



APIs for DevOps Teams, Creating Open Culture Bubbles

Can you bring the Open Organisation to your team?

Jeremy Brown @tenfourty

Photo by Dawid Zawiła on Unsplash



A photograph of a group of children playing tug-of-war on a grassy hill. In the foreground, two boys are pulling on a rope; one is wearing glasses and a grey jacket, the other has red hair and a blue jacket. In the background, several other children are watching or waiting for their turn.

High performing teams are the result of the context they operate in

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Culture

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What is an Open Organisation?



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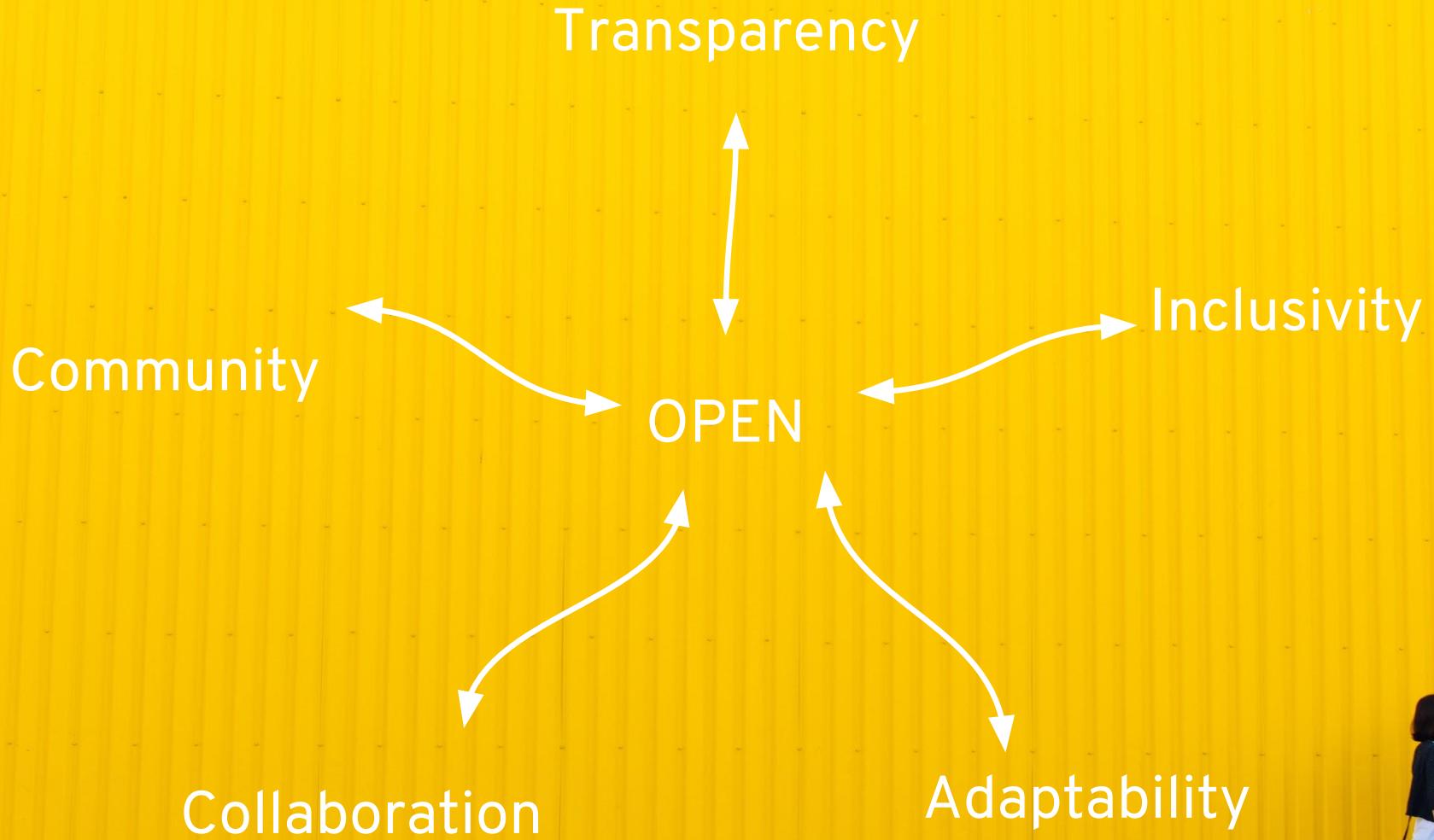


OPEN

Photo by Rodion Kutsaev on Unsplash

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<https://opensource.com/open-organization/resources/open-org-definition>

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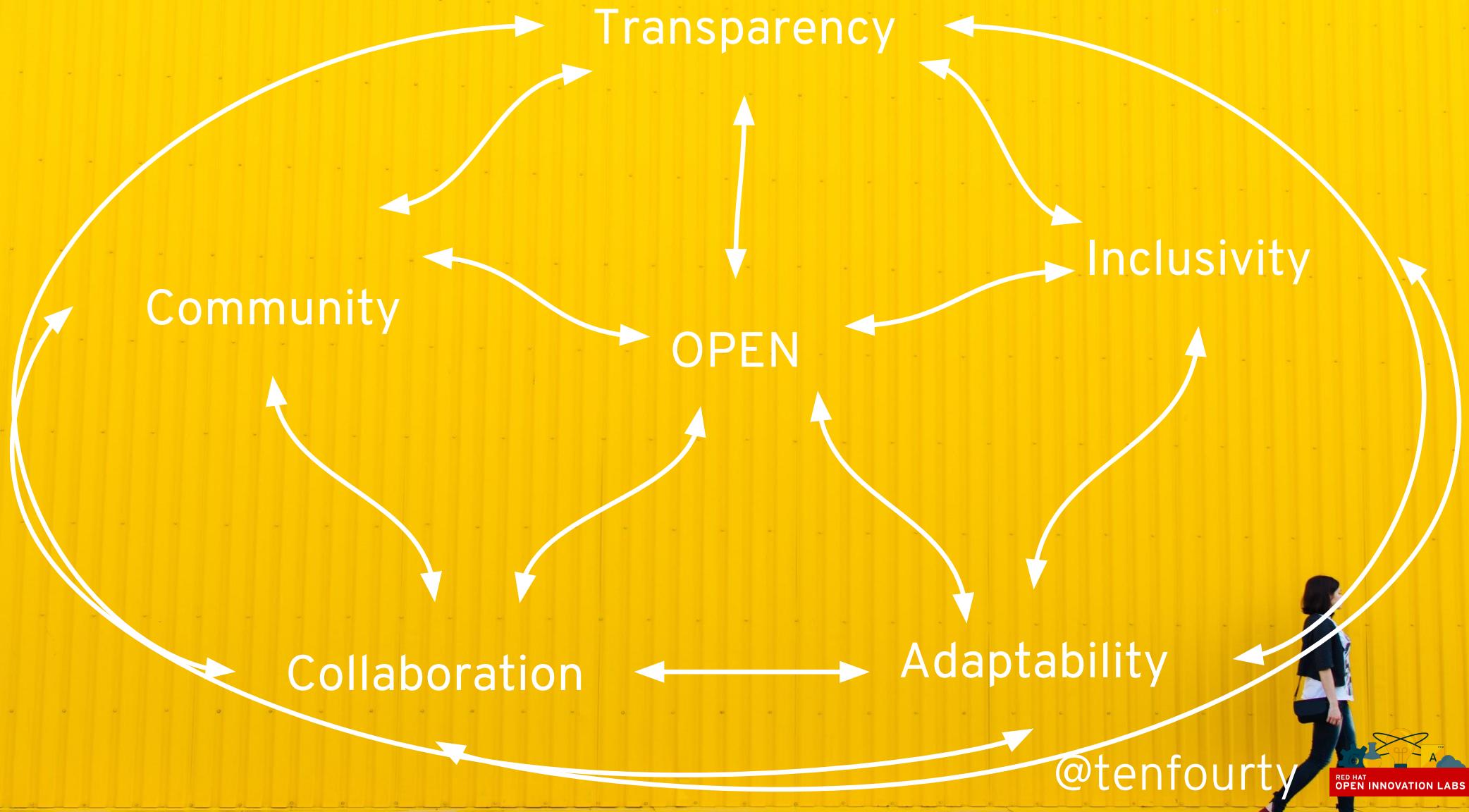


Photo by Jeffrey Lin on Unsplash



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Why is this a problem my team is trying to solve?

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WHY OPEN INNOVATION LABS? BECAUSE OUR CUSTOMERS ASKED FOR IT!

Show us. We need a way to experience Red Hat technology and culture

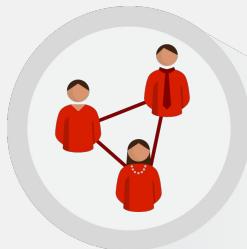
in a tangible, hands-on way ...

- Red Hat Strategic Advisory Board - 2015

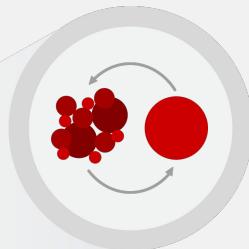
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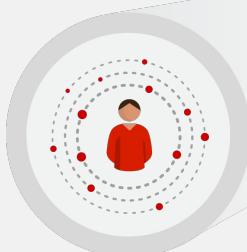
OPEN SOURCE IS MORE THAN CODE. IT'S CULTURE.



Engaged communities
more rapidly adapt change



Transparency forces
honesty and authenticity



Open standards
preserve business agility



Shared problems
are solved faster

OPEN SOURCE CULTURE

CONFIDENTIAL

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ACCELERATE MODERN APP DEVELOPMENT
AND EXPERIENCE DEVOPS WITH US
IN OUR KITCHEN

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You are
(probably)
NOT the CEO!

So how can you
make a better
context for your
team?



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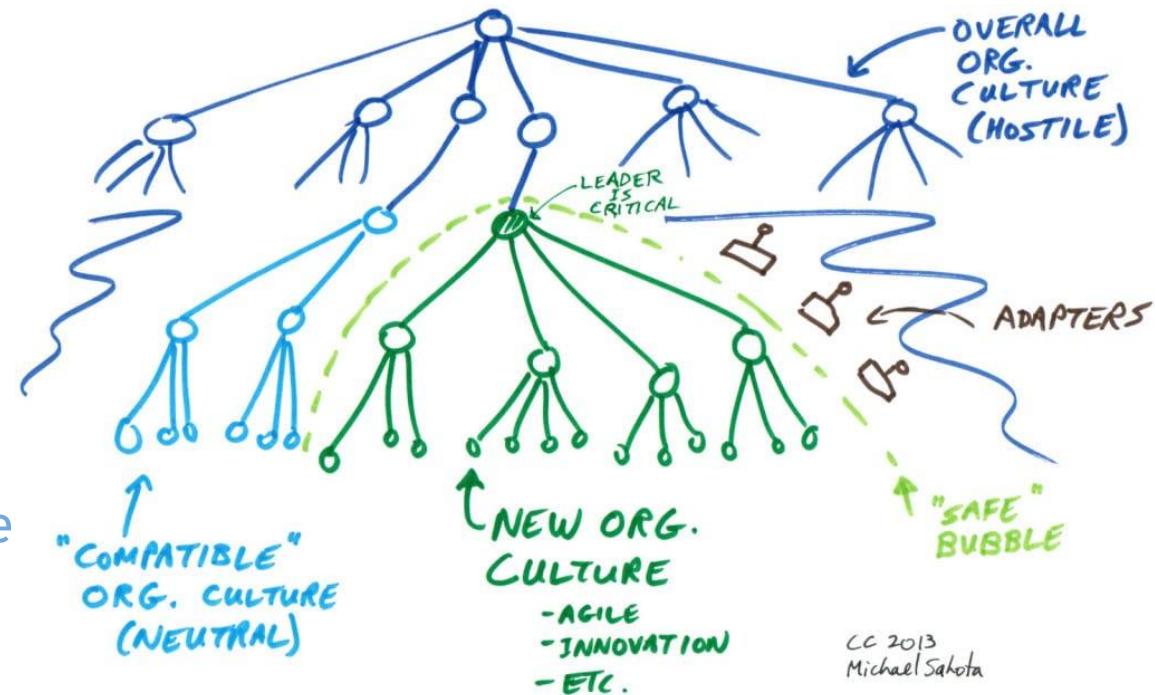


Create APIs for your team to the rest of the organisation

The surrounding org is often hostile

loosely coupled == build APIs or adapters - your leader is critical

Strongly coupled == build allies and compatible ways of working - maybe you can change them too



Work with the system

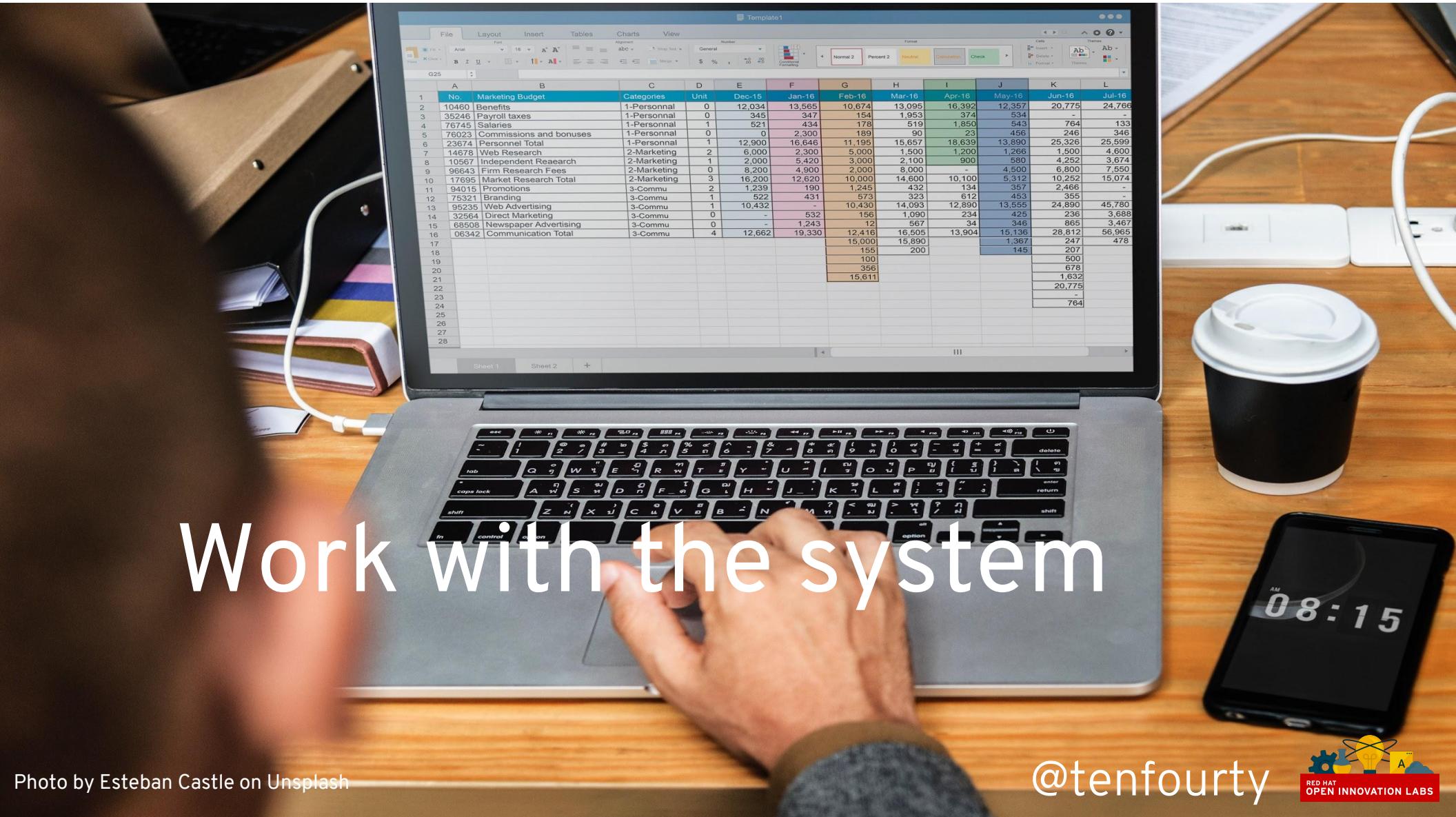


Photo by Esteban Castle on Unsplash

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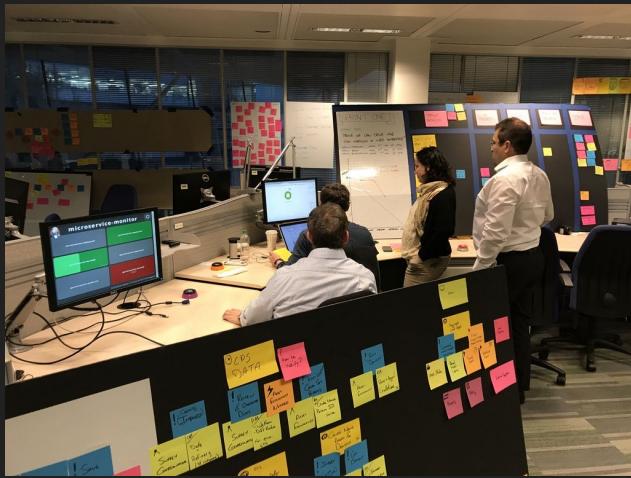
Your location?

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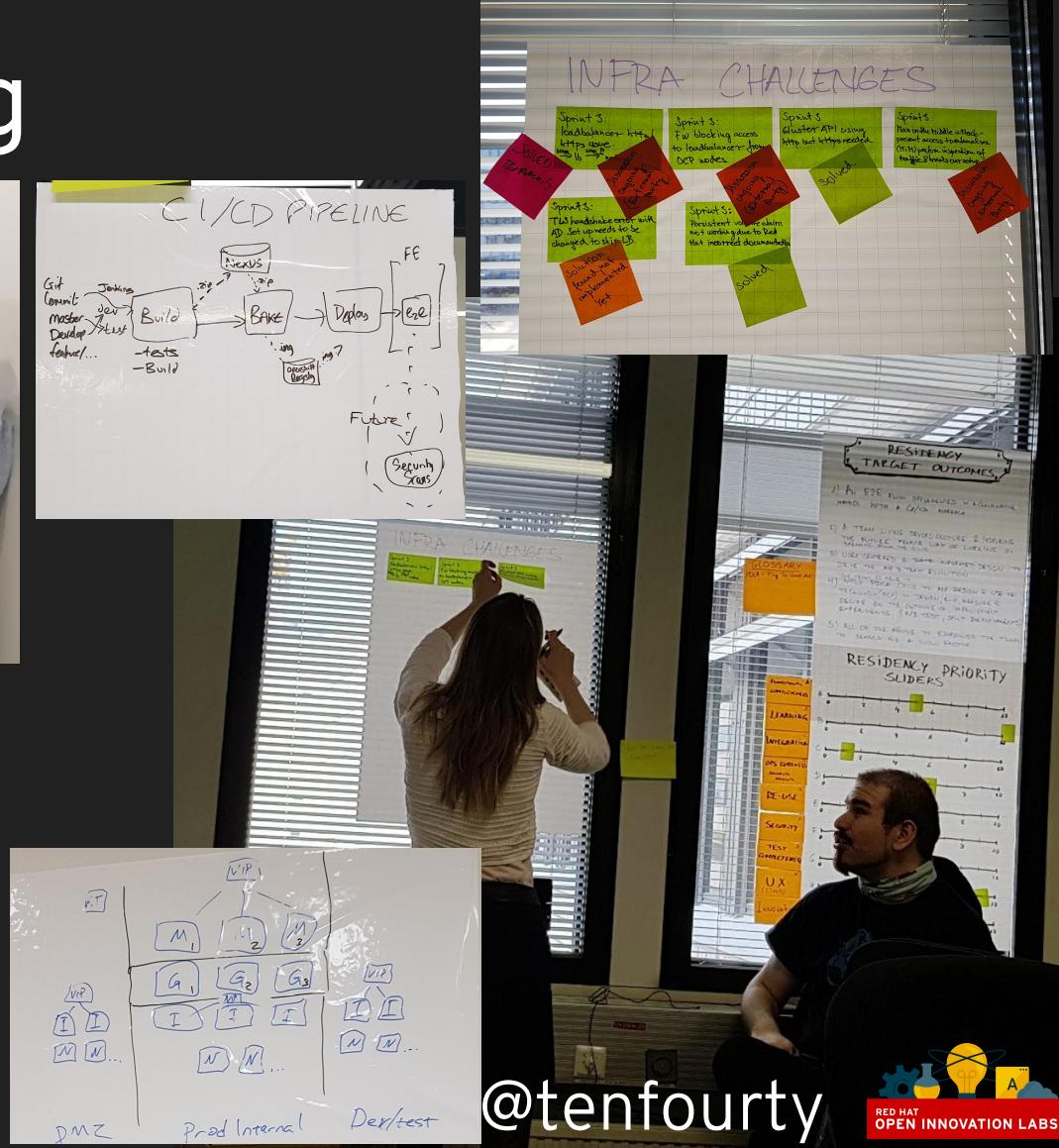
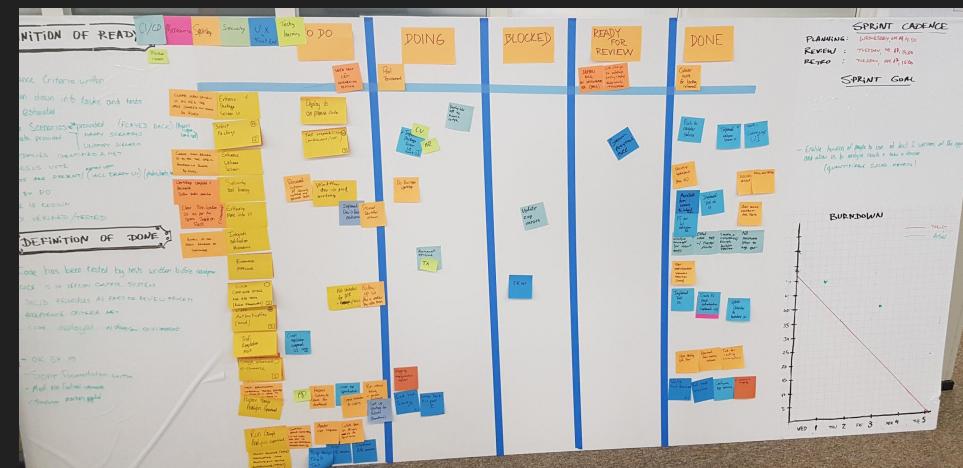


Use your location



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Radiate everything



of quotes/orders.
update Q's > price > products.
Metrics
request
fulfill → better reqs.
request
repeat.
stats → telemetry
↳ user behaviour.
↳ data: management analytics
S
art calls.
work - quality of req. = calculations

Goal

Increase Request Satisfaction
and improve request quality
through a Supportable + extensible
usable product.
to enable & permit to
gain market share.

Impact Mapping

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PROJECTION

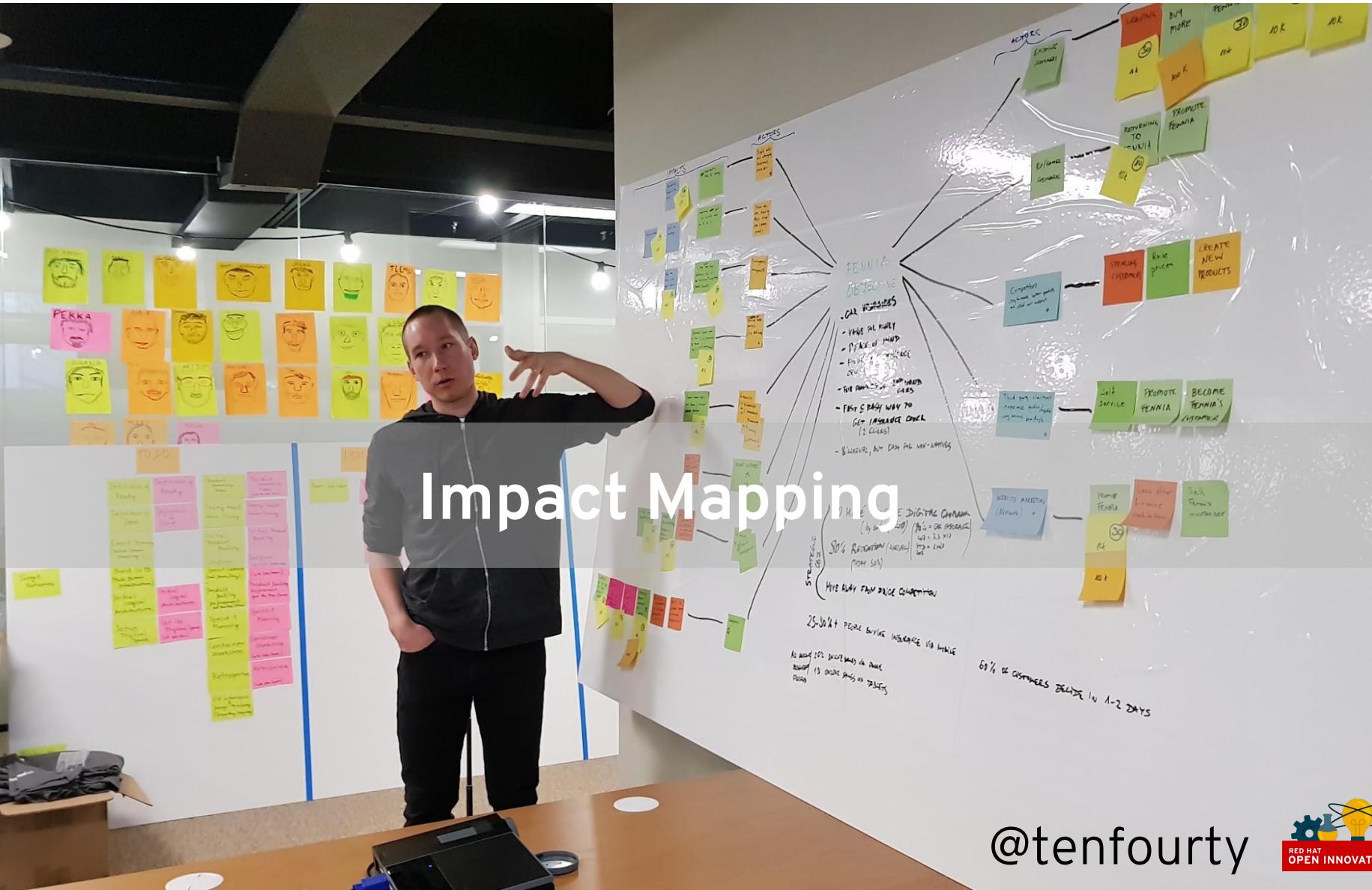
Impact Mapping

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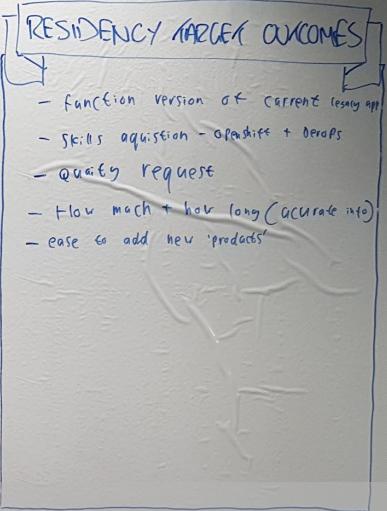
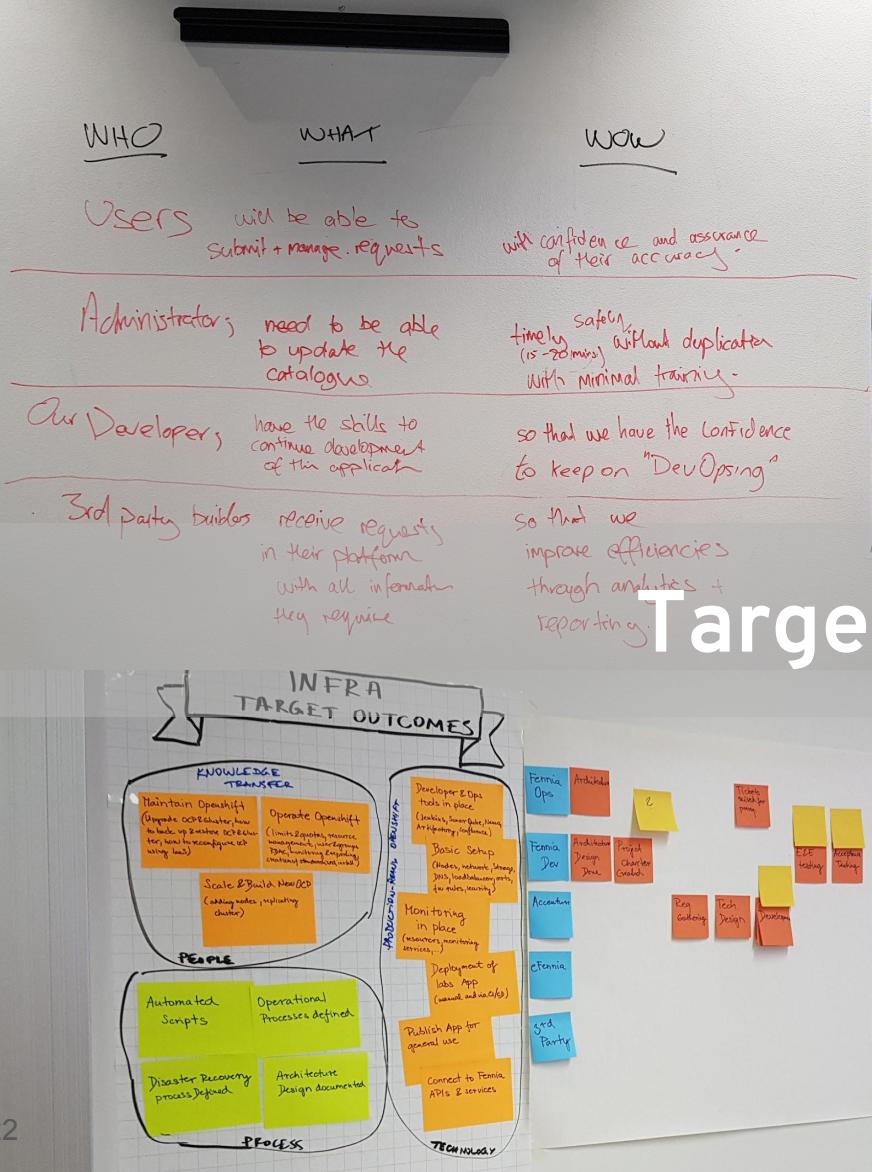
Impact Mapping



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RED HAT
OPEN INNOVATION LABS



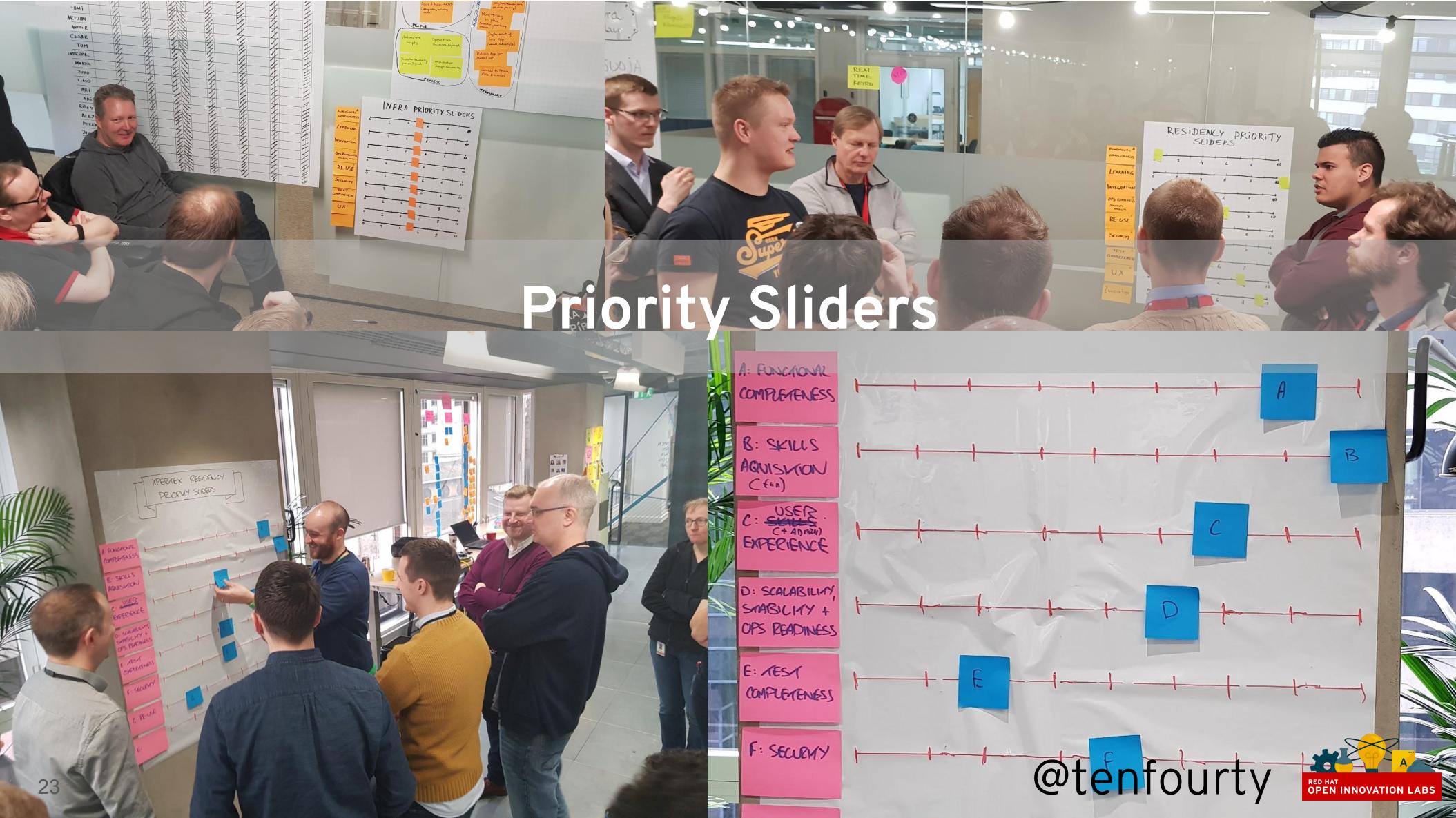
RESIDENCY TARGET OUTCOMES

- 1) AN E2E FLOW IMPLEMENTED IN A CLOUD NATIVE MANNER WITH A CI/CD APPROACH
- 2) A TEAM LIVING DEVOPS CULTURE & INSPIRING THE FUTURE FENNIA WAY OF WORKING BY BREAKING DOWN THE SILOS
- 3) USER CENTERED & DATA INFORMED DESIGN DRIVE THE APP & TEAM EVOLUTION
- 4) APPLY PDCA CYCLE TO APP DESIGN & USE OF TECHNOLOGY (OCP) TO DESIGN, RUN, MEASURE & DECIDE ON THE OUTCOME OF IMPROVEMENT EXPERIMENTS (A/B TEST, SPLIT DEPLOYMENT)
- 5) ALL OF THE ABOVE TO EMPOWER THE TEAM TO SEARCH FOR A WOW FACTOR

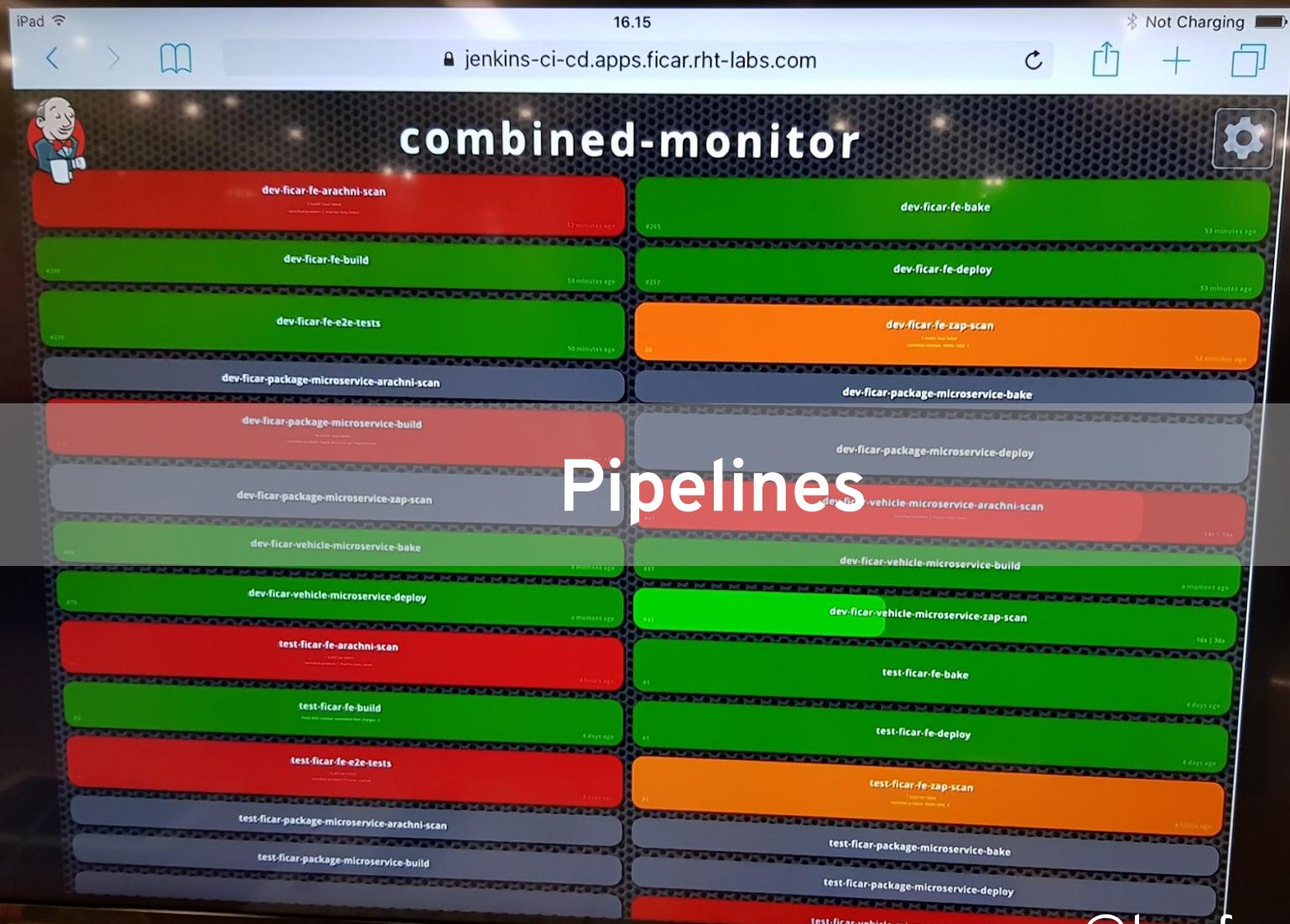
Target Outcomes

- Production Ready app
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 Learn to work in agile





Social Contract



Pipelines

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Team Retrospectives



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Invite everyone in for Reviews and to “Walk the walls”



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Sprint Reviews

Gather Instant & Honest Feedback



High performing teams are the result of
the context they operate in

Leadership sets the context

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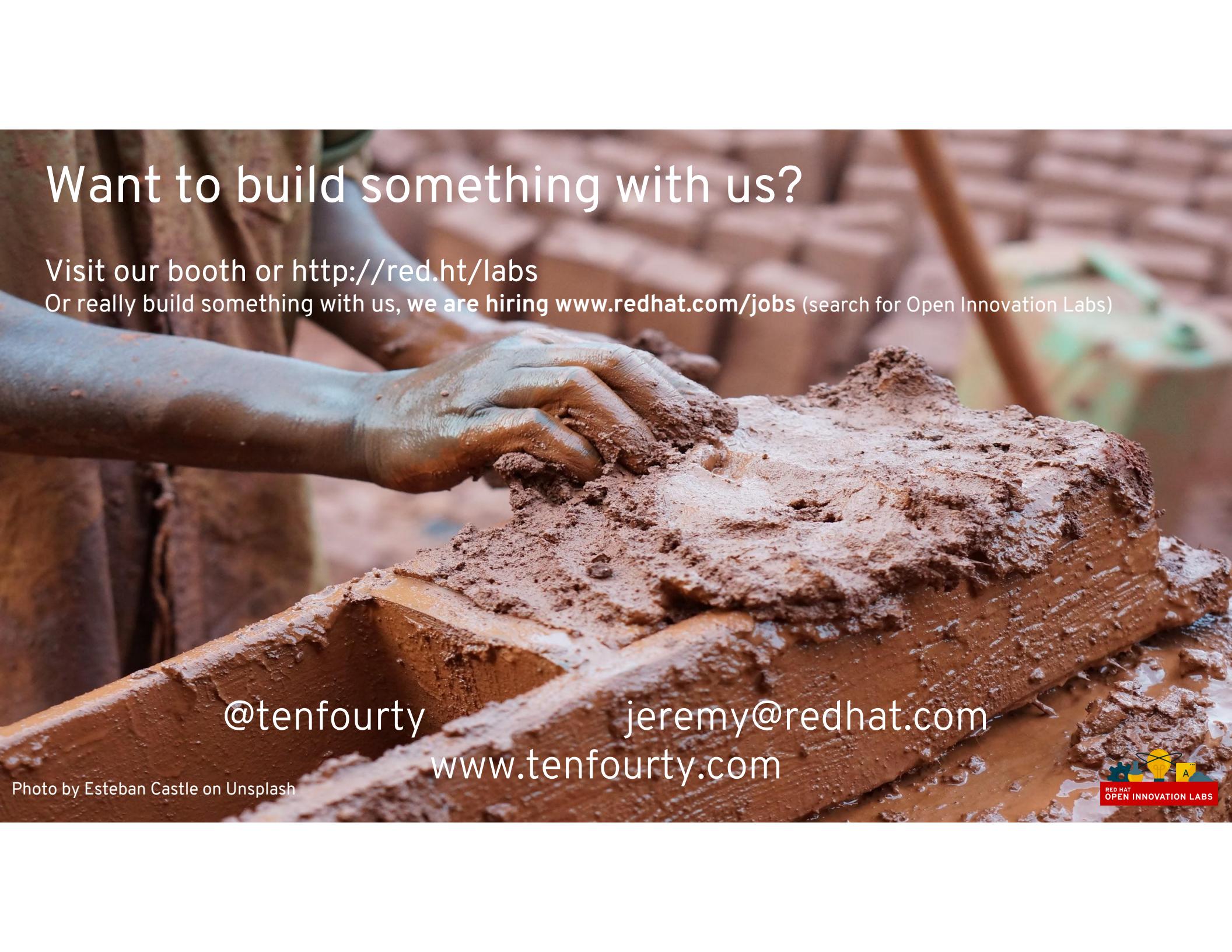


A Bodge, not a Permanent Fix

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Want to build something with us?



Visit our booth or <http://red.ht/labs>

Or really build something with us, we are hiring www.redhat.com/jobs (search for Open Innovation Labs)

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www.tenfourty.com

jeremy@redhat.com



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