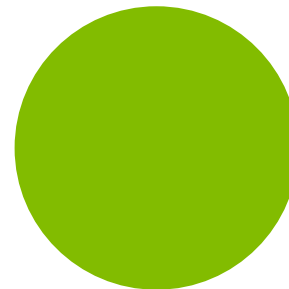
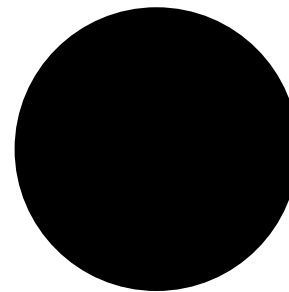
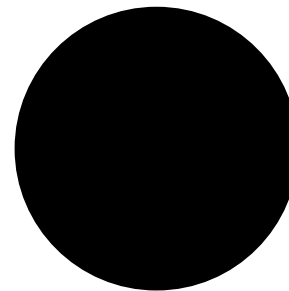
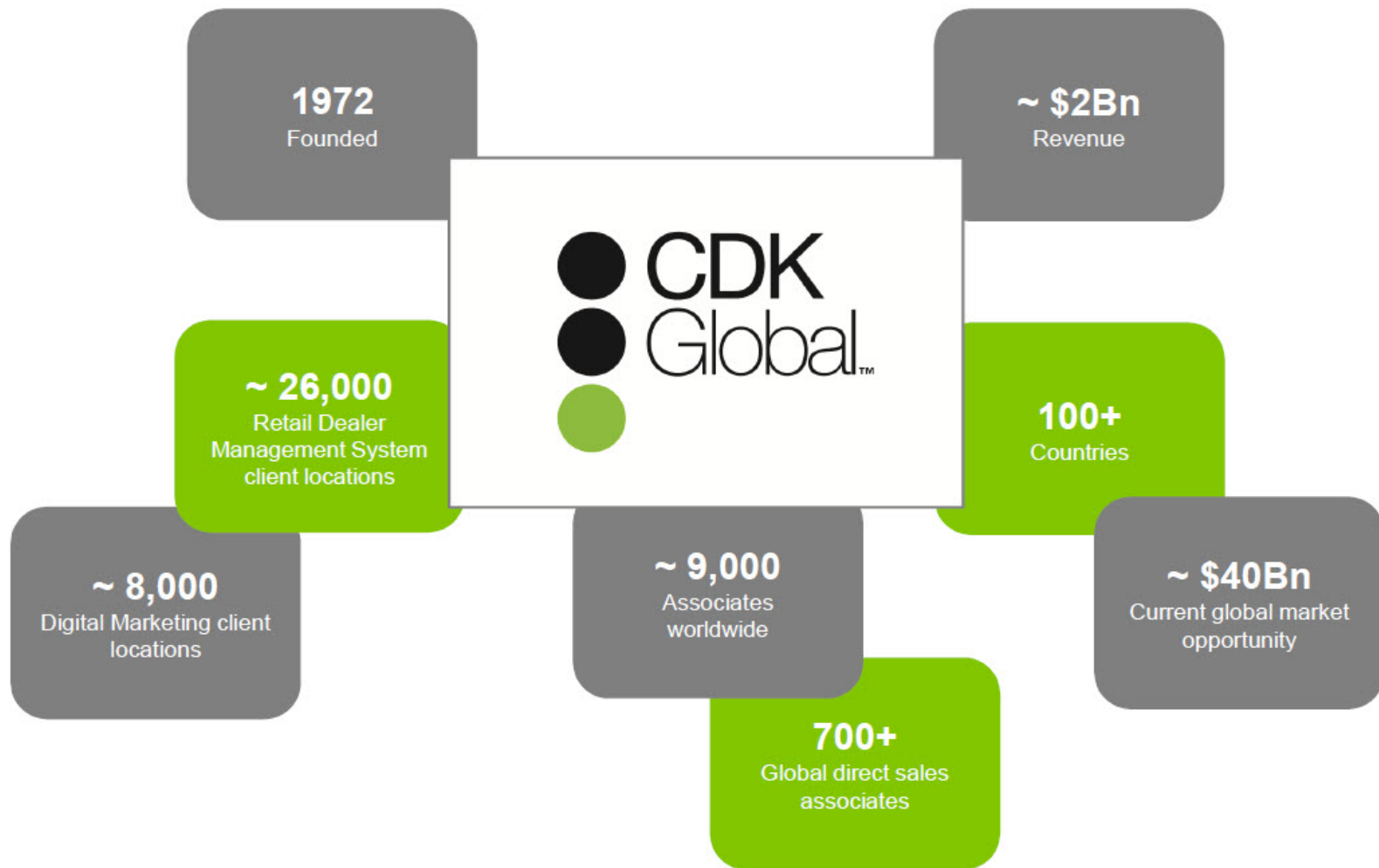


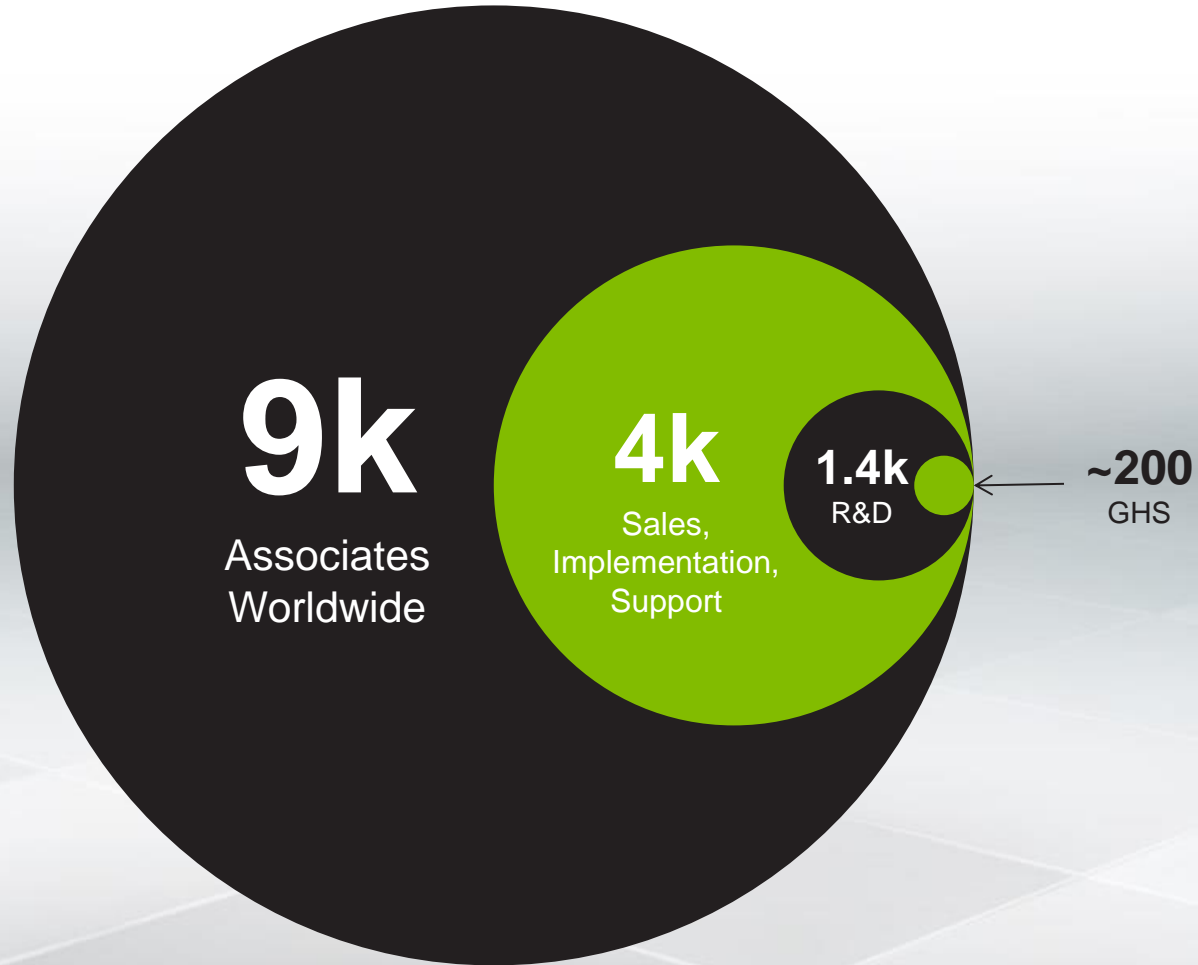
Solving the Dev/IT Cultural Divide with Operational Agile

Mark Nemecek
Senior Director, IT Infrastructure

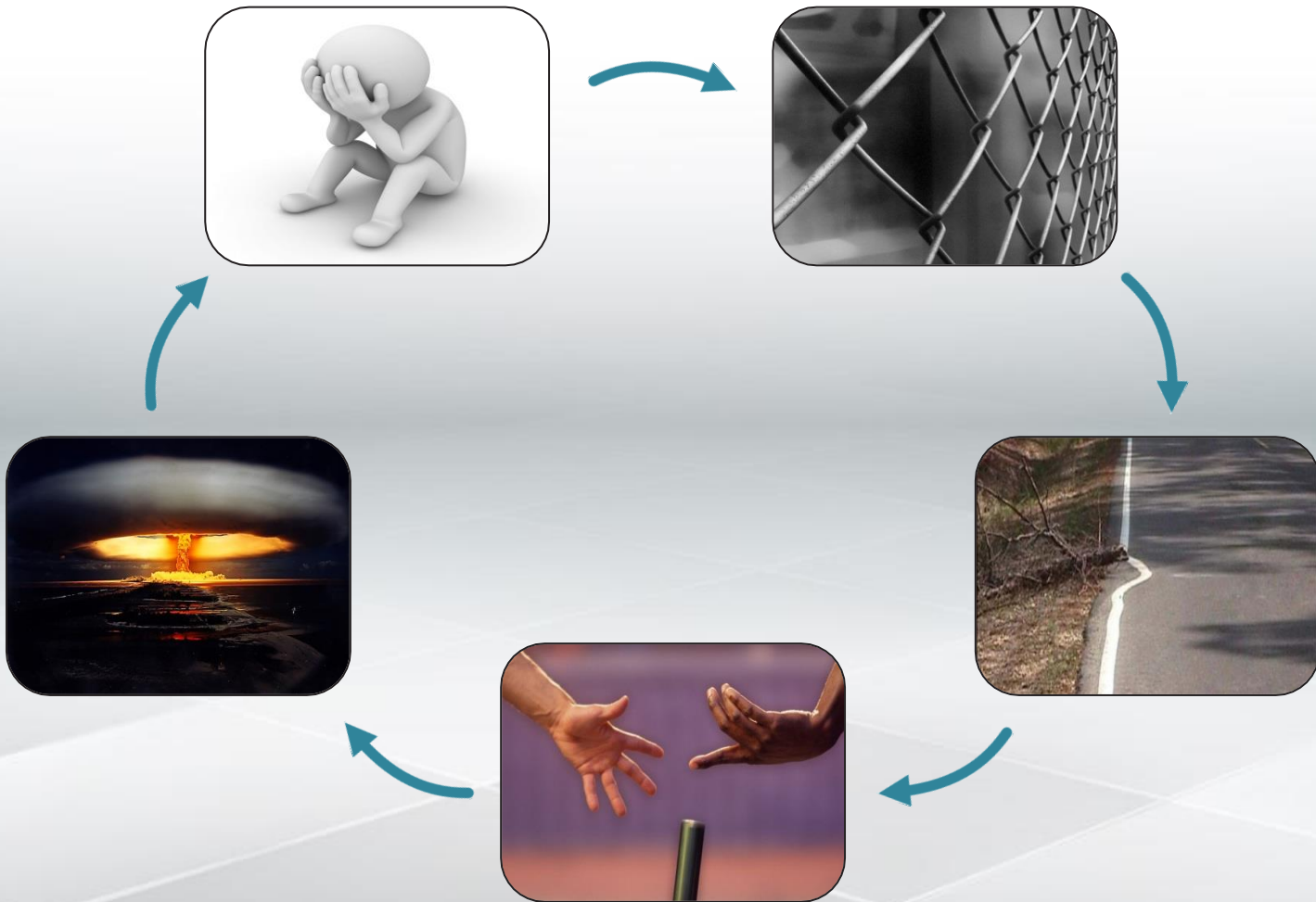
2014.10.23

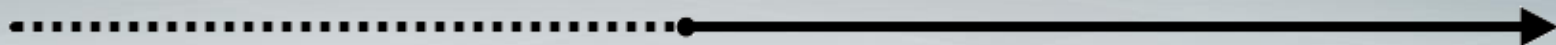
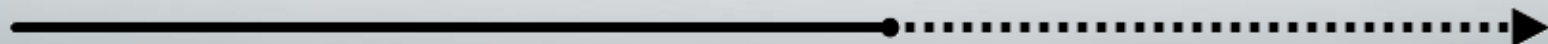




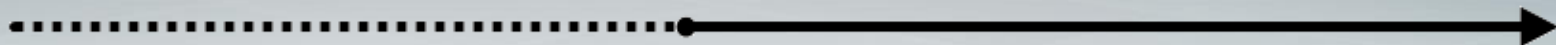
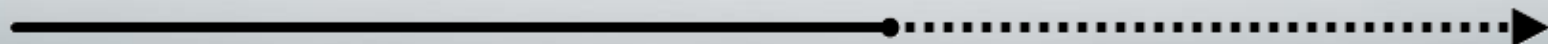






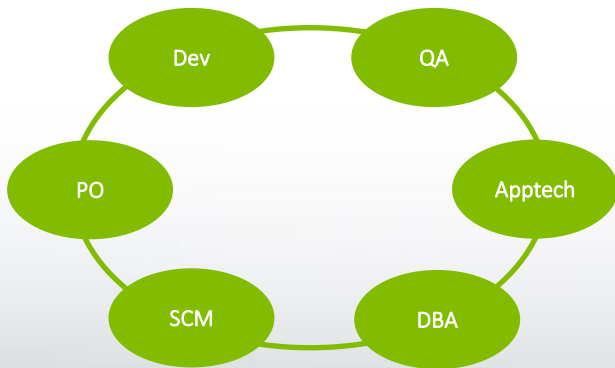






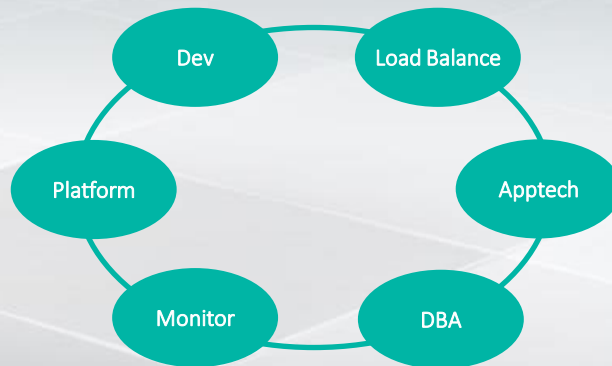
CREATE

OPERATIONALIZE



CREATE

OPERATIONALIZE



Early Returns

First incarnation a big success, reference work

- Critical stakeholders talking daily
- Delivery was consistent
- Peer-level accountability kept progress velocity up
- Morale spike immediately upon seeing rapid progress

More standups spun up

- Became a go-to construct for operationalization efforts
- Automatically included targeting core elements
 - Backup/HA, monitoring, runbooks, done-is-done for new infrastructure



Deployment frequency

Deployment success rate

Dev/IT relationship

Commoditization of application configuration

MTTR

Executive engagement



LESSONS LEARNED

Cherish the little victories.

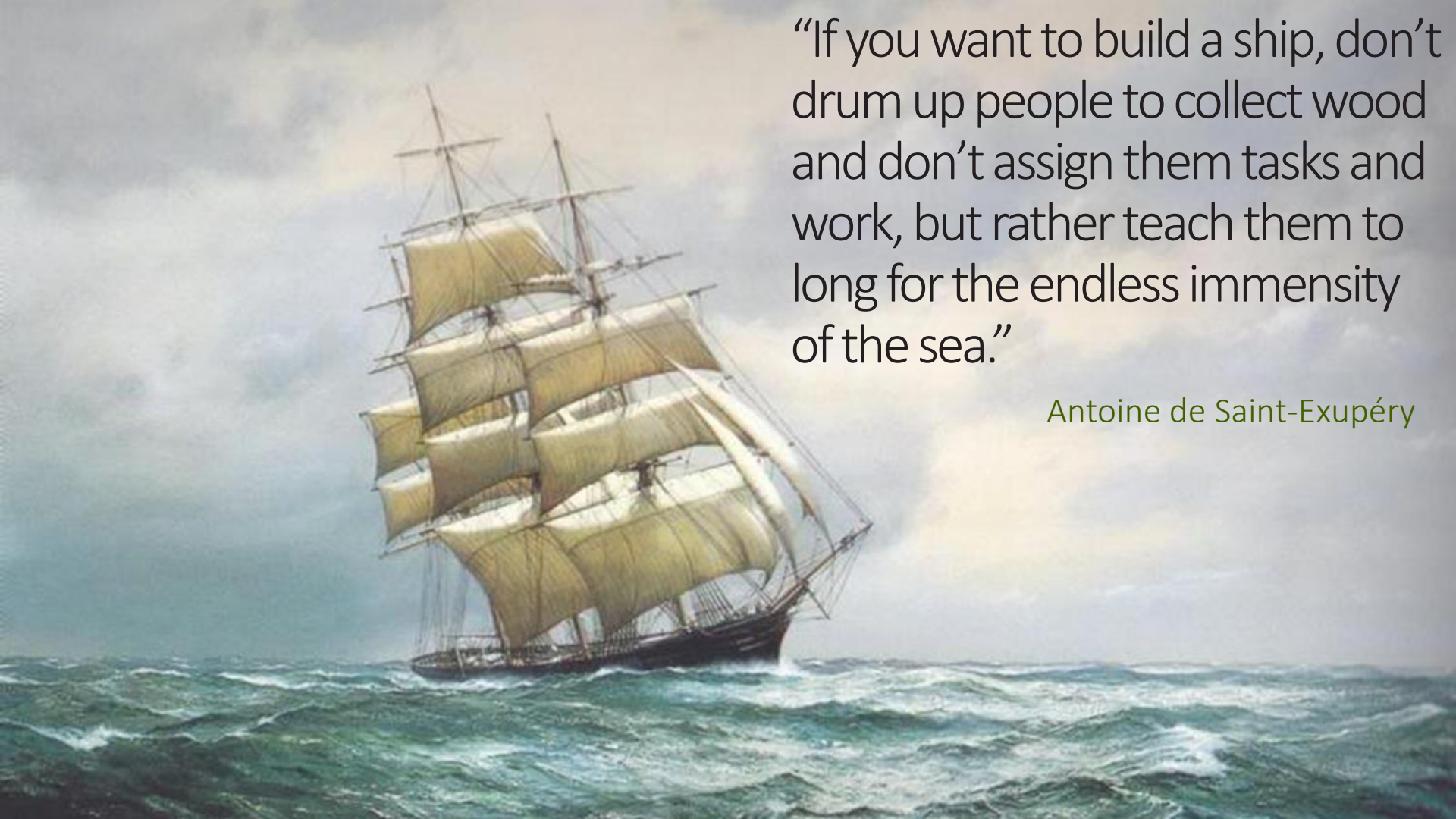
Don't talk like a DevOps hipster.

You will manage what you measure.

Enforce roles, not boundaries.

Be ready to stumble.

Leadership is a recursive function.

A detailed painting of a three-masted sailing ship, likely a clipper, with its sails fully deployed. The ship is dark-hulled and is navigating through a turbulent sea with dark green, churning waves and white foam. The sky is filled with heavy, grey clouds, suggesting a storm or a very rough day at sea. The ship is positioned on the left side of the frame, moving towards the right.

“If you want to build a ship, don’t
drum up people to collect wood
and don’t assign them tasks and
work, but rather teach them to
long for the endless immensity
of the sea.”

Antoine de Saint-Exupéry

Here's what I can help with:

- Selling DevOps
- Disinfecting a blame-based culture

Here's what I need help with:

- More deeply understanding how well ITIL and DevOps co-exist. Are they oil and water? Or chocolate and peanut butter?
- Evaluating how deeply tiered my IT resource structure needs to be to effectively triage scaled event volume for dozens of different products, teams and tech stacks.

✉ mark.nemecek@cdk.com

🐦 @mark_of_quality