

The Verizon logo is displayed in a large, 3D, white font. The checkmark symbol is a glowing red 3D shape. The logo is set against a dark, industrial background with a high ceiling and large windows. The floor is highly reflective, mirroring the logo and the ambient light.

verizon ✓

Transformation @ Scale



Josh Stone

Architect & Evangelist:
IT Cloud Services & DevOps
Platforms

Jaclyn Damiano

People Leader:
IT Project Management &
Product Ownership



A man with light-colored hair and glasses, wearing a dark suit, white shirt, and dark tie, is seated in the driver's seat of a vintage red car. The car features a prominent wooden steering wheel and a dashboard with several analog gauges. The interior is upholstered in red leather. The man is looking down at his hands on the steering wheel. In the background, another person is partially visible, holding a camera up to take a picture. The scene is set outdoors, likely at a car show or exhibition.

1983

Soldier Field, Chicago

verizon

We are Verizon.

- Fortune 500 rank: #16
- \$126B in revenues in 2017
- 153.1K employees
- Launched the world's first commercial 5G service
- 98% U.S. wireless network coverage



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fios✓

5G✓

ThingSpace

verizon✓
connect

Aol.

v'sible

YAHOO!

tumblr

Oath:
A Verizon company

Verizon is **delivering
more value faster** than
ever before.



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What makes Verizon different?

- 2K+ applications
- 70K+ workloads
- >10K engineers
- Deploys: 300k+ over past 90 days
- Commits: 1k+ per day



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Scale isn't our only challenge.

- Multiple Lines of Business
- Wide Variance in Developer Skills
- Support for Brown & Green Field Applications
- Developers in Dozens of Locations
- Regulatory Compliance



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To meet the needs of
the future, we are
**transforming the way
we work.**



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Adopt Public Cloud

Modernize our Tech

Transform the Culture



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Most of our workloads will **move to the public cloud** by the end of 2019.

- 29k workloads will be in the public cloud
- 20k by the end of 2019
- Replatforming while moving



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We're **leveraging our dojos** to accelerate cloud migration.



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We've built controls to let over 600 applications operate side-by-side in shared accounts safely.

- Replaced console with our own ingress points
- Serverless functions hunt down non-compliant infrastructure
- Templates & images scanned & signed



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[illegible]

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It's not enough to move to the cloud, we must **modernize** along the way.

- Consolidate to common reusable technologies and patterns
- Consolidate systems into reusable APIs



We are laying the foundation for an **API First Transformation.**

- Apigee API Gateway and Developer Portal
- Creating a catalog of capabilities available to IT *and our business customers*
- Multi-year, complex effort

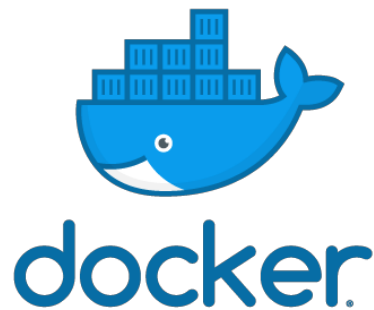


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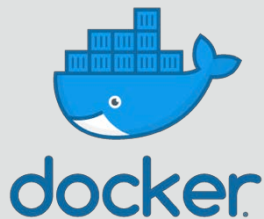
The screenshot shows the Verizon Developers API Developer Portal. At the top, the Verizon Developers logo is on the left, and a user profile for 'Josh' is on the right. A navigation bar includes links for Home, Browse APIs, Blog, FAQs, Forums, My Apps, API Maturity Model, and OneAPI Edge. Below the navigation bar is a section titled 'Build More Awesome' with a search bar labeled 'Search APIs and Documentation'. The main banner features a background image of hands working on a laptop and a document, with the text 'Welcome to Verizon's API Developer Portal' and a 'Get Started' button. Below the banner is a 'Product Categories' section with three icons: a radio tower for 'Infrastructure' (APIs for Verizon Infrastructure Systems), a group of people for 'Sales' (APIs for sales facing applications), and a person with a speech bubble for 'Care' (APIs for Care / Customer support). At the bottom is a 'Get Started' section with five icons: an orange circle with a question mark for 'Get Started', a green circle with a speech bubble for 'Support', a blue circle with a document for 'Sample Repository', a red circle with a lowercase 'a' for 'Apigee User Guide', and a yellow circle with a person icon for 'Community Forum'.

We are building platforms and practices that **will change how we build, deploy & run software.**

- PaaS with Docker & Kubernetes
- Serverless FaaS



We are creating a container platform that **will change**
how we build, deploy & run
software.



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We are aggressively pursuing a **serverless computing model**.

- Global virtual hackathon: 70+ teams
- Same segmentation and governance concerns as with IaaS



**We're transitioning from
commercial software
consumers to open
source contributors.**



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Adopt Public Cloud

Modernize our Tech

Transform the Culture



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We have a laser focus on
transforming Verizon
culture.

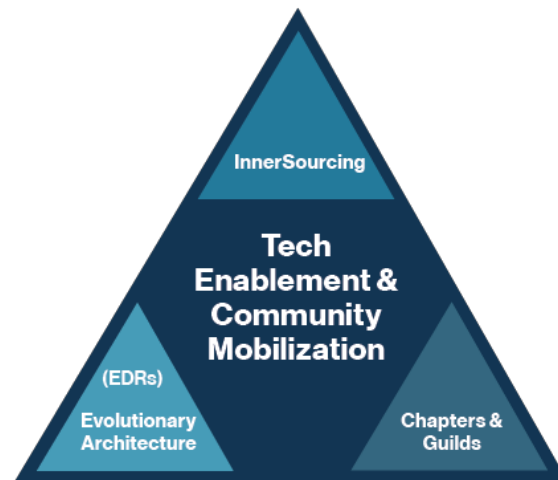


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TECMob

**Your Power.
Our Future.
One Mission.**

**Leveraging and
empowering our
most valuable
resource: YOU.**



Our cultural transformation is founded in **open source principles.**

Participation	Rapid Prototyping
	
Meritocracy	Community
	



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Innersourcing at Verizon:
We are “leveraging the best practices of open source, community-driven, engineering-centric, collaborative development inside Verizon.”



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Innersourcing allows us to promote **transparency and re-use and enables innovation.**

- Ability to organically scale throughput via Innersource
- In-flight and at-rest scans for higher quality code



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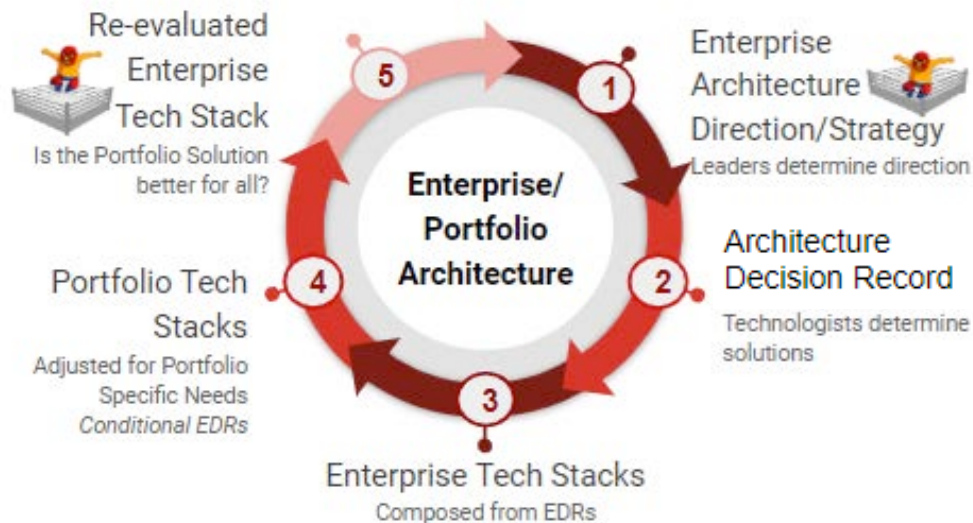
**We're democratizing our
technology decision
making.**



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We've put into place a
transparent, fair process.



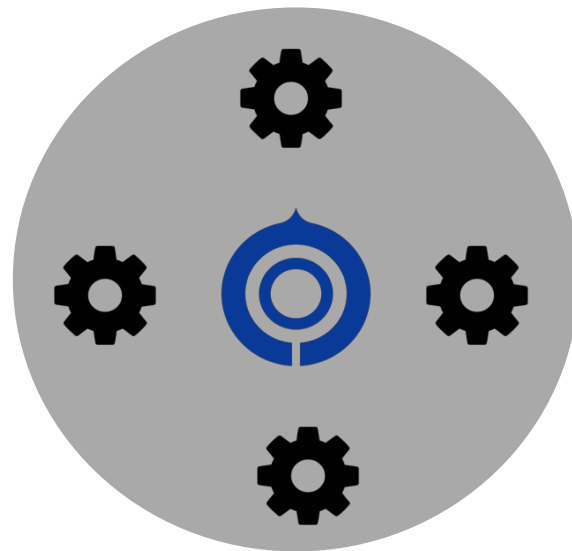
We're starting to **work in ways that we've never worked before.**



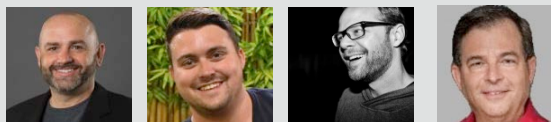
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There are lots of types of communities we can form. We've formed **Chapters** at Verizon and are working to establish **Guilds**.

Models	Members Are Paid To Perform Their Role?	Hierarchical Power?	Community Driven?	Members Practitioners?	Formal decision making responsibilities?
Center of Excellence	✓	✓		✓	✓
Community of Practice			✓	✓	
Community of Interest			✓		



We've established **12 communities** across **15 business units** consisting of **>250 V-Teamers**.



Chapter	Members
System & Application Design	20
Software Dev	29
Product	12
Performance Monitoring, Logging & Resiliency	20
Middleware	27
Infrastructure	37
Databases	23
ChatBot	9
Collaboration	19
Application & Code Security	25
AI/ML/Data Analytics	45
RPA	11



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We're investing in the development of our engineers.

- Developed 2 certification programs for AWS and Containers
- >1500 engineers have AWS certifications
- >500 engineers have signed up for our new container program

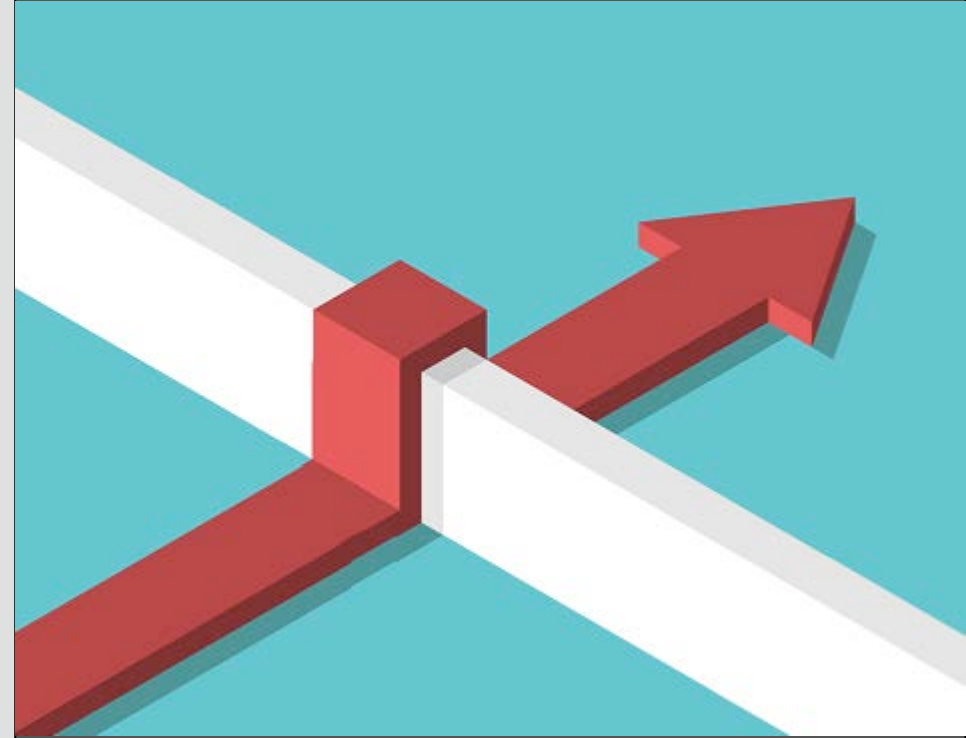


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What are our **biggest challenges** with these efforts?

- Scale of effort
- Enthusiasm/Motivation/Engagement
- 'Brent' syndrome
- Lots of simultaneous change
- Slowing down to speed up is a challenge



Our **asks** of the community.

- Share your large enterprise innersourcing experience
- Let us know if you are establishing communities of practice/interest within a large enterprise



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Thank You