virtusa

# Azure DevOps Services KT

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# Agenda

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# Introduction

Team members

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# Overview of Azure DevOps Services

In the rapidly evolving landscape of software development, efficient collaboration, continuous integration, and streamlined delivery are key factors for success. This is where Azure DevOps steps in as a transformative platform that revolutionizes how development teams work together, from idea to deployment.

# What is Azure DevOps Services

Azure DevOps is an integrated set of development tools, services, and features that enable teams to plan, develop, test, and deliver applications with speed and quality. It provides a seamless environment for collaboration, automation, and monitoring, facilitating the practice of DevOps principles.

# Key Pillars

**Collaboration and Automation** At its core, Azure DevOps emphasizes two essential pillars:

**1. Collaboration:** Azure DevOps breaks down the silos that often exist between development, testing, and operations teams. It fosters collaboration by providing tools that allow all stakeholders to work together seamlessly:

- Developers can plan work items using Azure Boards, defining features and tasks.
- Testers can create test plans and execute tests using Azure Test Plans, ensuring product quality.
- Operations teams can manage deployment pipelines using Azure Pipelines, enabling continuous delivery.

**2. Automation:** Manual and error-prone processes can be a bottleneck in software development. Azure DevOps encourages automation to enhance efficiency:

- Azure Pipelines automates building, testing, and deployment processes, reducing human intervention and accelerating delivery.
- With Azure Repos, version control is streamlined, and automated code reviews and pull requests promote code quality.
- Azure Artifacts automates package management, ensuring consistent and reliable dependencies.

# Benefits of Azure DevOps

Azure DevOps offers numerous benefits that resonate throughout the software development lifecycle:

**1. Accelerated Development:** The integration of development, testing, and deployment processes accelerates development cycles and shortens time-to-market.

**2. Improved Collaboration:** Teams can collaborate in real-time, bridging gaps between development and other departments, enhancing transparency, and fostering communication.

**3. Enhanced Quality:** Automation of testing, integration, and deployment processes leads to higher-quality software, reducing errors and minimizing downtime.

**4. Predictable Delivery:** By standardizing and automating processes, Azure DevOps enables consistent and predictable software delivery.

**5. Scalability and Flexibility:** Azure DevOps scales effortlessly to accommodate projects of any size or complexity, making it suitable for startups to enterprise-level organizations.

In conclusion, Azure DevOps redefines the way software development and collaboration happen. By leveraging its powerful tools and features, development teams can embrace a culture of agility, automation, and continuous improvement, leading to more successful and impactful software projects.

# Azure DevOps Services

- Azure Boards
- Azure Repos
- Azure Pipelines
- Azure Test Plans
- Azure Artifacts

# How to request access to Azure DevOps Organization- Access Enablement

- Every user needs to take Cytiva Azure DevOps training before raising IAM request.
- Unless and until support team receives the Cytiva learning certificate from the requestor through email, the access to the user should not be granted.
- Support team should never provide the Azure DevOps admin access to the user without proper Approvals from the respective managers. Admin access is only for the support team and the tool owner.

# Ticket handling Process

There are few things we need to follow to reduce the SLA breach of incidents.

1. There are 2 type of SLA

a. Response – Timeline to assign the incidents. (change to InProgress state)

b. Resolution – Timeline to provide the solution to the incident. (change the Resolve state)

Other thing is the SLA timeline is depending on type of priority at which incident is raised.

Type of priority at which incident is raised.

# Ticket handling Process

Please refer below table:

| Priority of incident | SLA Timeline for response | SLA Timeline for resolution |
|---|---|---|
| 1. Critical | 0.5 hours | 4 Hours |
| 2. High | 2 Hours | 8 Hours |
| 3. Moderate or medium | 8 hours | 1 day 16 Hours |
| 4. Low | 16 Hours | 3 days 8 Hours |

Note:
We can low the priority of Access related incident to Moderate if it is created with High Priority.

# Creation of Organization

The requestor will raise a service now ticket to create an organization.
The support team need to share the template with the requestor and get all the details like name of organization, team members, permissions required for the members etc. Once the required details received in the ticket, As the support team having the site Admin access, the support team create Organization and members with required permissions. Once the organization is created, it is recommended sharing the URL of the organization while closing the ticket.

# Vendor and other stakeholder Co-ordination

There are no third-party vendors involved in supporting the application.

Azure DevOps will support if the user is not able to figure out the problem, based on the issue, the support team can reach out to the Microsoft support team with proper description, priority of issue and details. The Microsoft support team  will reach out as the priority level raised.

Following below are the contact details of other project stakeholders along with their roles and responsibilities

| Name | Role | Email Address | Responsibility |
|---|---|---|---|
| Kotireddy Godugunoori | Tool owner Cytiva | kotireddy.godugunoori@cytiva.com | Tool related issue |

# Q&A

# Thank You