

# Couples Therapy For

**DevOps**

**ITIL®**

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**DevOps Institute**

# About Me



CEO and co-founder of the DevOps Institute, co-founder of ITSM Academy, active trainer, ScrumMaster, ITIL® Expert and former IT Director. Author of the Agile Service Management Guide.

The DevOps Institute (DOI) is the continuous learning community for emerging DevOps practices.

DevOps Institute's vision is to facilitate a community where learning is a lifestyle and members have access to the most innovative, inspirational and transformational DevOps content, courses and certifications. We strive to provide content that inspires discussion, collaboration and transformation.



Dear ITIL:

Some think that since I've been flirting with this new thing called DevOps, I'm no longer invested in your best practices for IT Service Management.

Those same people think you have outlived your usefulness and that you are a throwback to another age. They tell me its time to move on and to commit myself to a younger, more modern approach.

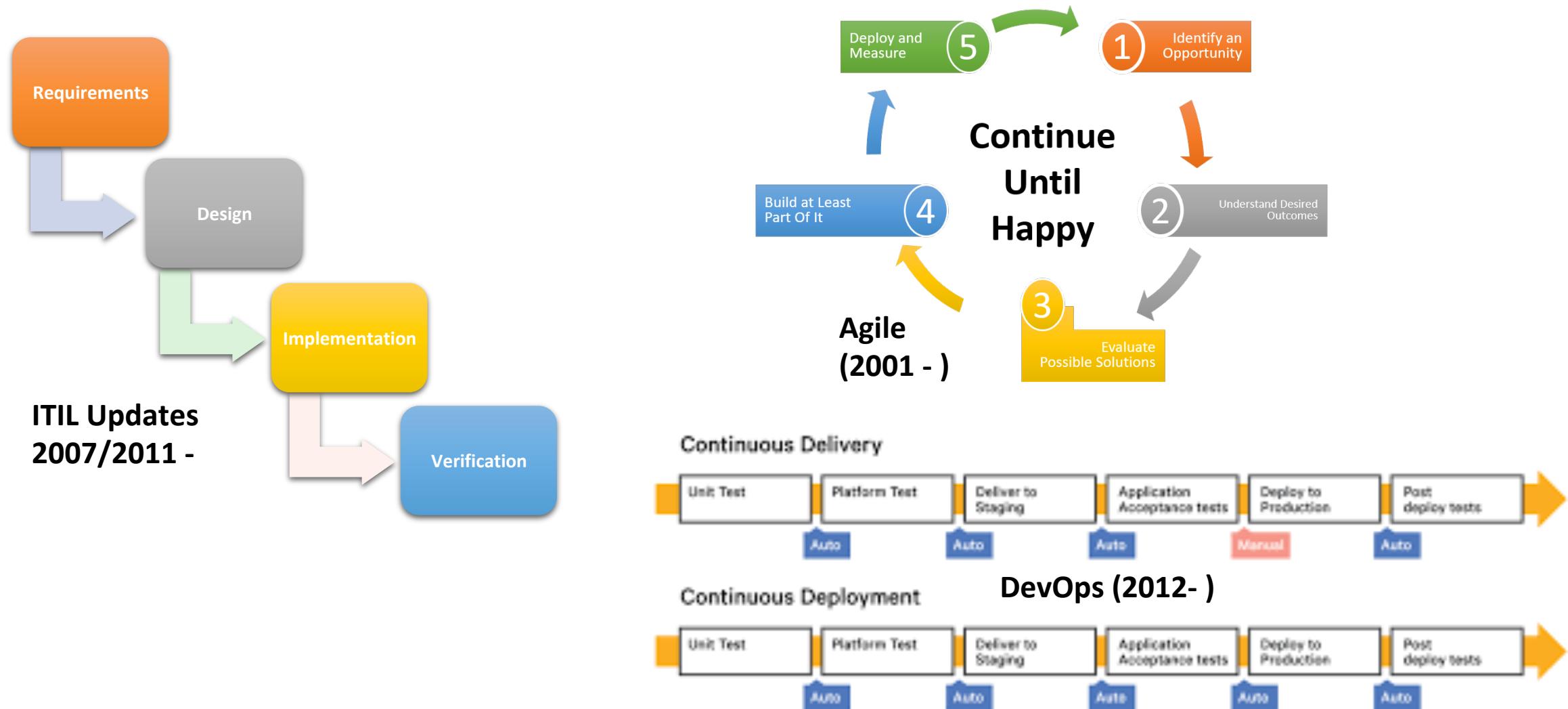
Nothing could be further from the truth. I still value our relationship and the guidance you give me. But times change and we must change with them in order to stay relevant.

So let's work this out and create a new, unified approach to accelerating the value stream.

Love, IT



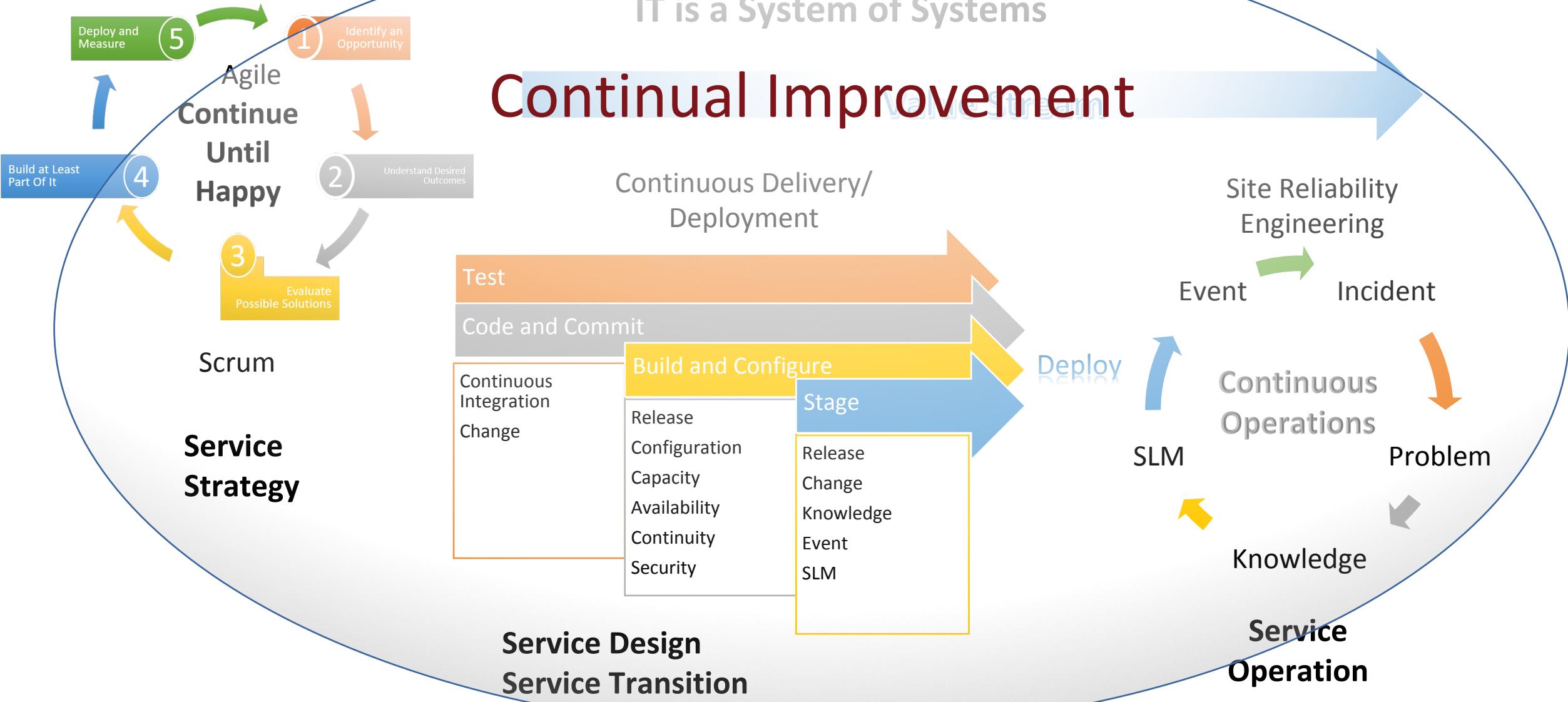
# The Tech World Has Changed Since the Last ITIL Update



Command and Control or Speed and Agility?

# But Digital Services Still Need to Be Managed

# IT is a System of Systems



# So Where's The Disconnect?

Different directives

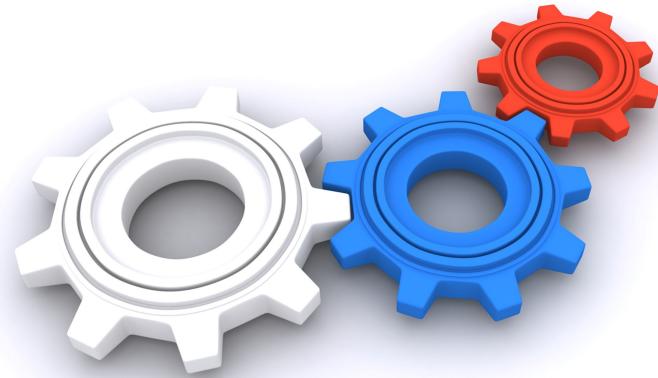
Different metrics

Different taxonomy

Different tools

Different speed?





# We Can Work IT Out

DevOps

ITIL

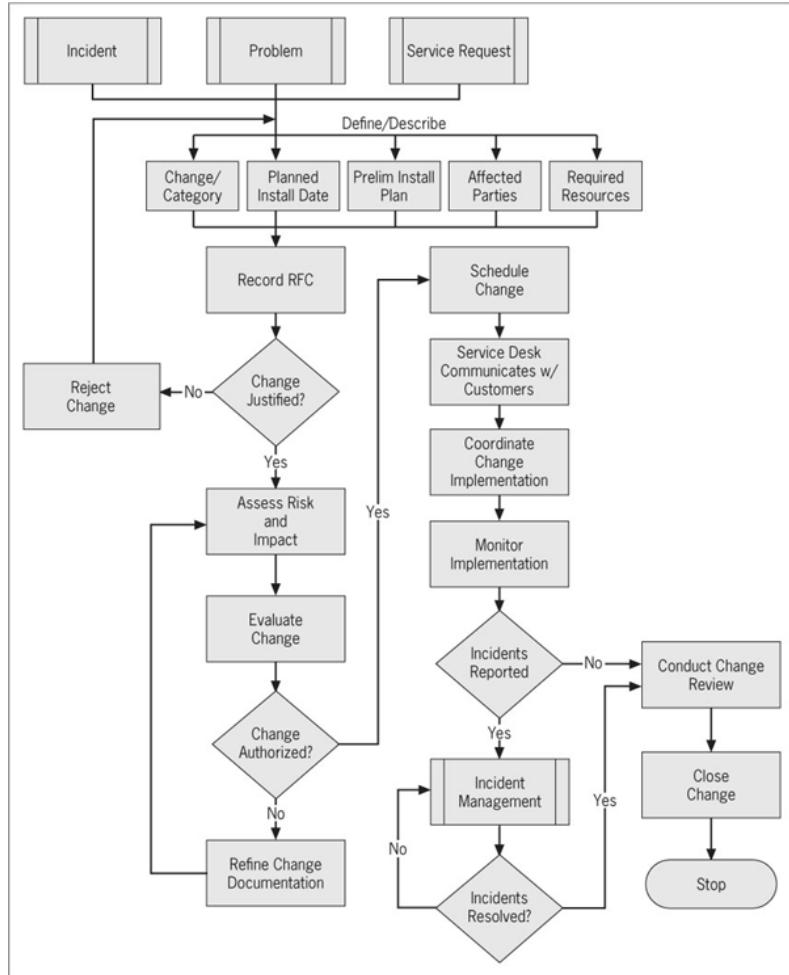


# Learn to Speak the Same Language

Topic	DevOps/SRE	ITIL
Build, Test, Deploy	Continuous Delivery/ Deployment	Release Management
CI	Continuous Integration	Configuration Item
Configuration Management	Puppet/Chef/Ansible	CMDB/CMS
Service Level Management	Service Level Objectives (SLO)	Service Level Agreements (SLA)
Incidents	Defects/Tickets	Incident Records/
MTTR	Mean Time to Repair	Mean Time to Restore
Change Management	(Groan....)	RFC/CAB

Institutionalize a common taxonomy.

# Cut Down on Over-Processing



## Agile Change Management



Can you agree on how much is “just enough” for each ITIL process?

## Stop Taking a One Size Fits All ITIL Strategy

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**Define models for different types of Changes**

- Releases
- Incidents
- Problems
- Requests



# Instill Some Agility into Change Management

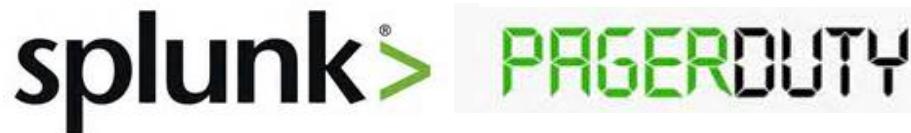
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- More standard changes
- Alternative change records
- Broader decision authorities

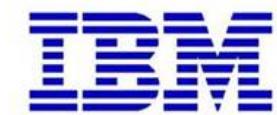
The level of rigor should be based on the level of risk.



# Share Your Toys



service**now**



A N S I B L E



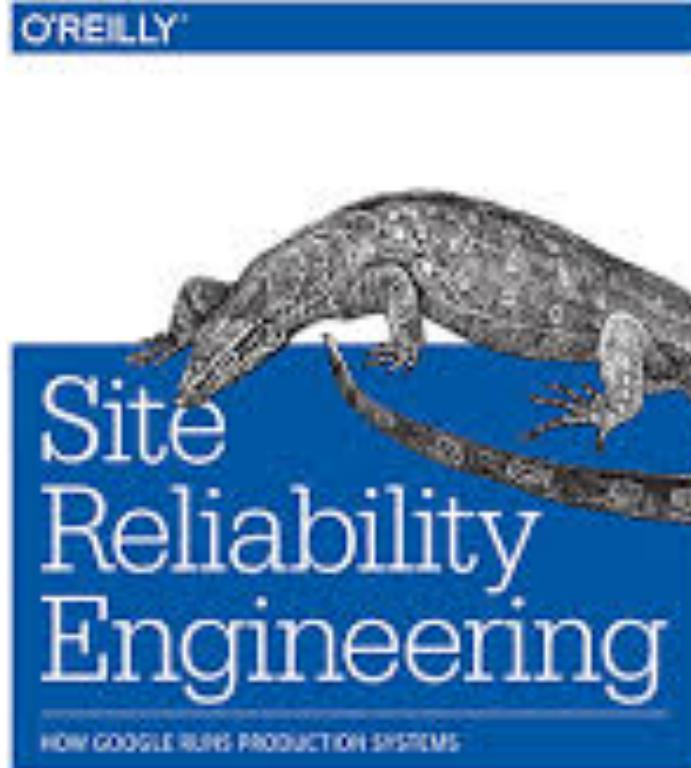
kubernetes

and many more...

Integrate ITSM tools into the Continuous Delivery pipeline.

# Learn Something New Together

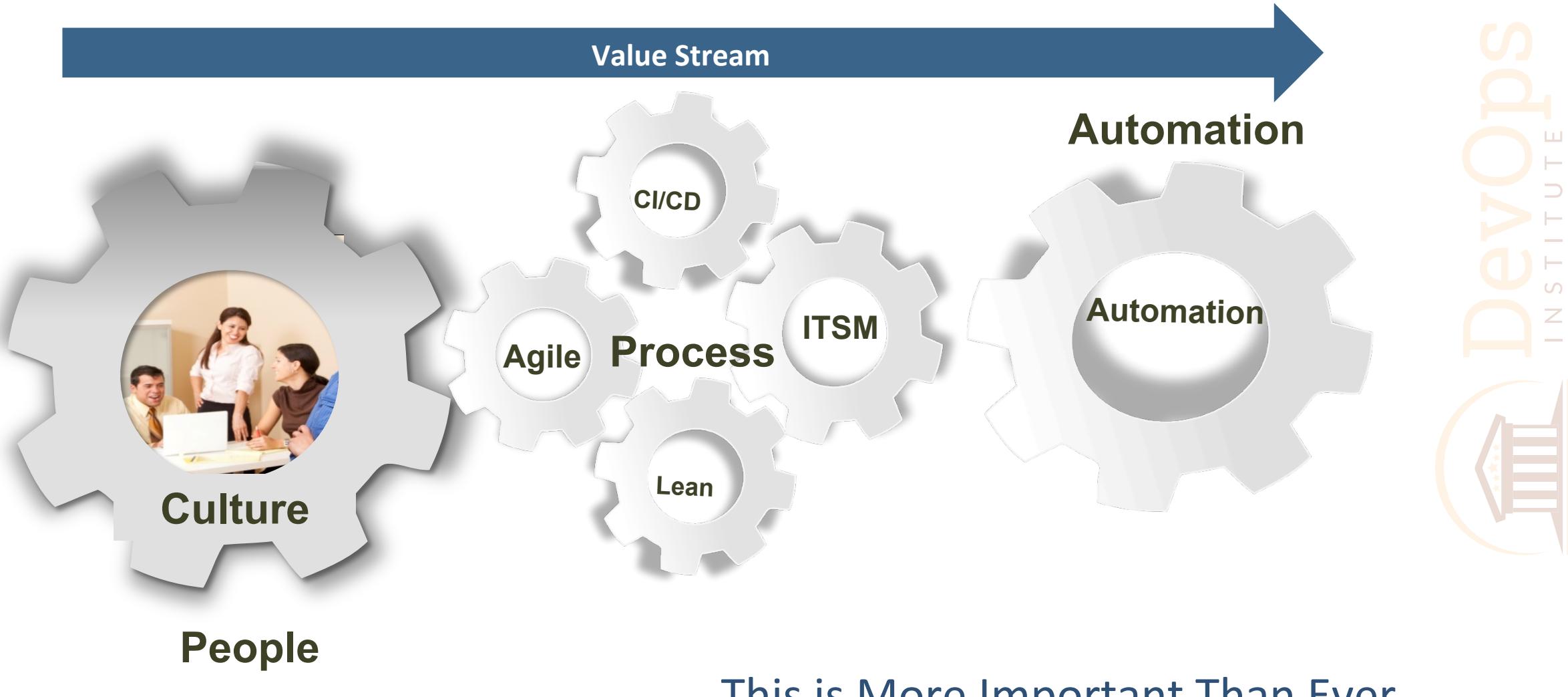
Could SRE be the bridge  
between DevOps and ITIL?



Edited by Betsy Beyer, Chris Jones,  
Jennifer Petoff & Niall Murphy



# Remember: We Are All Part of the Same Ecosystem



## Relationship Goals

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DevOps should rely on ITIL for underpinning process but needs the processes to move faster

ITIL should rely on DevOps for speed and agility but needs more assimilation and automation.



# Thank You!

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