



# How to Start with DevOps

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# Who are we?



Our purpose is people.

UKG is a cloud-based SaaS leader in Human Resources, Payroll & Workforce Management Solutions.

We support 80,000+ organizations across every industry, anticipate and adapt to their employees' needs.

My role is to serve the Pro-HR, Human Resources component of our UKG Pro Suite, Engineering teams as their leader, support my peers and leaders.



“

DevOps is the combination of leadership, systems thinking, cultural philosophies, practices, measurement, and tools that increases our organization's ability to deliver and operate high quality services at high velocity and continuously improve in order to delight our customers and employees and dominate the market.

A humane way to deliver technology safely.

TOC + Deming + System Thinking + Lean + Kata/TPS + Safety Culture + Org Learning + Engineering + SRE ”

SCOTT PRUGH

## What is DevOps?

“

DevOps is to continuously measure, evaluate, learn, invest and improve operations while keeping that priority over working on new features in a Westrum Organizational Culture where the goal is to become a Generative, performance-oriented organization.

”

SEVKET YAPAR

What is DevOps?



# How to start?



Culture



WHY! And different WHYs!!!



Delivery of software features



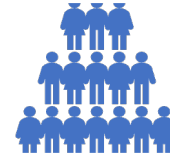
What is in it for me?



ROI



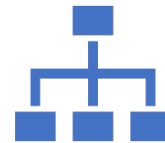
# Understand the current culture



Culture may vary from  
team to team

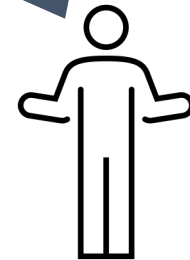


Conduct surveys,  
interviews, and  
workshops to gain  
insights

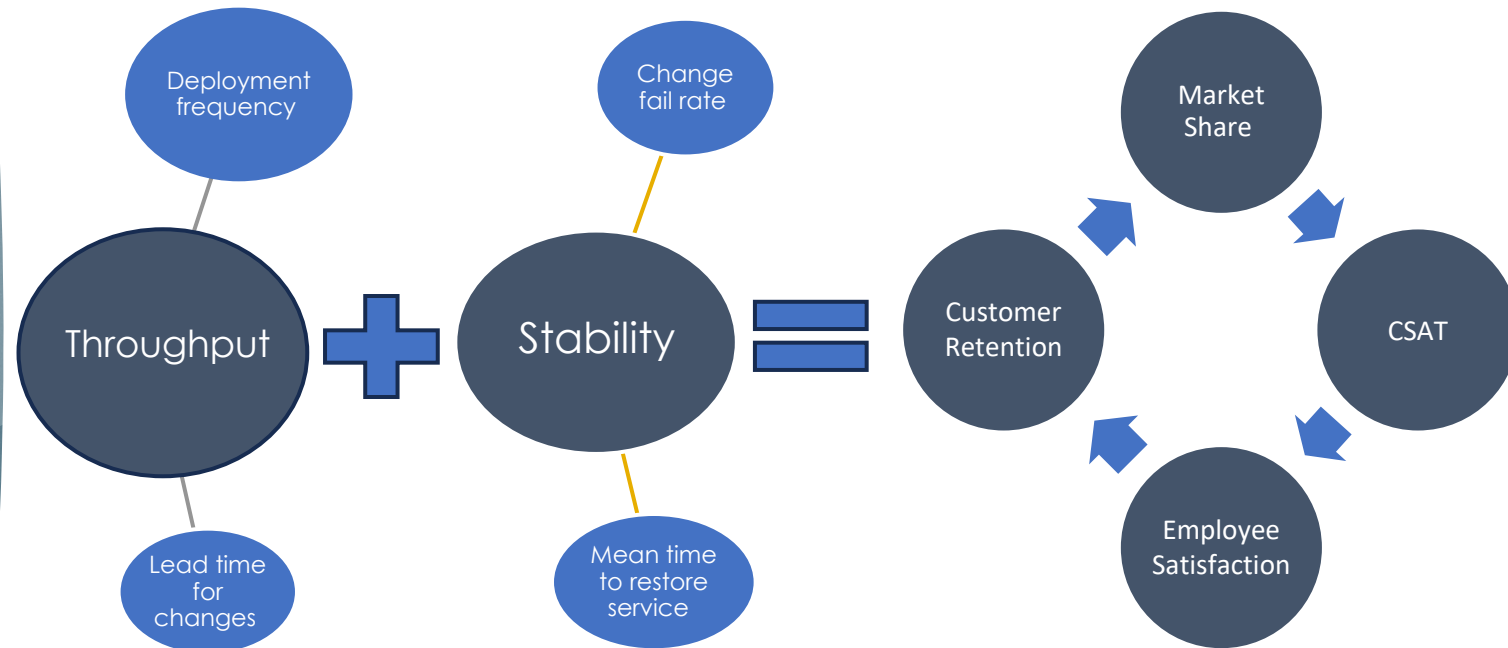


Understanding the  
existing development  
culture

“Doesn't seem to have  
a lot of value for our  
product teams... We  
are not like traditional  
Product Owners”



**Define** clear goals and objectives



# Leadership buy-in



Securing the support of  
executive leadership is  
crucial

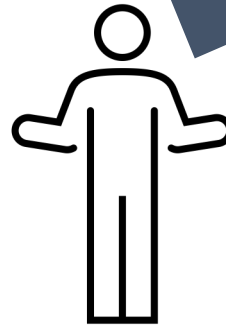


Set the tone for the  
entire organization



Leaders should  
champion the cultural  
shift and demonstrate  
their commitment by  
leading by example

“would be nice to  
have Sr leadership  
buy-in to changes”





# Prioritize & Invest

in 41 key capabilities

## TECHNICAL PRACTICES

1. Test automation
2. Deployment automation
3. Trunk-based development
4. Shifting left on security
5. Loosely coupled architecture
6. Empowered tool choice
7. Continuous integration
8. Continuous testing
9. Version control
10. Test data management
11. Monitoring and observability
12. Database change management
13. Code maintainability
14. Continuous delivery
15. Cloud infrastructure
16. Disaster recovery testing
17. SRE practices
18. Documentation quality

## WORK PROCESS & MEASUREMENT

19. Working in small batches
20. Make flow of work visible
21. Gather and implement customer feedback
22. Team experimentation
23. Streamlined change approval: clear and lightweight
24. Avoid functional outsourcing
25. Limit work in process
26. Visual management capabilities
27. Feedback from production
28. Proactive notifications



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## PEOPLE & CULTURE

29. Transformational leadership
30. Climate for learning
31. Win-Win for Dev & Ops
32. Westrum organizational culture
33. Culture of psychological safety
34. Job satisfaction
35. Identity
36. Trust
37. Voice
38. Autonomy
39. Retrospectives
40. Belonging
41. Inclusion

# Assess, Prioritize & Invest



## TECHNICAL PRACTICES

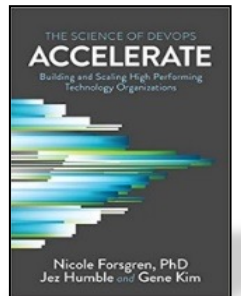
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3. Test automation
4. Continuous integration
5. Continuous testing
6. Continuous delivery

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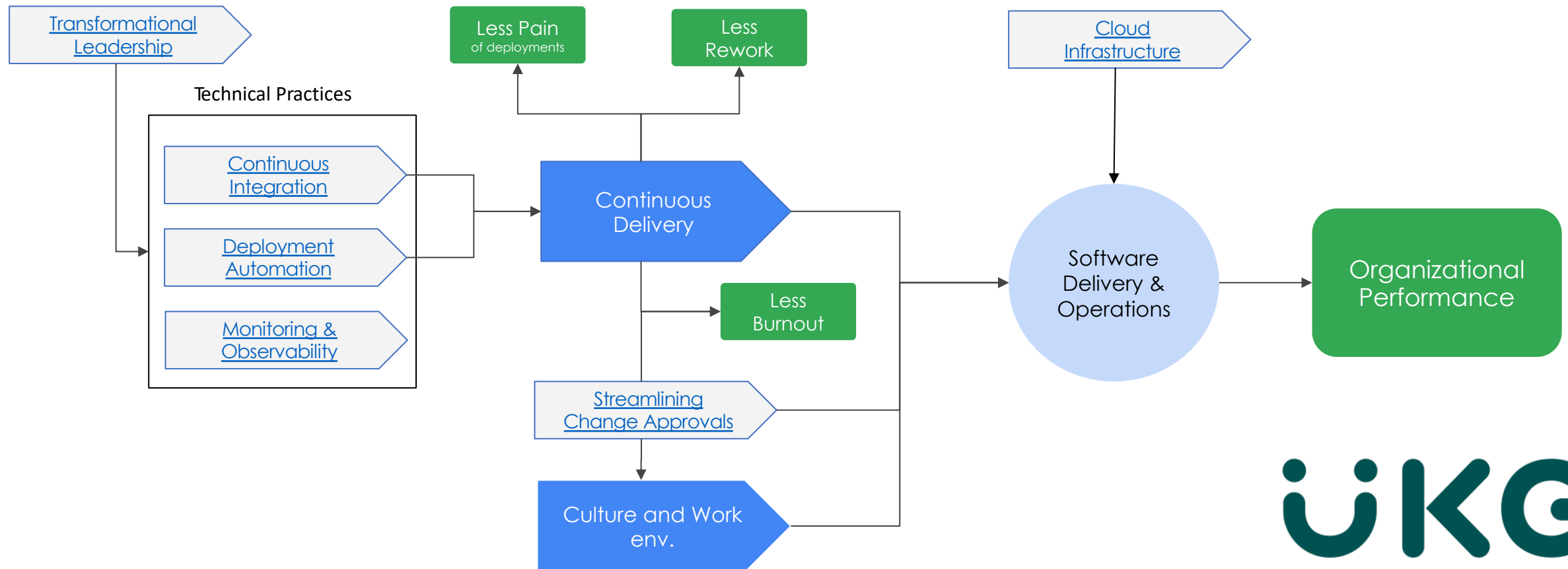
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# Our journey with DevOps





# Cross-functional collaboration, Incentives & Recognition



Foster collaboration between teams



Break down silos that may hinder progress



Create incentives and recognition programs



This can help reinforce the desired behavior

# Feedback loops & Process improvement



Continuous Evaluations and Improvements



Feedback Loops



Pilot Projects



Measurement and Metrics



Continuous Learning



Celebrate Successes



Persistence and Patience

# Opportunity Cost



Gross margin loss



Employee retention



Market share loss



Sales loss



# Summary



Operate before Innovate



Start with Why

- Prioritizing software delivery performance over new product features
- Why should organizations make this shift?



Varied WHYs

- Different reasons within the same organization
- Aligning with ROI: Faster value delivery, developer experience, attrition, downtime reduction



Key Goals

- Increase revenue and margin by
- Value to clients
  - Developer productivity
  - Reducing downtime
  - Reducing attrition

# Questions & Feedback