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Service Ownership – Devops for Salesforce

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Thank
you



Who We Are....



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The Business Case for SOMM

Growth

Scalability

Compliance

Customer Success Platform

Design of SOMM

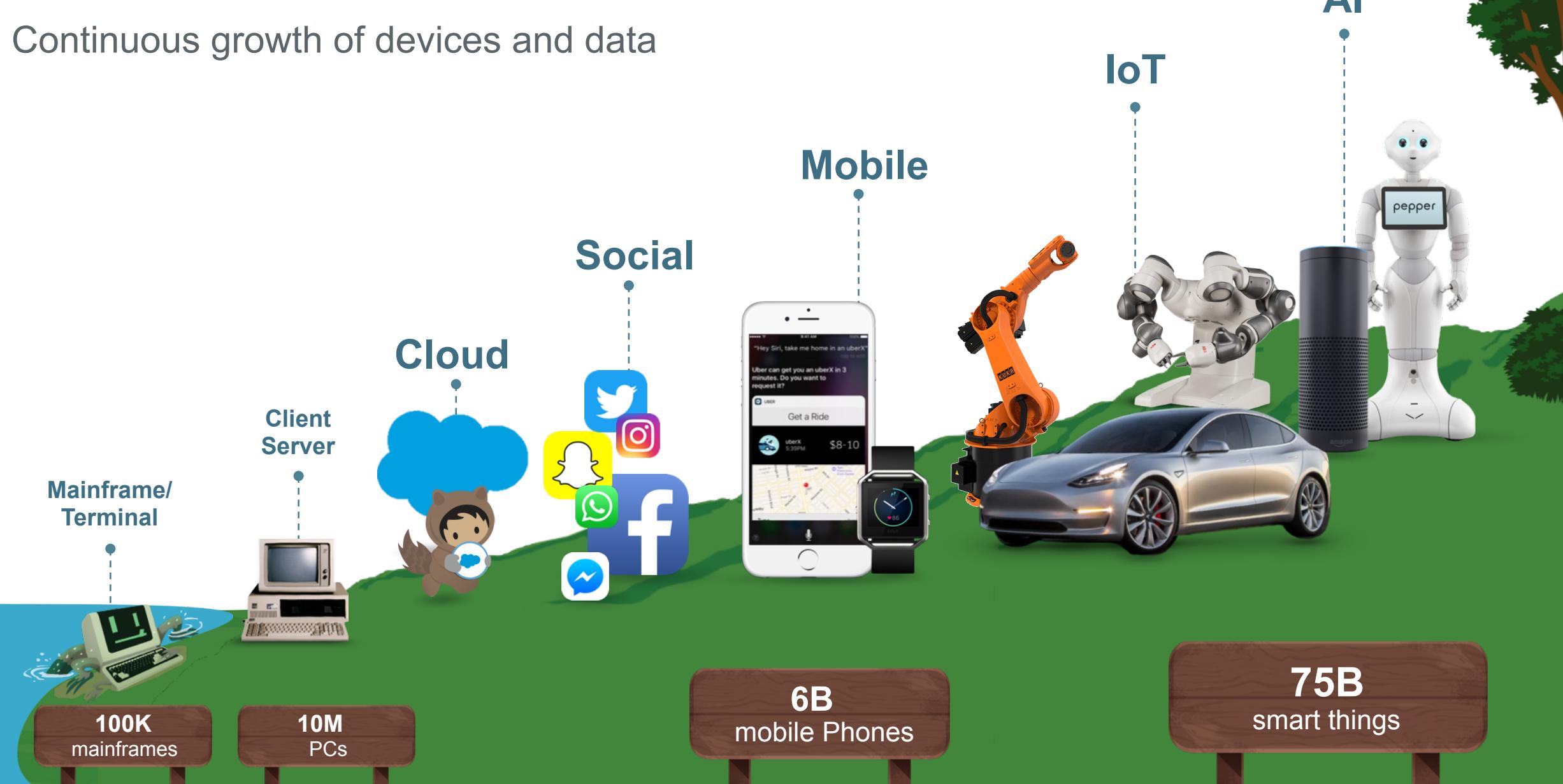
Future Ideation

Resiliency / Monitoring



The Fourth Industrial Revolution

Continuous growth of devices and data



Multidimensional Growth



Vision: Software Defined Everything

The journey to autonomous operations

Task	Manual Operations (“Ops”)	Automated Operations (“DevOps”)	Autonomous Operations (“No Ops”)
Who sets the goal	Human	Human	Human
Who decides when to start the work	Human	Human	Machine
Who adjudicates work priorities	Human	Human	Machine
Who does the work	Human	Machine	Machine
Who generates the validation report	Human	Machine	Machine
Who interprets the validation report	Human	Human	Machine
Who handles failures	Human	Human	Machine
Who handles exceptions	Human	Human	Human

How we got started!



Service Ownership



Service Ownership is an engineering methodology that means owning the design, operation, and continuous improvement of a service.

A service is defined as a network endpoint or a business process that is owned by a team, has a focused business goal, is actively managed to achieve that goal, and may be used by or dependent on other services. Examples include services like time series graphing and business processes like Asset Management

Why are we adopting service ownership?



Service Ownership Maturity Model (SOMM)



SOMM Lanes

Monitoring - (Diagnostics, Visibility, Analytics)

Determine key metrics and thresholds



Alert & Incident Response

When thresholds are crossed, route alerts and react appropriately



SOMM Lanes (Stakeholders)

Solutions Management

Avoid repeating errors / incidents



Release Processes - Release Management

Test test test, standardized checkin, release and rollback/ forward



Change Management -

Standardize change templates.
Automate Change



SOMM Lanes (Stakeholders)

Capacity Management / Performance
Trending - Capacity Management

Monitor capacity metrics

Traffic Management

Services are aware of state when starting /
stopping. A service should not make things worse!



Micro Services vs. Macro Services

Micro Services

2 or 3 team members

Small teams unable to support 24/7

Hybrid Model handing over work to SR

Ideation to Realization!

Vs.

Macro Services

Large Teams, Agile delivery

Site Reliability monitors

EOL, how does it work?

Existing Services

Calling for Feedback

Let us know how you have dealt with issues within your org?

Interested in how it is working for Salesforce, hit us up for updates?

Come and ask us questions, we would love to hear from you?

Thank You

