



Loodswezen



SCHUBERG
PHILIS

TOPICS

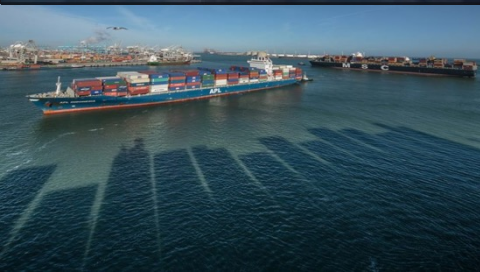
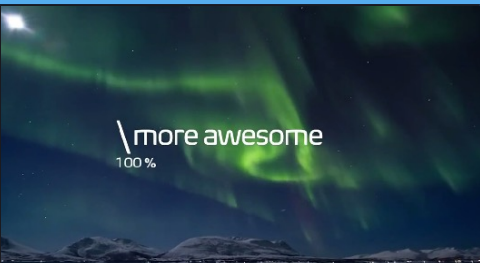
1. Introduction

2. Starting point

3. Transformation

4. Dominant metrics

PERSONAL BIO



Name Peter Siepel

Nationality Dutch

Function Mission Critical Engineering

Team Dutch Pilots – Schuberg Philis

eMail psiepel@schubergphilis.com

The background of the slide is a photograph of a sunset or sunrise. The sky is a mix of soft pinks, purples, and blues, with a large, dense flock of birds in flight, appearing as a dark, textured mass against the lighter sky. The water in the foreground is a deep, warm orange-brown color, reflecting the light from the sky. The overall mood is serene and natural.

THE DUTCH PILOTS OFFER A CONTRIBUTION TO THE SAFE
AND QUICK PILOTAGE OF SHIPS TO AND FROM THE DUTCH
PORTS AND THE FLEMISH PORTS ON THE SCHELDT RIVER

A photograph of the Aurora Borealis (Northern Lights) in a snowy landscape. The aurora is a vibrant green, flowing across the dark night sky. Below the sky, a range of snow-covered mountains is visible. In the foreground, a body of water reflects the green light of the aurora. To the right, a small town or village is illuminated by warm lights, which also reflect on the water. The overall scene is serene and majestic.

WAIT TIME = 0 FOR
SAFE AND EFFICIENT OPERATIONS

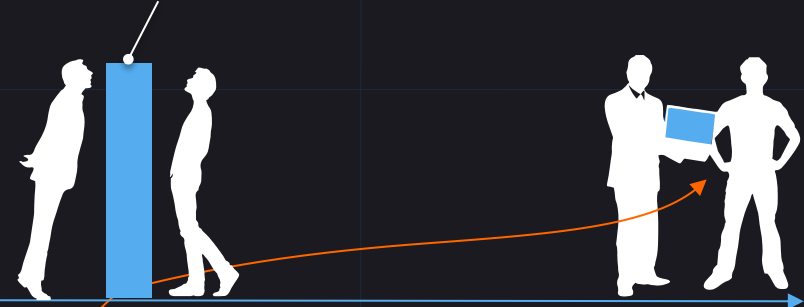
An aerial photograph of a large container ship's deck, densely packed with multi-colored shipping containers (red, yellow, blue, and white). The ship is positioned in a wide body of water, likely a harbor or river. In the background, another large container ship with "YANG MING" written on its side is visible. To the right, a port facility with several large green gantry cranes and other smaller vessels can be seen under a cloudy sky. The text "48 HOUR IT OUTAGE" is overlaid in white, bold, sans-serif font in the upper-middle part of the image.

48 HOUR IT OUTAGE

4 HOUR BUSINESS STOP

BEFORE...

Mission Critical Application Platform
100% Uptime, stability, auditability, security



2005 \ Outage 24-48 hours

JULY 2013
SPIL 9.7.2
Release out of control

\ Business stop 4 hours

\ Application life cycle > 6 months

\ Additional business FTE's required in manually continuing business operations

\ Backlog or debt of years

\ Primary process supported by 23 departments (multiple teams / department)

LICENSE TO KILL YOUR DARLINGS

\ Signed by stakeholders and parties involved

\ Primary Process Dutch Pilots

\ “you have to be ruthless and cut out the stuff the story doesn’t really need.”

\ Change is our business, small steps. Learn and adapt

\ DONE: the business has the change and is satisfied with it

\ Increase TTM, On time, according specification

\ ‘Andon Cord’, one team end-to-end, CI

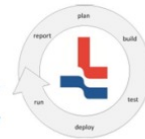
\ Just in time, avoid wasteful inventory

SPIL DELIVERY VISIE VAN HET NEDERLANDS LOODSWEZEN

Het Loodswezen heeft meerdere regio en business domeinen die door de Centrale Ondersteunende Dienst (COD) worden ondersteund. Deze dienstverlening kenmerkt zich enerzijds door een pragmatische en operationele aanpak, en anderzijds door een gedetailleerde vastlegging van data ten behoeve van de Autoriteit Consument & Markt.

De komende jaren is de verwachting dat de regio's en business domeinen werkspraken eenduidig willen maken. Hiervoor zullen werkspraken moeten worden aangepast. Dit geeft nieuwe SPIL wijzigingen die geprioriteerd, snel en storingsvrij moeten worden verwerkt. In de hectiek van de 24x7 Loodswezen operatie is er beperkte tijd voor deelname aan het ontwerp van SPIL applicatiewijzigingen en -testen. SPIL eisen en wensen worden ad-hoc gevraagd, waarbij prioriteiten wekelijks kunnen wijzigen. Hoge eisen worden gesteld aan de snelheid en kwaliteit van SPIL opleveringen.

Om efficiënt op vragen van de regio en business in te spelen en continue meerwaarde met ICT middelen te kunnen leveren, is een aangepast SPIL delivery model vereist. Hierbij worden de Service Desk-, Applicatiebeheer-, CGI- en Schuberg Philis diensten geïntegreerd binnen één zgn. 'DevOps SPIL team', end-to-end verantwoordelijk voor de SPIL dienstverlening naar de Loodswezen operatie.



Per 4 juli 2014 zijn de volgende doelen en resultaten behaald:

- ✓ Een vraag gestuurde aanpak door partnership met de regio's en business domeinen. Afstemming over de gewenste functionaliteit en deze “first time right” opleveren.
- ✓ De frequentie van SPIL releases gaat van één keer per twee maanden naar één keer per week. Zonder onderbreking van de SPIL beschikbaarheid.
- ✓ Maximale automatisering van testen, waardoor de testinspanning van de regio's en business tot een minimum beperkt wordt.

De doelstelling is om *Vlot en Veilig* SPIL software wijzigingen te implementeren voor het Nederlands Loodswezen. Vlot door voortdurende aandacht voor de versnelling van de doorlooptijd van wijzigingen. Veilig met als resultaat een laag risico en een hoge kwaliteit. Continuous Delivery is het ultieme doel!

Dit ambitieus doel wordt bereikt door een hechte, betrokken en intensieve samenwerking tussen Loodswezen, CGI en Schuberg Philis, oftewel: Eén integraal DevOps team!

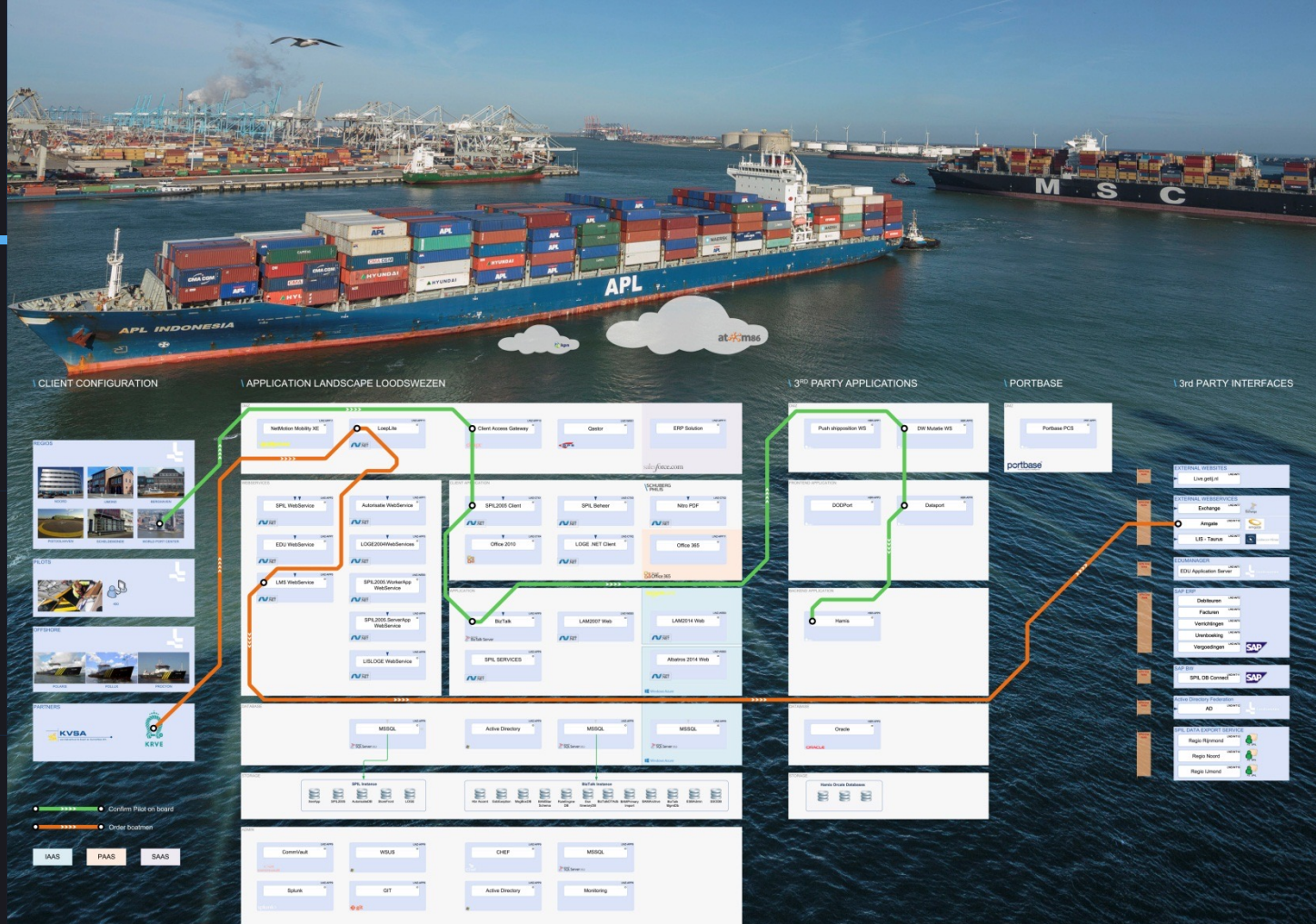
Per 17 december overeengekomen:

Pilot Planning

ETA prediction

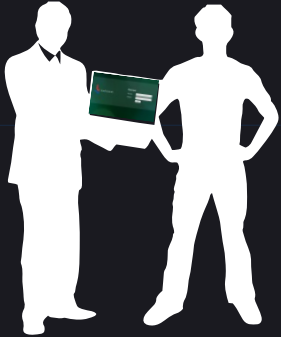
Interfacing Port Management

Cooperation Tug companies, Linesmen



CONTINUOUS SOFTWARE BUILD & DELIVERY

Pilot regions



Configuration
automation!

```
private void Form1_Load(object sender, EventArgs e)
{
    // Create a profiler instance on application start
    StaticMetricsPipeProvider.Instance.Start();
}
```



```
private void button2_Click(object sender, EventArgs e)
{
    // Getting the Assembly info
    Version version = Assembly.GetExecutingAssembly().GetName().Version;
    textBox2.Text = String.Format("{0}", version);

    //Use the profiler instance to send the count value to Graphite
    MetricsPipe.Current.Count("application.form1.buttons.get_version.pressed_count");
}

private void Form1_Load(object sender, EventArgs e)
{
    // Create a profiler instance on application start
    StaticMetricsPipeProvider.Instance.Start();
}

private void Form1_FormClosing(object sender, FormClosingEventArgs e)
{
    //Closing the profiler instance
    StaticMetricsPipeProvider.Instance.Stop();
}
```

- ✓ Compile
- ✓ DACPAC
- ✓ Versioning
- ✓ Unit Test
- ✓ Wix

A night scene of a lantern festival. Numerous glowing lanterns are floating in the dark sky, creating a starry effect. In the foreground, a large crowd of people is visible, many holding up their own glowing lanterns. The overall atmosphere is festive and celebratory.

PASSIONATE FROM COMMUNITIES

FLOW

Plan > Build > Run with **separate** teams or departments



Plan > Build > Run **continuously**



CREATE PULL

\ Priorities & Business Value

\ Bi-weekly

\ Heartbeat / pace

\ Plan – Build – Run

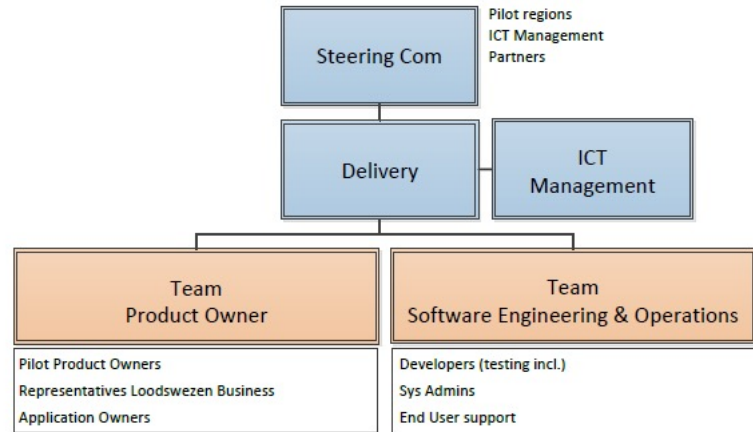
\ Steer Co: impediment management

\ 'Andon Cord'

\ Customer satisfaction

Loodswezen DevOps governance

(Augustus 2014)



A photograph of the Aurora Borealis (Northern Lights) in a dark, starry sky. The green and blue light patterns are reflected in a body of water in the foreground. In the background, there are snow-covered mountains and a small town with lights visible on the right side.

CONTINUOUS SOFTWARE BUILD & DELIVERY

PILOTED ON A NUMBER OF SMALLER PROJECTS

CO-CREATION

STRATEGIC ASSET

DevOps is a journey...iterative incremental

Speed, value & resilience

Mission Critical Application Platform
100% Uptime, stability, auditability, security

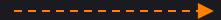


JULY 2013
SPIL 9.7.2
Release out of control

SEPTEMBER 2013
SPIL RELEASE MGT
Specify and Plan

DECEMBER 2013
DEVOPS
Plan – Build – Run
Test Driven approach
Agility
C-A-M-S

JULY 2014
CONTINUOUS
DELIVERY
Delivery automation
Deployment automation
(Semi) Automated testing



AFTER ...

Debt

Loodswezen
DevOps
change

Next
generation
applications

Rijnmond
business
value

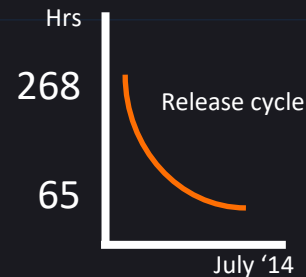
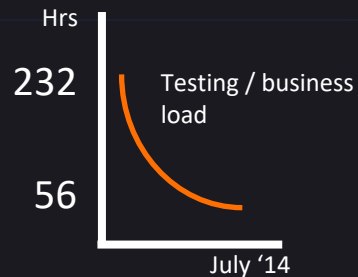
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yearly
bi-yearly
12 weekly
3 weekly

SPIL
technical
boundaries

July '13
OASE live

July '14
DevOps live



METRICS

- Getting a release operational from 36+ hours to 15 minutes
- From 1-2 releases to 17 releases a year. 3 weekly
- From 100+ unplanned issues to 5-10 unplanned issues
- Production releases are boring. Configuration automation!
- Cost reduction of 75% on business verification, builds, deploys
- Happy families: first summer holiday (2014) with zero business management escalation

FOCUS ON DEVOPS IS PAYING OFF | CONGRATS!!!

"Their move towards DevOps is smart and in my opinion the right direction. If they had stuck to hosting services we certainly had not renewed the contract."

"In general, it took us five days for a core banking release. In the new structure, the release time is only just four hours. That is a pretty clear saving."

"The DevOps collaboration is an amazing process. Till six months ago we had just two releases per year. At this moment we reached a cycle of one release in every three weeks."

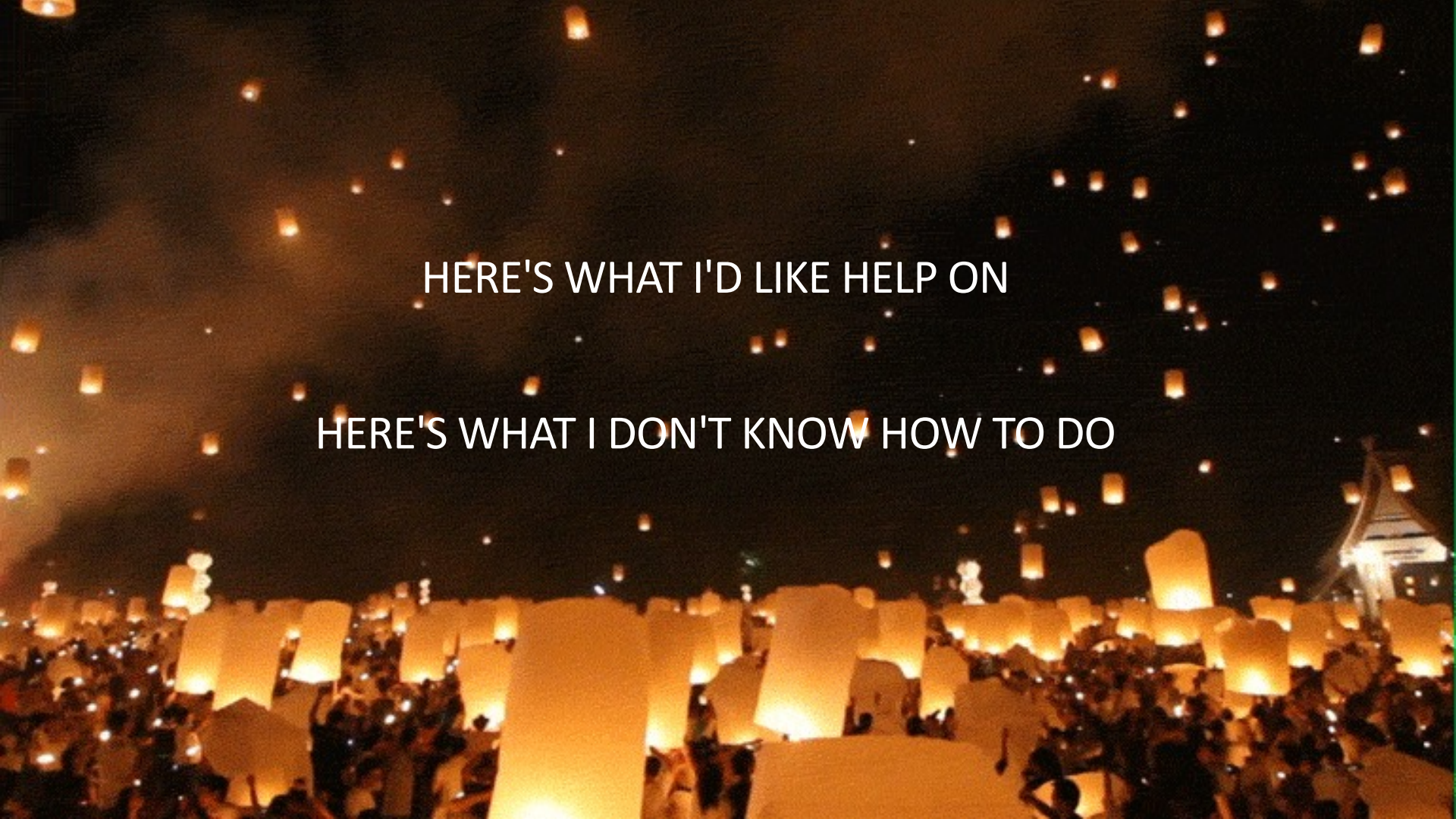
"Partly thanks to the performance of SBP we moved upwards in the chain. Since we and SBP work with Scrum and DevOps sessions, we experience releases going much faster, smoother and with less change inflicted incidents."



SIMPLICITY IS A PREREQUISITE FOR RELIABILITY OF SOFTWARE
...IT REQUIRES HARD WORK TO ACHIEVE IT AND PRACTICE TO
APPRECIATE IT (EWD 303)

SOFTWARE MTTR IS THE KEY METRIC





HERE'S WHAT I'D LIKE HELP ON

HERE'S WHAT I DON'T KNOW HOW TO DO



CULTURE



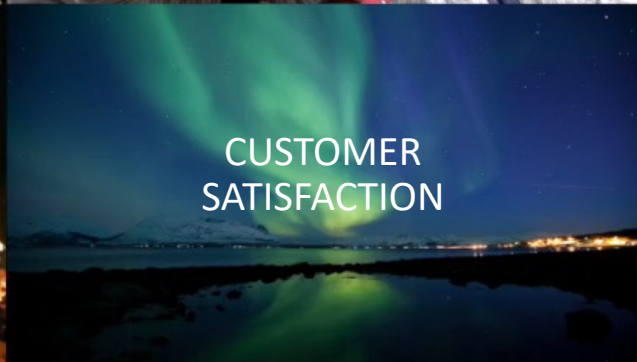
FASTER



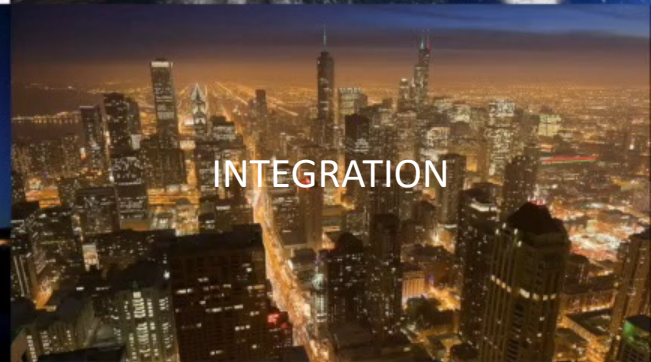
MISSION
CRITICAL



CREATING
& SHARING



CUSTOMER
SATISFACTION



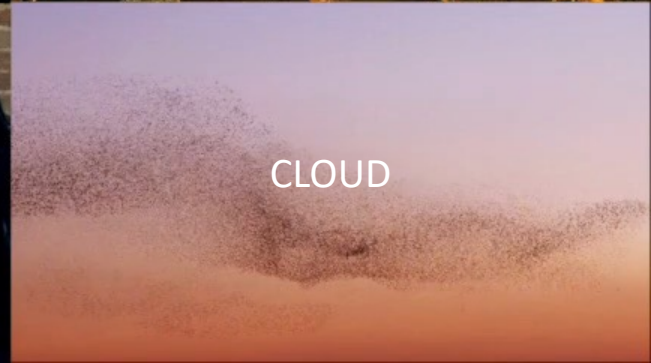
INTEGRATION



THE POWER OF
VULNERABILITY



SOFTWARE WILL
EAT THE WORLD



CLOUD