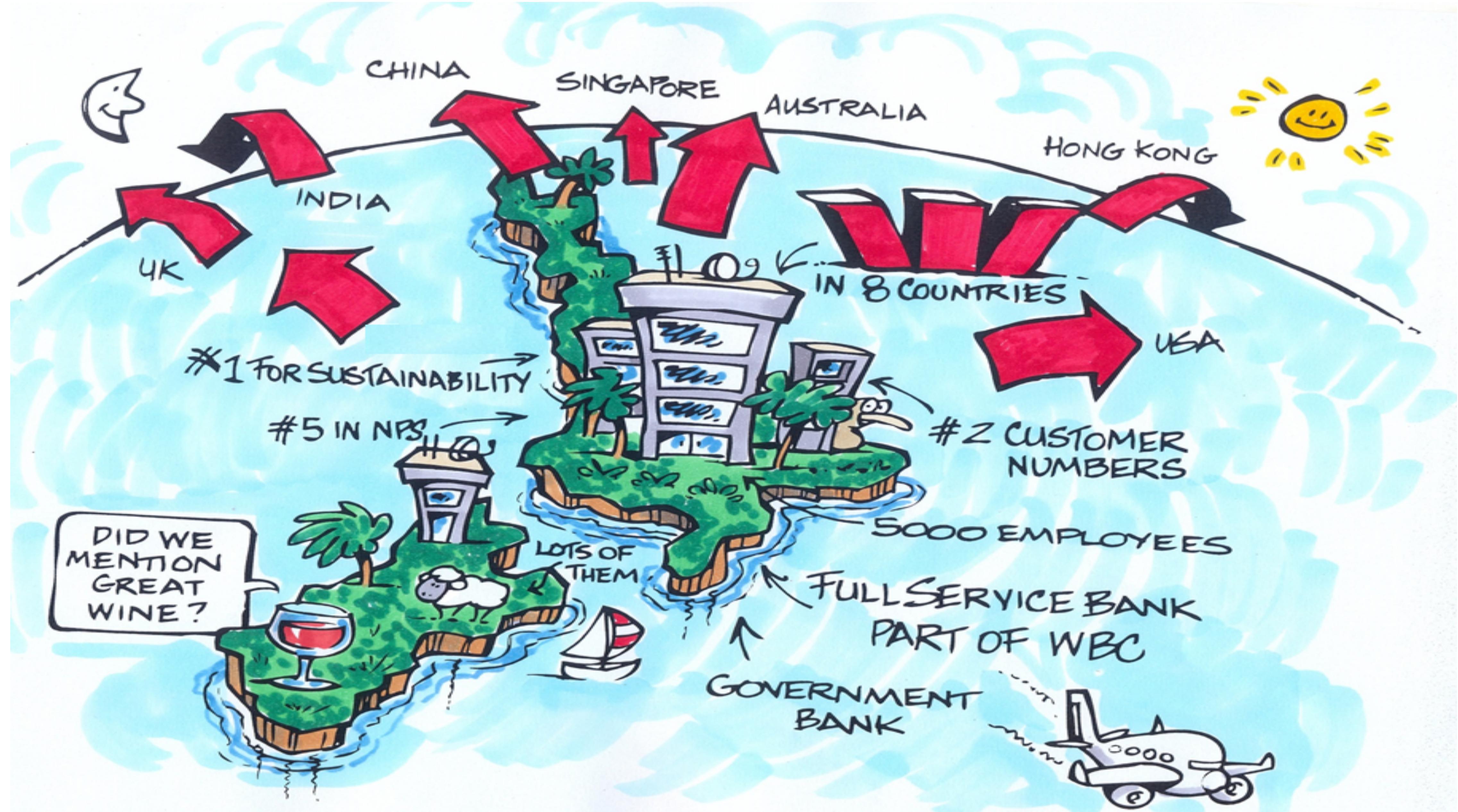
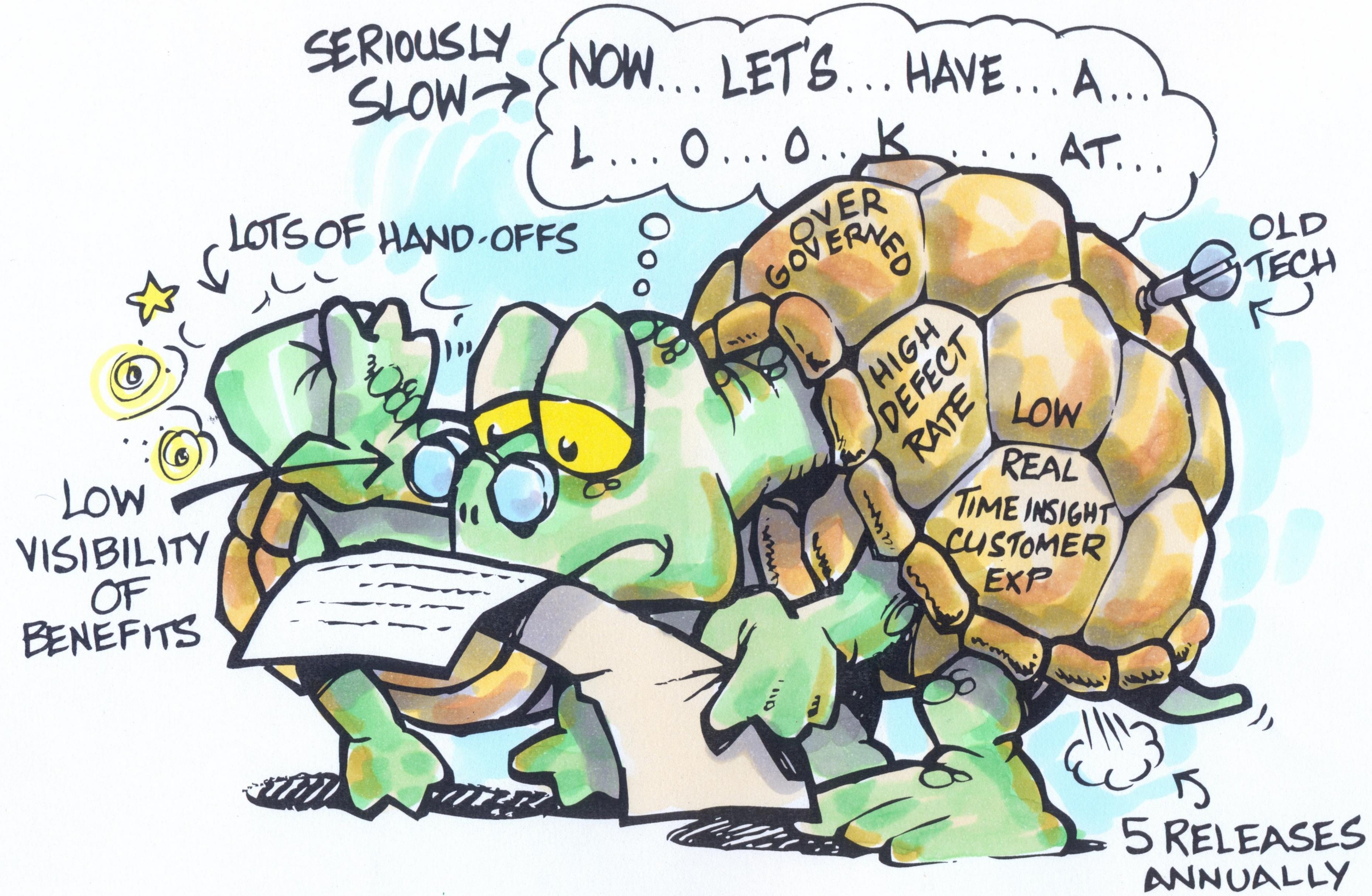


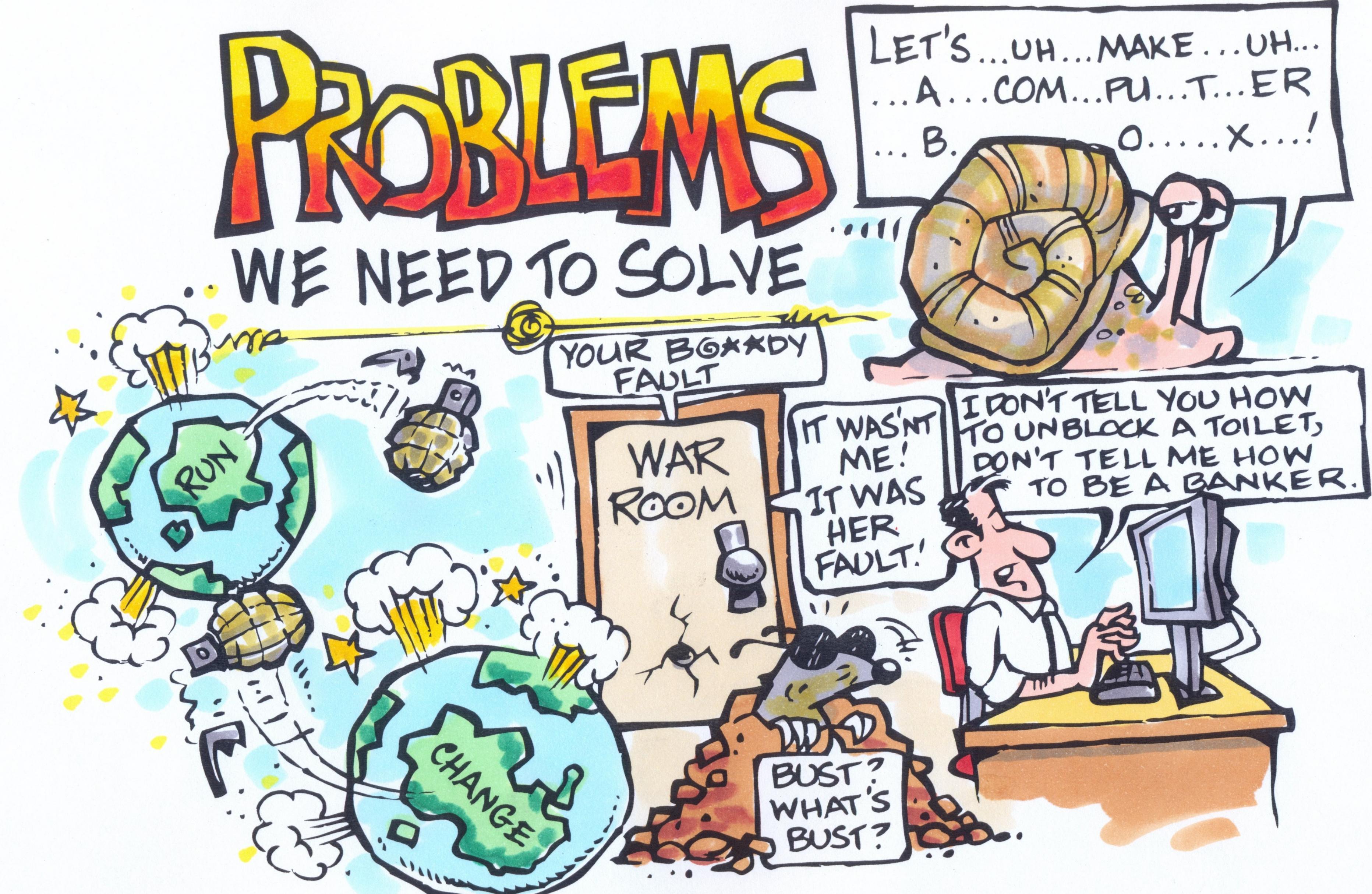
If DevOps was the answer,

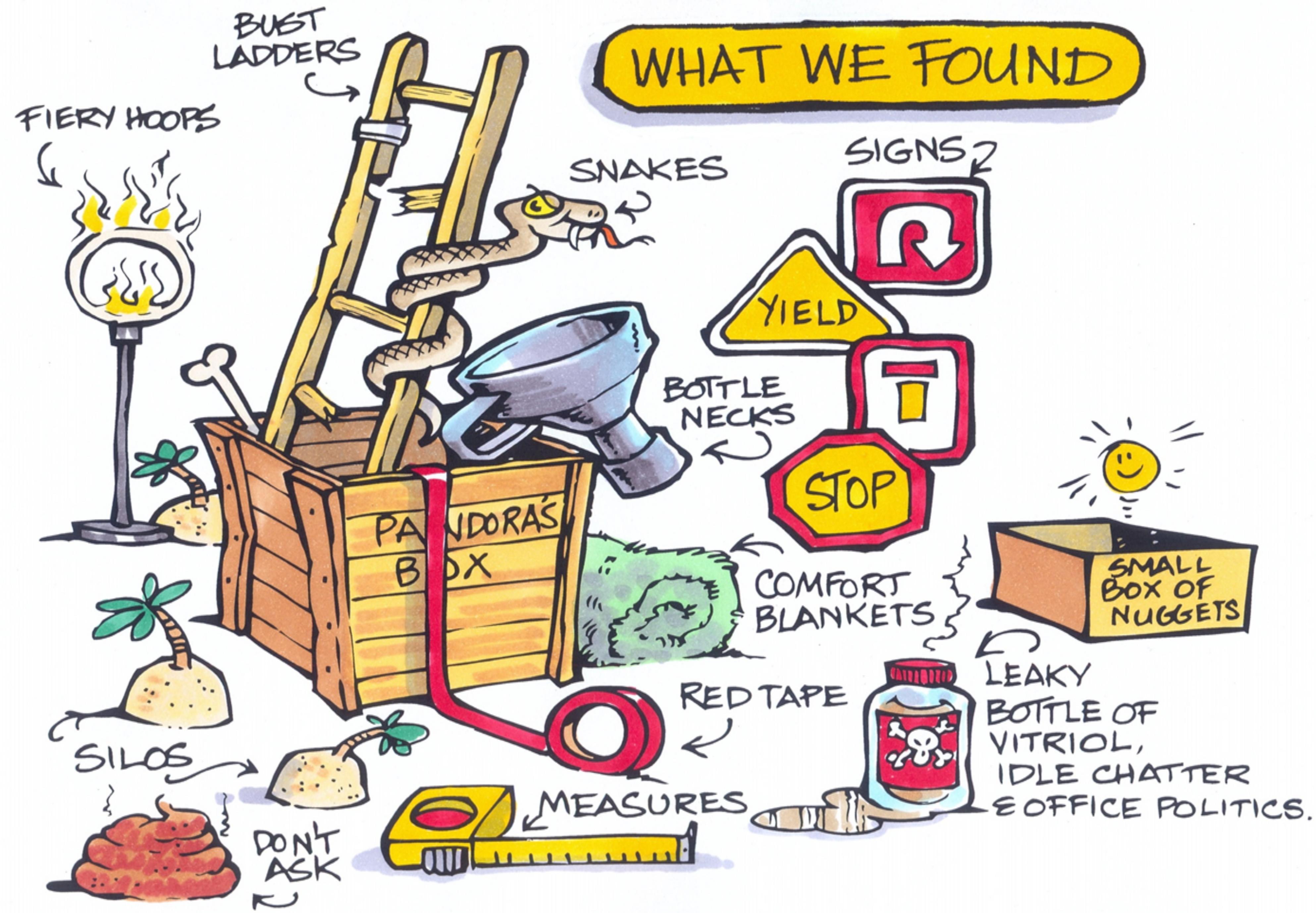
What was the question?

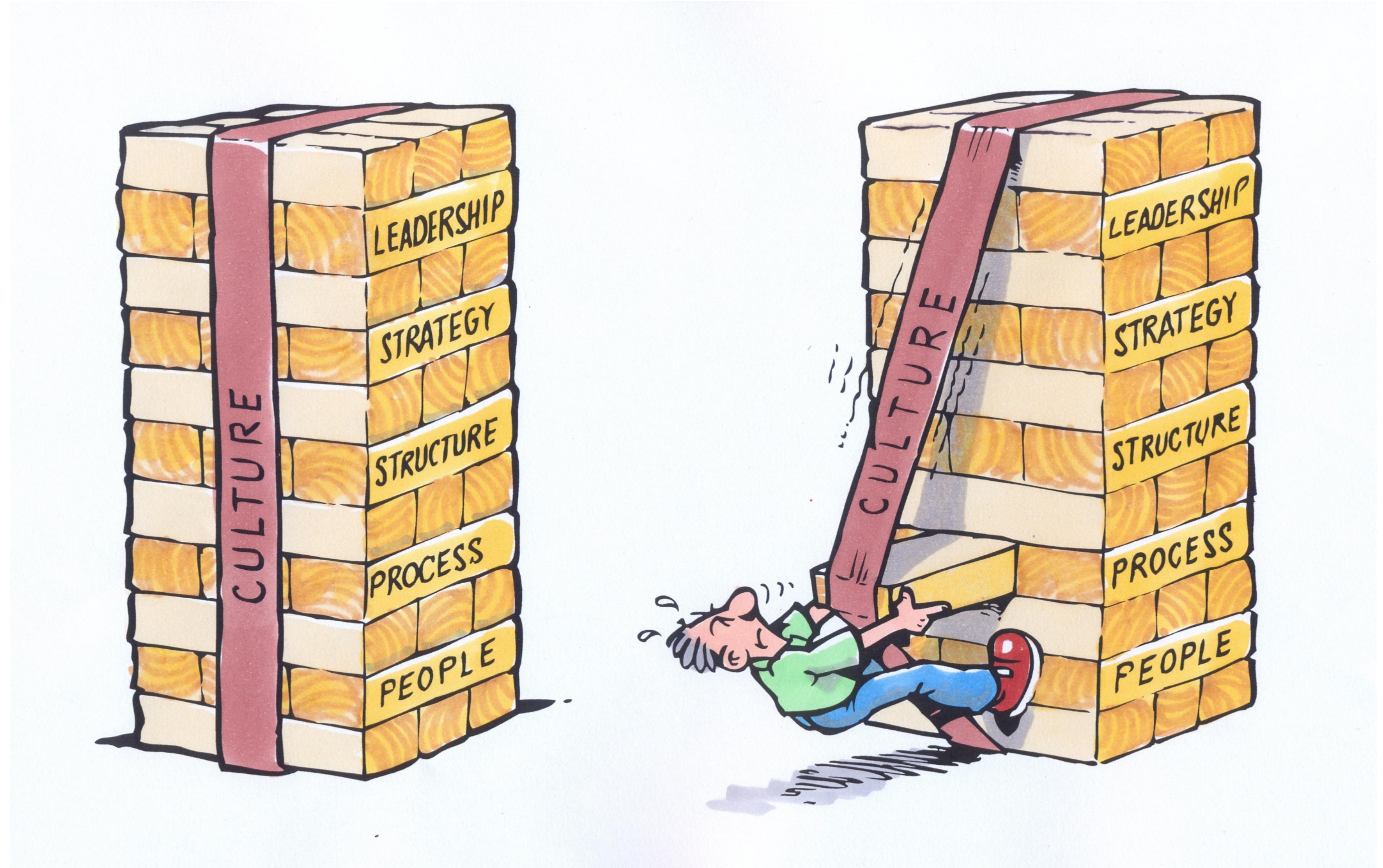




PROBLEMS WE NEED TO SOLVE

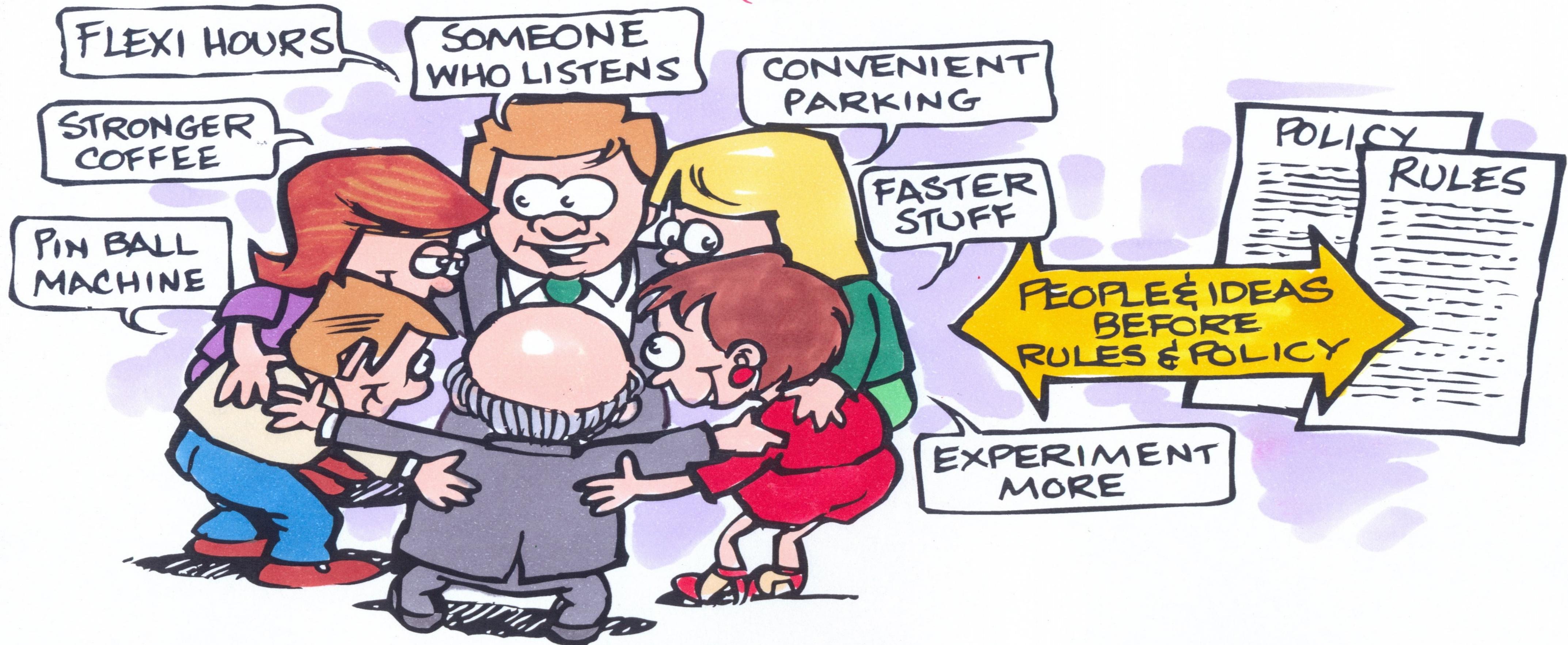






CULTURE

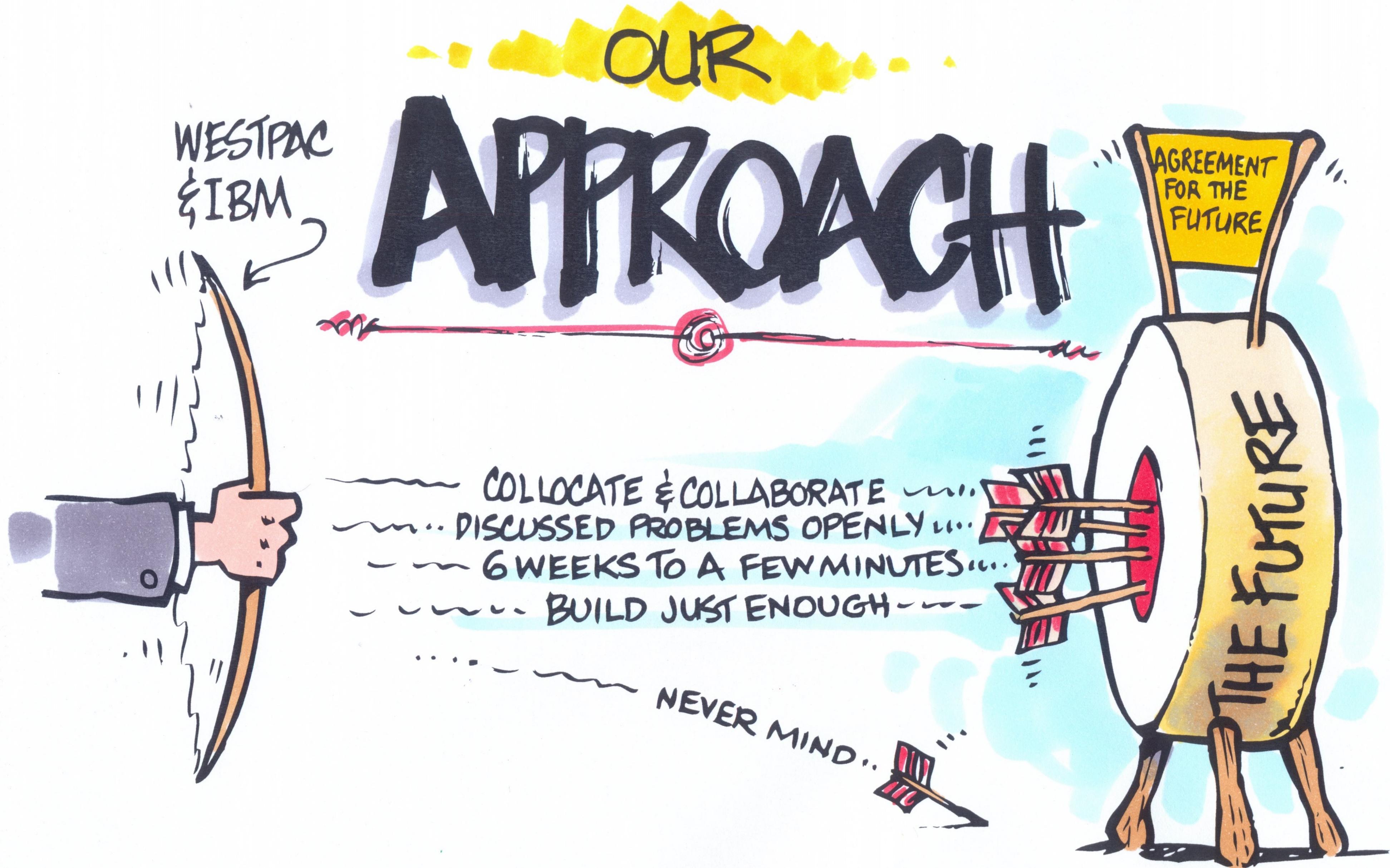
WHAT WOULD A GREAT DAY AT WORK FEEL LIKE?





Technology CULTURE *Statement*

WE TAKE PRIDE IN DELIVERING GREAT EXPERIENCES
THAT OUR CUSTOMERS LOVE,
THROUGH EMPOWERED INDIVIDUALS
IN CROSS-FUNCTIONAL TEAMS
TRUSTED TO DO THE RIGHT THING.





WHERE WE ARE NOW.

INCIDENT REDUCTION



FY '15
7000 MINUTES P1. P2.

PULL VS PUSH



FY '16
1200 MINUTES P1. P2.

83%

MORE FREQUENT RELEASES (TRAFFIC)



LESS CRASHES

- REAL TIME ANALYTIC INFO ON APPS MOST USED
- TEACHIN DELIVERY / SPRINT TEAMS

DASHBOARDS.
LOTS OF THEM.

CHANGE SUCCESS RATE : 98%

HEY, IT WORKS



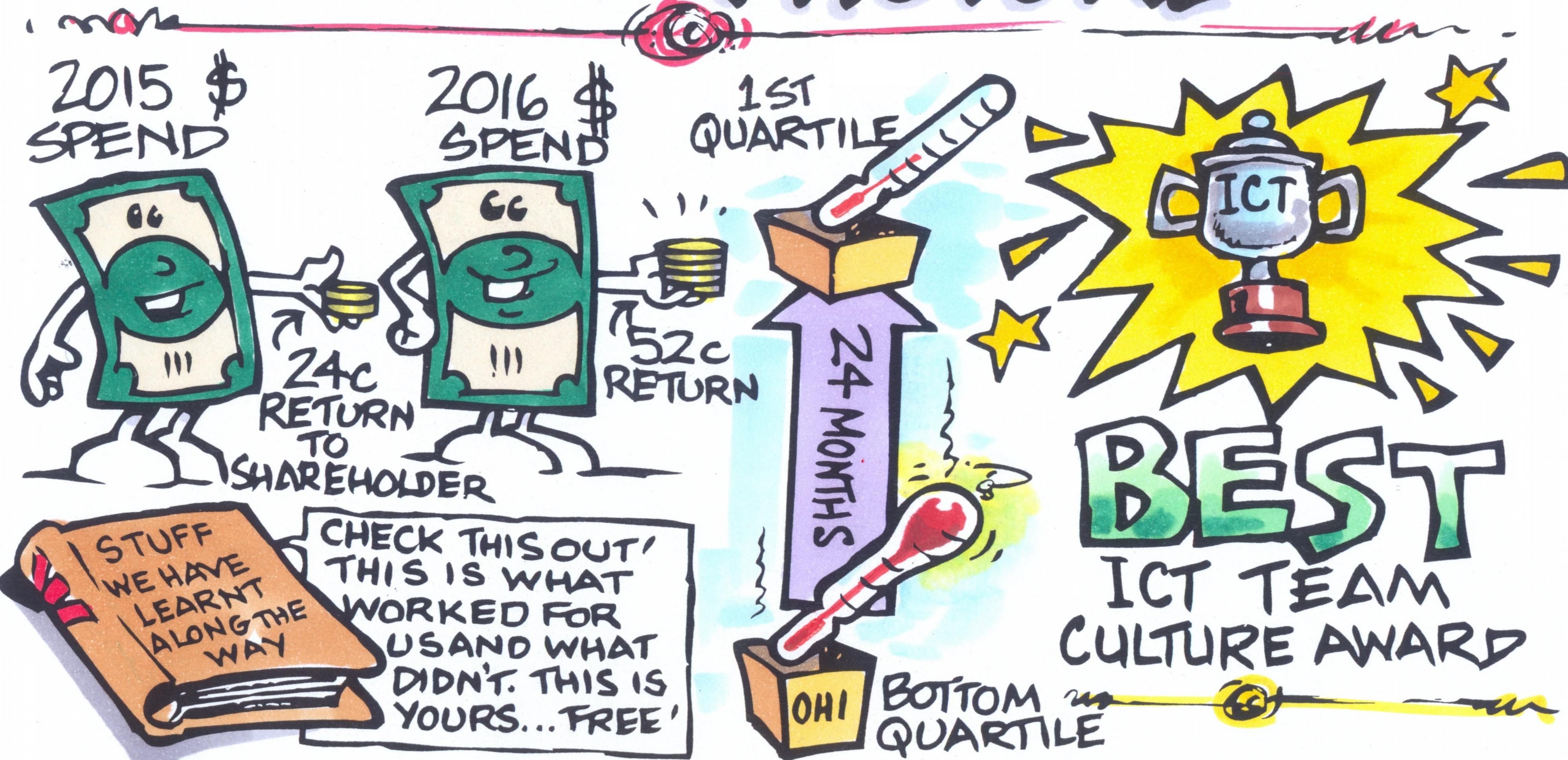
- REAL TIME INFO ON CUSTOMER BEHAVIOUR

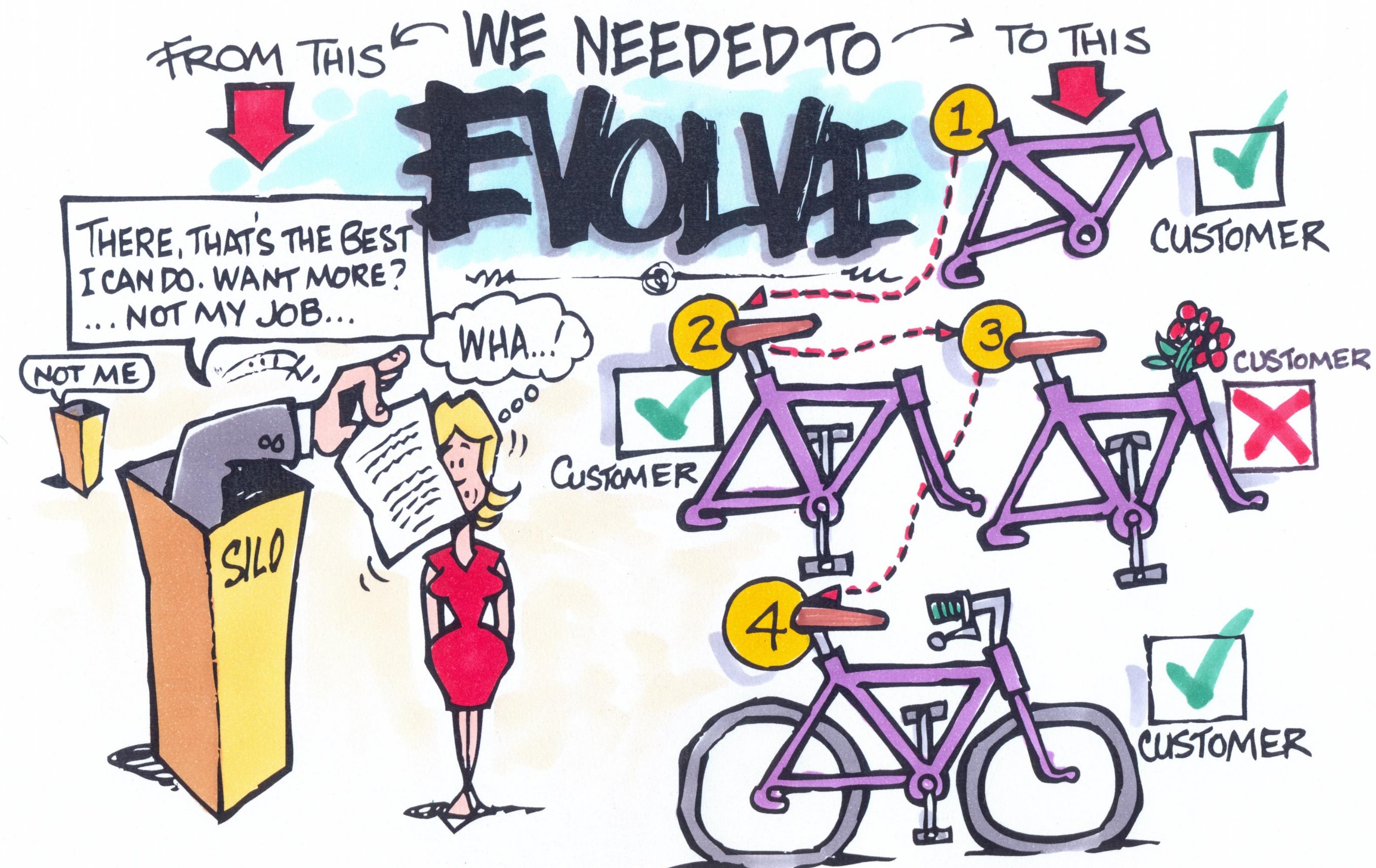
WHAT WE'VE LEARNED



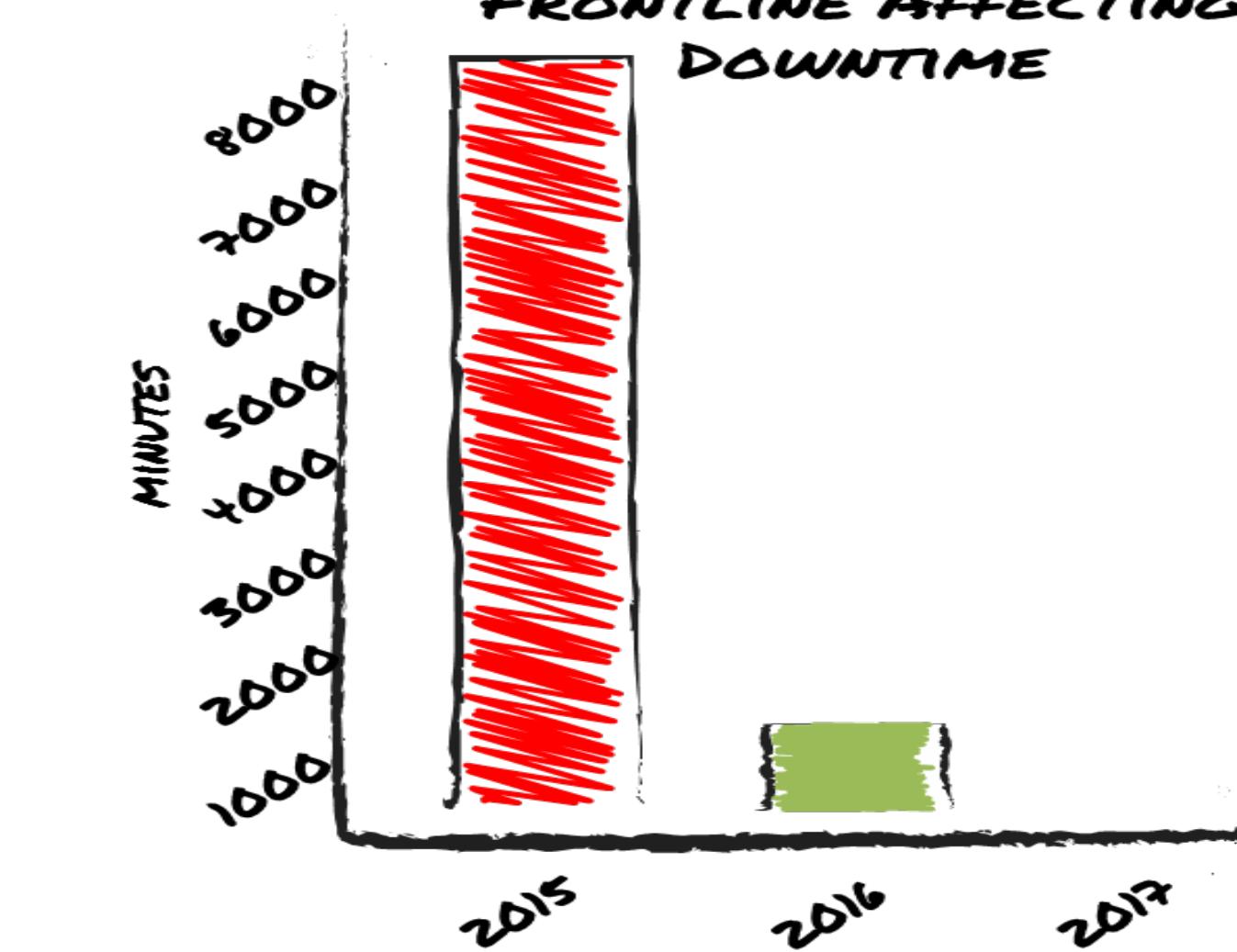
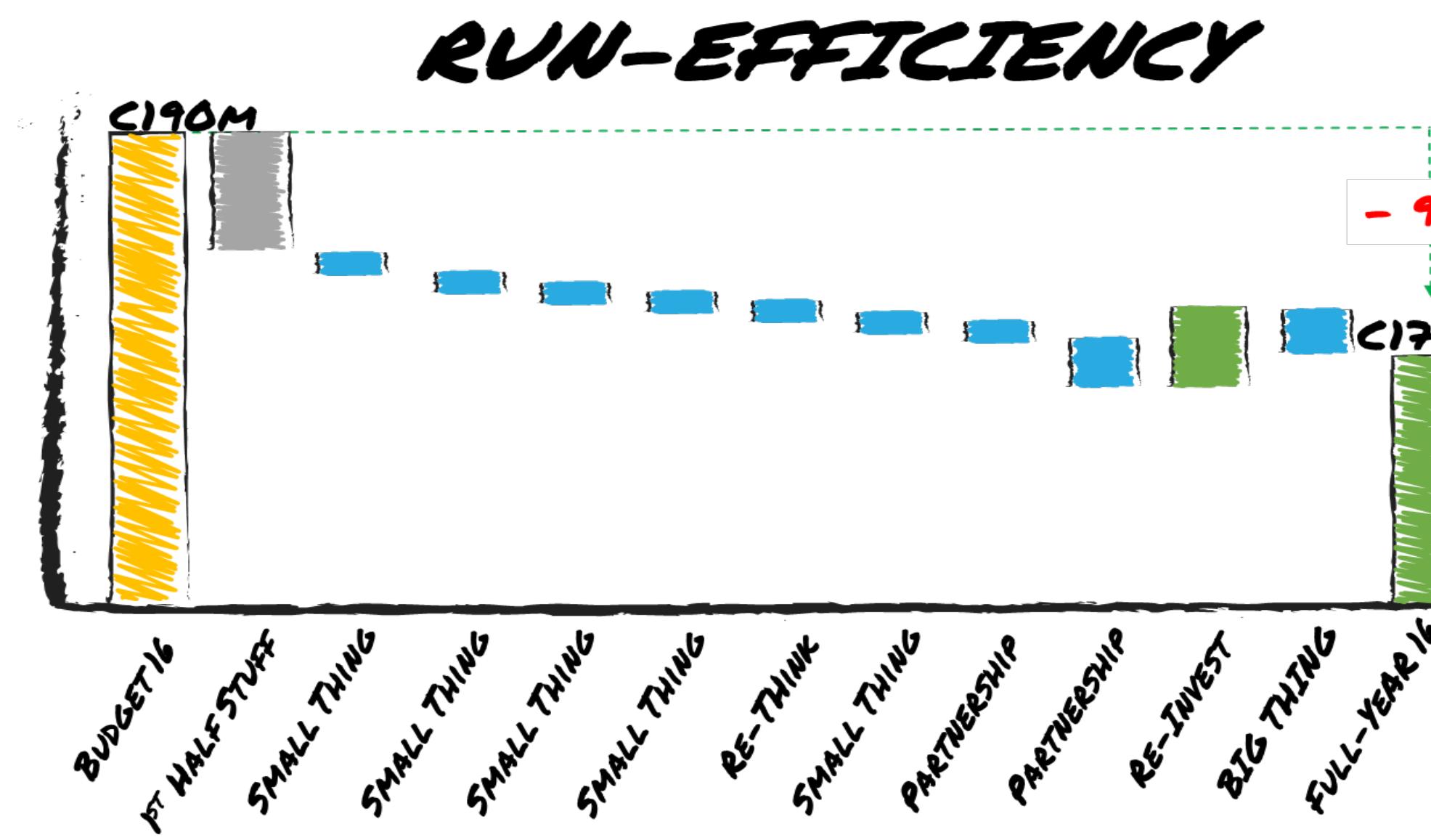
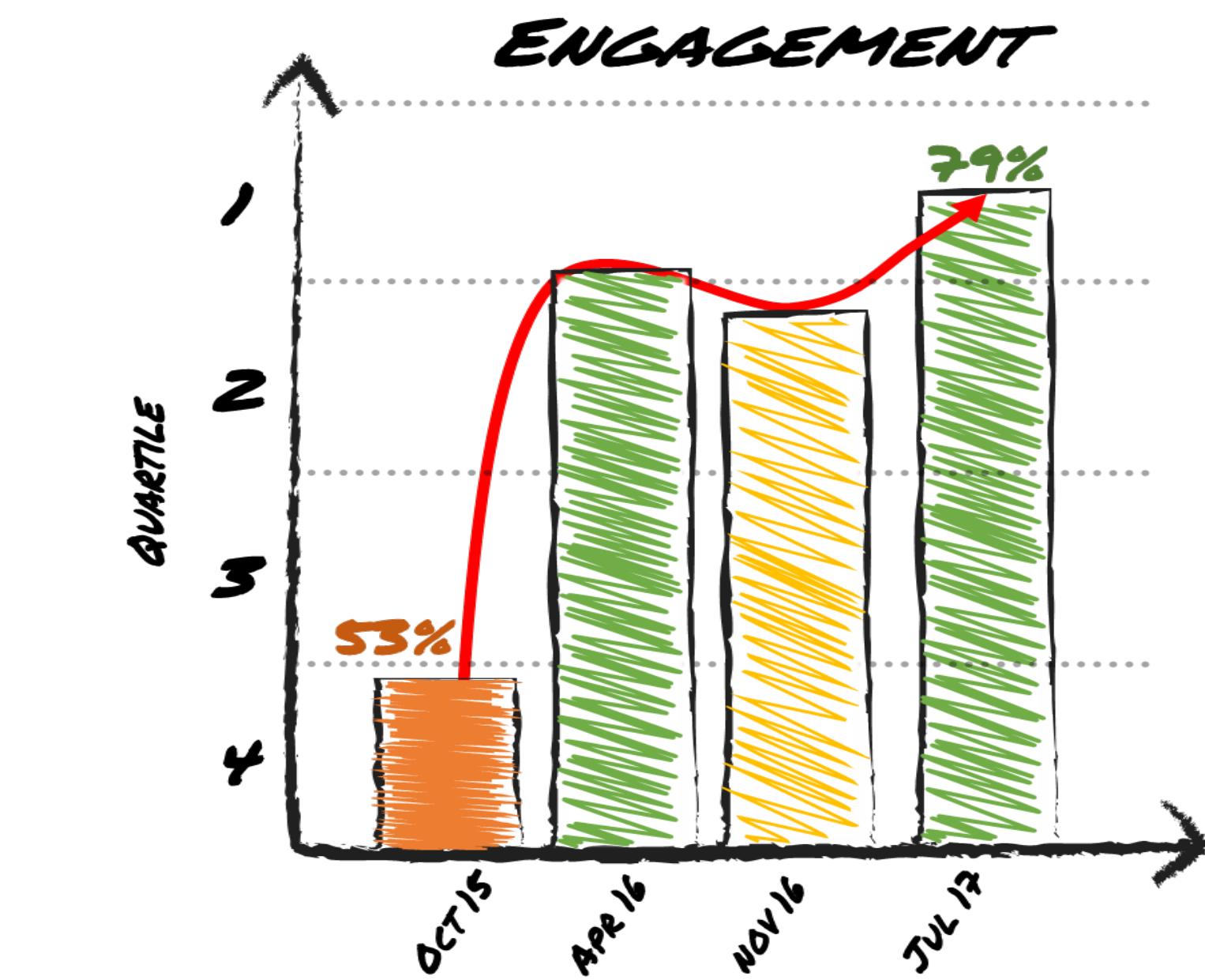
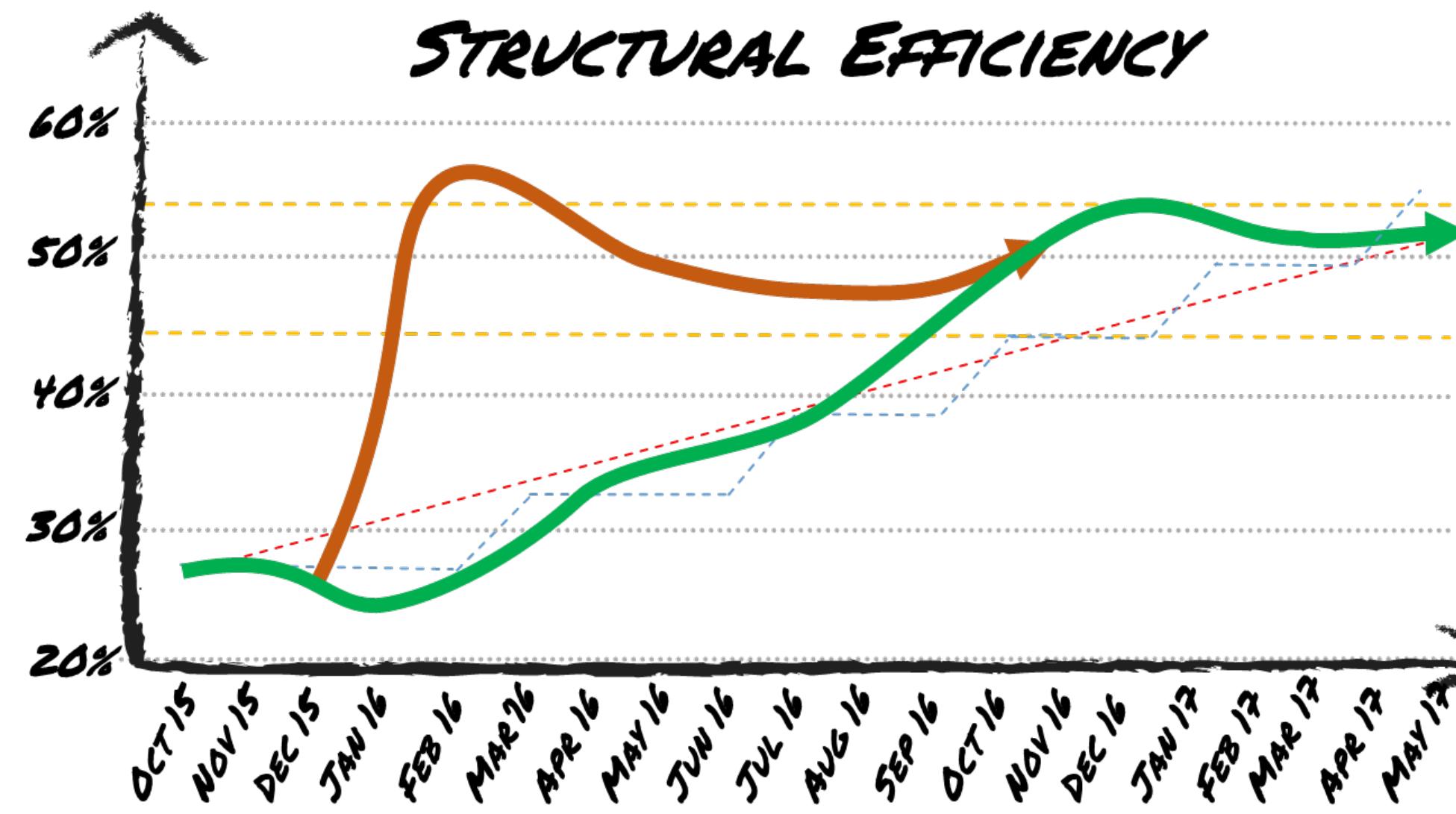
THE BIGGER PICTURE

ASK MORE QUESTIONS





CHEAPER, FASTER, BETTER, WHY CHOOSE?





HERE, LET ME HELP YOU
WITH SOME OF THIS.

LEADERSHIP

CAPABILITY

- ◎ GIVE INTENT
- ◎ SUPPORT & ENABLE OTHERS
- ◎ TAKE FEEDBACK
- ◎ CREATE SAFE ENVIRONMENT
- ◎ TRUST & BE PATIENT
- ◎ RECOGNISE & RE-TELL STORIES