

# Gary McKay

A Scrum Master and Release & Deployment Manager at Somos with over 30 years of experience in Software Development Agile, systems analysis and program management. Prior to joining Somos, Gary was an independent consultant focusing on Agile Development, DevOps, technology migration and governance. He's worked for many large organizations, including FannyMae, DoD, and the TIAA-CREF.





# From Mainframe to Microservices

## *How Somos Keeps Telcos and Us All Connected*

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# Who are we?

For more than two decades, you knew us as SMS/800, Inc. We began in 1993 as the registry administrator for Toll-Free Numbers in North America. And while the telecommunications industry has changed a lot since then, our commitment to enabling credible connections between brands, consumers, and communities has remained unrivaled.

- Today we manage over 41 Million Toll-Free Numbers
- Holder of the FCC SMS/800 Functions Tariff
- Expanded to Texting & Smart Services and Routing Services



# Who am I

- Scrum Master and Release & Deployment Manager
- Over 30 years of experience
- Focus on Agile Development, DevOps, technology migration and governance

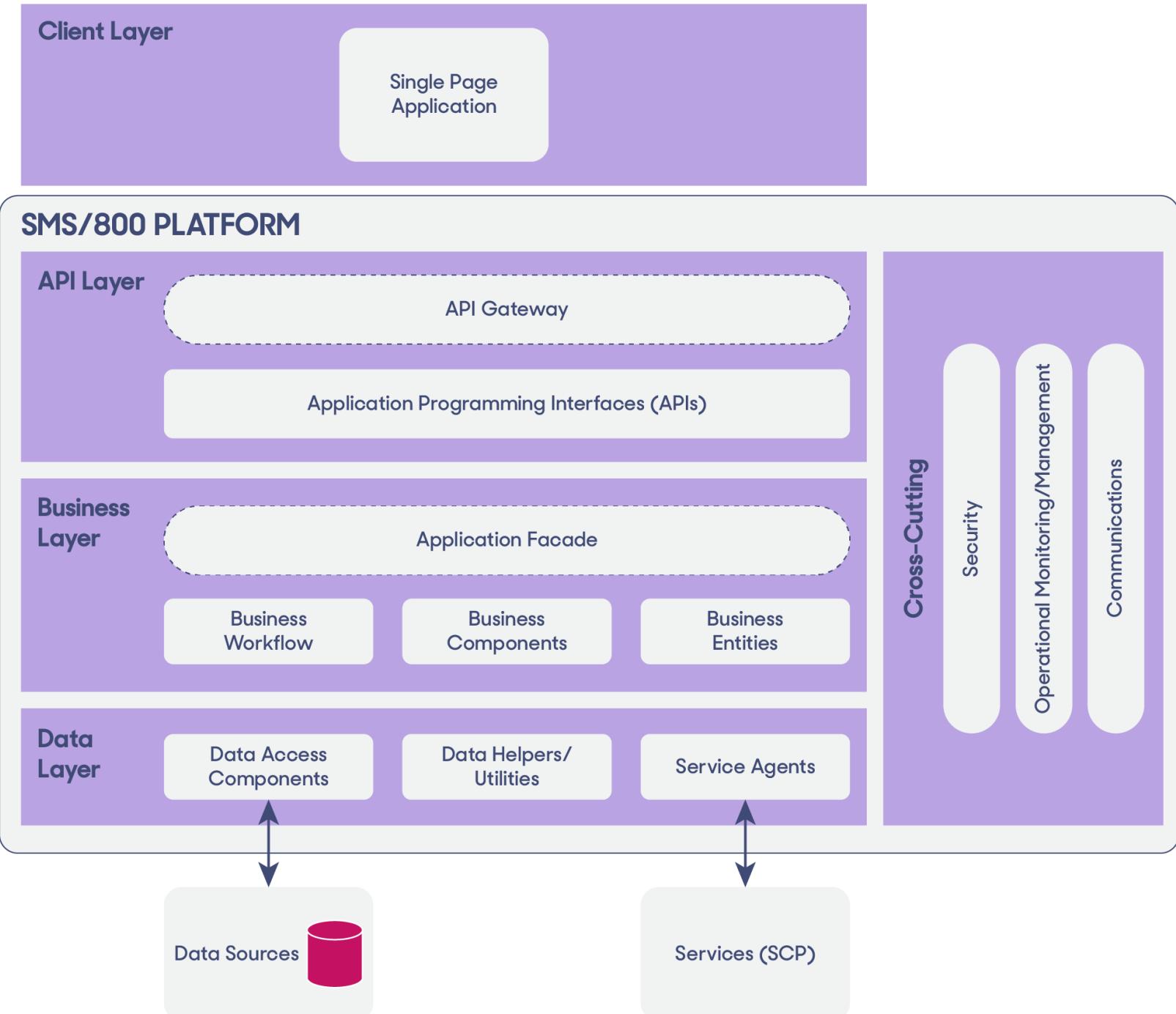


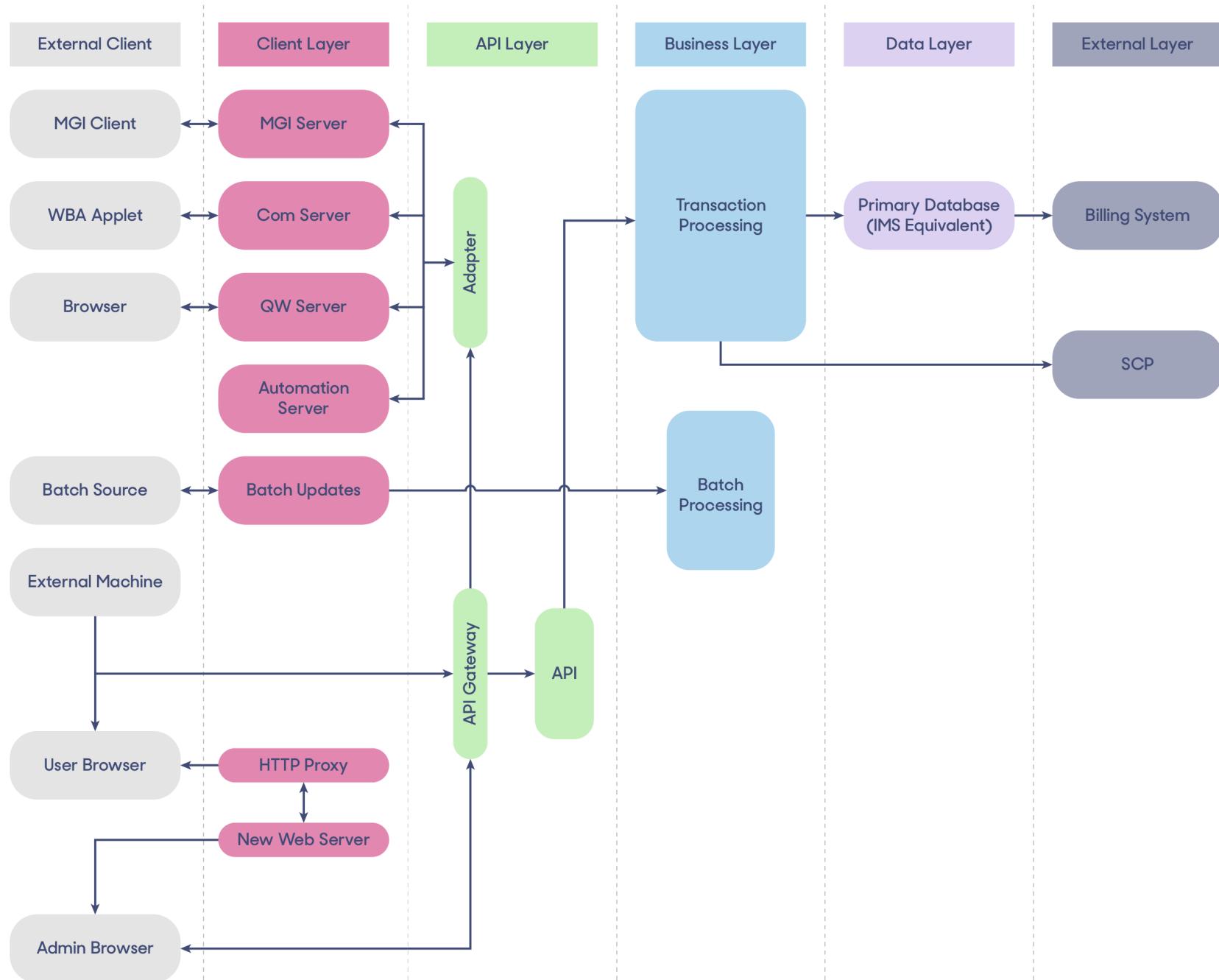
# State of Affairs

- Mainframe Based Application for over 30 years
- Difficult to add new features in a timely fashion
- Higher Maintenance Cost
- Increased time to market
- Large Batched Sized Jobs
- Overall we wanted to be more Agile, more responsive to our client and industry needs.

A photograph of a wooden walkway with a metal railing in the foreground, leading up a hill. The sky is clear and blue. Overlaid on the image is the text "and so the adventure begins" in a black, cursive, sans-serif font.

and so  
the  
adventure  
begins





# Moving Forward

- First things first, build trust
- Create a bridge Mainframe Operations to DevOps Culture
- DevOps as Service
- More Lunch and Learn sessions

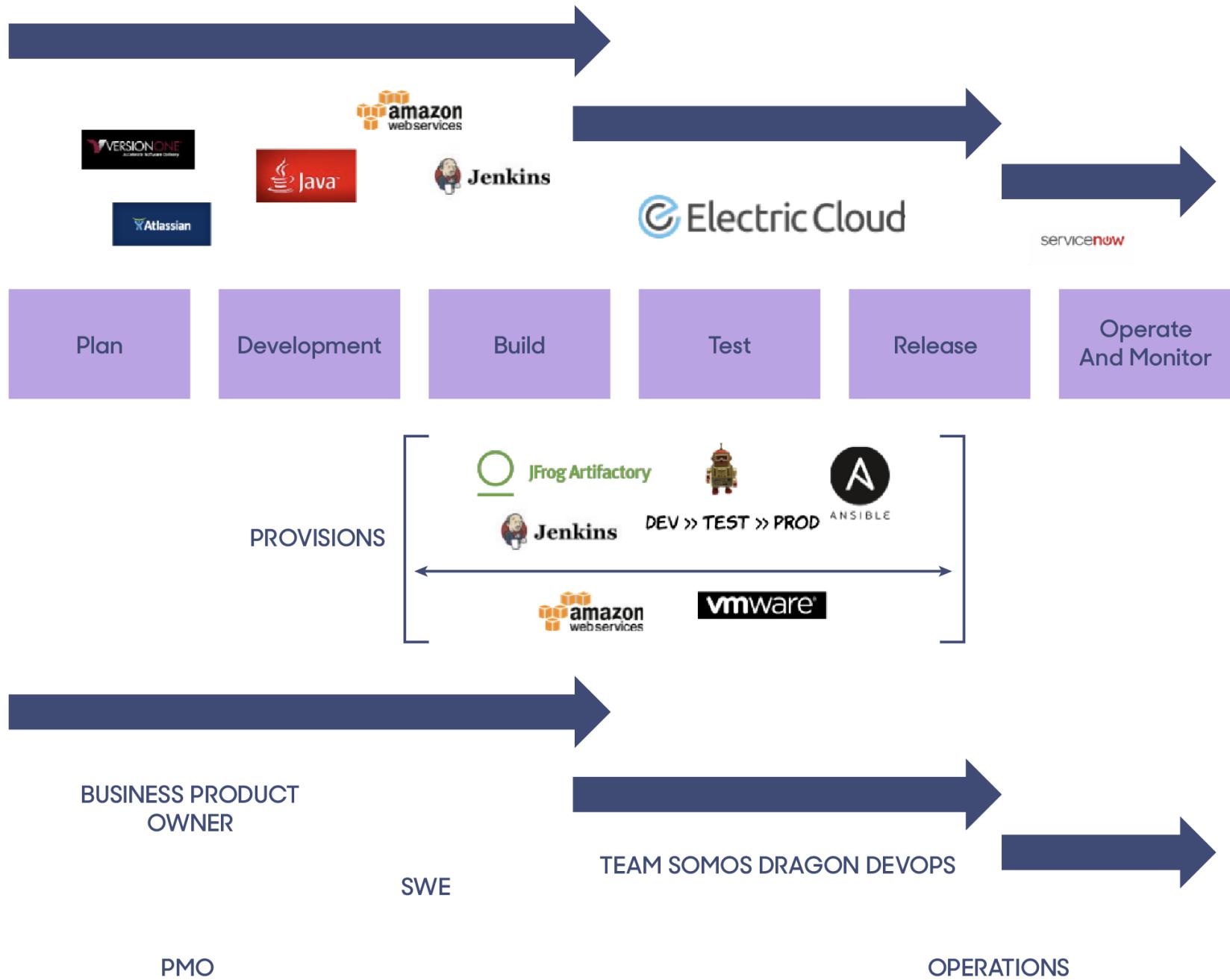
# The How To

- Provide oversight of our DevOps and AWS Vendors
- Design, layout and build AWS Environments for our projects
- Train and assist our Engineers, Devs and Testers on our DevOps process
- Collect deployment and release metrics
- Work with our Operations Group to ensure successful production deployment and releases.

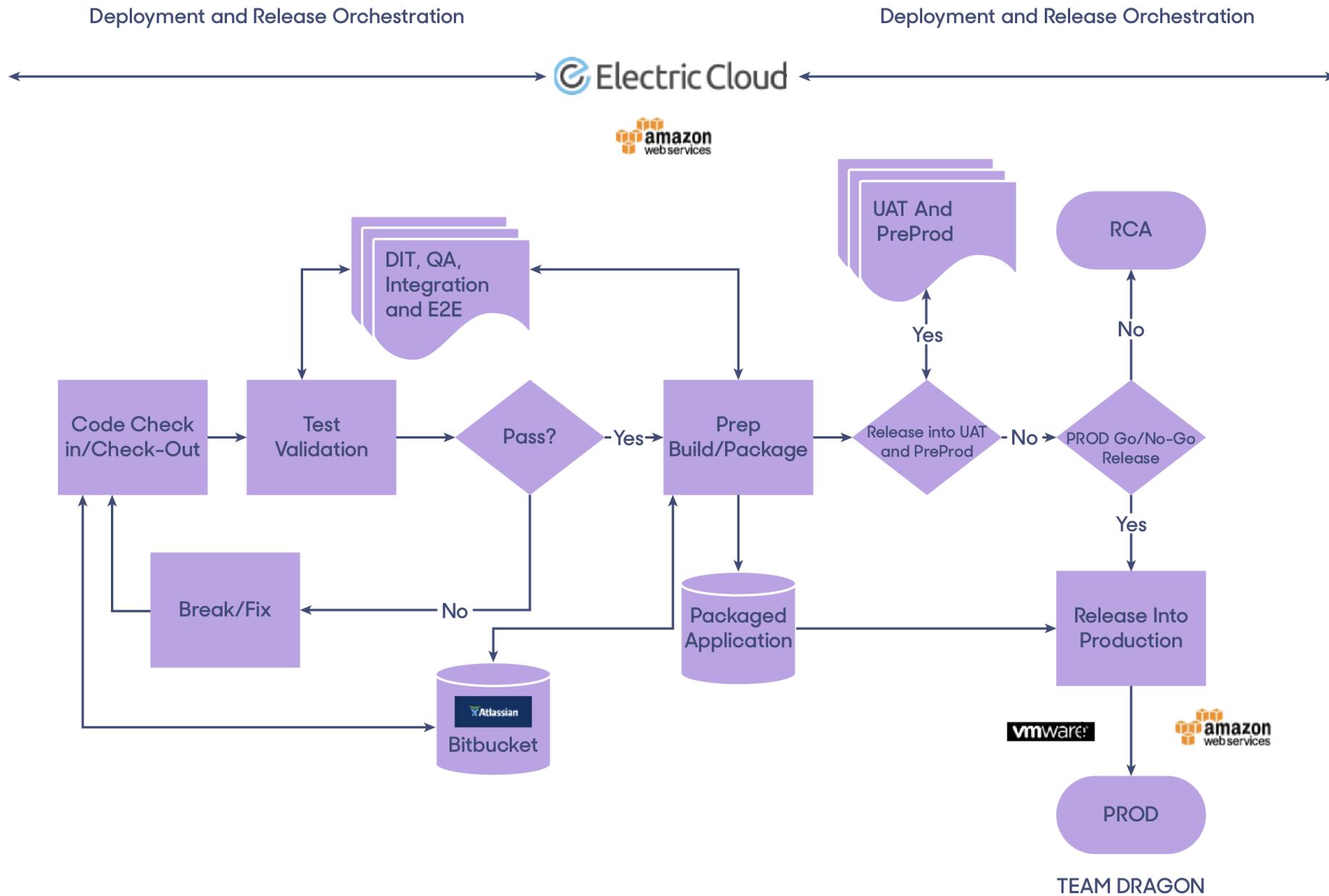
# Team Dragon

Don't let the Dragons eat you





# A Better Way of Doing Things



# Bridging the Culture Gaps

- **Re-engineer and Merge processes**
  - Get rid of the processes that no longer bring value
  - Combine Common Processes
- **Right size our governance**
  - Level set
  - Why are we doing what we are doing?
- **Define roles and responsibilities**
- **Institute Lean Agile Principles**
  - Reduce Batch size
  - Pay attention to WIP
  - Retrospectives are important
- **Talk it out**
  - No Guessing
  - Work it out now, don't wait
  - Listen first

A blue-toned photograph of a young woman with long brown hair, smiling and talking on a silver flip phone. She is wearing a light-colored cardigan over a dark top. The background shows a blurred city street with buildings.

# Results

- From 5 deployments to over 30 per day. Goal is to reach 70 by End of Year
- Releases now take 2-4 hours vs 36 hours, AWS Deployments take 20 mins.
- Fail Faster
- Less reliant on 3<sup>rd</sup> party vendors
- Reduced time to market
- Pushed DevOps to the teams via pipelines
- Better cost optimizations

# Thank You

