Table. Model Opportunities for improvement found in the case study.

IdPrac	dFP	Opportunity for improvement
IC	88%	The continuous integration practice is the foundation for compliance with other DevOps practices such as continuous delivery, testing, and deployment. In this sense, it is recommended to standardize the local unit testing processes in all projects before carrying out the integration, as well as to incorporate automatic unit tests in the changes made to the shared code repository.
PC	67%	It is recommended to formalize and inform the organization's testing process including tests on APIs (unit, functionality, load, reliability, documentation) and performance tests. As the dynamics of the industry is variable and therefore requires the ability to adapt quickly, it is recommended to abandon general test plans and incorporate test plans according to the needs of each sprint, in addition to formalizing the documentation or records about incidents in the execution of tests.
GD	77%	Standardize and formalize the protocol, procedure, process or similar for data access. Inform in the projects that apply information regarding the data models on which they work and especially where there are inherited data.
SS	89%	Implement processes that allow the early detection of vulnerabilities and update security policies according to the elements detected.
DE	83%	Socialize the strategic plan with collaborators.
GC	71%	As progress is made in the construction of processes that allow any product to be brought to production faster, it is essential to have all the backup elements that allow rapid system recovery; not only at the source code level, but also at the technological infrastructure level, where the IT assets and their configurations are characterized. Additionally, it is also important to formalize the management and disclosure process within the teams regarding: incidents, problems and changes.
MC	83%	It is recommended to do special monitoring of the products already deployed in production, implement activities that allow collecting information on the operation of the system from the application logs and systems for receiving feedback on the experience of the users of the deployed application.
ED	67%	Include topics related to DevOps and its practices in employee training plans.

Acronyms used: **IdPrac**: Identifier of the fundamental practice; **dFP**: degree of compliance with the fundamental practice.