



FROM
TO
DEVOPS

About Mitchell

- Enterprise software company
- Software as a service
- Property & casualty industry
- 23 of the top 25 insurance companies
- Multiple business units
- Multiple products and software stacks
- More than 100m business transactions a year
- More than \$70b in claims value processed a year

Our Customers



Our Mission

To empower our clients to deliver the best possible outcomes and restore their customers' lives after a challenging event.



TECHNOLOGY



EXPERTISE



CONNECTING



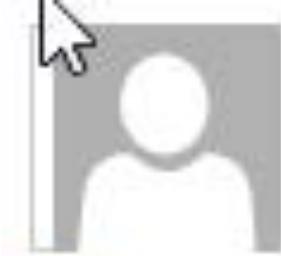
OUR
JOURNE
Y

1. EPISODE STABILIZE



Code Red

SYSTEM CRASH



Dan

+ Operation ML;

RE: CODE RED: Production traffic being routed to UAT

You replied to this message on 11/1/2006 12:36 PM.

FYI, The customer is aware of this.

SCG and Field Services have been calling/emailing on their behalf. Are we getting close?

Dan

Cc: Host Processing

Subject: CODE RED: Production traffic being routed to UAT

Do to an error in a deployment last night, traffic for today is being routed to UAT.

The first step is to deploy the correct file, then work on recovery.

Please report to the Op Chat room immediately.

-M

HA!!

- Nightly deployments
- Daily firefighting
- Service degradation
- Missed deadlines
- Lost productivity



Going to WOR

- DOR – Daily (30 minutes)
- WOR – Weekly (1 hour)
- MOR – Monthly (1.5 hours)
- All stakeholders
- Incident Reviews
- Deployment Reviews
- Metrics and statistics
- Rinse and Repeat ...

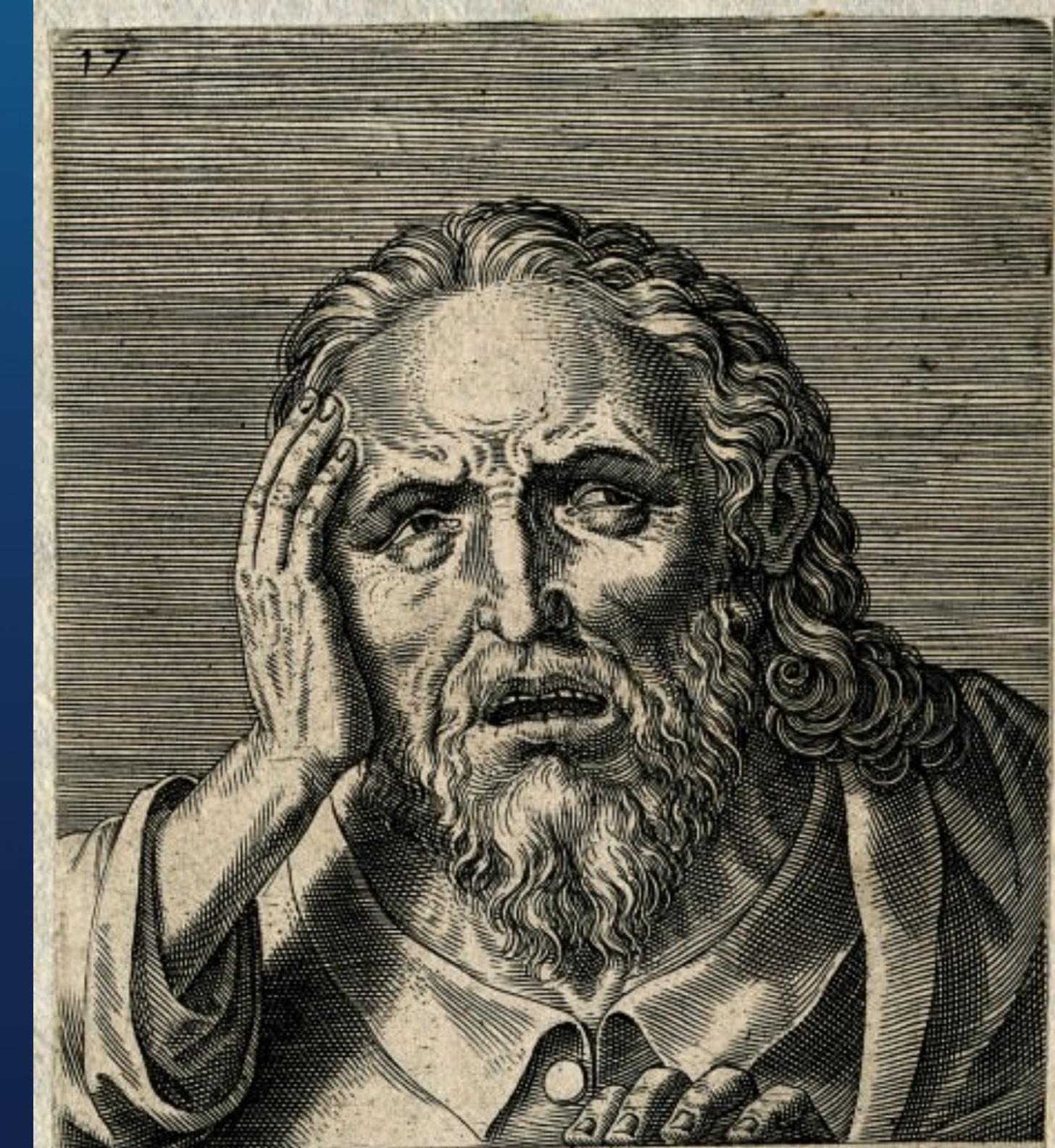




Nirvana?

Change is the only constant in life.

—Heraclitus



HERACLITVS.

*Flens HERACLITVS miseræ ludibria vitæ
Conspicit, atq; hominum perdolet ysq; vicem.*

EPISODE 2: AGILE CULTURE



<devcon/>

The First Annual
Mitchell Product Delivery
Conference

10.28.2011 | Rancho Bernardo Inn | San Diego, California

Celebrating
Engineering
Keynotes Speakers

Discussion Panels
Breakout Session



One year later...

- Launched 5 trains
- Formed 60+ Agile teams
- Completed 15 PSIs
- Ran 73 sprints

Lean | Agile Transformation



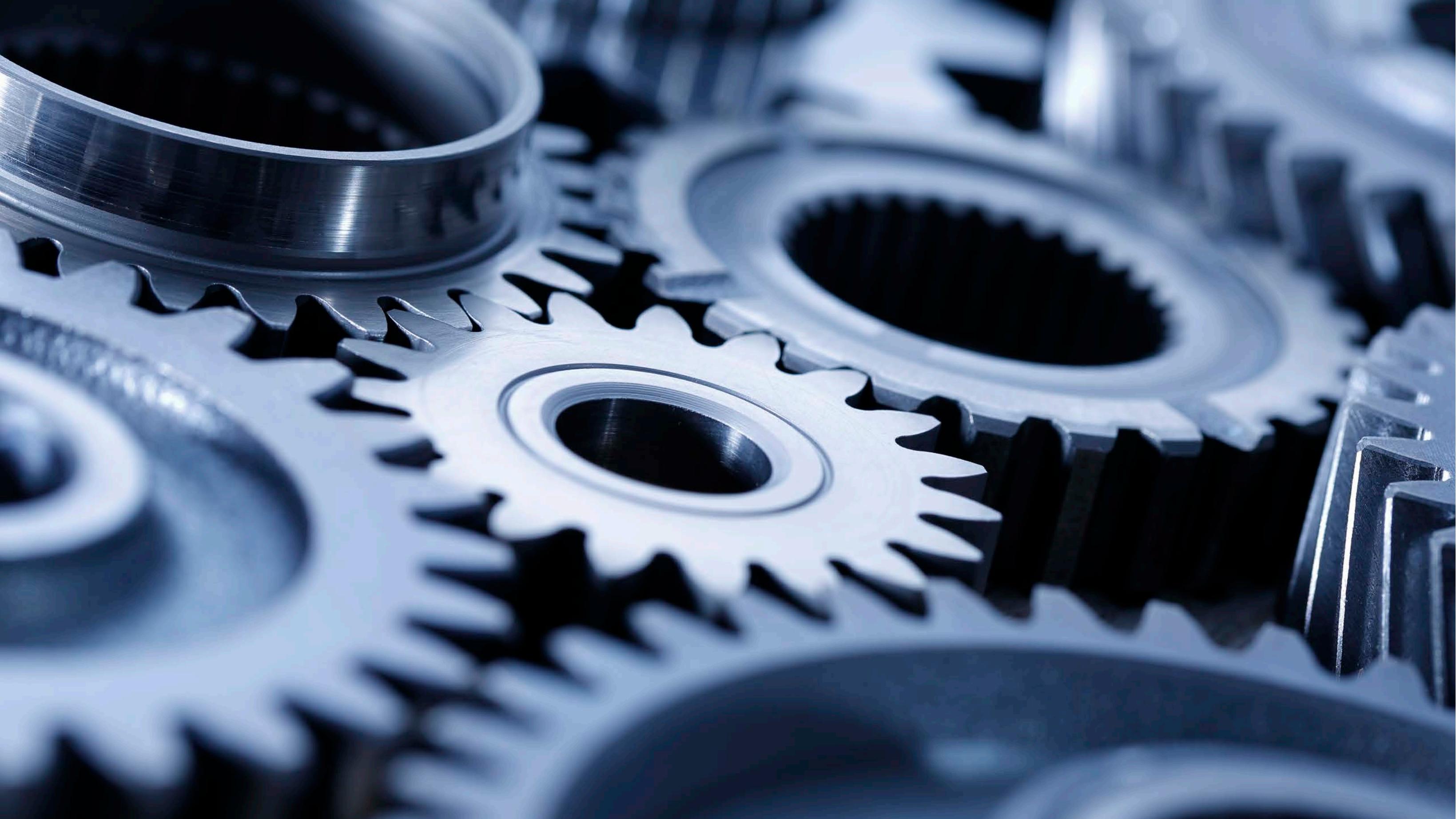


Own the Path

- Adopted SAFe
- Extended where needed
- Innovated where required

EPISODE 3 – MISALIGNMENT

T



Speed to Value



Two Influential Books Two Great Speakers

Continuous Delivery

By Jez Humble

The Phoenix Project

By Gene Kim



Q: How can an enterprise software company with legacy software make DevOps work for them?



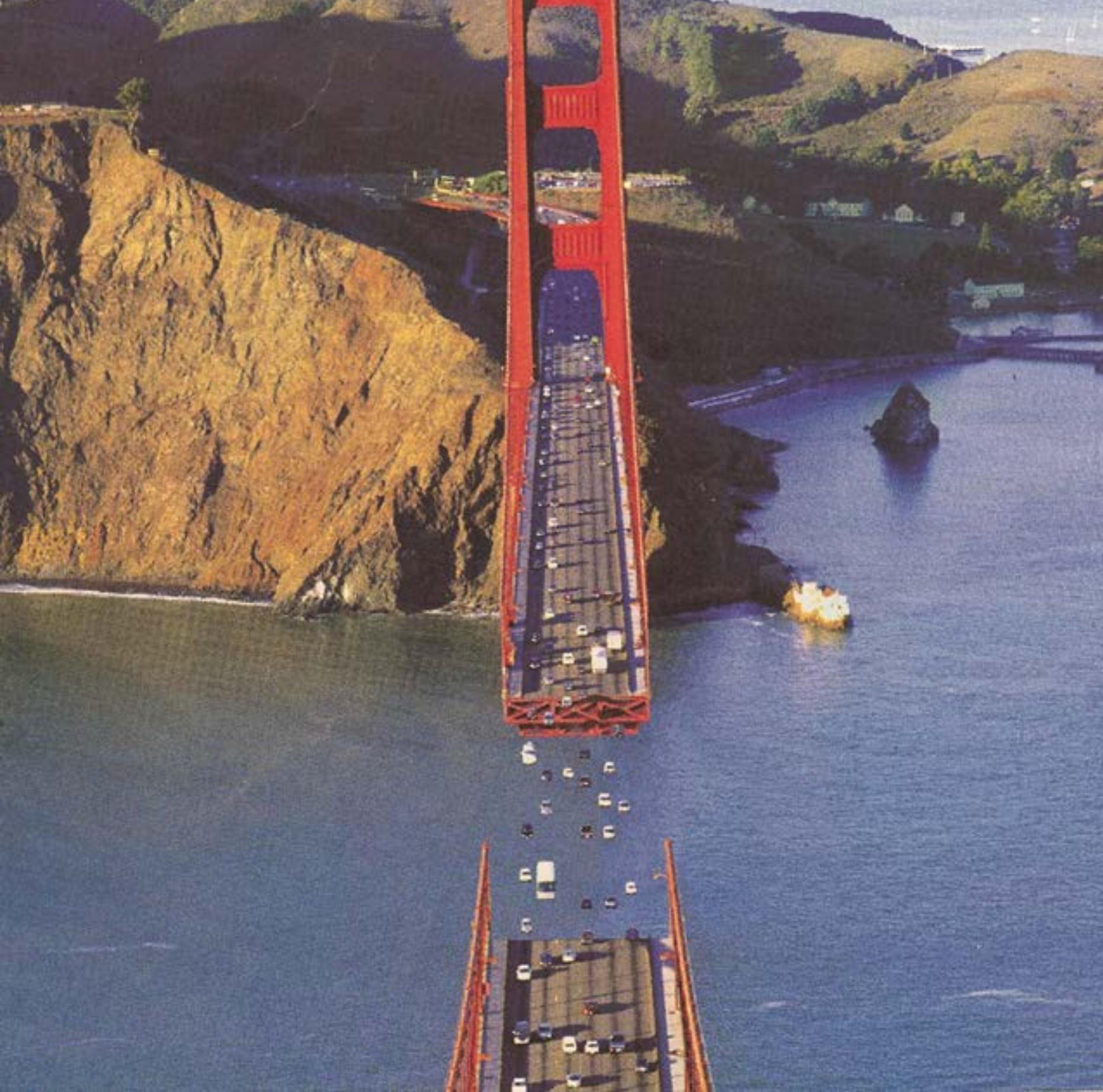


EVOLUTION

SPARKS IN THE DARKNESS

EPISODE 4: ENABLEMENT





Bridging the Great Divide

A: Automation is a prerequisite for any meaningful progress in a DevOps journey, and CICD pipeline is a critical building block.



Leveling
Up

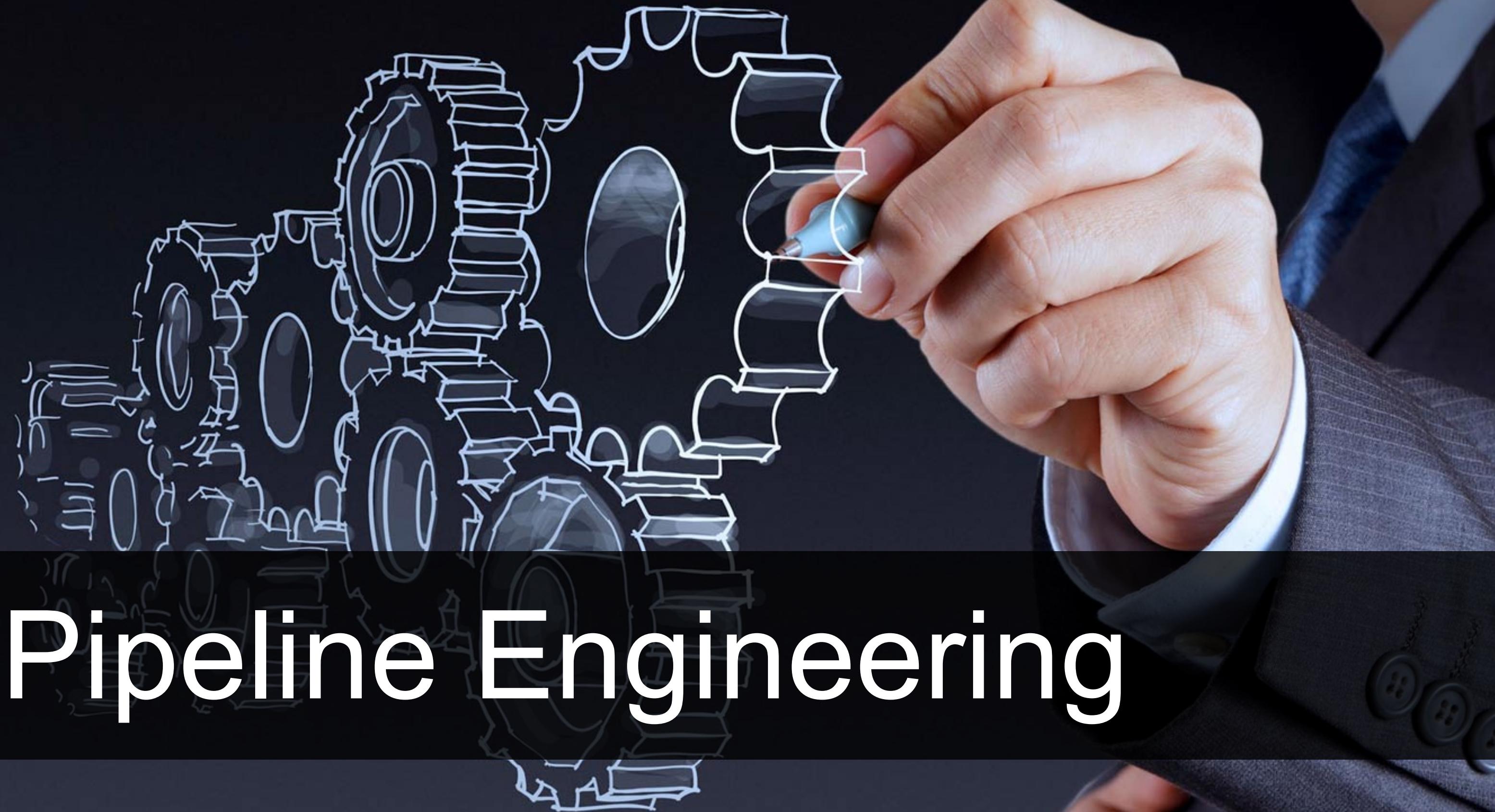
CICD / DevOps Challenges

- Monolithic legacy enterprise applications
- Availability of CICD tools that support Windows
- Undocumented architecture and orphan components
- Departmental silos in release processes
- Micro-cultures in different teams
- Leadership motivation

Build a Highway, Not Traffic Lights



Pipeline Engineering



Code Creation



Promotion



Deployment



Package Creation



Service



System Creation



Many Technologies Available...



Maven™

 python™



 node.js®



artifactory



Jenkins

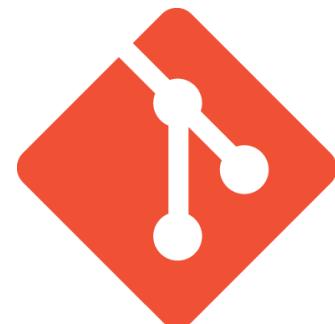
 **Skytap™**

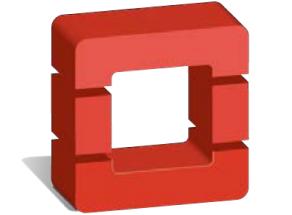


 **ANSIBLE**

 **amazon web services™**

 **CHEF™**



 **openstack™**

 **nuget**

sonarQube

 **Powershell**

 **Bower**

 **rpm**

 **KARMA**

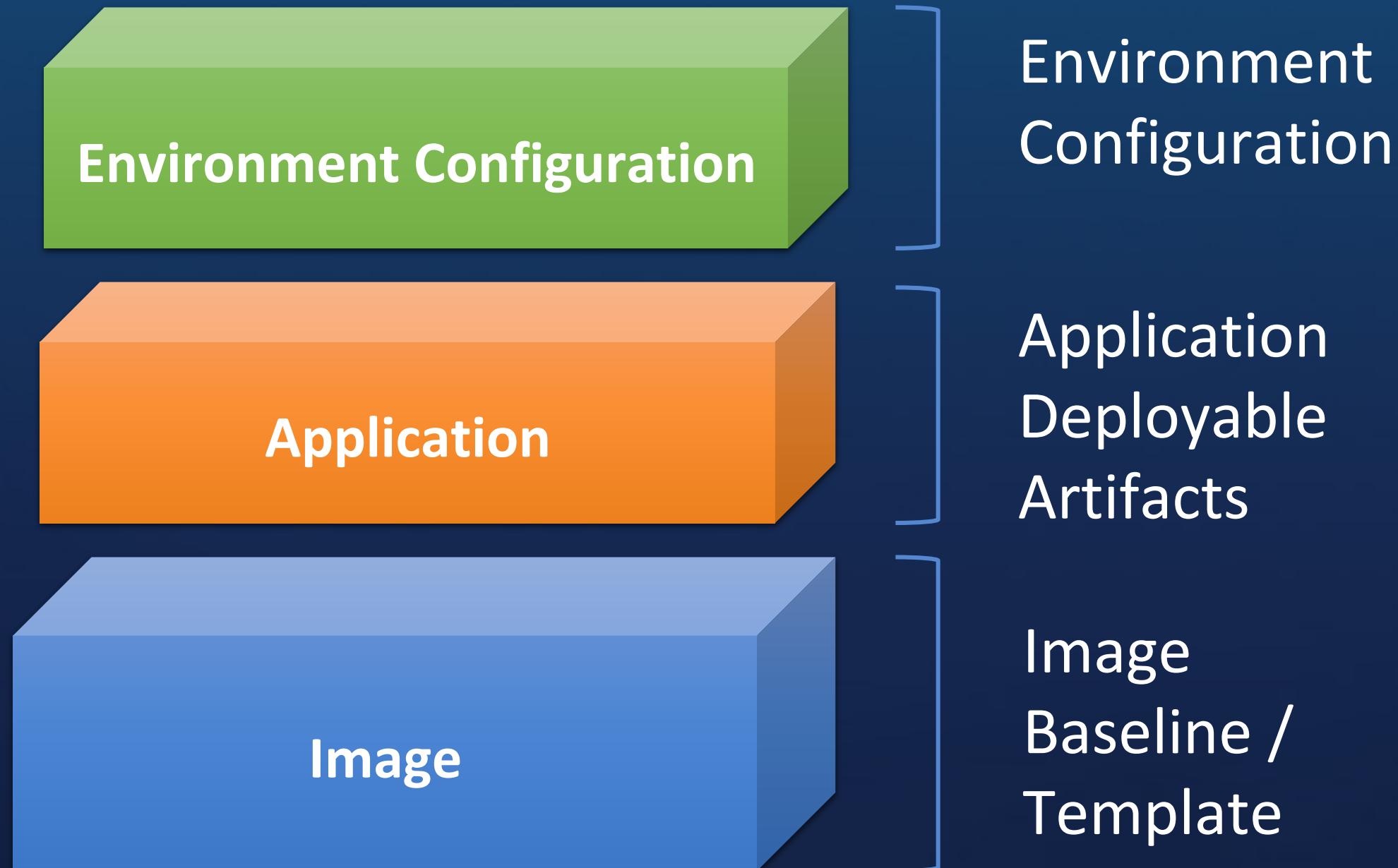
Enter miPM....

Mitchell Packaging Manager

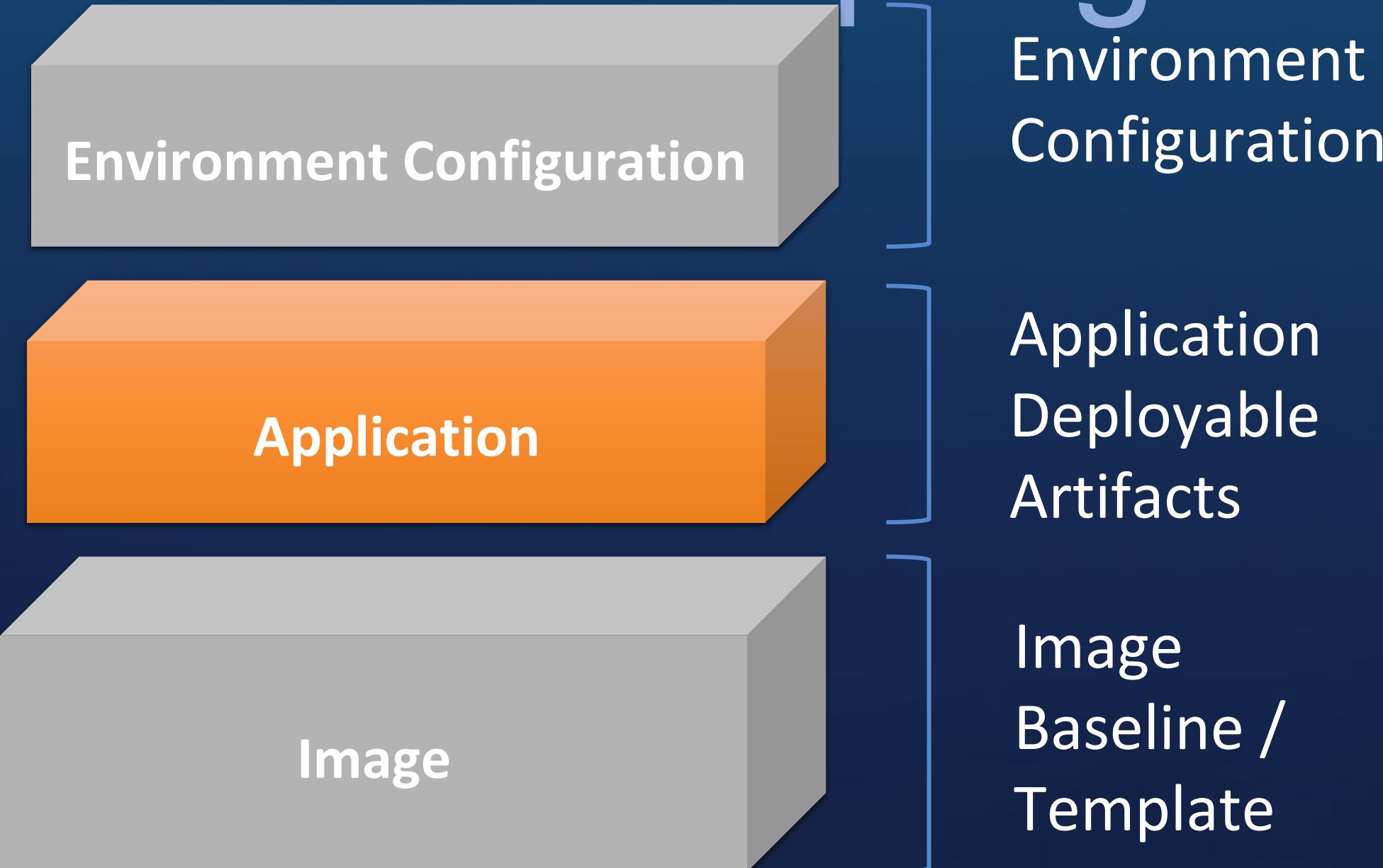


- Decoupling of monolithic applications
- Unified solution for .NET, Java, NodeJS, Python
- Works for Windows and Linux
- Simple JSON configuration
- Cloud ready
- Works in local developers' environment

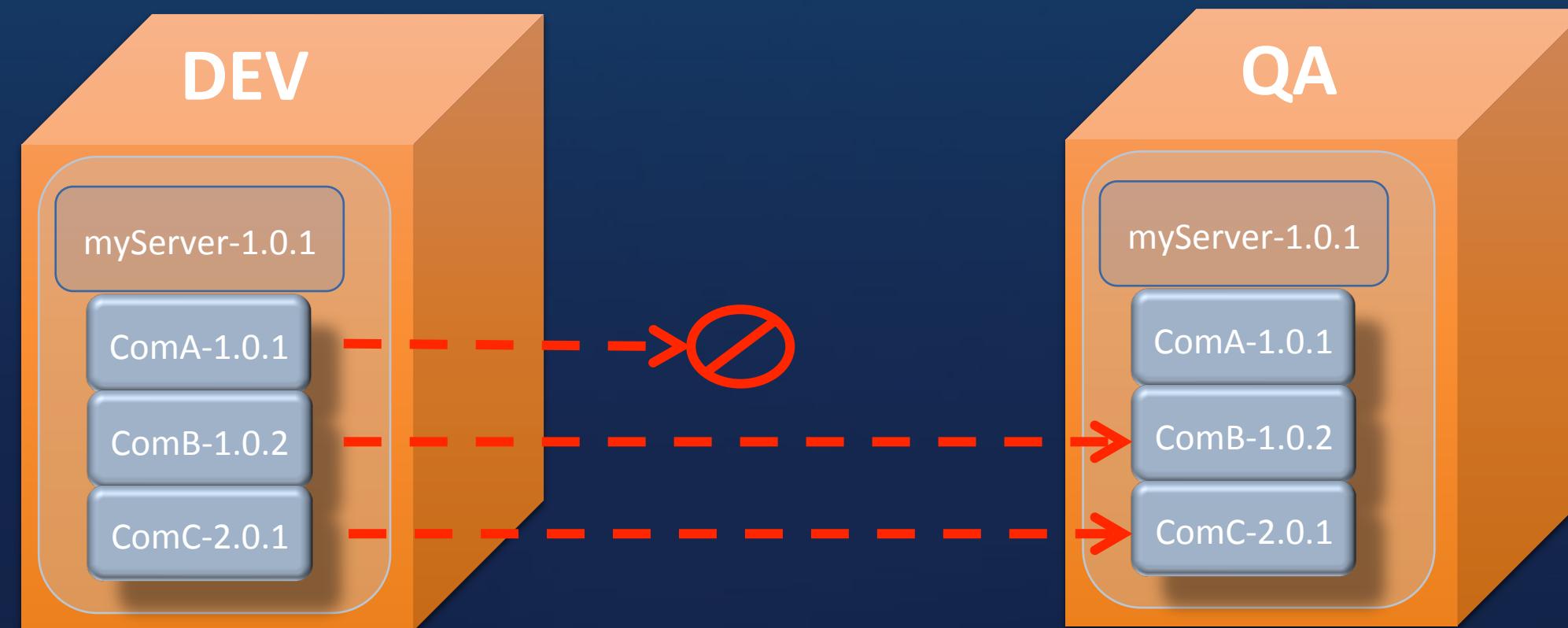
Solution Layers



Focus: Application Decoupling



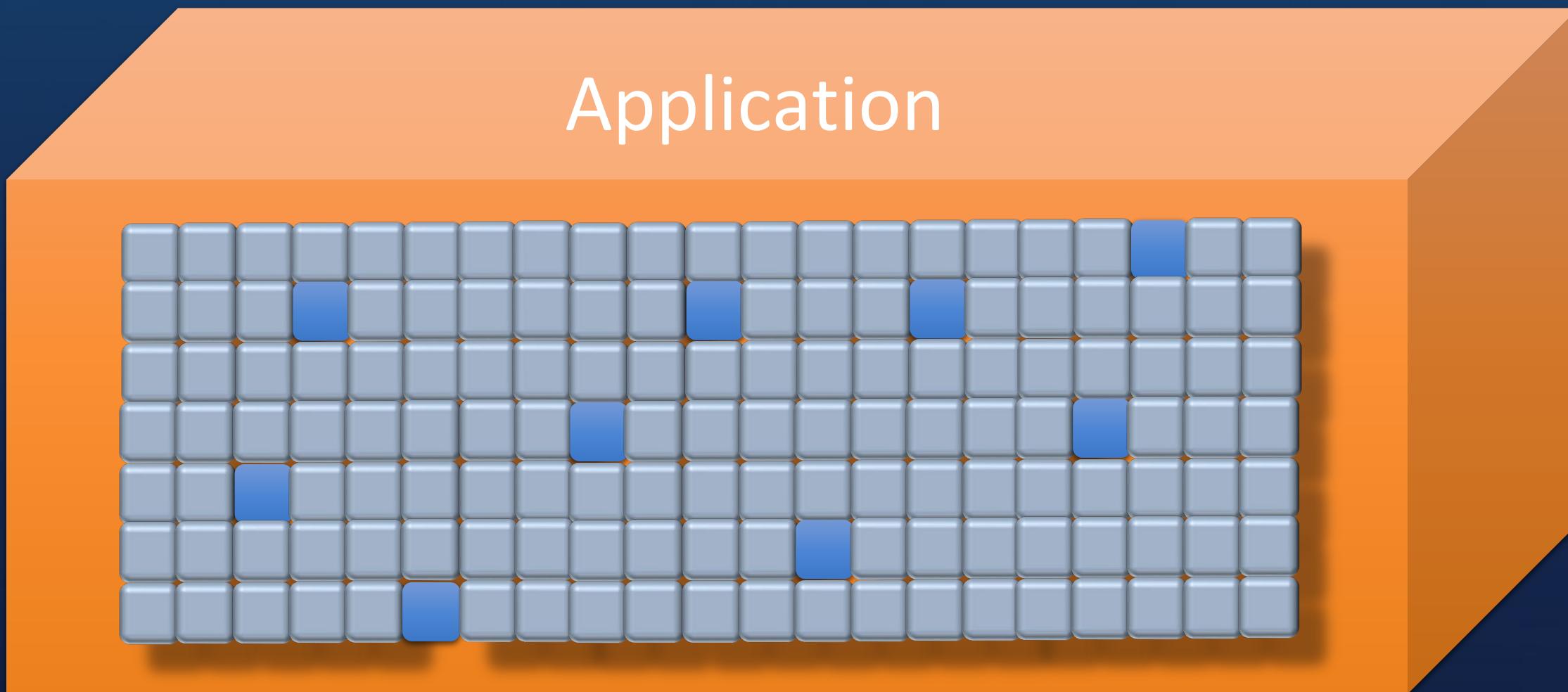
Deploy Changes Only



Enterprise Application



Enterprise Application Changes



CICD / DevOps

Achievements

- Componentize the monolithic applications
- Use CICD tools that are platform agnostic
- Products taxonomy surveyed, identified owners
- Automated the release processes
- Partnered with business unit leaders to solve their problems
- Incentivize business units with stable environments and by speeding product delivery

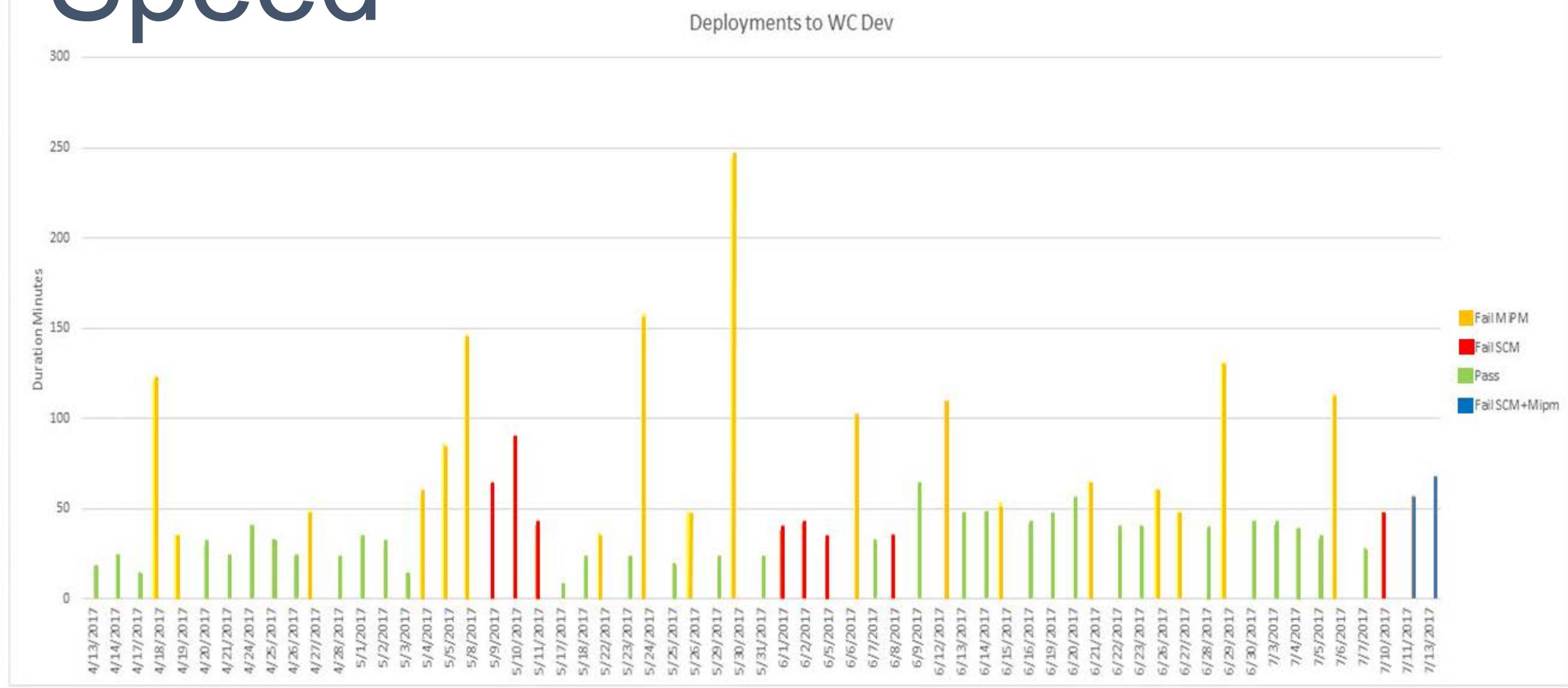
EPISODE 5: INITIAL RESULTS



Changes Through CICD

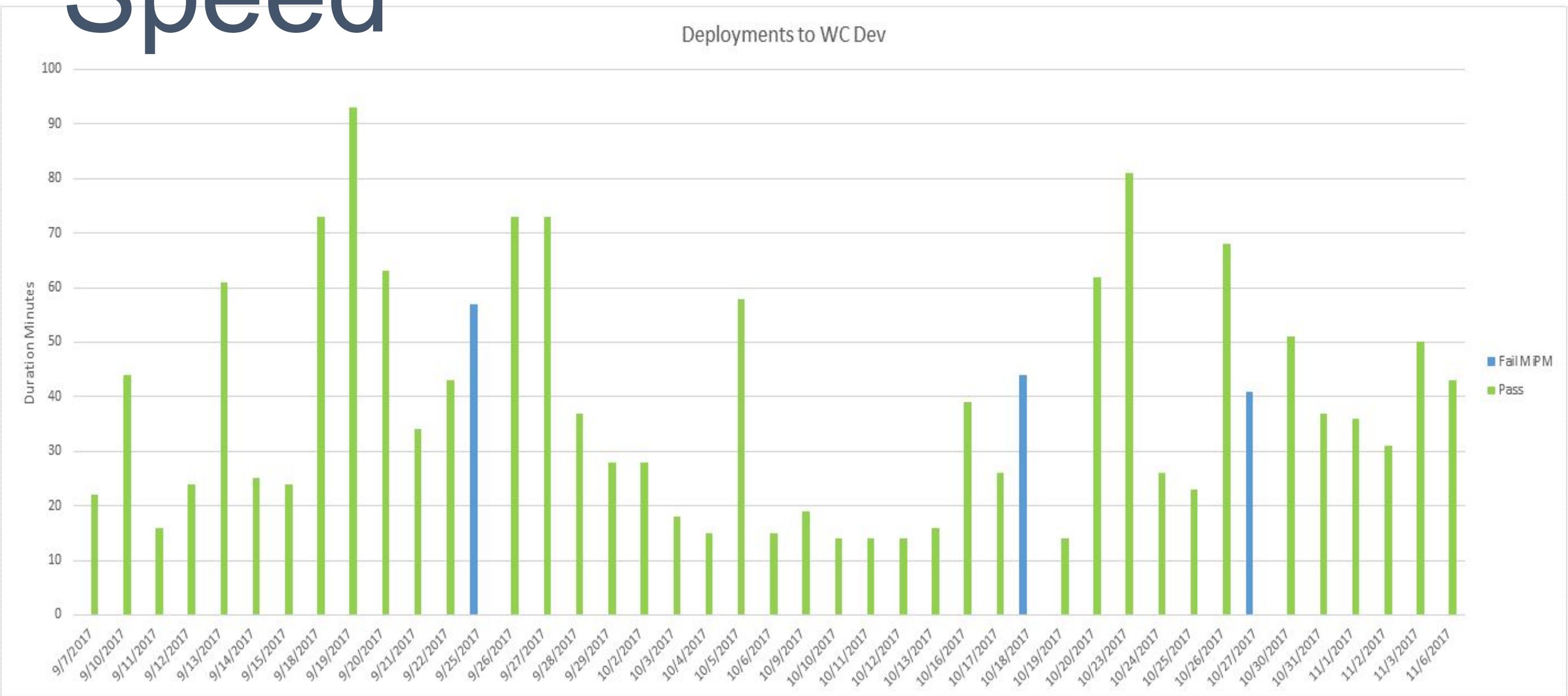
Timing	Component-Based	Who controls build dependencies?	Who maintains Packaging?	Who decides what to release?	State of QA
7 years ago	Yes	Dev + SCM teams	N/A	Dev	Centralized QA team
4 years ago	Big build and no component build	System team	System team	System team	Being Agile + partial workflow QA team
Today	Yes	Dev	Dev	Dev+ System Team	Centralized QA team

Measuring Stability and Speed



Measuring Stability and Speed

Deployments to WC Dev



Measuring Productivity

Before	After
1 deploy in 2 weeks	Every check-in
Integration Environment down for 2-3 days at times	Integration Environment down for a maximum of at 15 minutes
War room on each deployment	Someone is watching Jenkins
40% coding / 60% operation and meeting	60% coding / 40% operation and meeting



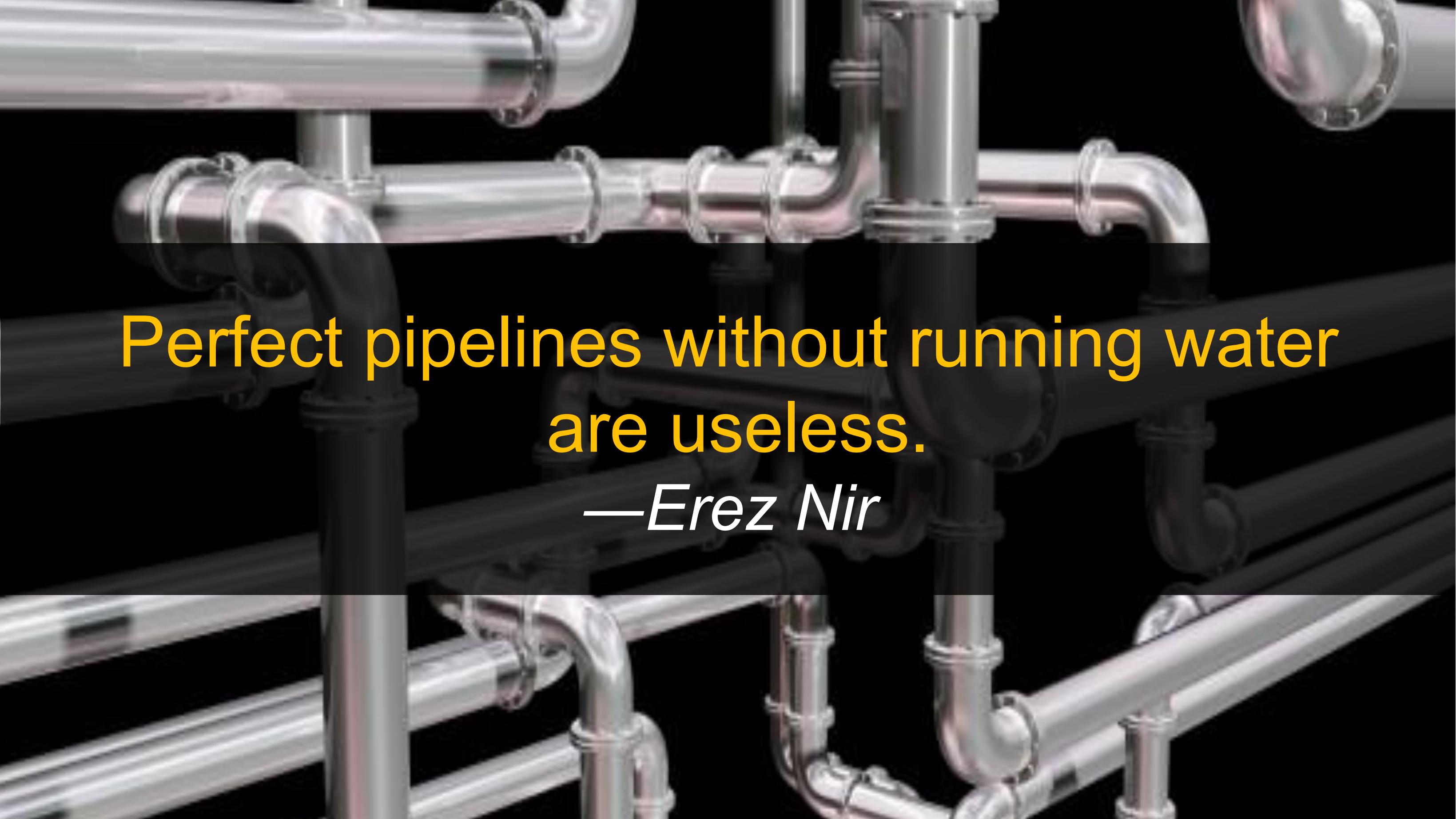
Measuring Happiness

THE NEXT EPISODE



Are We There Yet?



A complex network of shiny metal pipes and valves against a dark background. The pipes are polished and reflect light, creating highlights and shadows that emphasize their metallic texture. They are interconnected in a dense web of horizontal and vertical lines, forming a grid-like structure. Some pipes are straight, while others are curved in various directions. Various types of fittings, such as elbows, tees, and valves, are used to connect the pipes. The lighting is dramatic, coming from the side to create strong highlights on the edges of the pipes and deep shadows in the recesses between them.

Perfect pipelines without running water
are useless.

—Erez Nir

Where We Need Help

- QA Automation
- Managing DB Changes
- Windows Tooling

Contact Us

Erez Nir

Email: erez.nir@mitchell.com

LinkedIn: www.linkedin.com/in/erez-nir-03739

Richard Fong

Email: richard.fong@mitchell.com

LinkedIn: <https://www.linkedin.com/in/richardfong1>

Twitter: [@w2fong](https://twitter.com/w2fong)