

Respect the Monolith

DevOps for Enterprises

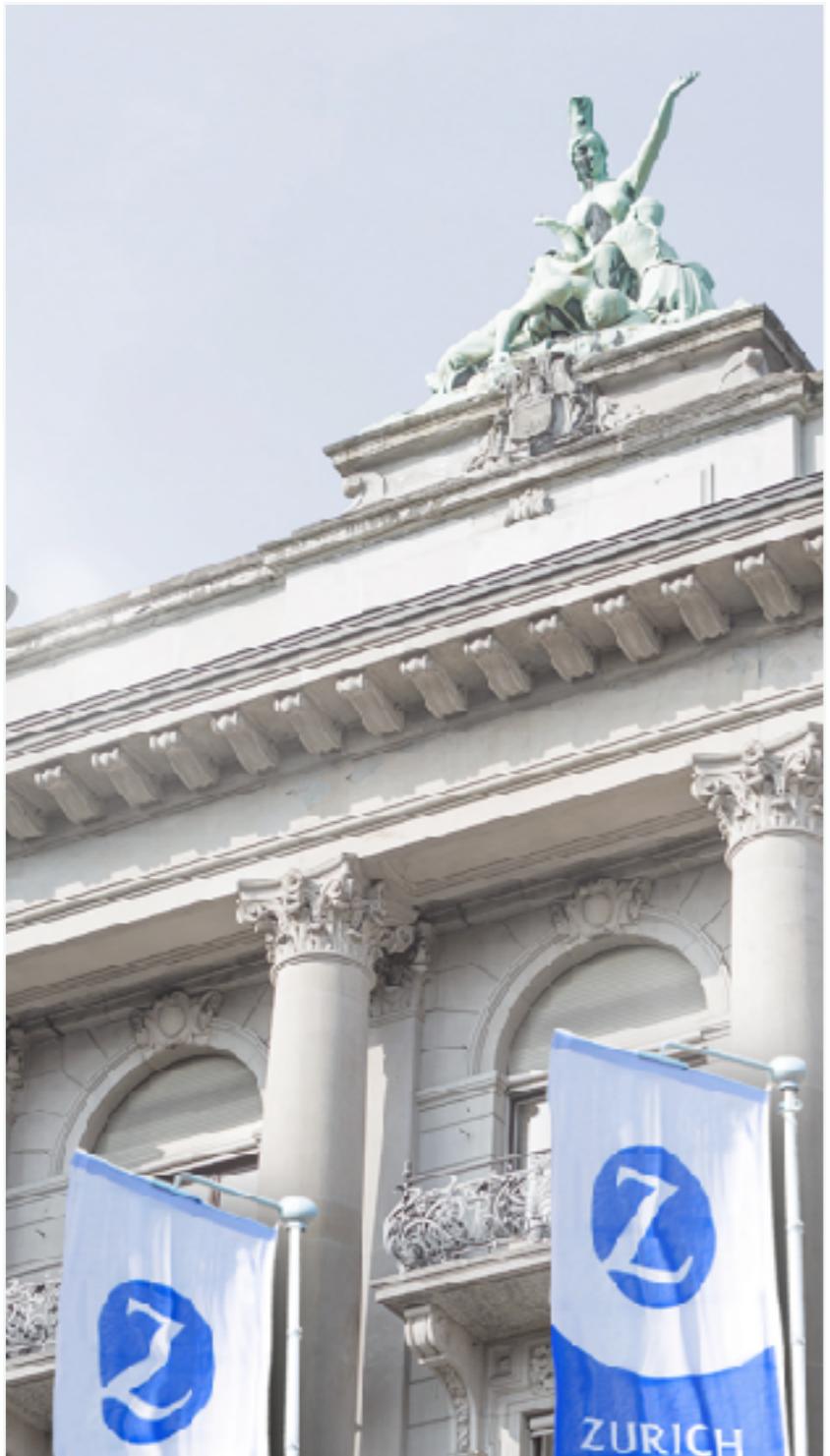
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DEVOPS FOR ENTERPRISES; RESPECT THE MONOLITH

LET ME INTRODUCE ZURICH INSURANCE.....



3 CUSTOMER SEGMENTS (RETAIL, CORPORATE, COMMERCIAL)

3 SEGMENTS (GENERAL INSURANCE, GLOBAL LIFE, GROUP FUNCTIONS)

PRESENCE IN 30+ COUNTRIES

50 BUSINESS UNITS (EACH WITH C-LEVEL BOARDS)

APPROX. 4500+ APPLICATIONS

APPROX. 1000+ DIFFERENT TECHNOLOGIES

APPROX. 90 DATACENTERS

55,000+ EMPLOYEES

ARCHITECTS, SME, BUSINESS ANALYSTS AT GROUP AND COUNTRY LEVEL

1 MAJOR SUPPLIER FOR ISP AND ASP SINCE 2009

.....SO LET ME TELL YOU A BIT ABOUT ME.....

IRISH, ALUMNI OF TRINITY COLLEGE DUBLIN

LIVING IN SWITZERLAND SINCE 2003

PRODUCT CONSULTANT AT IONA TECHNOLOGIES (1997 –2008)

JOINED ZURICH INSURANCE IN 2009 FOCUSING ON DELIVERY AND
ARCHITECTURE FOR BOTH ZURICH AND FARMERS INSURANCE (2009 –
PRESENT)

PROGRAM MANAGER, SCRUM MASTER, OPEN GROUP MASTER
ARCHITECT

MEMBER OF ZURICH EXECUTIVE STAFF SINCE 2014

CO-FOUNDER OF ENTARCHS (2015 – PRESENT)



....AND LETS NOT FORGET ABOUT MONOLITHS



monolith

/'mɒn(ə)lɪθ/

noun

1. a large single upright block of stone, especially one shaped into or serving as a pillar or monument.

"we passed Stonehenge, the strange stone monoliths silhouetted against the horizon"

synonyms: [standing stone](#), [menhir](#), [sarsen \(stone\)](#), [megalith](#)

2. a large, impersonal political, corporate, or social structure regarded as indivisible and slow to change.

"independent voices have been crowded out by the media monoliths"

DEVOPS FOR ENTERPRISES; RESPECT THE MONOLITH

WOLF-OPS : TRANSFORMATIONAL CHANGE REQUIRES BEHAVIOUR CHANGE

WWW.YELLOWSTONEPARK.COM/WOLF-REINTRODUCTION-CHANGES-ECOSYSTEM/



COMMON CHARACTERISTICS OF AN ENTERPRISE.....

Out-sourcing of certain or all IT functions (ASP & ISP)

Distributed business units with (some) IT autonomy

Global
IT Standards

Off shore and near shore teams

Different departments (OPERATIONS and ADM)

.....DOES NOT LEND ITSELF TO A GLOBAL DEVOPS OR A GLOBAL CONTINUOUS INTEGRATION & DELIVERY STRATEGY

THE DIGITAL BRAND EXPERIENCE VISION

“Digital distribution and servicing will surpass traditional channels within the next 5 years - buckle up for a fast ride.”

Mary Trussell - “Insurers and intermediaries in a fast changing, digital world“ report by KPMG, 2014



The **Zurich Global Web Platform** will give Group Marketing & Communications the ability to create a consistent customer journey and the governance over global look and feel and the ability to push out new features globally to all sites

At the same time the country has control over their content, giving the local marketer the tools and platform to correctly target their markets

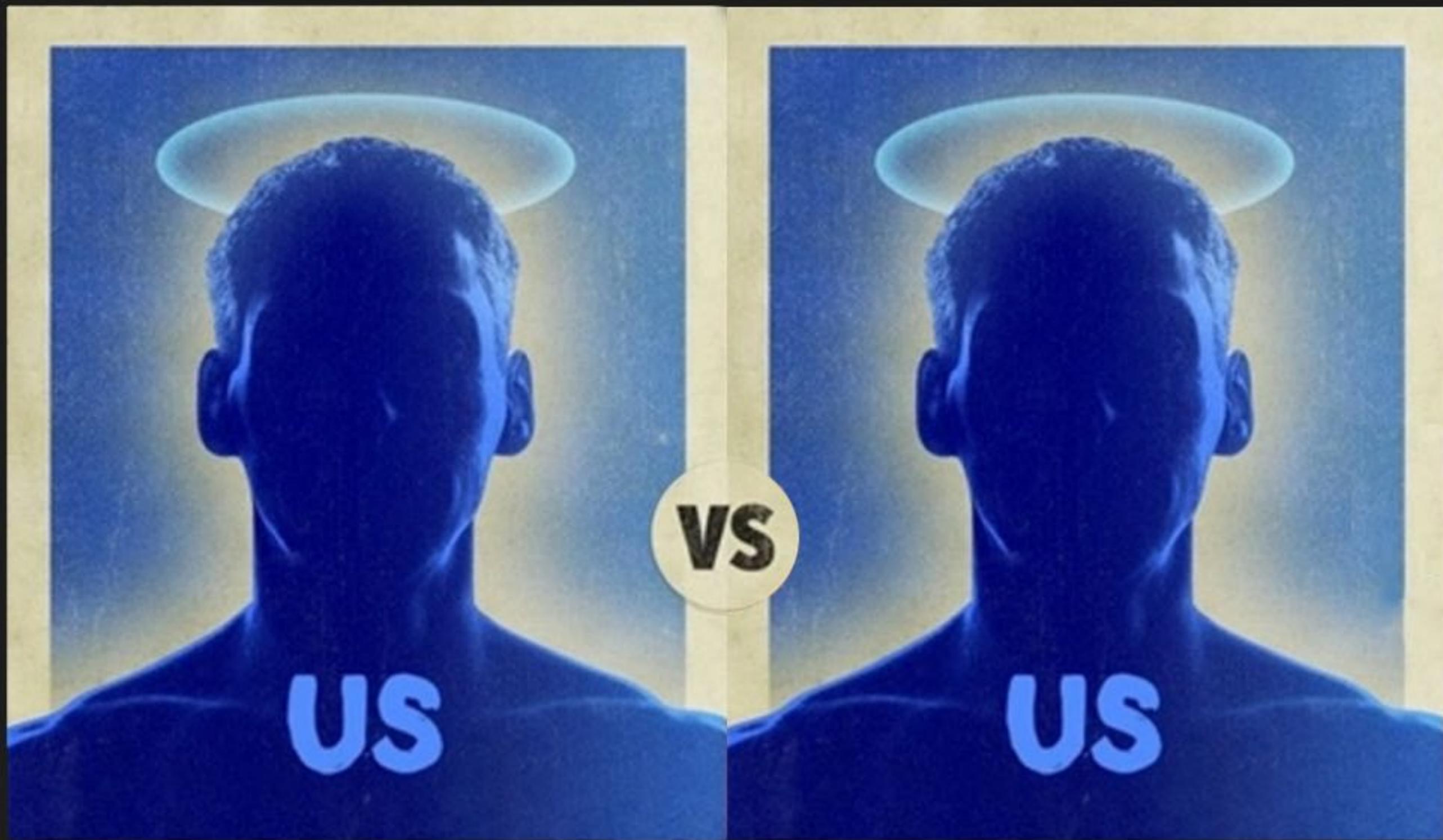
The Business Requirements

- ONE GLOBAL PLATFORM TO SUPPORT ZURICH'S DIGITAL VISION FOR SALES, SERVICE, RECRUITMENT AND COMMUNICATION & BRANDING CHANNELS
- A GLOBAL PLATFORM TO SUPPORT, DEFINE AND BUILD A CONSISTENT CUSTOMER JOURNEY TO ENABLE OUR SALES, SERVICE, RECRUITING AND STAKEHOLDER STRATEGIES
- A PLATFORM TO HOST ALL COUNTRY SITES ESTABLISHING A UNIQUE EXPERIENCE FOR CUSTOMERS, INVESTORS, MEDIA AND EMPLOYEES
- FULLY RESPONSIVE, CUSTOMER EXPERIENCE MANAGEMENT
- ALIGNED APPEARANCE AND EVOLVING CONTENT CUSTOMIZED LOCALLY
- PERSONALIZED CONTENT FOR TARGET AUDIENCES
- DATA-DRIVEN INSIGHTS
- HIGHER ROI PER MARKETING DOLLAR SPENT WHILE REDUCING TOTAL IT COSTS TO ECONOMY OF SCALE EFFECTS (E.G. LICENSING) AND EFFICIENT PLATFORM MANAGEMENT

BUSINESS VERSUS IT



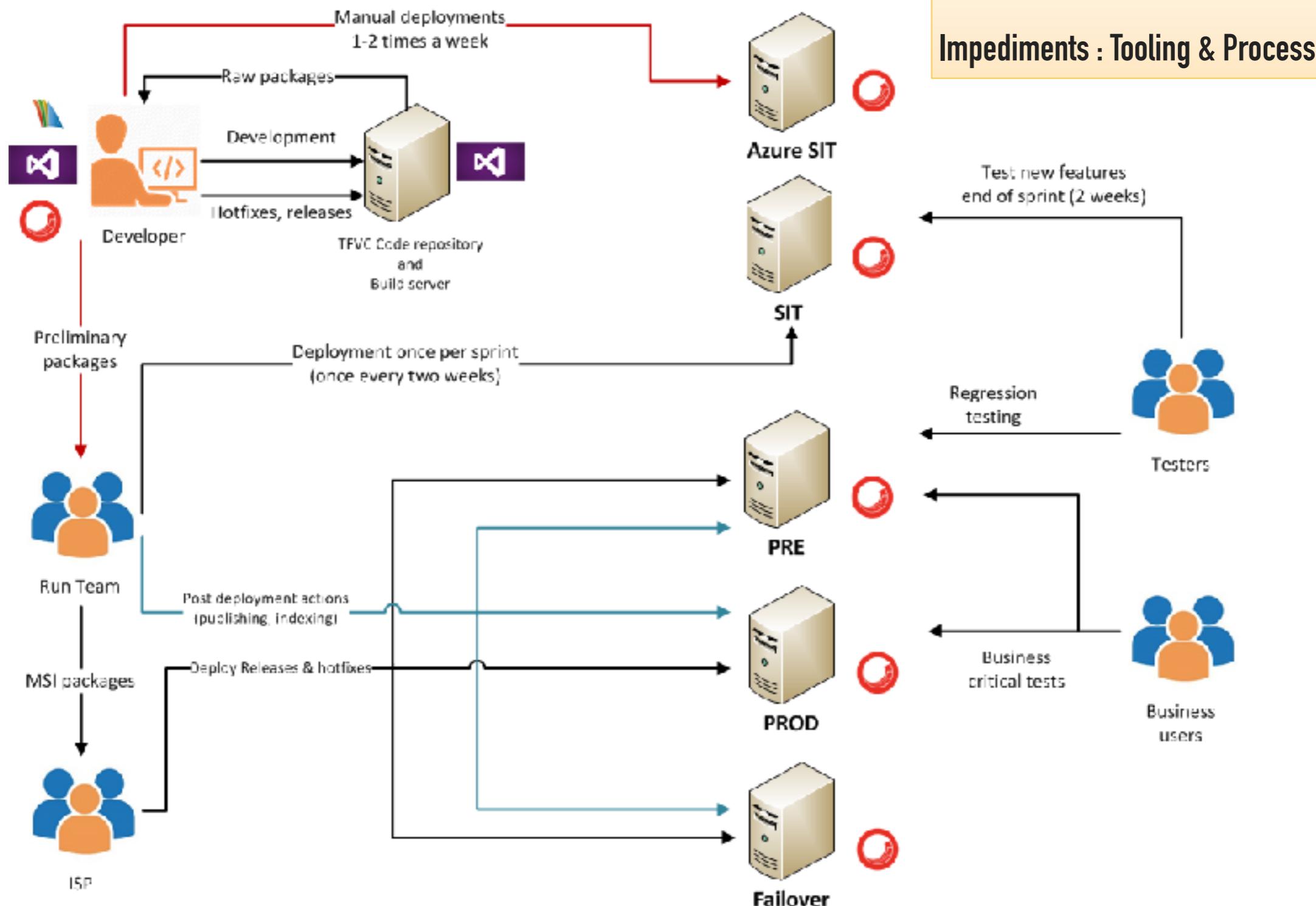
MEET MONOLITH 1: THE CULTURE OF RIGHTEOUSNESS



WE ARE ABOUT PROTECTION

- ▶ Teams, people, processes and roles exist solely around protection
 - ▶ Group Information Security
 - ▶ Group Risk
 - ▶ Group Compliance
 - ▶ Procurement
 - ▶ Strategic Sourcing
 - ▶ IT Asset Management
 - ▶ Project Management Office
 - ▶ Operations and dedicated release management groups
 - ▶ Supplier management group

THE GLOBAL STANDARDS STACK

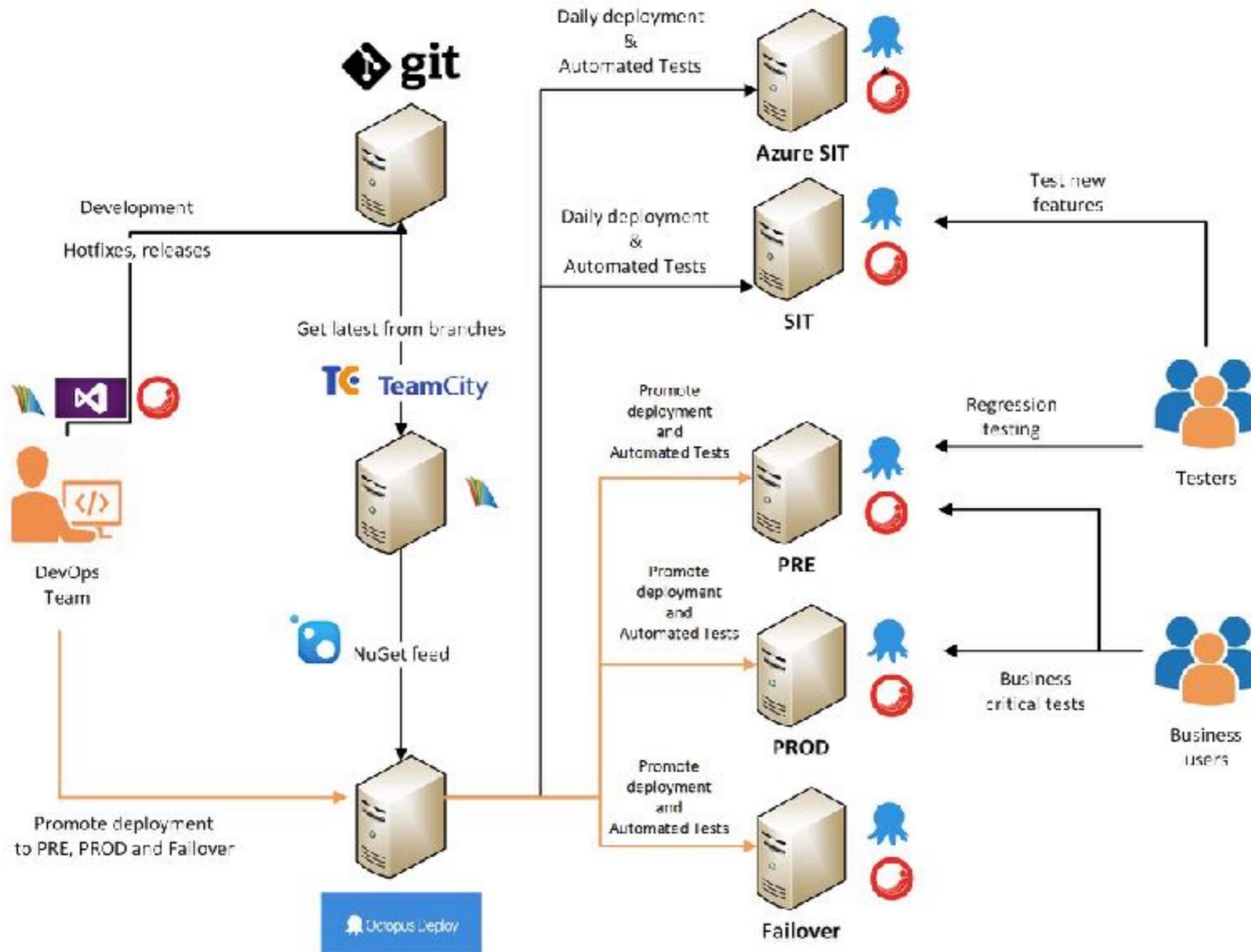


DEVOPS IS NOT JUST ABOUT CONTINUOUSLY EVOLVING YOUR PRODUCT BUT ALSO YOUR WORK ENVIRONMENT



DEVOPS STACK

Cycle time : 3hrs



DEVOPS FOR ENTERPRISES; RESPECT THE MONOLITH

MEET MONOLITH 2: PROJECT VS. PRODUCT





News About us Products and services Industry knowledge Investor relations Corporate responsibility Careers

Search

Zurich Insurance Group

Privatkunden Firmenkunden Service Über Uns Ihr Fachmann

Suche Zurich Versicherung



Fahrzeuge Wohnen & Bauen Gesundheit & Pflege Haftpflicht & Recht Reise & Freizeit Vorsorge & Vermögen

Haftpflicht ist ein Baustein des Multiplus-Pakets.

Mit Multiplus erhalten Sie alle wichtigen Privatversicherungen in einer Polizei.

[Jetzt Vorteile sichern](#)



Zurich reports BOP of USD 1.1 billion

Privatkunden Geschäftskunden Service Über Uns Ihr Fachmann

Suche Zurich Versicherung



Fahrzeuge Wohnen & Bauen Gesundheit & Pflege Haftpflicht & Recht Reise & Freizeit Vorsorge & Vermögen



Innovation: Kfz-Familien Versicherung

Die Wirtschaftsmagazine "Euro" und "Euro am Sonntag" verleihen Zurich den "Golden Bullen" für die Kfz-Familienversicherung – das innovativste Versicherungsprodukt 2011.

[Produktvorteil nutzen](#)

Auto und Motorrad

Kfz-Familienversicherung

Profitabler Versicherungsschutz für Ihre Familie ab zwei Fahrzeugen

Autoversicherung

Individuelle Autohaftpflicht- und Kaskoversicherung

Oldtimer-Versicherung

Maßgeschneideter Versicherungsschutz für Ihren Klassiker

Rentenversicherung

Riesterrente

Staatslich geförderte Altersvorsorge für Arbeitnehmer

Basisrente

Steuerlich attraktive Form der Altersvorsorge

Private Rentenversicherung

Private Vorsorge für einen sorgenfreien Ruhesstand

[Produkte zu Auto & Motorrad](#)

[Produkte zu Vorsorge & Vermögen](#)

Individuelle Beratung und Betreuung



[Zurich Fachmann finden](#)

PLZ oder Name

[Suchen](#)

Ihre Servicenummer:

Individueller Rundumschutz mit voller Flexibilität

Machen Sie sich ein Bild von Ihrer Zukunft!

Ihre Servicenummer:

+49 (0) 228 268-01*

Mo.-Fr. von 8 bis 19 Uhr

* Für Sitzkennzeichen



Kontakt



Telefon



Schaden

Individueller Rundumschutz mit voller Flexibilität



Machen Sie sich ein Bild von Ihrer Zukunft!



Alle wichtigen Versicherungen in einem frei wählbaren Paket: Unfall, Haftpflicht, Hausrat, Rechtsschutz und Wohngebäude.

[MultiPlus Produktspaket](#)

Wir haben es als erste: das Online-Wunsch-Tool für Ihre Zukunftsplanung! Gestalten Sie Ihre Wünsche und Träume. Probieren Sie es aus!

[Zurich Lebensgestalter starten](#)



› Schulsabat: Beim Radfahren steigt die Unfallgefahr

Bekanntes Verkehrsmittel für den morgendlichen Schulweg ist für viele Kinder das Fahrrad, was gerade im Überverkehr von Großstädten nicht ungefährlich ist.



› Ratgeber und Hilfe

Wir stehen Ihnen als starker Partner zur Seite und bieten Ihnen zahlreiche Services:



› Allgemeine Hilfe

Nützliche Tools und Services rund um die Themen Kfz, Riester Zulagenantrag und SPP.



› Karriere

Nutzen Sie Ihre Chance - Zurich bietet vielfältige Möglichkeiten für Ihre berufliche Zukunft.

Sie befinden sich hier: Privatkunden

[Zu Geschäftskunden](#) [Über Uns](#)

Kontakt Karriere Presse Zurich für Mörder Zurich weltweit Sitemap

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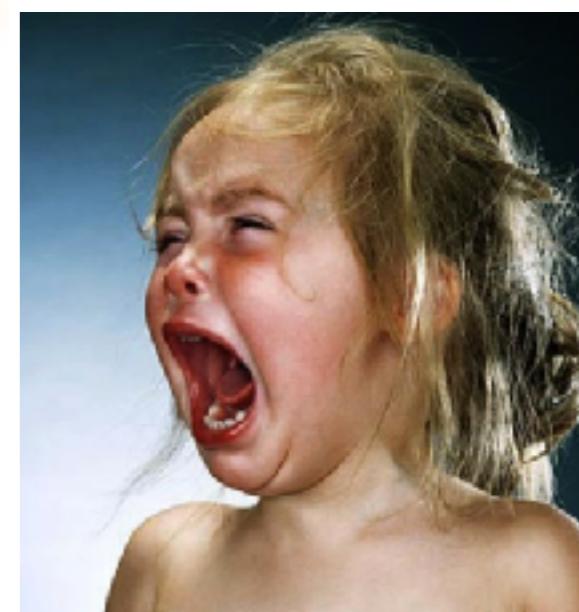
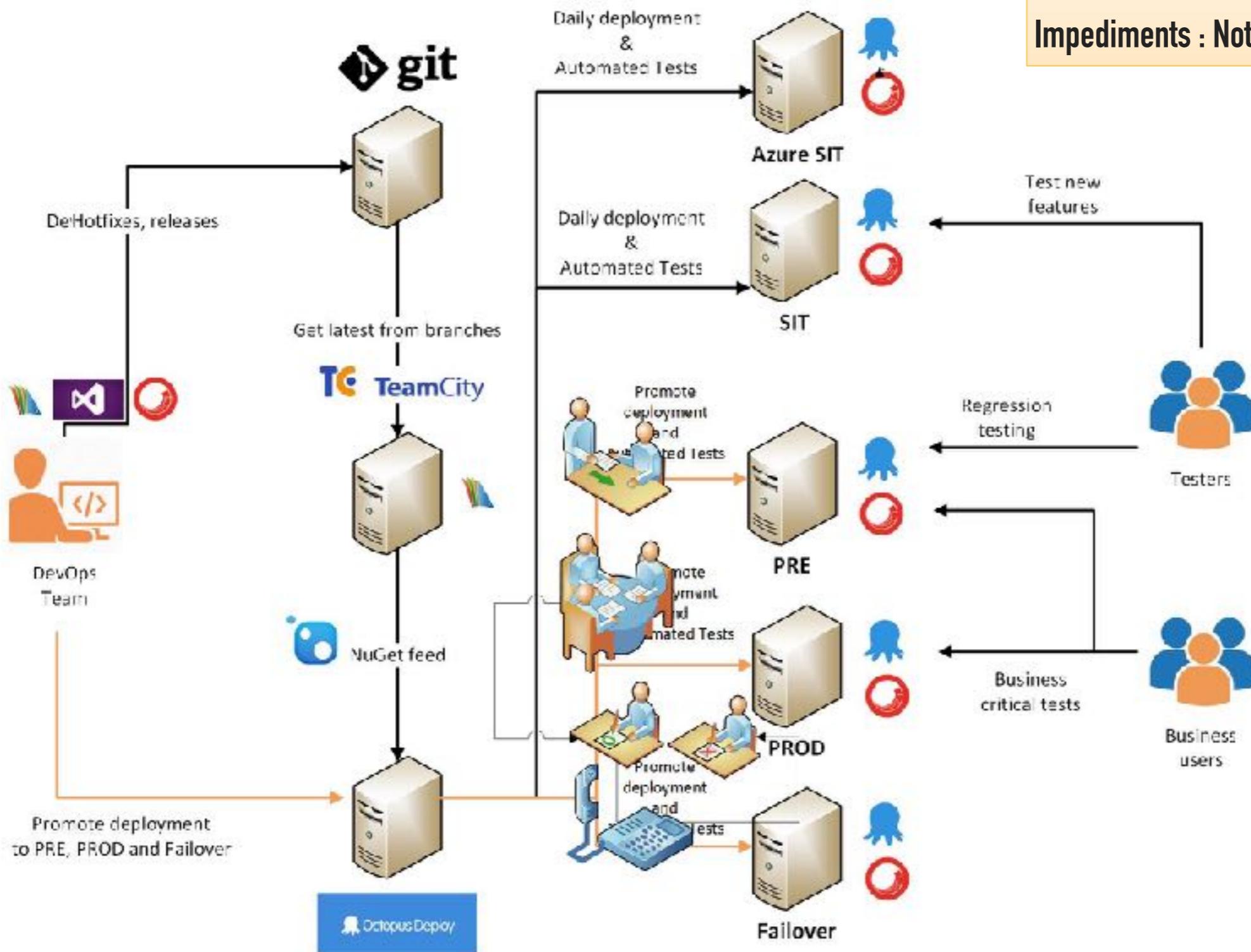
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DEVOPS IN A VACUUM

Cycle time : 2 days

Impediments : Not Respecting Monolith



MEET MONOLITH 3: SUPPLIERS

Restrictive contracts often dictate and influence how suppliers engage with enterprises

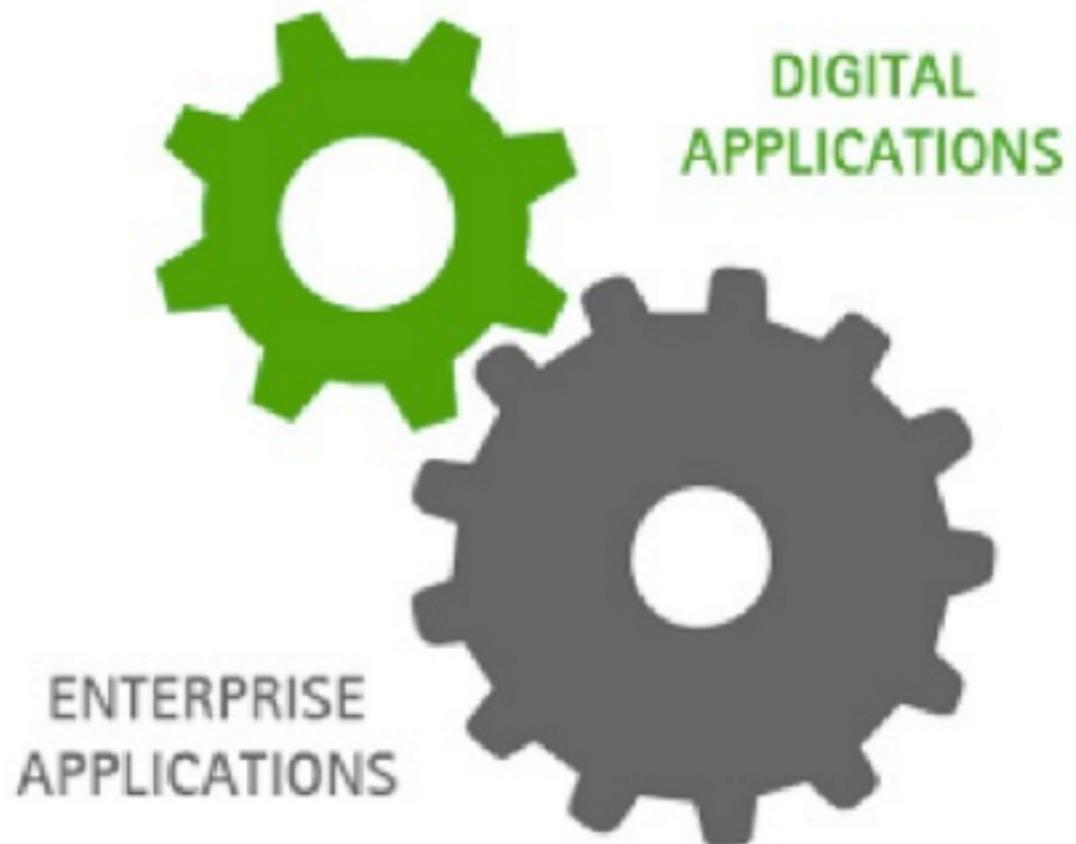


There are “managers” in the enterprise whose full time job it is to police this supplier.

The supplier wants to be part of the future of the enterprise, the supplier wants to be innovative! Leverage this! Avoid creating DevOps in a Vacuum.

MONOLITH 4: THE CLASSIC IT MONOLITH

HERE'S WHAT WE ARE LOOKING FOR HELP WITH!



HOW TO INTEGRATE BACKEND SYSTEMS
WITH YOUR DEVOPS PRODUCT?

- Monolithic application
- 1 release every 18 months
- No current plans to adopt DevOps
- Quickly becomes an impediment

Is Automation is the flip side of the DevOps coin?

Avoid creating
DevOps in a Vacuum

Identify the
monoliths of your
organization to
enable behaviour
change

Transformational
change requires
behaviour change

