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Overview
Service Management, Agile & DevOps

Global IS Shared Services

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Agenda

1. Background and Definition
2. Overview to Service Management Framework
3. Overview to GCM Agile Methodology
4. Overview to Sony DevOps
5. Wrap-Up and Expectation to Next Sessions

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Background and Definition

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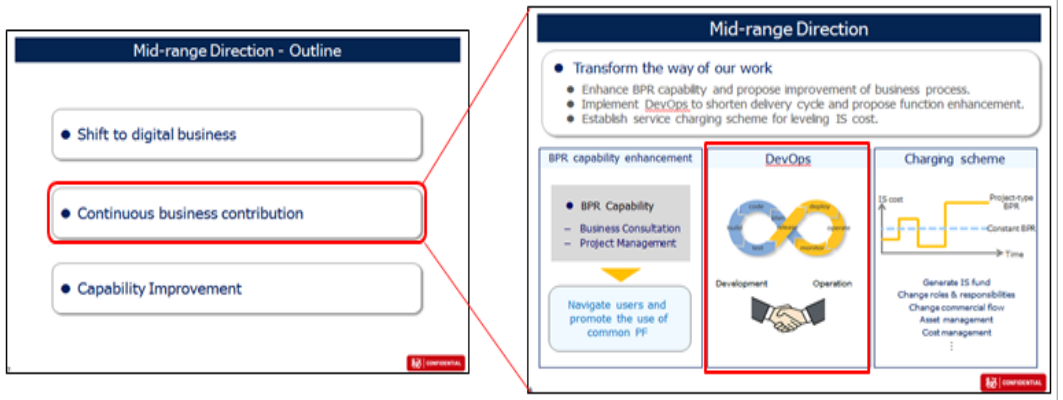
Background

Background

Mid-range Direction



Implement DevOps to shorten delivery cycle and propose function enhancement.

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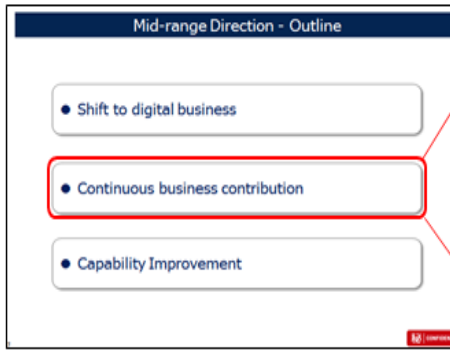
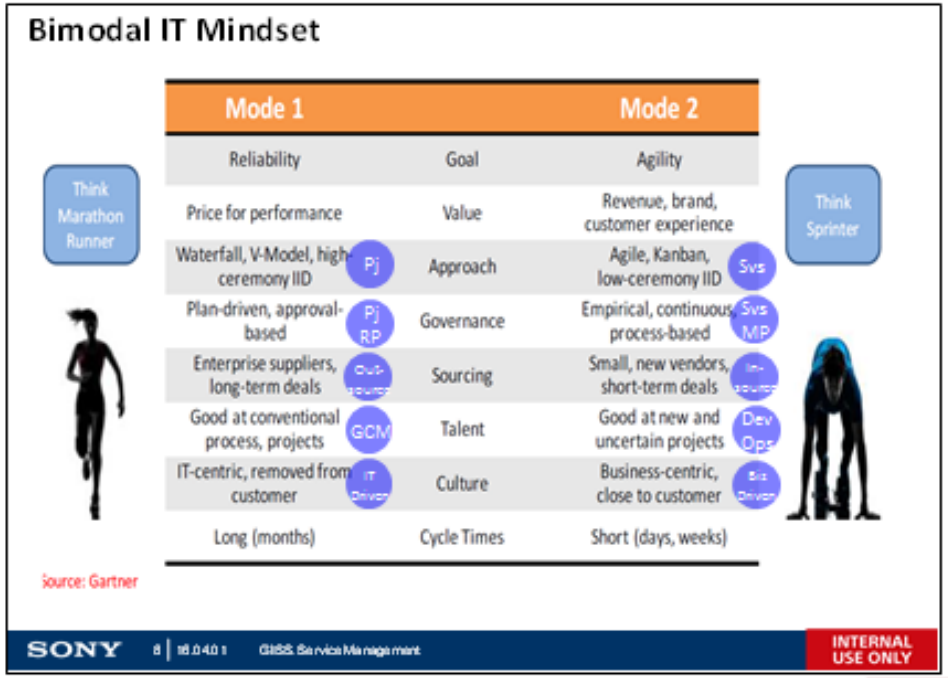
Mid-range Direction



Implement DevOps to shorten delivery cycle ar

Different Approaches



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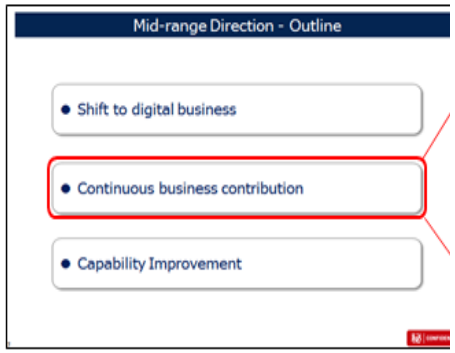
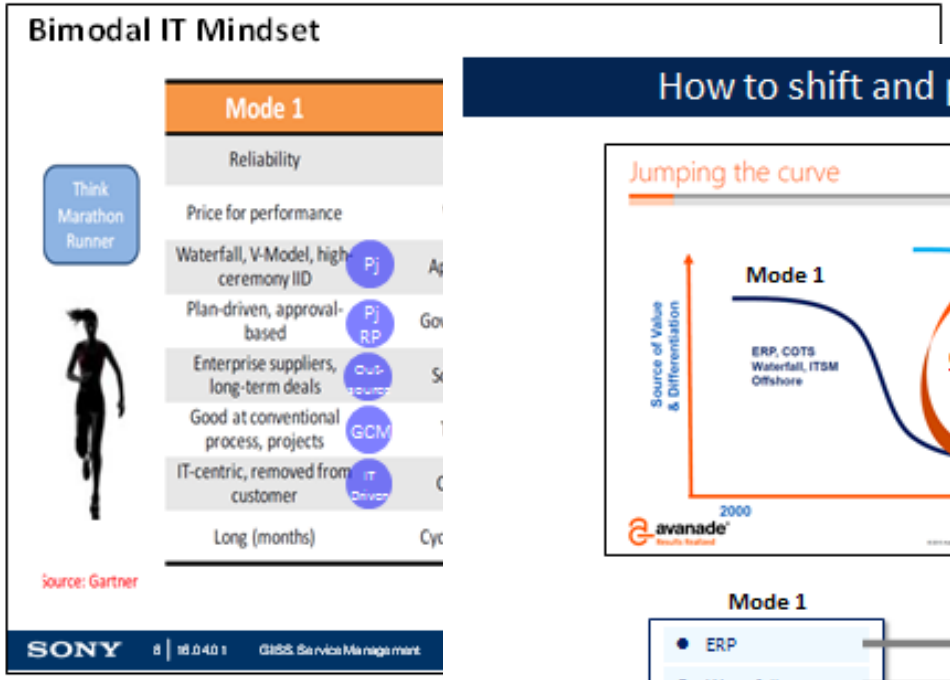
Mid-range Direction

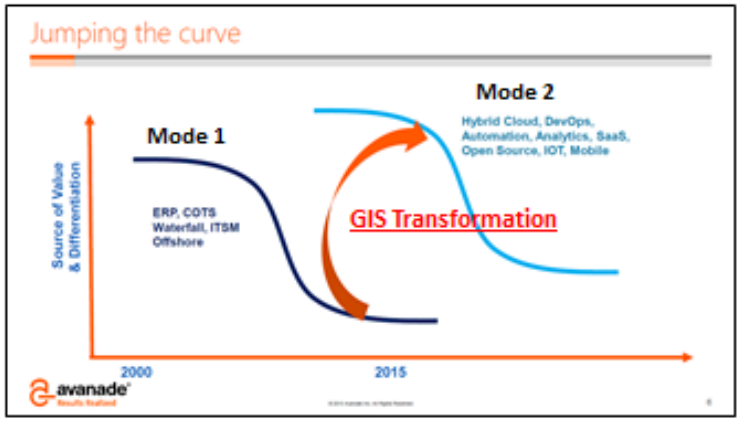


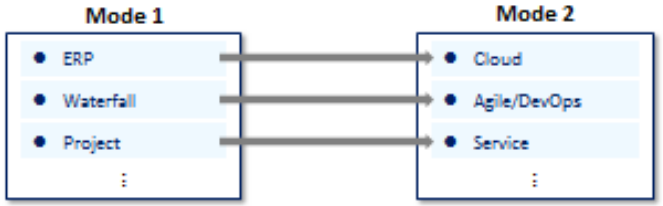
Implement DevOps to shorten delivery cycle ar

Different Approaches



How to shift and prepare for digital IT





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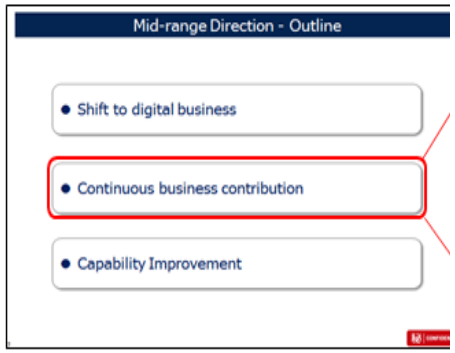
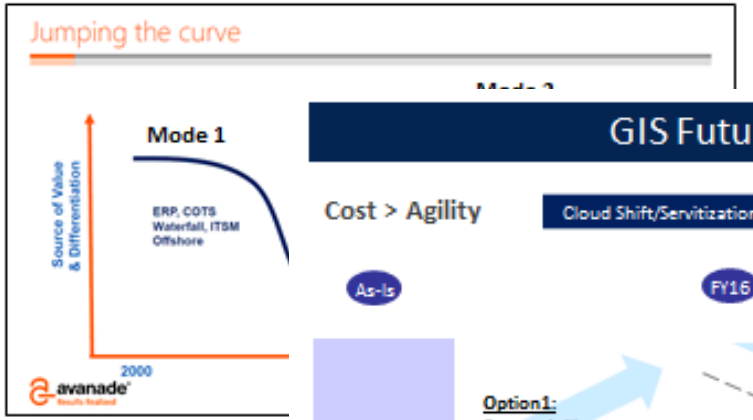
Mid-range Direction

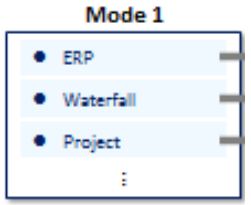


Implement DevOps to shorten delivery cycle ar

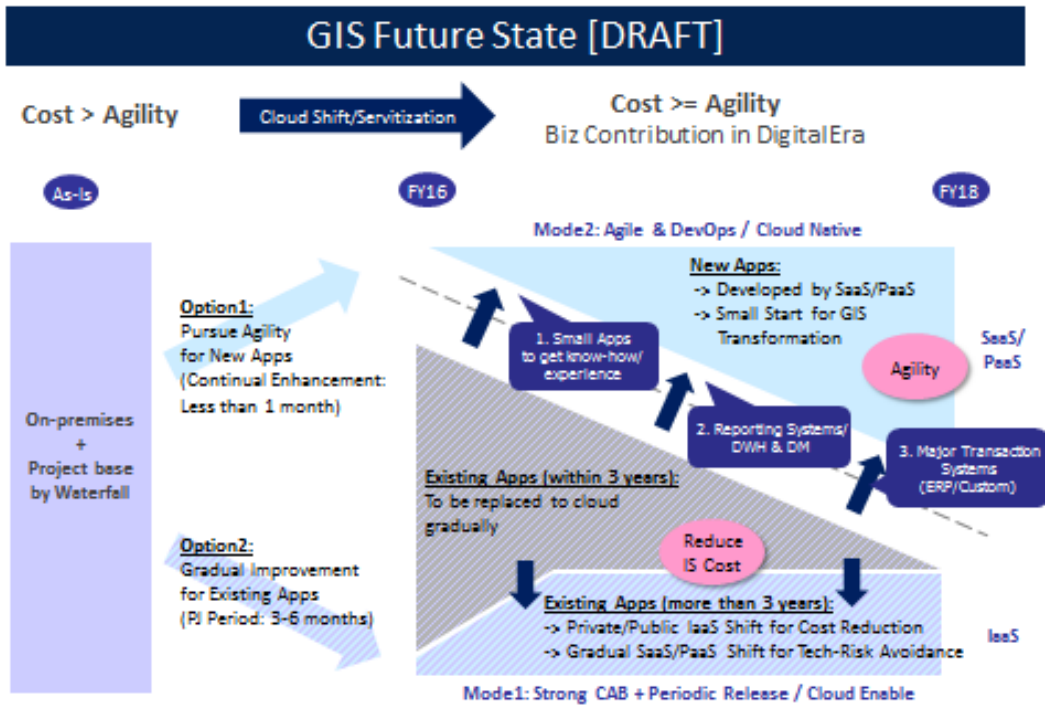
Different Approaches

How to shift and prepare for digital IT





GIS Future State [DRAFT]



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Transformation to ITaaS: Process

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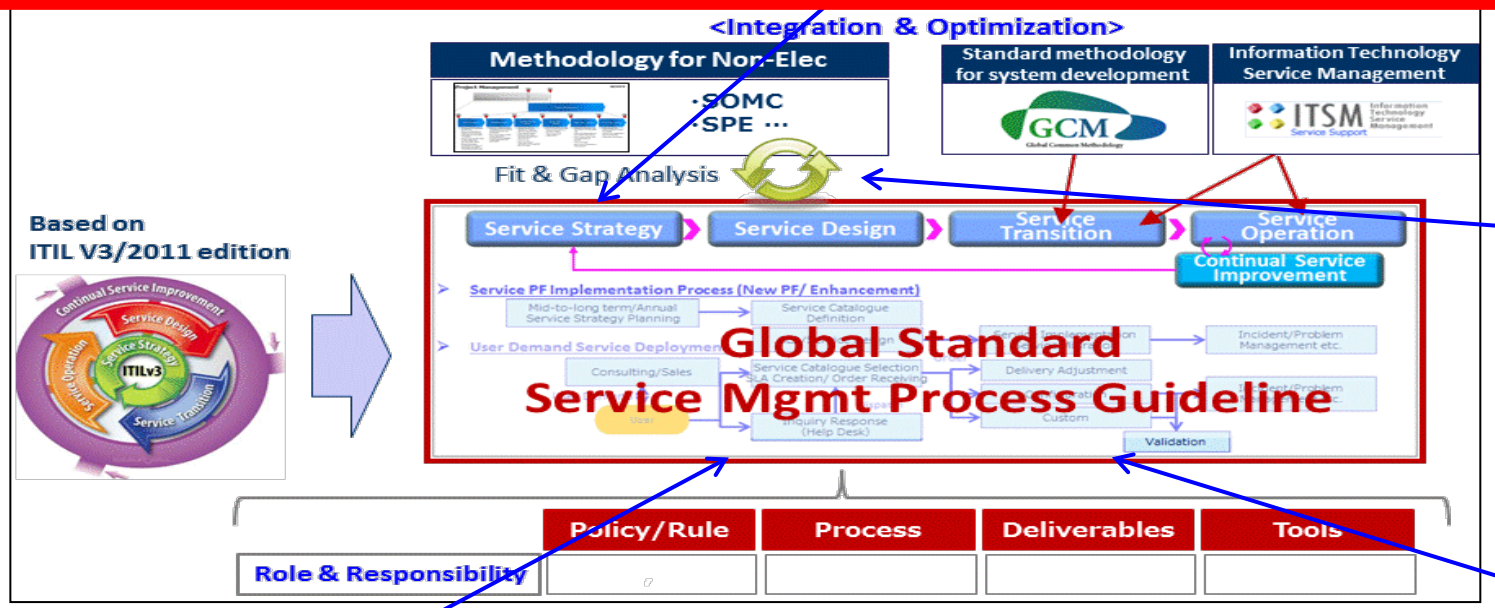
(Current Issues)

- Different methodology between project mgmt and system mgmt
  - ➡ Not ready for the transformation to service mgmt & DevOps
- Different methodology & process between GIS and non-elec. IS
  - ➡ Opportunity to pursue further optimization by process standardization

(Midrange Approach)

[Approach 1]
To formulate and introduce "Global Service Mgmt Process Guideline" for Sony IS groups



[Approach 4]
To pursue IS process standardization between GIS and non-elec. IS for the efficiency

[Approach 2]
To introduce "IS Service Mgmt Process Monitoring Scheme"

[Approach 3]
To introduce "IS Service Mgmt Process Improvement Scheme"

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Introduction of Service Mgmt Process, Agile & DevOps

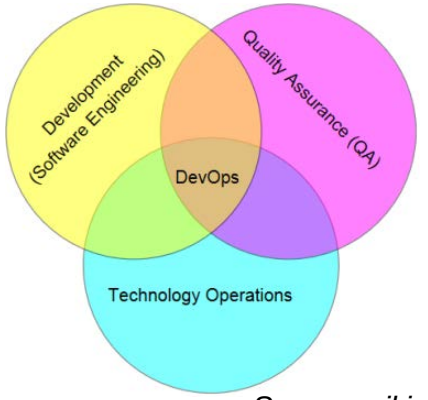
Service Management is defined as a set of specialized organizational capabilities for providing value to customers in the form of services.

Source: Foundation of IT Service Management (Orand/Villareal)

Agile Development is a software development method that enable quick implementation and release of small increments of working software for customers who have urgent requirements to meet changing needs of market and end users.

DevOps (Abbreviation of "Development and Operations") is an approach to provide software continuously under the collaboration between business owners and development, operation and QA teams based on the principle of "Lean" and "Agile". With this approach, an enterprise will be able to capture market opportunities faster and receive customer feedback in shorter time.

Source: DevOps for DUMMIES (Compliments of IBM)



Source :wikipedia

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GIS Process Vision & Mission

Vision
GIS is an organization capable of fulfilling it's vision of becoming a **service oriented** and **agile** organization that rapidly adopts to business change and cost limitations through the support of the GIS Process team.

TODAY
GIS is a reactive delivery organization that is driven by customer demand

SERVICE MANAGEMENT

AGILE

DEVOPS

WANTED POSITION
GIS is a service oriented and agile organization that rapidly adopts to business change and cost limitations

Mission
Support GIS to optimize the IT capabilities by…

- Establishing and implementing **common processes**, **roles** and **terminology**
- Ensuring that GIS has **agile** and **simplified processes** that are aligned with and support to fulfill the Strategy and MRP
- **Coaching** people and organizations **through change** and **transition**
- **Facilitating cross functional collaboration** within GIS and with all Sony interfaces

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Overview to Service Management Framework

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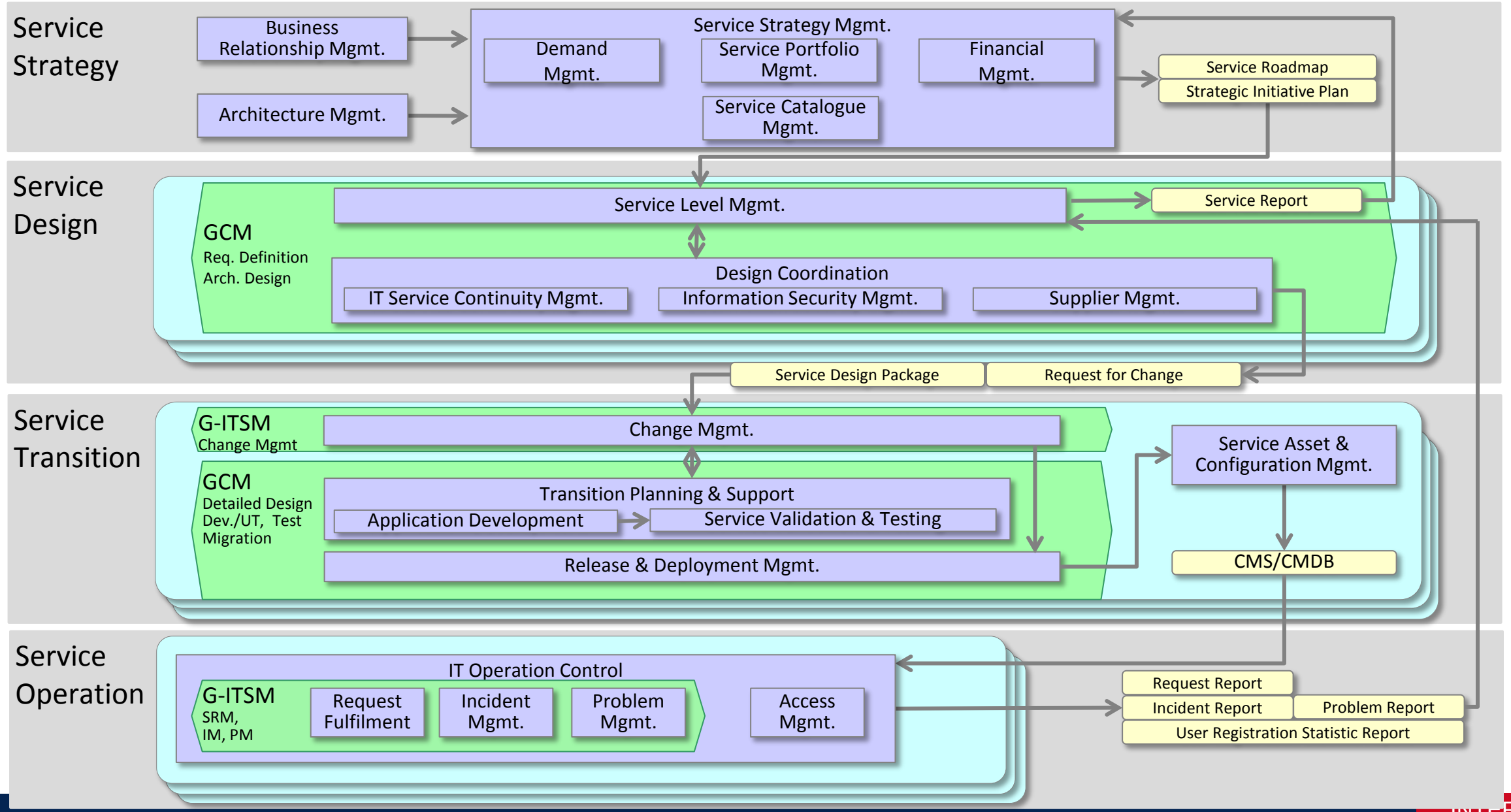
Service Management Framework



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Service Management Stage

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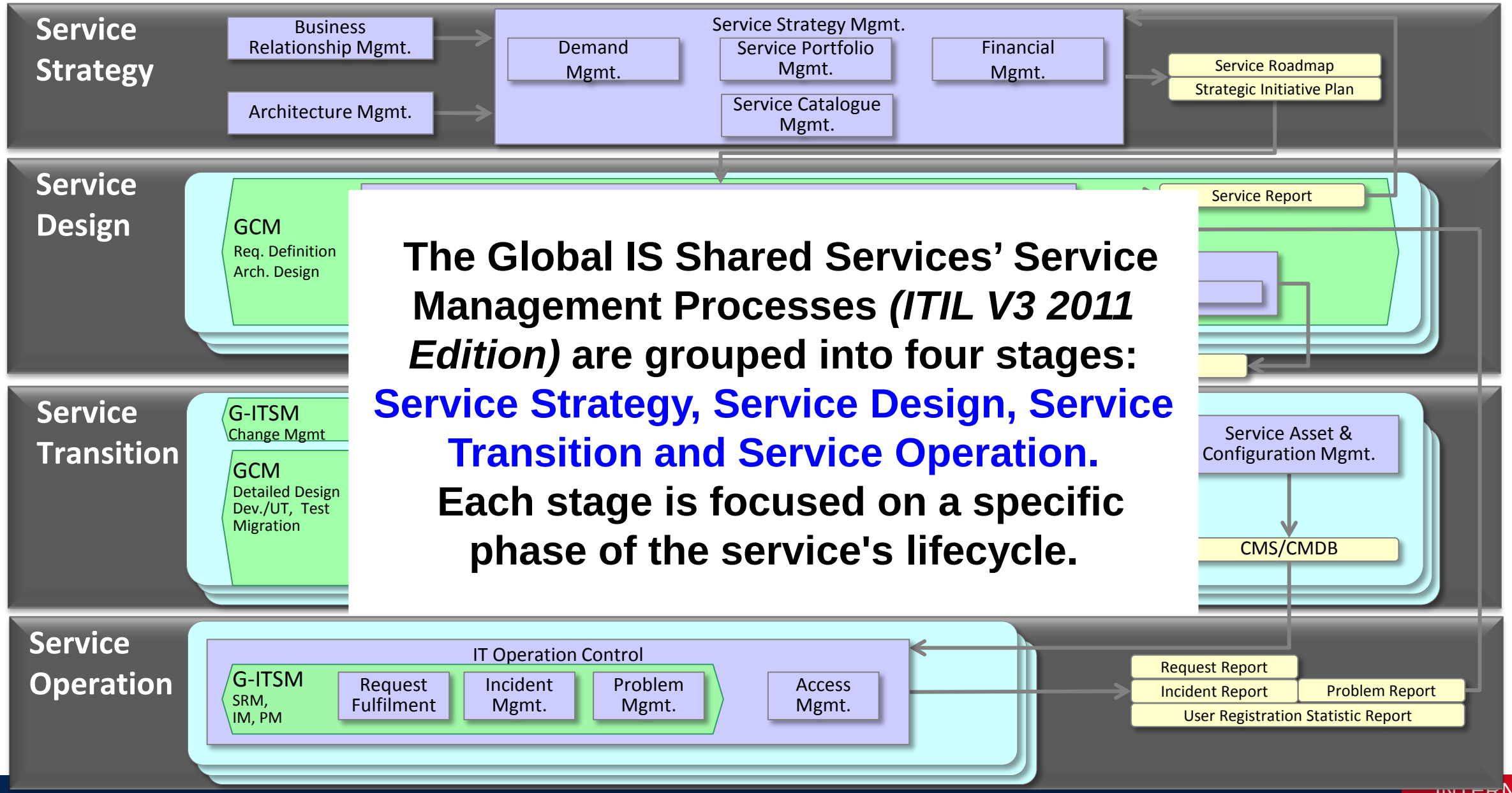

The Global IS Shared Services' Service Management Processes *(ITIL V3 2011 Edition)* are grouped into four stages: Service Strategy, Service Design, Service Transition and Service Operation. Each stage is focused on a specific phase of the service's lifecycle.

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Service Management Stage

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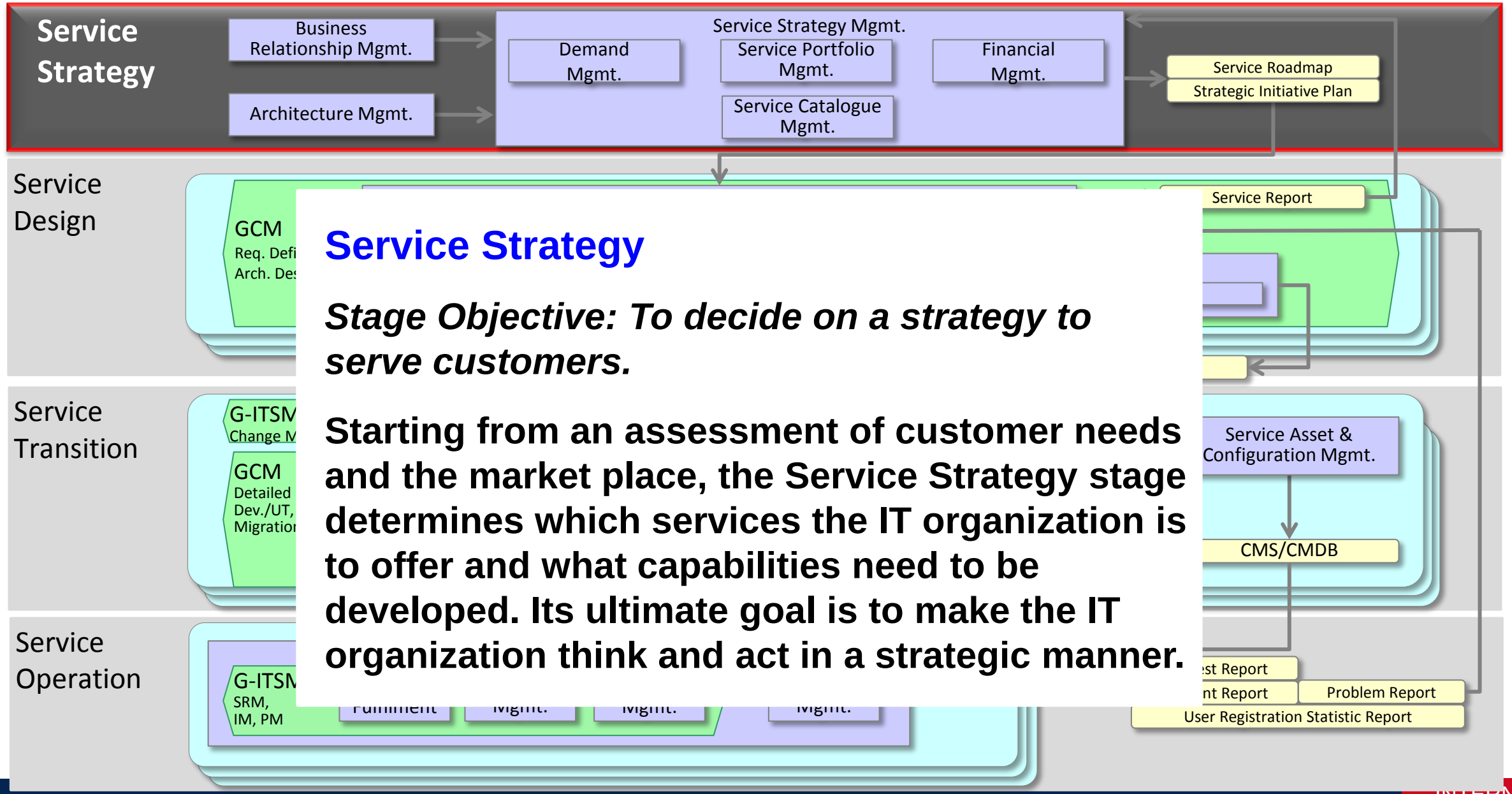

Service Strategy

Stage Objective: To decide on a strategy to serve customers.

Starting from an assessment of customer needs and the market place, the Service Strategy stage determines which services the IT organization is to offer and what capabilities need to be developed. Its ultimate goal is to make the IT organization think and act in a strategic manner.

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Service Management Stage

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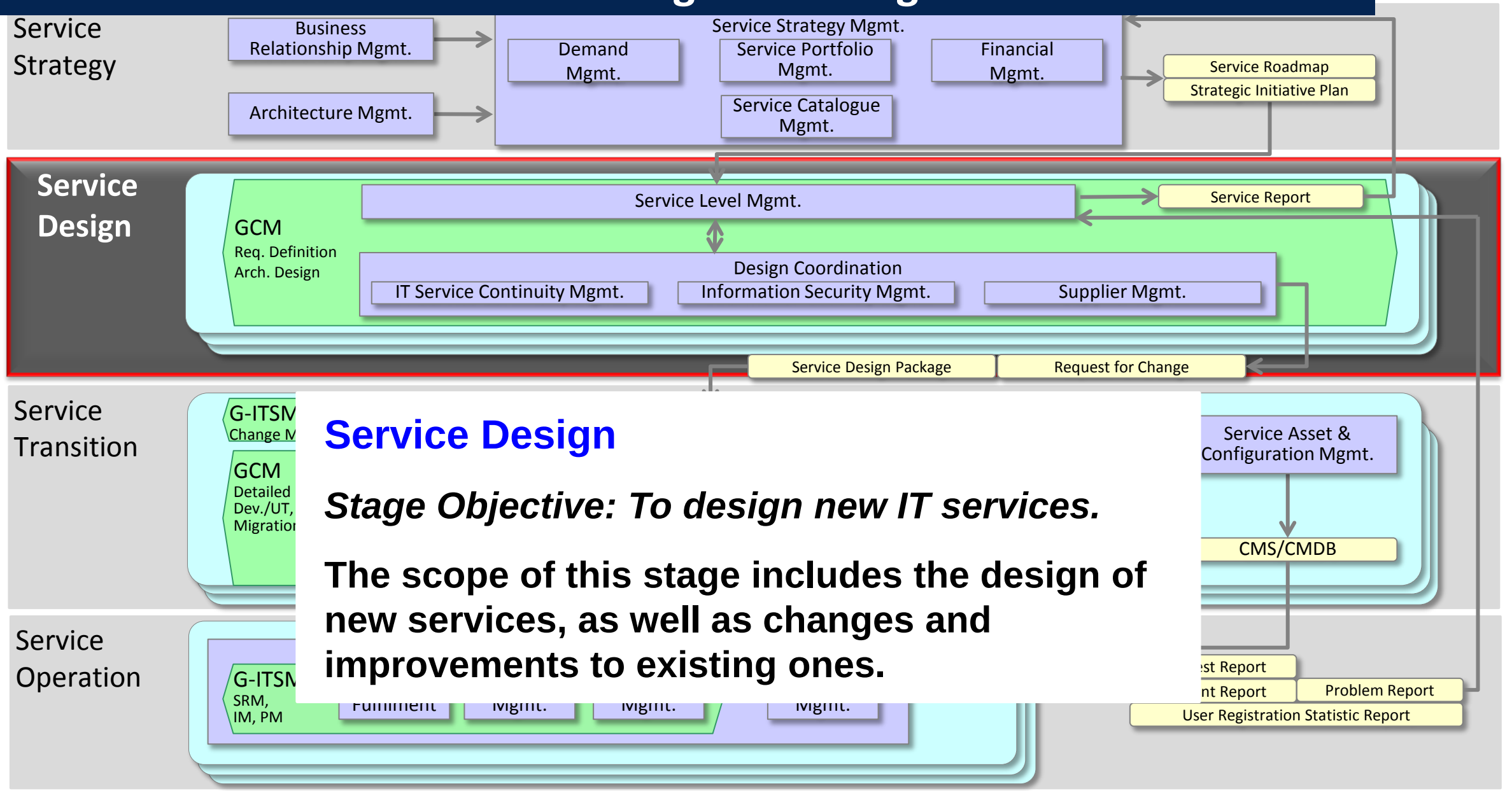

Service Design

Stage Objective: To design new IT services.

The scope of this stage includes the design of new services, as well as changes and improvements to existing ones.

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Service Management Stage

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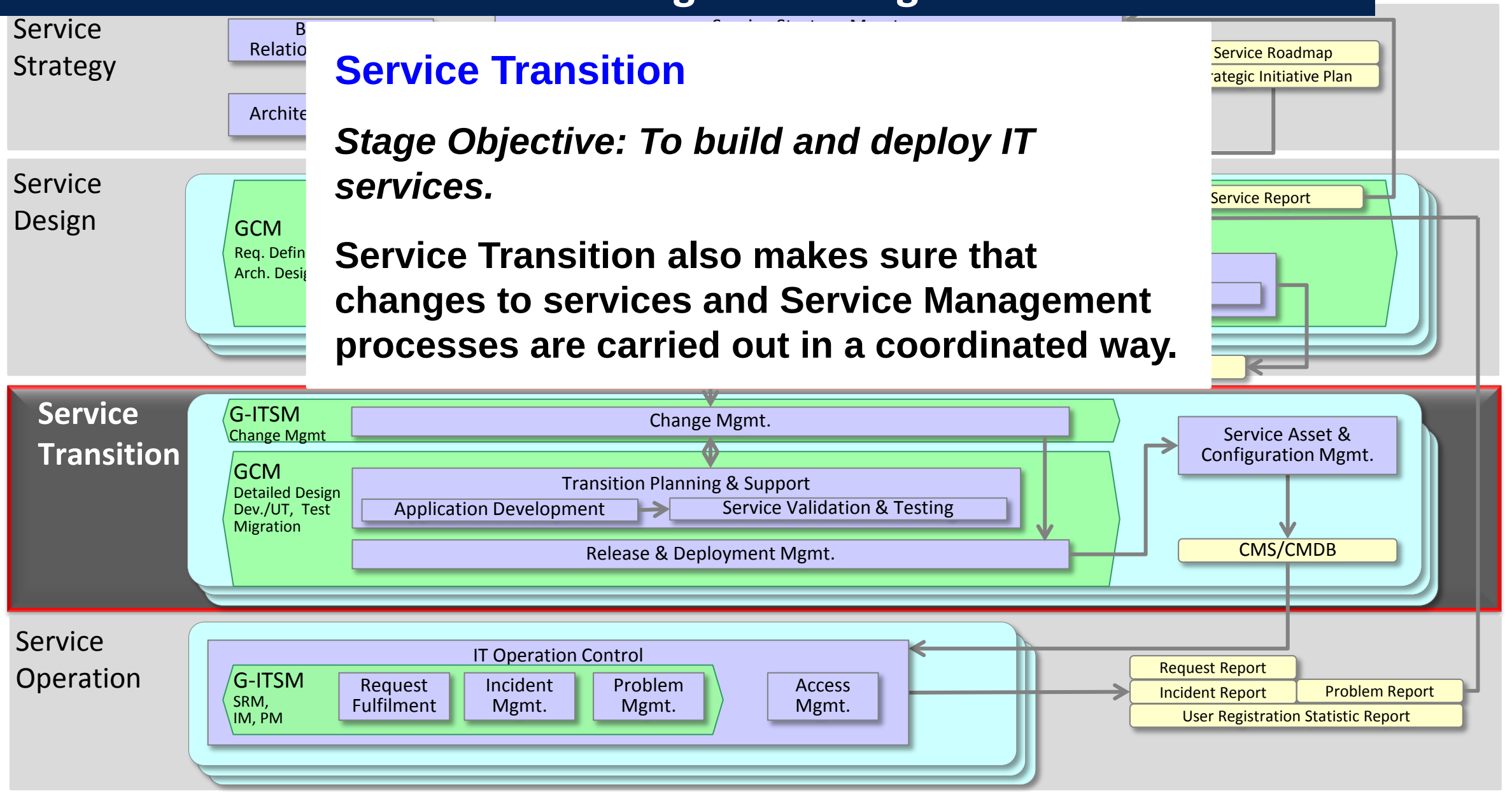
Service Transition

Stage Objective: To build and deploy IT services.

Service Transition also makes sure that changes to services and Service Management processes are carried out in a coordinated way.



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Service Management Stage

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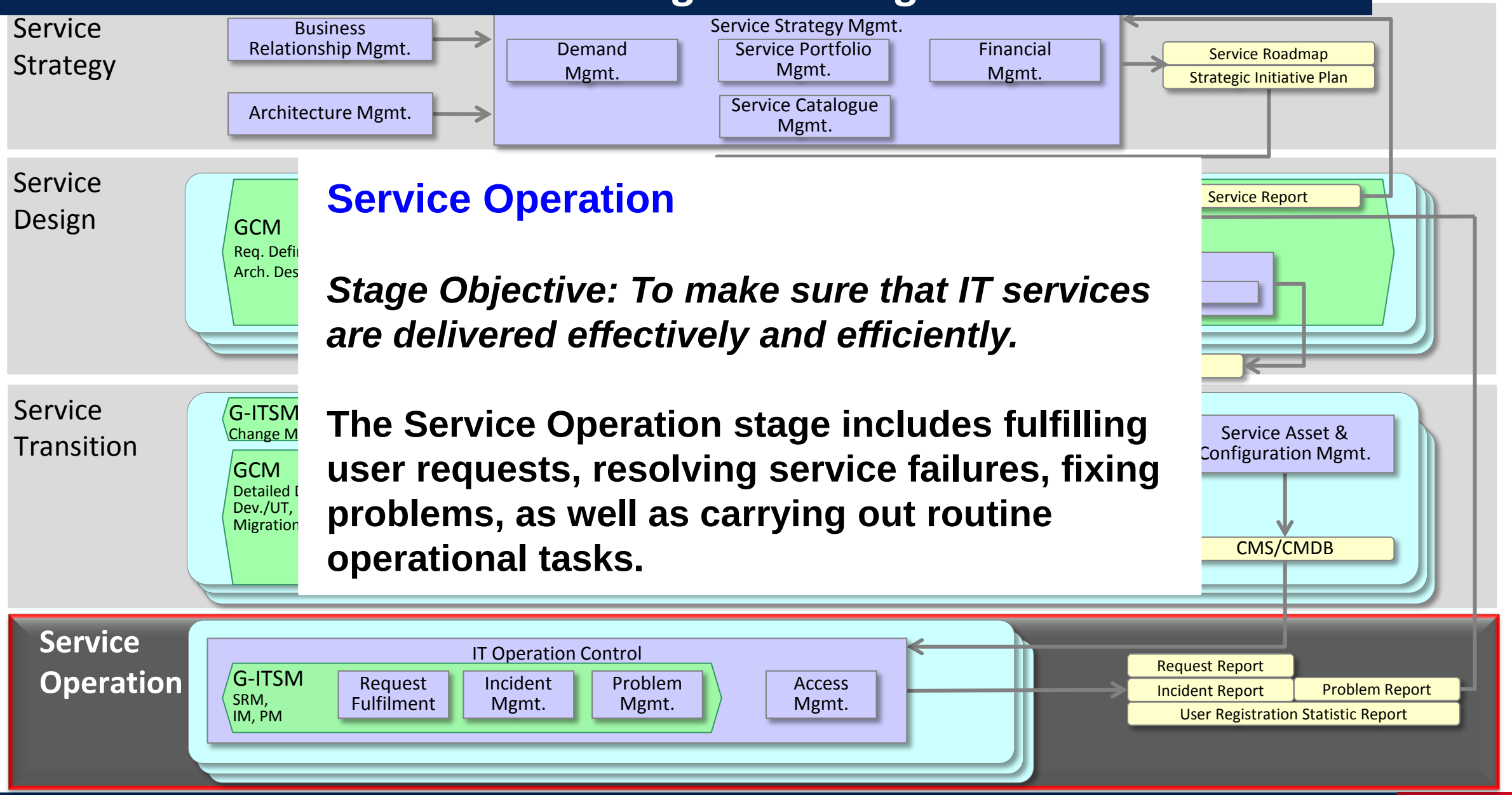

Service Operation

Stage Objective: To make sure that IT services are delivered effectively and efficiently.

The Service Operation stage includes fulfilling user requests, resolving service failures, fixing problems, as well as carrying out routine operational tasks.

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Service Management Process

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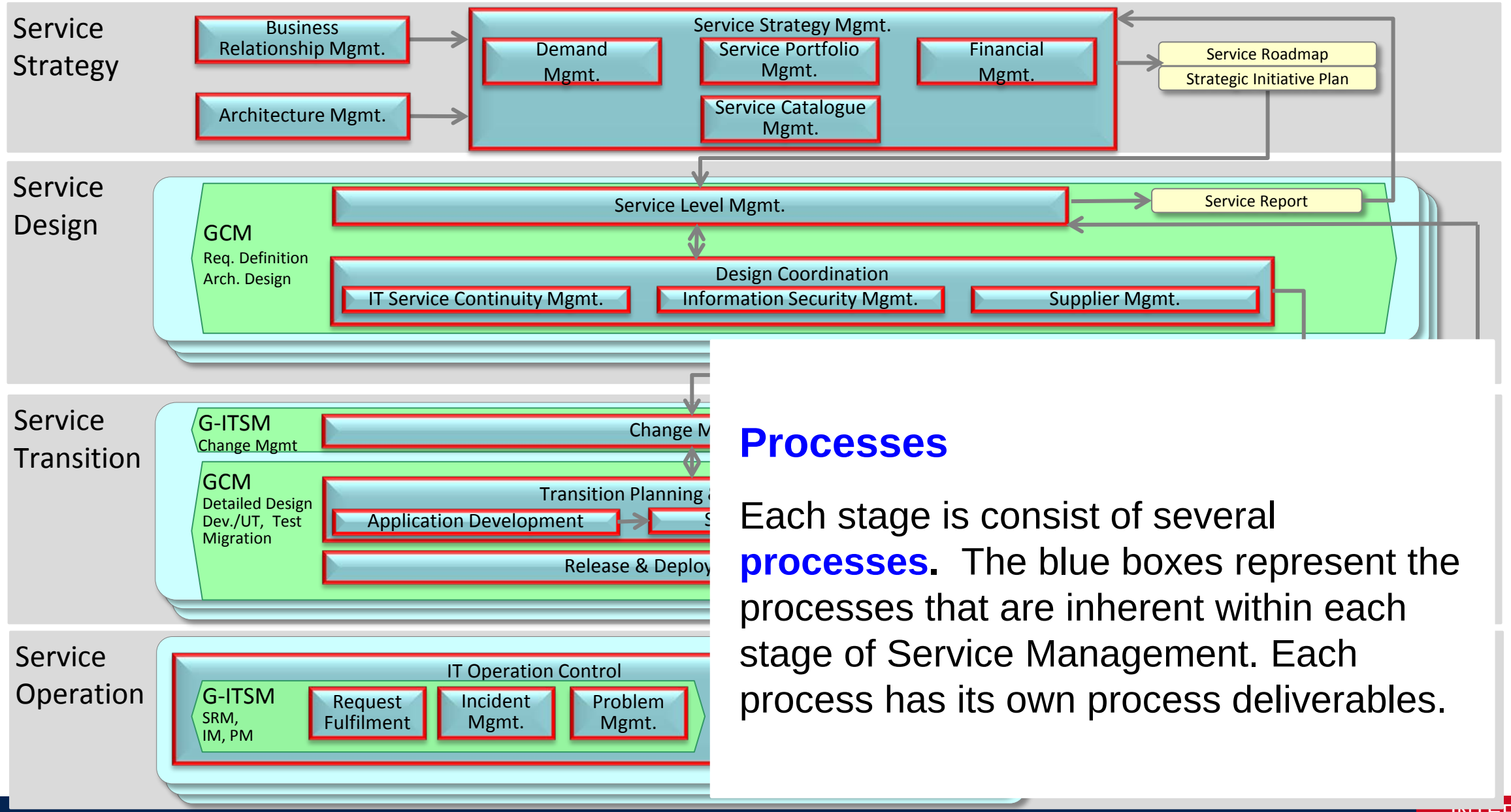

Processes

Each stage is consist of several **processes.** The blue boxes represent the processes that are inherent within each stage of Service Management. Each process has its own process deliverables.

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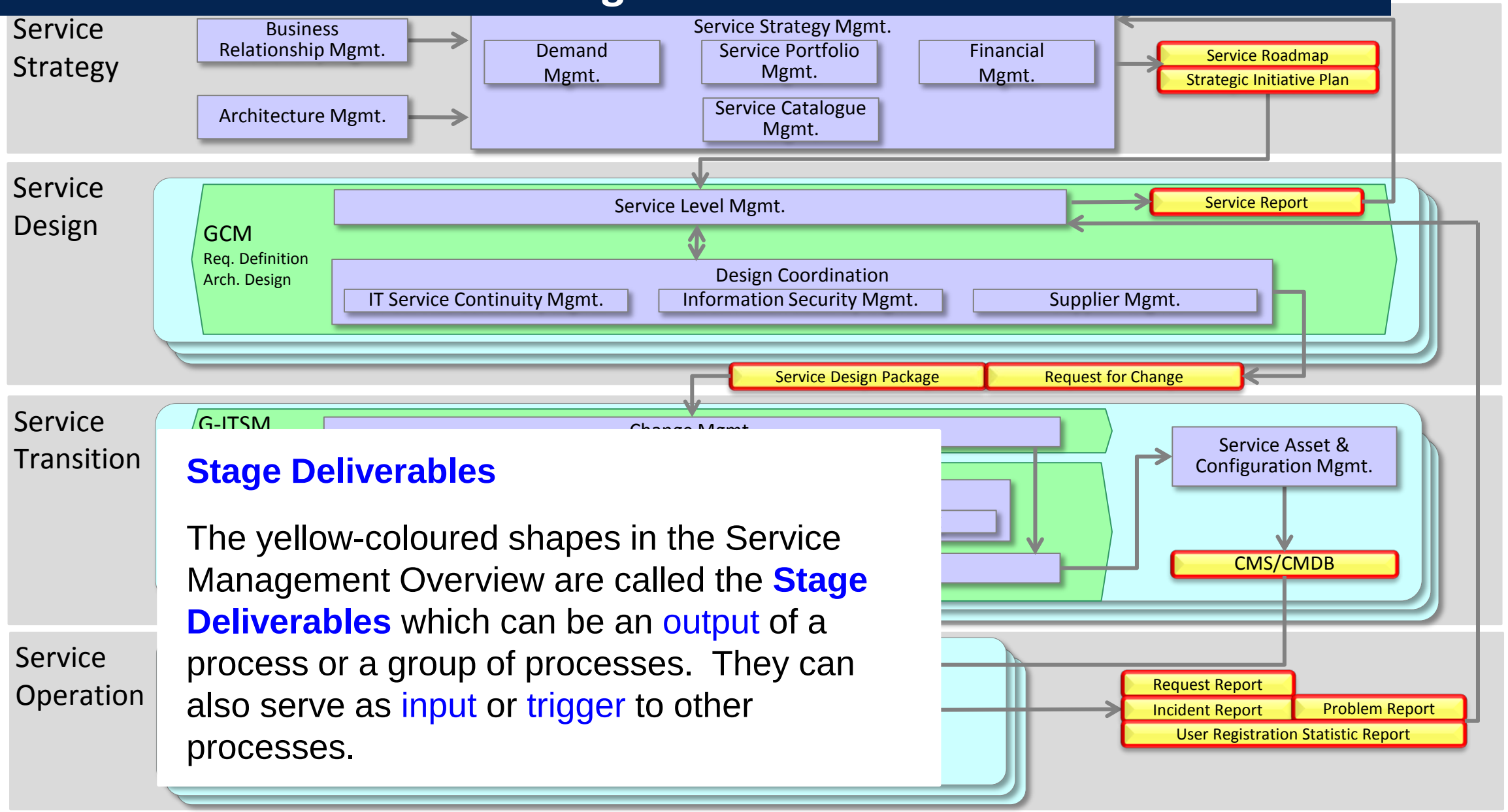
Service Management Deliverables



Stage Deliverables

The yellow-coloured shapes in the Service Management Overview are called the **Stage Deliverables** which can be an output of a process or a group of processes. They can also serve as input or trigger to other processes.

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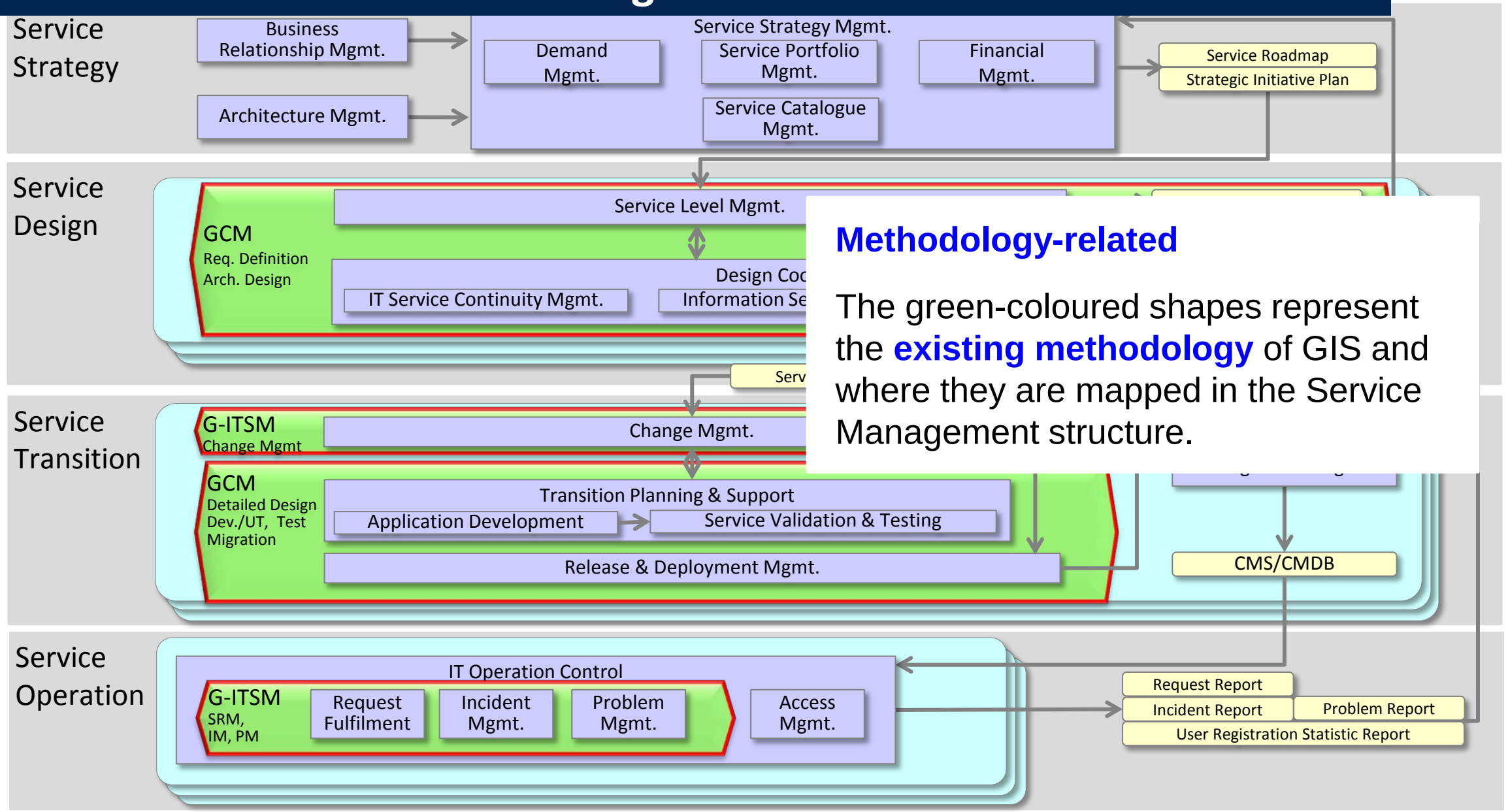
Service Management Structure



Methodology-related

The green-coloured shapes represent the **existing methodology** of GIS and where they are mapped in the Service Management structure.

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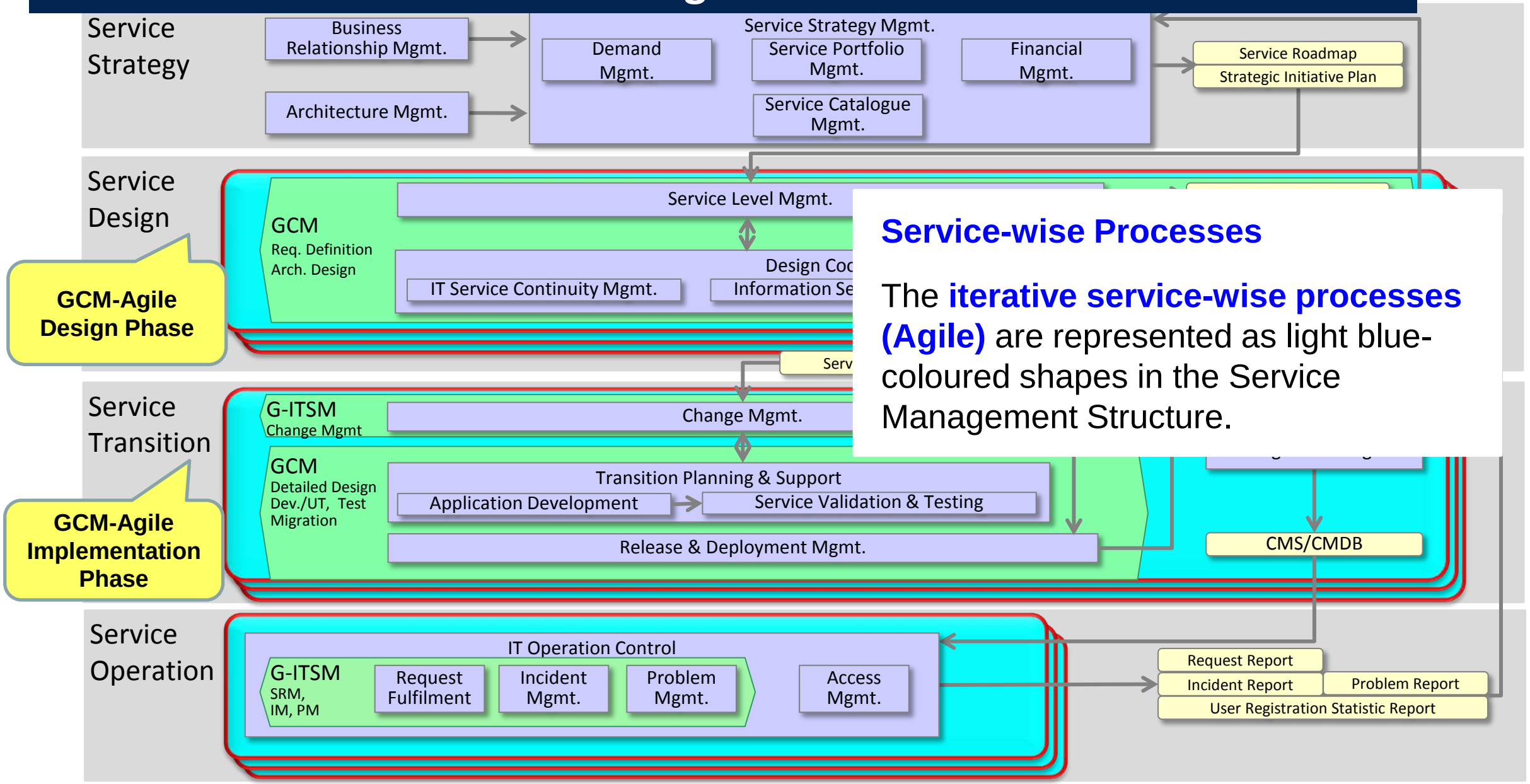
Service Management Structure



Service-wise Processes

The **iterative service-wise processes (Agile)** are represented as light blue-coloured shapes in the Service Management Structure.

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Overview to GCM Agile Methodology

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Manifesto for Agile Software Development

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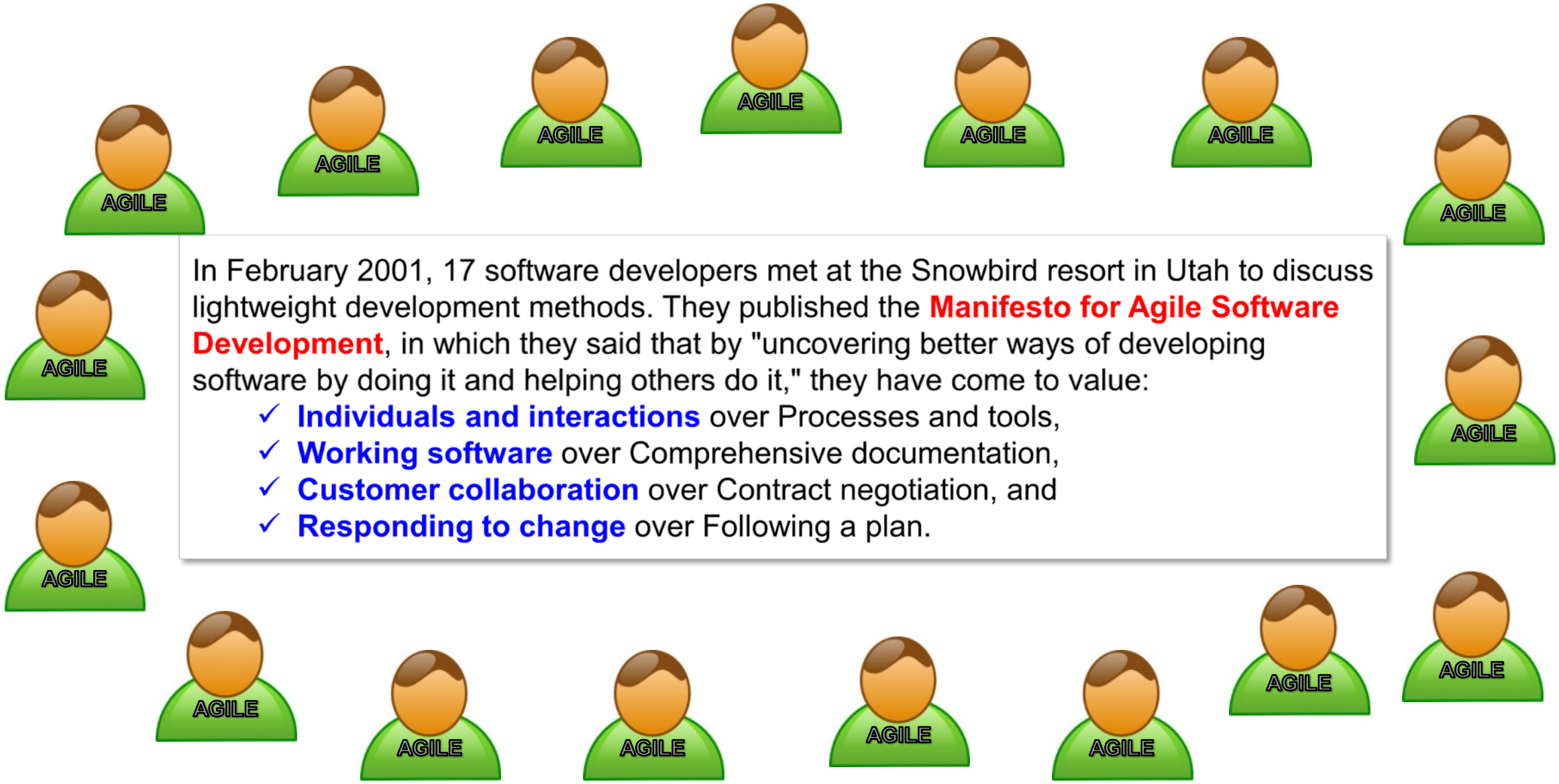

In February 2001, 17 software developers met at the Snowbird resort in Utah to discuss lightweight development methods. They published the **Manifesto for Agile Software Development**, in which they said that by "uncovering better ways of developing software by doing it and helping others do it," they have come to value:

- ✓ **Individuals and interactions** over Processes and tools,
- ✓ **Working software** over Comprehensive documentation,
- ✓ **Customer collaboration** over Contract negotiation, and
- ✓ **Responding to change** over Following a plan.

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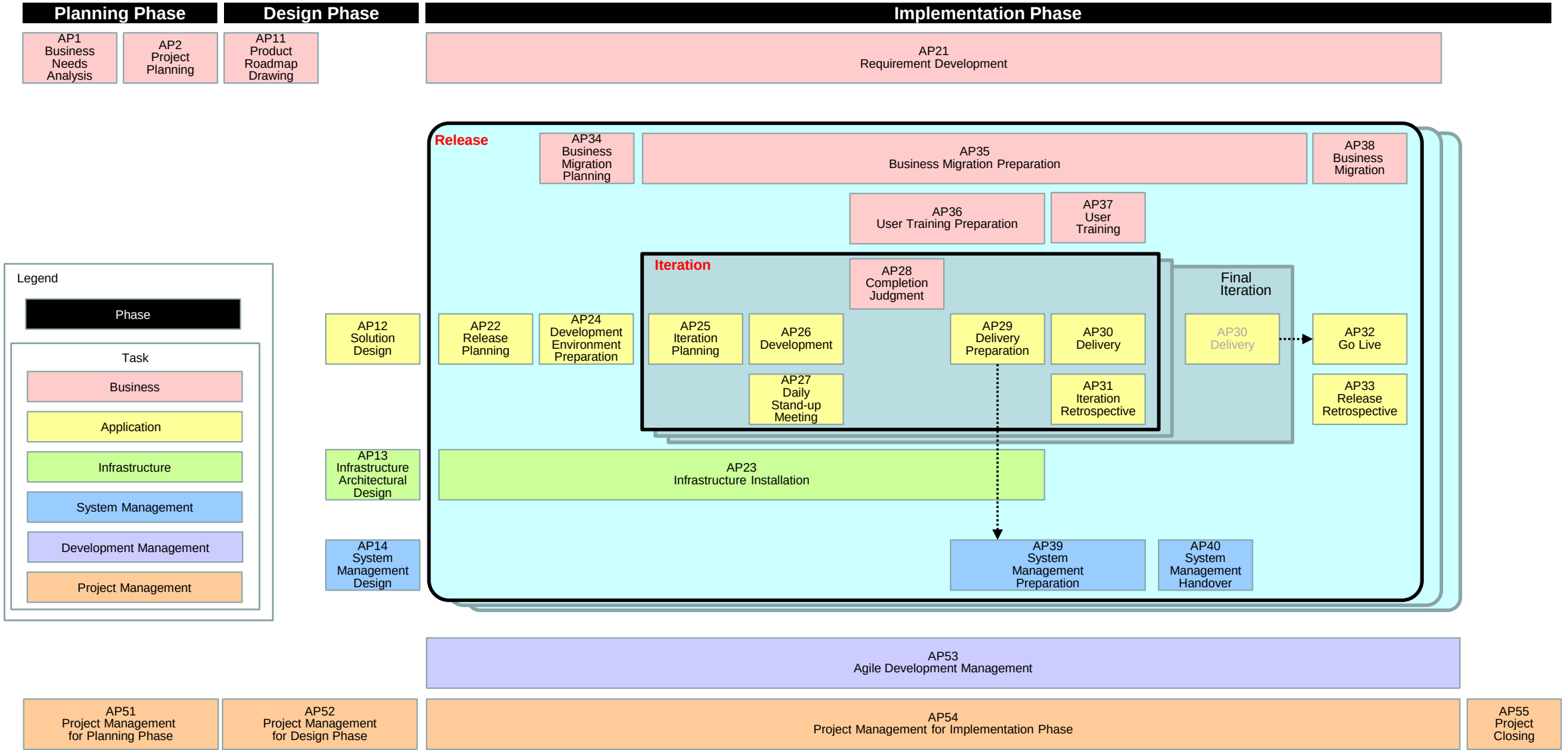
GCM-Agile Map View – Common Task



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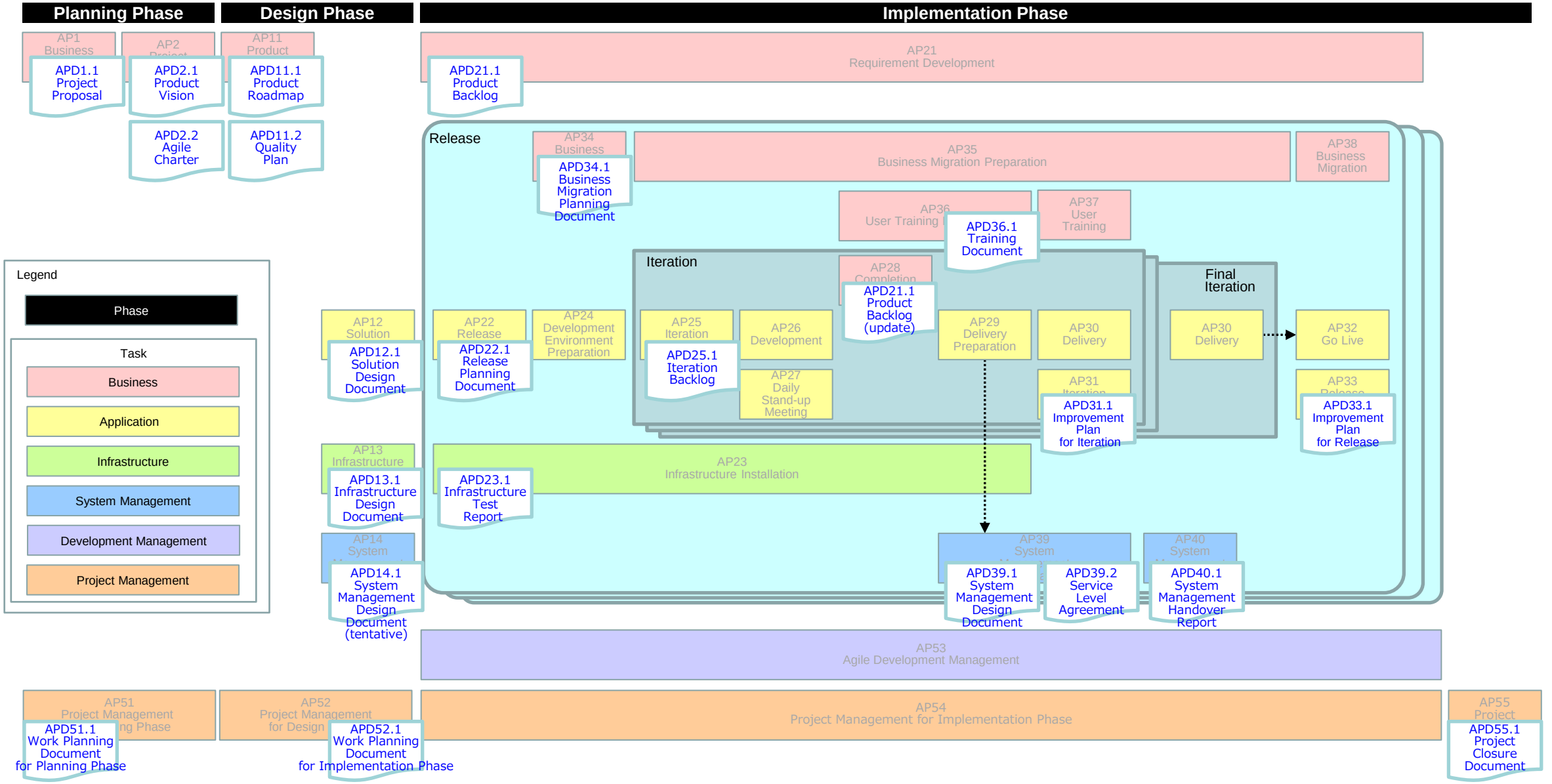
Map View – Deliverable



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Overview to Sony DevOps

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Relationship with GCM-Agile & DevOps

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DevOps (Manifesto for achieving the business goal)

Agile Software Development method (Methodology)

Culture

- Customer & Engineer Collaboration Team
- Small Team
- Joint work space

Joint team of service development & system operation

Process

- Agile Software Development method: [SCRUM] [Iterative Development]
- Immediate reflection of customer requirements

Deployment Pipeline Standardization/ Automation

Tool

Continuous Integration (CI)	Continuous Test	Continuous Delivery
CI Tool	Test Automation	Version management Release Automation Infrastructure Configuration Automation

Feedback Loops

Continuous Quality Feedback

- Monitoring Tool
- Communication Tool
- PJ Management Tool

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Keys to “DevOps” Implementation

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“DevOps”

Culture

- United team of service development and system operation (Service Provider Team).
- Capability for utilizing Process/Tools.

Process

- Apply Agile software development method (Persistent development, Continual testing, Continual quality feedback)

Tool

- Develop Cloud-based infrastructure
- Utilize automation tools (testing, release etc.)
- Utilize management tools for efficient development, laborsaving and shortened delivery time.

Increase speed to respond to changes

Level out IS resources/cost

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Wrap-Up and Expectation from Next Sessions

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Revision History

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Rev. date	Version	Revision	Description
2017/01	1.00		Newly released.