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Building a Service Delivery Infrastructure



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Building a Service Delivery ~~Infrastructure~~ Ecosystem

What is it?



business capability

delivered in



services & applications



business value

delivered by



business capability

delivered in



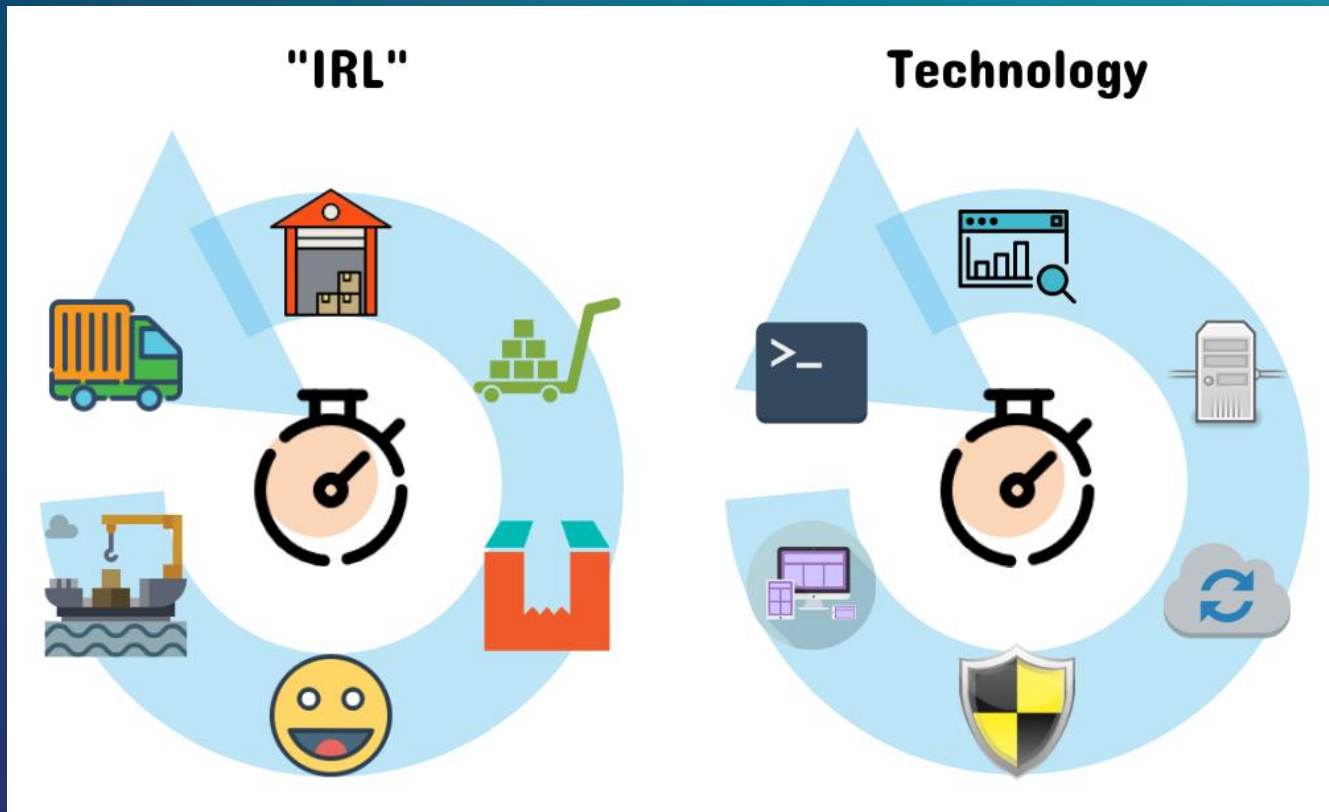
services & applications

delivered on



infrastructure

Delivery ~~Infrastructure~~ Ecosystem



Deliver Me, "Hello Customer!"

Given an identifier associated with a customer,

When I call an API endpoint

Then I should get the customer's name.

Deliver Me, "Hello Customer!"

I need to...



As a developer...

**I WANT TO BE
PRODUCTIVE**

Use Narratives to Describe Needs

As a ... I want ... So that ...

More / less detail

Consider acceptance criteria

Example: Core Compute

As a developer

I want to use CPU and memory resources

So that I can deliver some business capability.

Example: Secrets Management

As a developer

I want to securely manage my secrets

So that I can mitigate exposure to passwords.

Ecosystem Products and Journeys



PATH TO PRODUCTION (“Hello Customer” P2P)

EXTERNAL

PATH TO REPAIR (“Hello Customer” P2R)

PATH TO COMPLIANCE (“Hello Customer” P2C)

**As an infrastructure
engineer...**

**I WANT TO
RECLAIM
MY NIGHTS & WEEKENDS**

"Expert Developer" or "Hero Operator"?

Neither!

Learn **infrastructure-as-code**

End goal: quickly deliver "Hello, Customer!"

Example: Deployment Pipeline

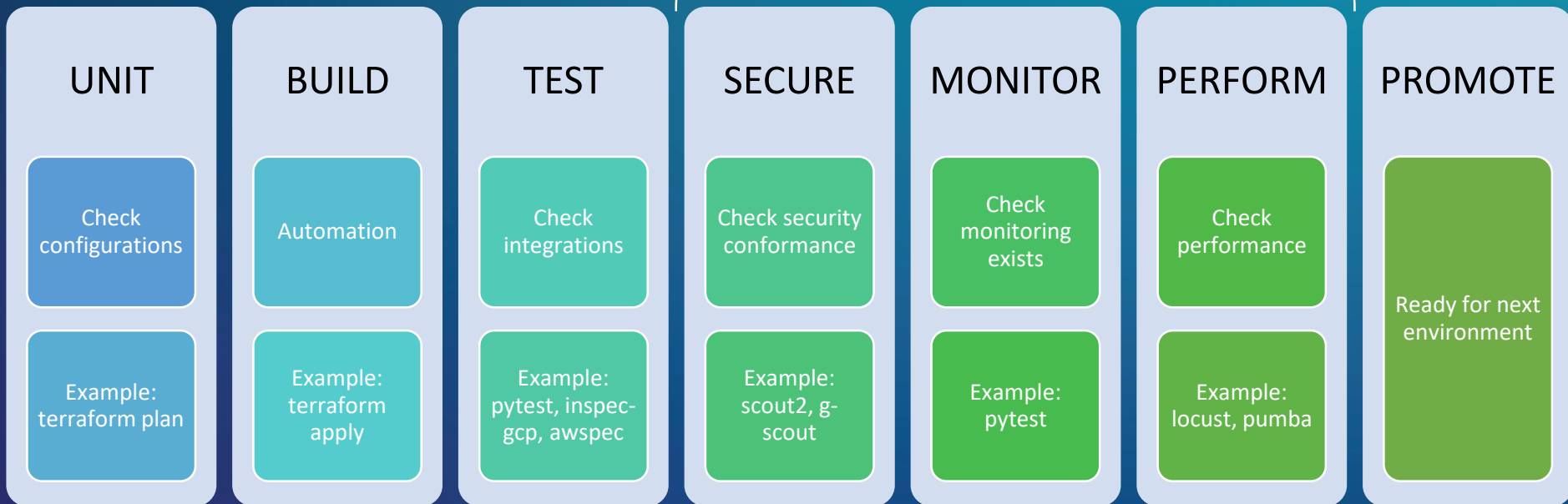
As a developer / infrastructure engineer

I want to deliver my service / infrastructure in an automated way

So that it is secure, compliant, and ready for my customer.

Infrastructure Deployment Pipeline

Conformance Tests, can run asynchronously



As an architect...

I WANT TO
CHAMPION THE
ARCHITECTURE "-ILITIES"

Architecture Fitness Functions

security

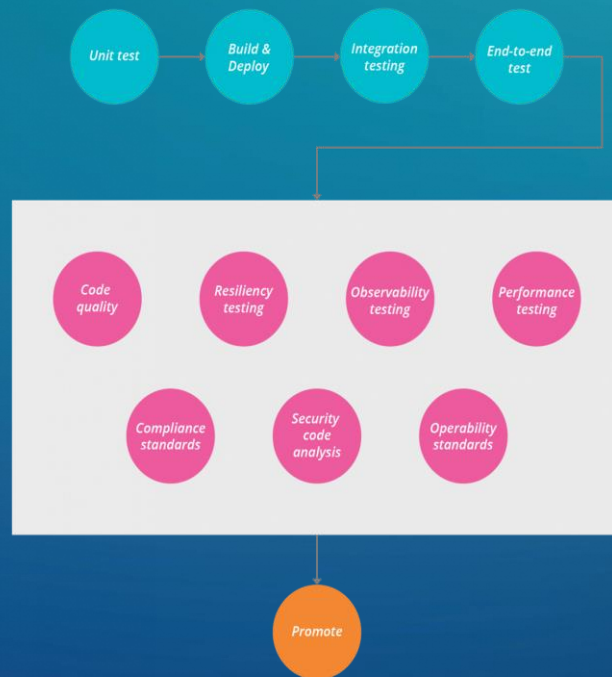
0 high vulnerabilities

resiliency

less than 1% error rate for new deployment

auditability

less than 90 days since last audit





business value

delivered by



business capability

delivered in



services & applications

delivered on



infrastructure

As a CxO...

A Balancing Act

Evolvability

Vendor Lock-In

Build vs. Buy

Autonomy

Cost

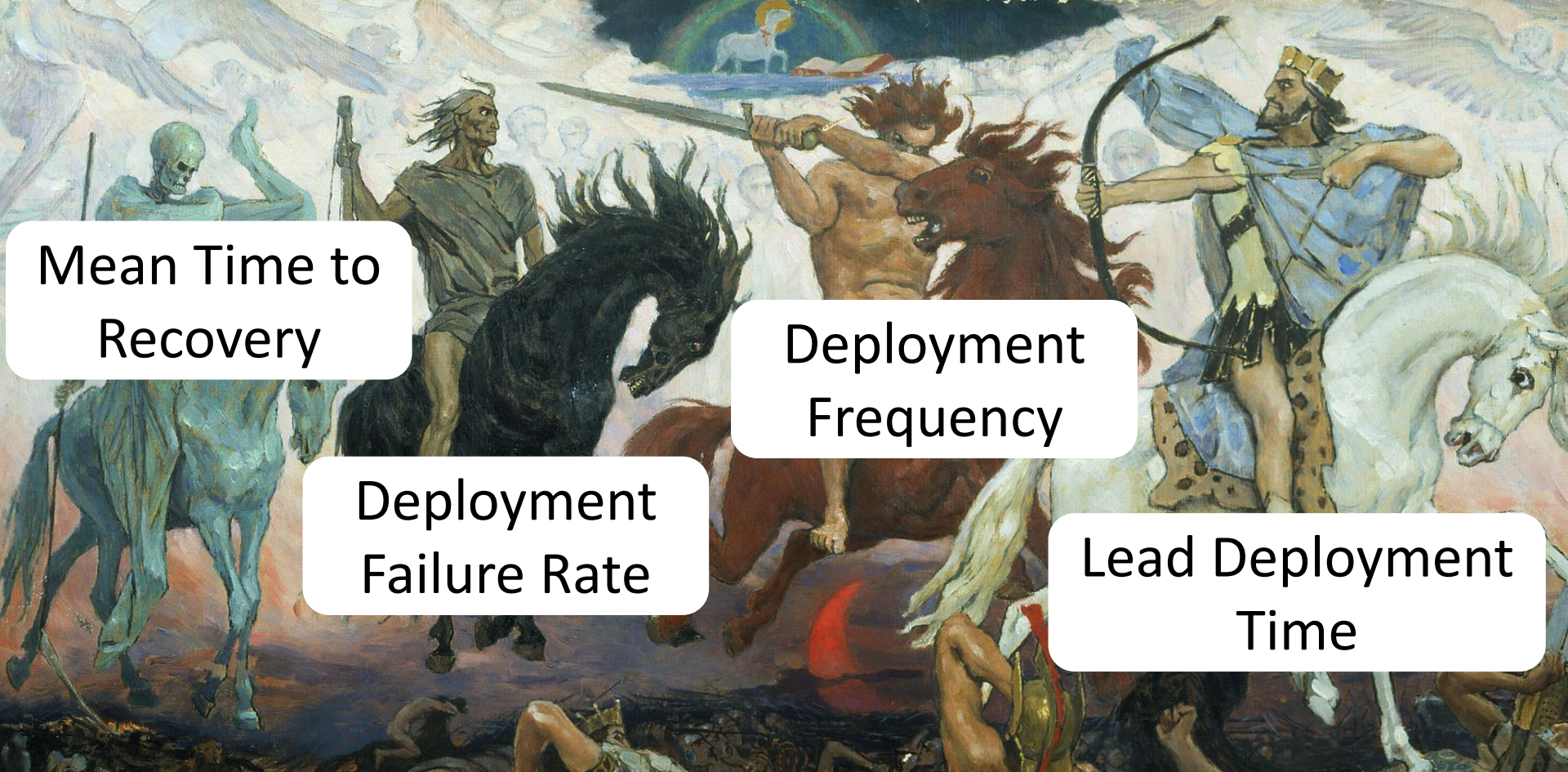
Fixed vs. On-Demand Capacity

Compliance

Complexity

Vendor Management

Global vs. Regional



Mean Time to
Recovery

Deployment
Frequency

Deployment
Failure Rate

Lead Deployment
Time

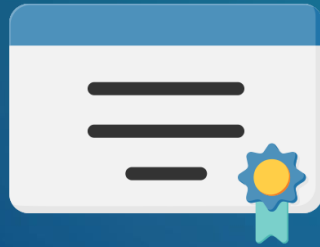
The 4 Horsemen of the DevOp-ocalypse

Where do we start?

As an organization...



Team
Structure?



Capabilities
Development?



Executive
Buy-In?



Known
Journey?

As an individual...



remember
your
customer

experiment

read
examples

re-purpose

join/ build
a
community

Please remember to
complete the session
survey in the mobile
app.

THANK YOU
YOU CAN *FOLLOW US*@



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#GHC19