
  - “Wouldn’t it be great if we could test our system directly in the production environment?”
- **Accountability for Issues:**
  - An issue has occurred. Who is responsible?
- **Monitoring System Alerts:**
  - We get meaningless alerts!



# QA Common Problems DevOps Attempts to Solve

- **Test Automation Concerns:**

- No time to test everything, but we have time to fix avoidable issues!



- **Resource Allocation:**

- Too busy to allocate time and resources, as it might detract from critical systems development. But we've the time to fix the problems that could have been avoided!

- **Single Point of Failure:**

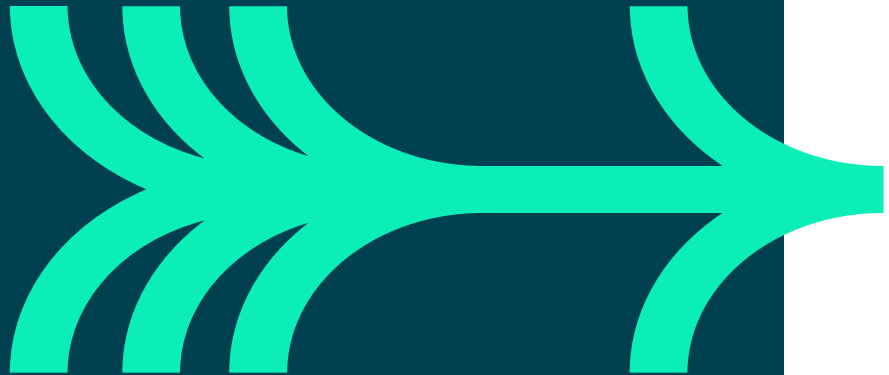
- A single developer has become a single point of failure





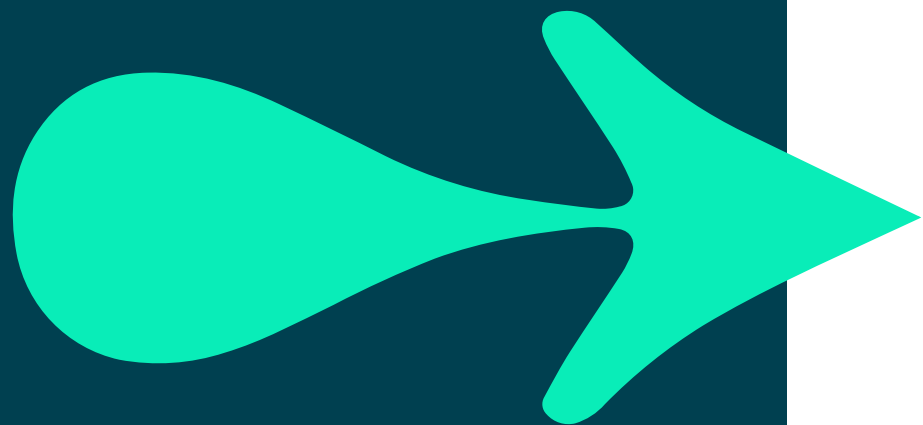
# I NEED MORE SERVER(NODE) CAPACITY

- **The most common complaint from the business**
  - Ops team are now seen as blockers who are not sensitive to the needs of business
- **Capacity demand often fluctuates without clear reasons**
- **Ops teams manage more than just your app:**
  - System outages
  - System defects
  - Incident & Security Management
  - Resource and Budget Management
  - Monitoring and Improving KPIs
  - Compliance...



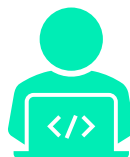


I'M SURE  
EVERYTHING IS  
WORKING...

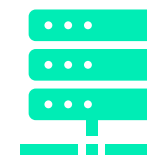


**Let me test my app on the live environment!**

I need access to something like the production environment to really test what I've built



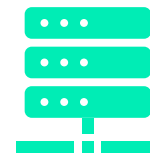
**Developer  
environment**



**Production  
environment**



# ANOTHER PROBLEM – WHO CAUSED IT THIS TIME?



**Production  
environment**

**Who should we  
take aim at?**



**Dev Team**

**Dev Team:** Why can't  
build software that  
works?



**Business**

**Ops Team:** Why can't  
you get the capacity  
right?



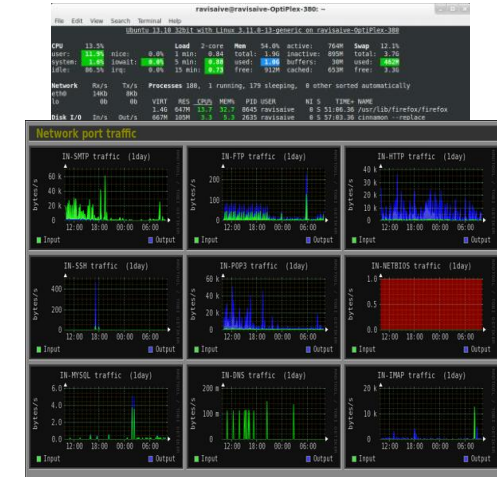


THIS  
MONITORING  
SYSTEM IS  
CRAZY...



Production  
environment

Nothing here is making sense, there's too many alerts!



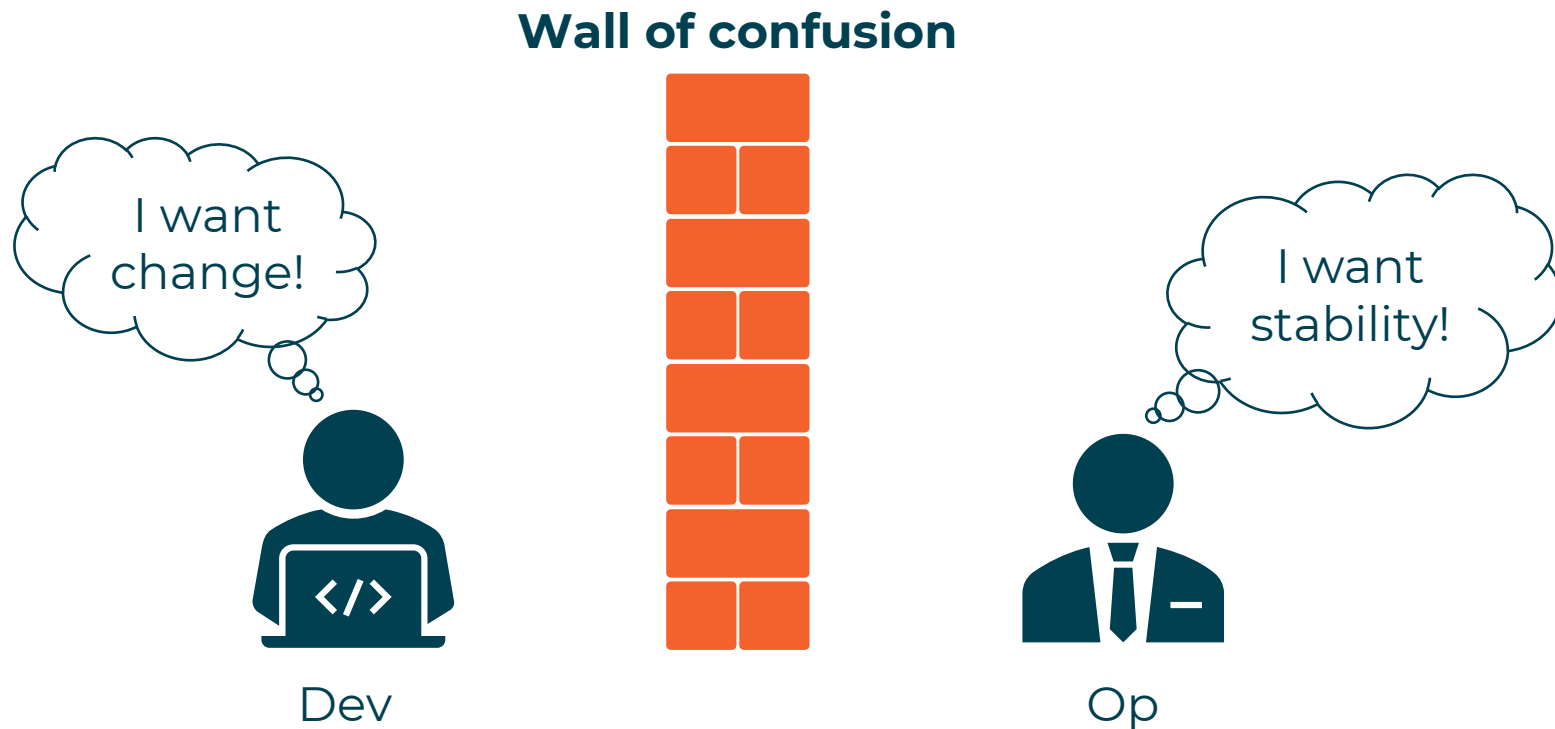
Application and  
Network Performance  
Management Systems

Alert fatigue...

- Alerts become meaningless



# THE WALL OF CONFUSION



**What about Security, Governance,  
Risk Management and Compliance?**

**OPs wants to maintain stability, availability  
Dev wants to create change - Conflicting views**

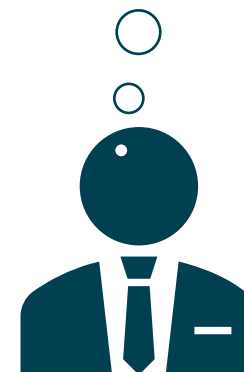


# WALL OF CONFUSION



Dev

## Wall of confusion



Op



# (LACK OF) DEVOPS

## - CASE STUDY

- Read the case study
- In pairs, discuss...
  - What was going wrong on the project?
  - What could people have done differently to improve things?
  - Do you have any experience / examples of similar horror stories?
- As a group, we'll hear everyone's feedback, and review





# THANK YOU

Hope you enjoyed this  
learning journey.

