



Crossing the streams*

2018 is the year of ITSM / DevOps crossover

* Thanks to Paul Muller



- A brand for a fad: fads are engines of change
- Wellington: 400k people, 70% government work
- Consulting by the hour: strategy, evangelism, coaching, and training. 100% DevOps.
- Clients: NZ biggest department; NZ taxation; bank; utility; XXX ... (20 – 500 IT people)



Dr Cherry Vu

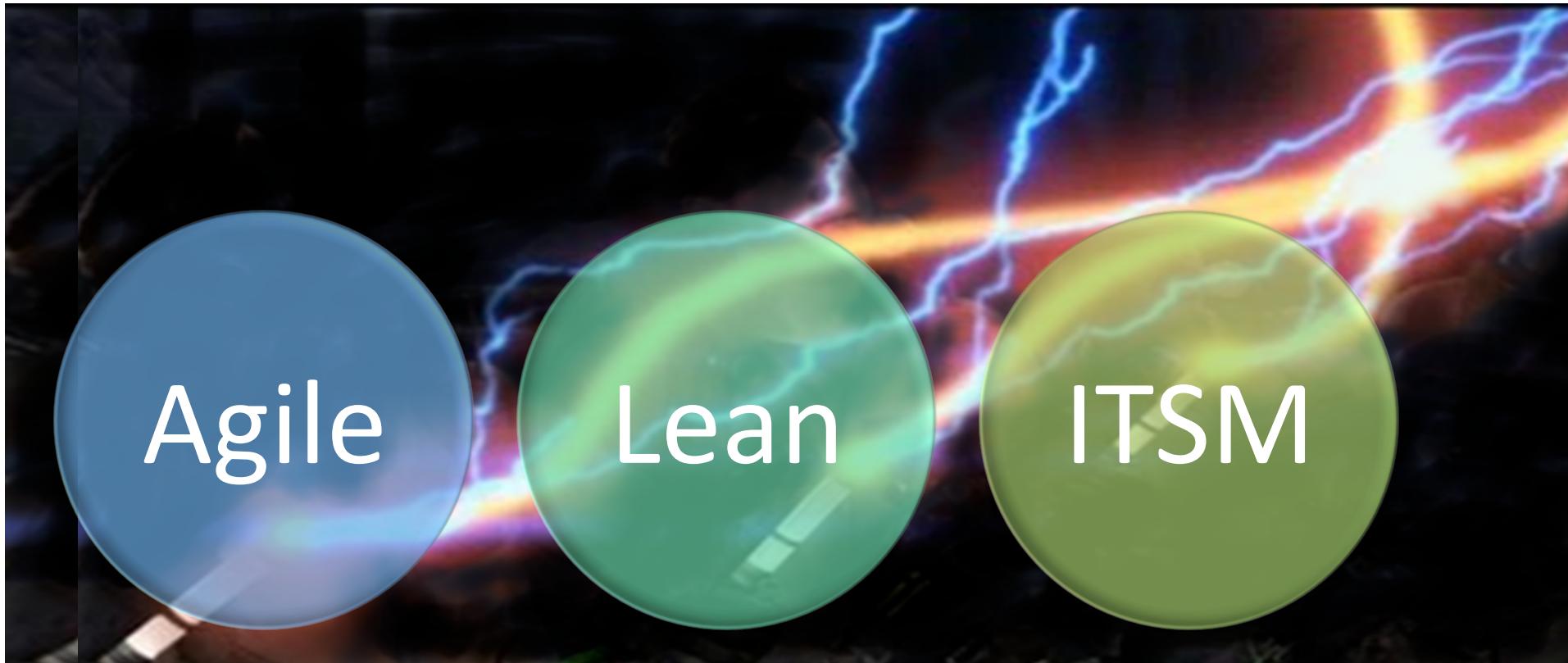
- Leadership, public policy, ethics, org change
- Lately culture, Lean, Agile, DevOps, ITSM
- Nothing about IT
- DrVu @drcherryvu

Rob England

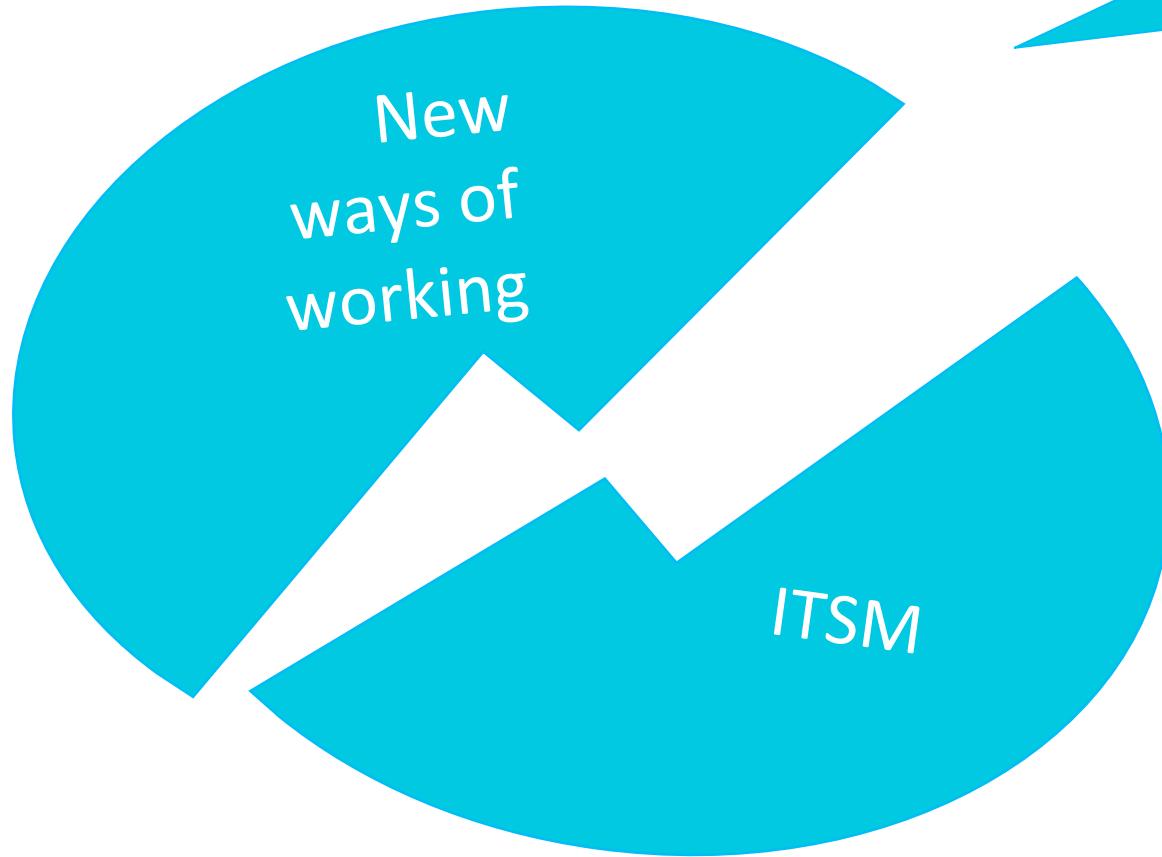
- IT strategy, governance, management, practices
- Lately Agile, culture, leadership
- All of the tech once, none of it now
- The IT Skeptic
@theitskeptic

Partners in life and work ☺

DevOps has three practices parents



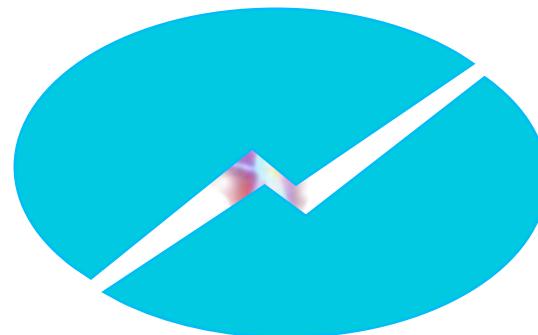
Somehow we went tribal



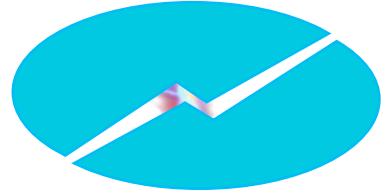
Ding! Dong!
The wicked
ITIL is dead!

Free range
cowboys

Better together



Our journey since 2014



v.basicsm.com/kamu

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BSM
Basic Service Management
Sensible service management for everyone

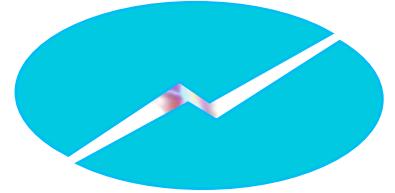
Resources Checklists S+C Tipu **Kamu** BSM book Links Blog Contact

The Kamu Project: capture the improvements to ITSM, DevOps and Agile that come from learning from each other.

ce

When Agile, DevOps, and ITSM meet - when we reconcile their world-views - they can all learn from each other

Community contribution



Secure | https://plus.google.com/communities/100333597017661142255

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What would you like to share?

Rob England Owner ▶ Discussion 26w

My discussion of DevOps converging with ITSM

Devops rediscovering service management | The IT Skeptic

Value stream, service, product

Customer
Business
Data
IT Product

Customer value

Require Design Build Accept Deploy

649 members - Public

Kamu: Uniting DevOps and ITSM

bringing worldviews together

MANAGE •

Rob England Owner ▶ Discussion

I want to start capturing the learnings in a more structured manner from reconciling Agile/DevOps and ITSM
<http://www.basicsm.com/kamu>
Contributions gratefully accepted

The Kamu Project: capture the improvements to ITSM, DevOps and Agile.

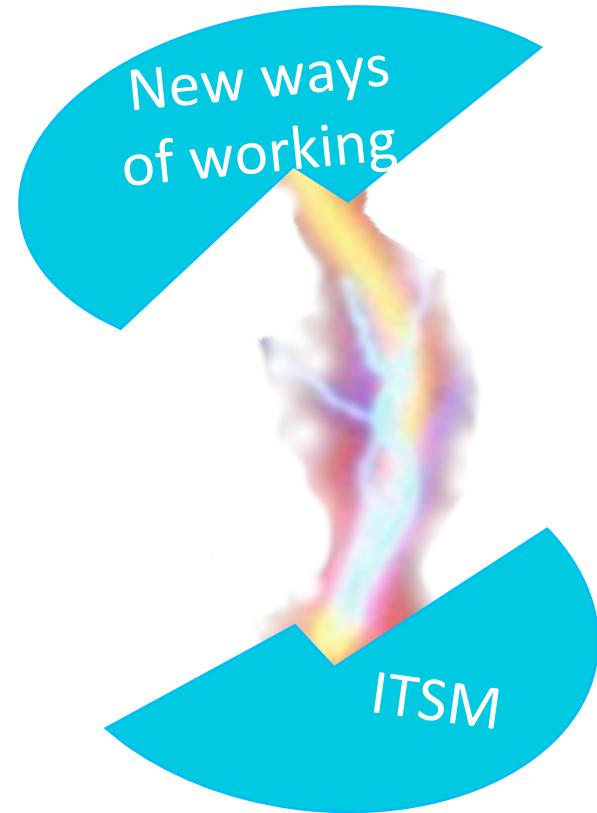
basicsm.com

Increasing crossover

- Site Reliability Engineering
- Support deconstructed
- Insights into human error
- Resilience

And from "the other side"

- Agile ITIL
- Service management evolving
- ITSM and complex systems



Embrace risk
Eliminate **Toil**
Automation of scale: zero touch
Reduce repair time
Error budget
Handover of services
...

SRE: Unplanned downtime!
ITSM:



Site Reliability Engineering

HOW GOOGLE RUNS PRODUCTION SYSTEMS

Stella Report



- Above and below the line
- Anomaly response
- Dark debt
- ROI on unplanned investments
- The consequences of escalating consequences
- Post mortem for improvement





How Complex Systems Fail

(Being a Short Treatise on the Nature of Failure; How Failure is Evaluated; How Failure is Attributed to Proximate Cause; and the Resulting New Understanding of Patient Safety)

Richard I. Cook, MD

Cognitive technologies Laboratory

University of Chicago

1) Complex systems are intrinsically hazardous systems.

All of the interesting systems (e.g. transportation, healthcare, power generation) are inherently and unavoidably hazardous by the own nature. The frequency of hazard exposure can sometimes be changed but the processes involved in the system are themselves intrinsically and irreducibly hazardous. It is the presence of these hazards that drives the creation of defenses against hazard that characterize these systems.

2) Complex systems are heavily and successfully defended against failure.

The high consequences of failure lead over time to the construction of multiple layers of defense against failure. These defenses include obvious technical components (e.g.

Prof Sidney Dekker



Resilience engineering

- Rugged Software
 - Josh Corman
 - ruggedsoftware.org
- REdeploy
 - Mary Thengvall, J Paul Reed
 - re-deploy.io

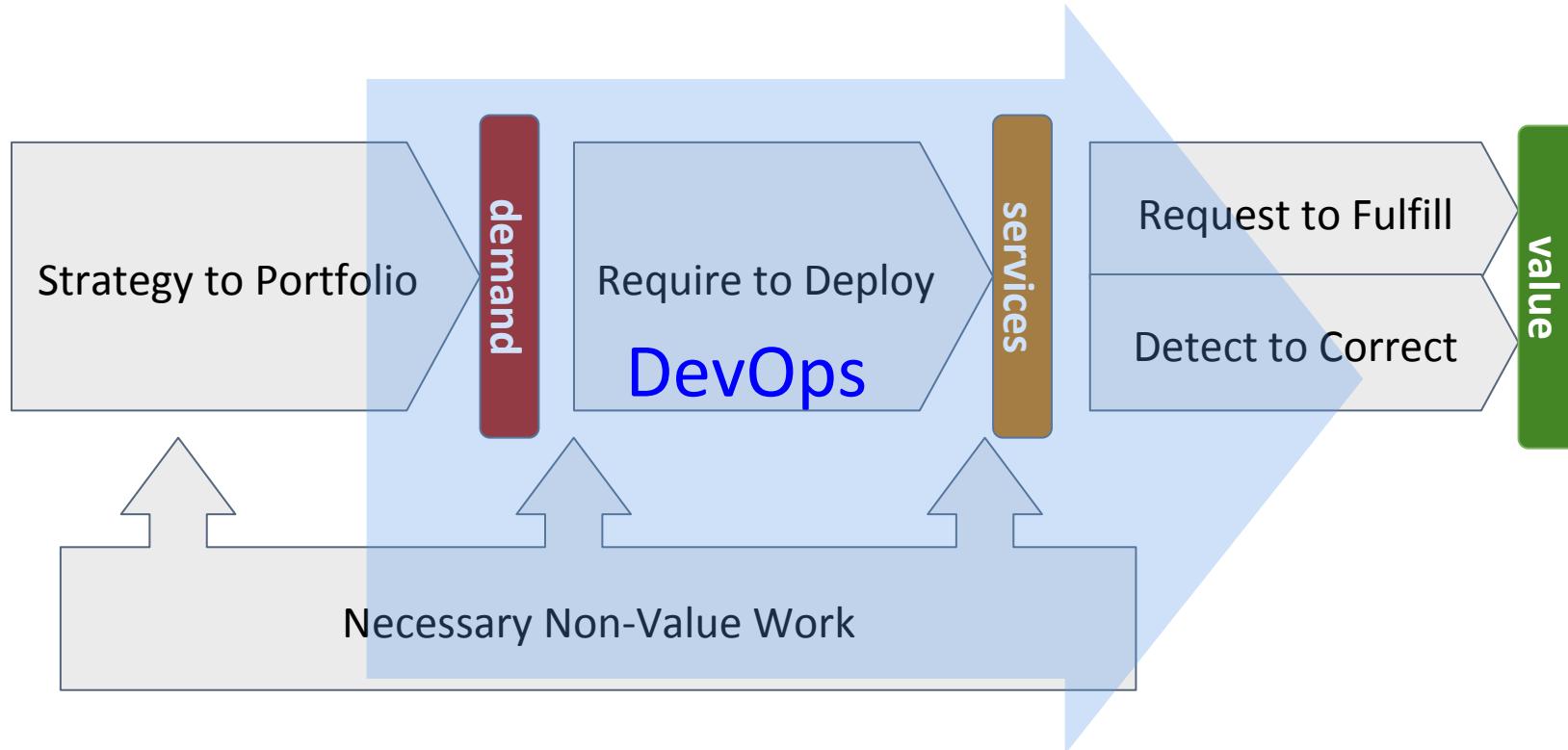


And back the
other way...

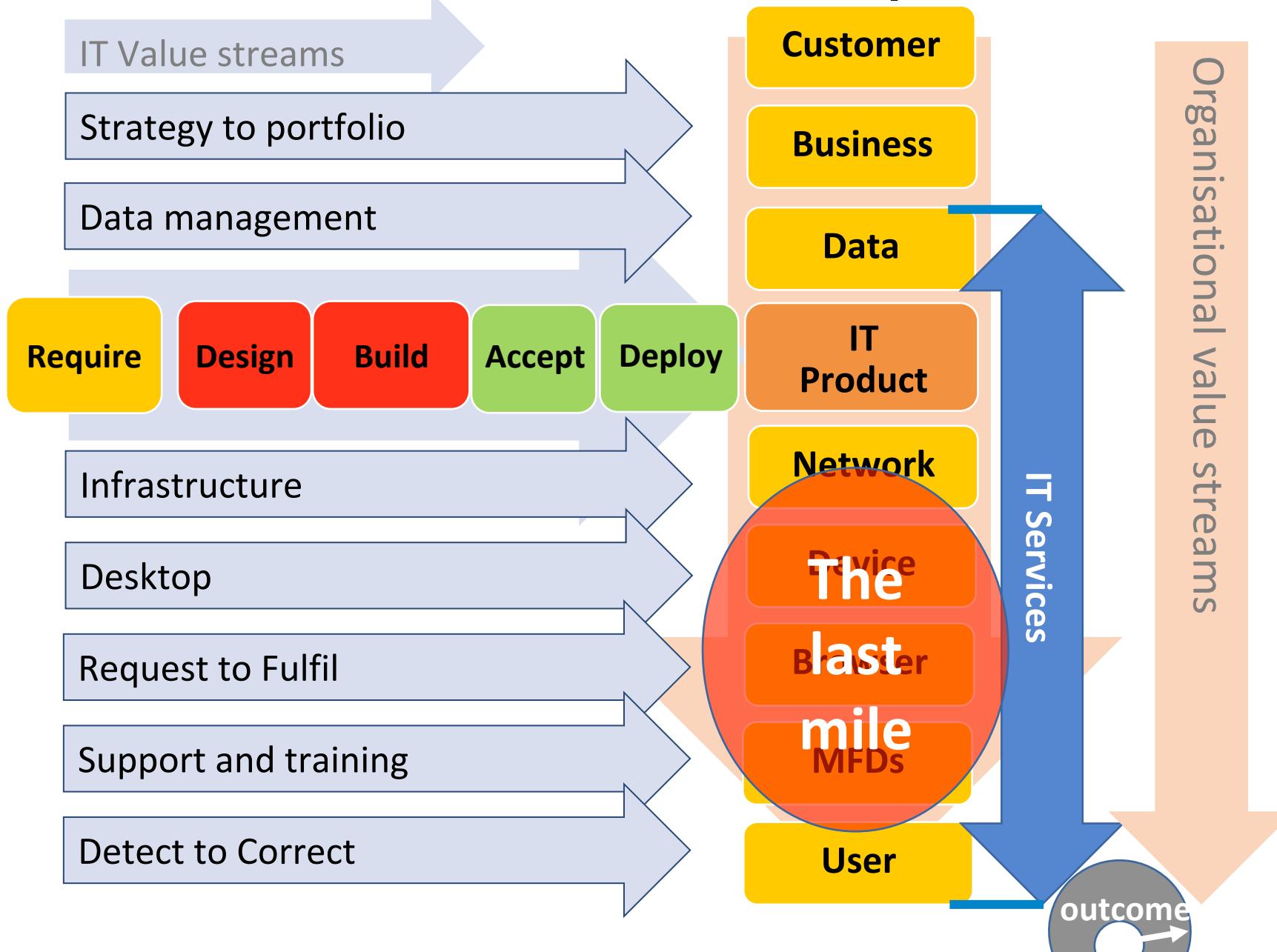




All the IT value streams, long after the building is done



A service is the whole experience



ITIL is evolving: ITIL Practitioner



“ITIL 3.5”

- Focus on value
- Design for experience
- Start where you are
- Work holistically
- Progress iteratively
- Observe directly
- Be transparent
- Collaborate
- Keep it simple



“ITIL 4” is in
preparation!

SM is evolving



- New BoK
- Digital services



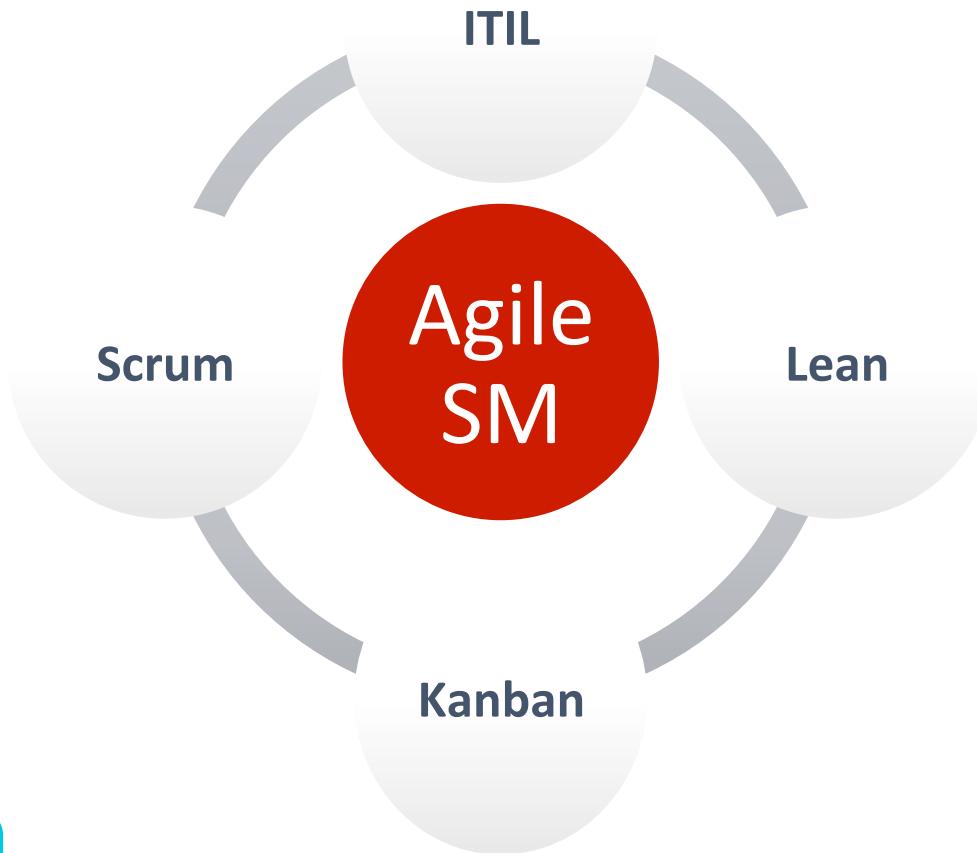
Agile SM



Agility in ITSM process improvement

Watch YouTube:
Eduardo Nofuentes,
AgileNZ 2015

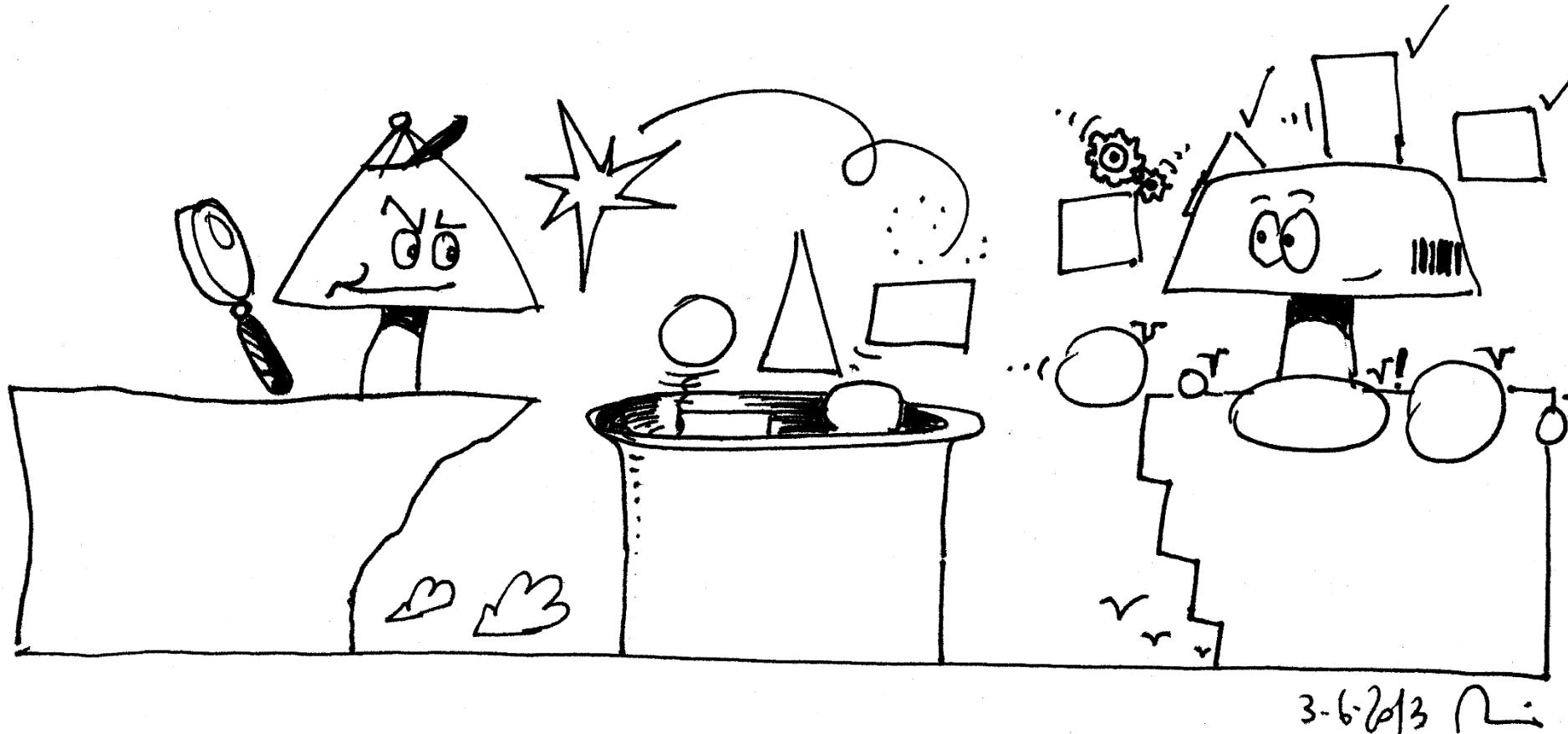
Agile call centre



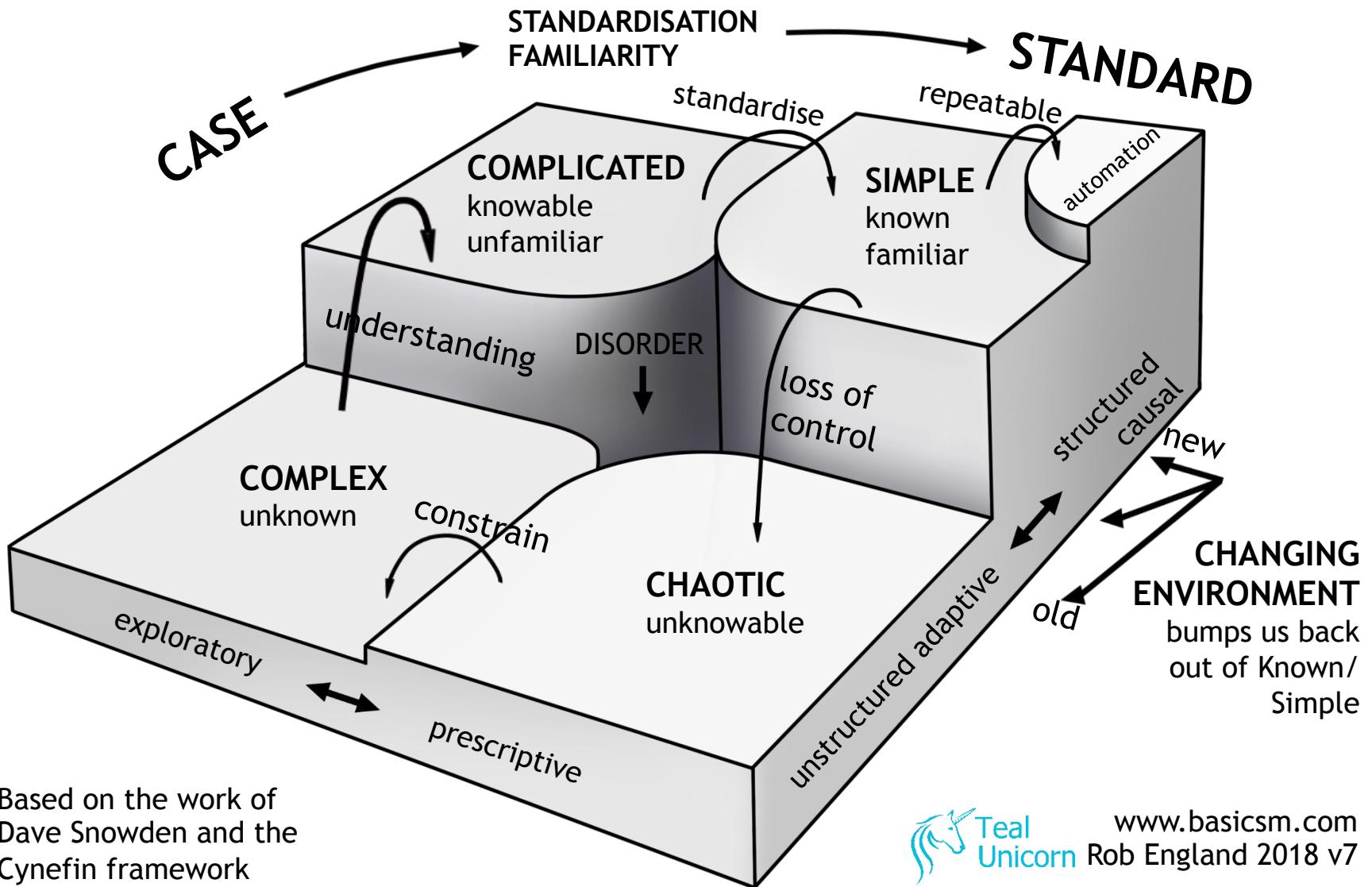
Standard+Case



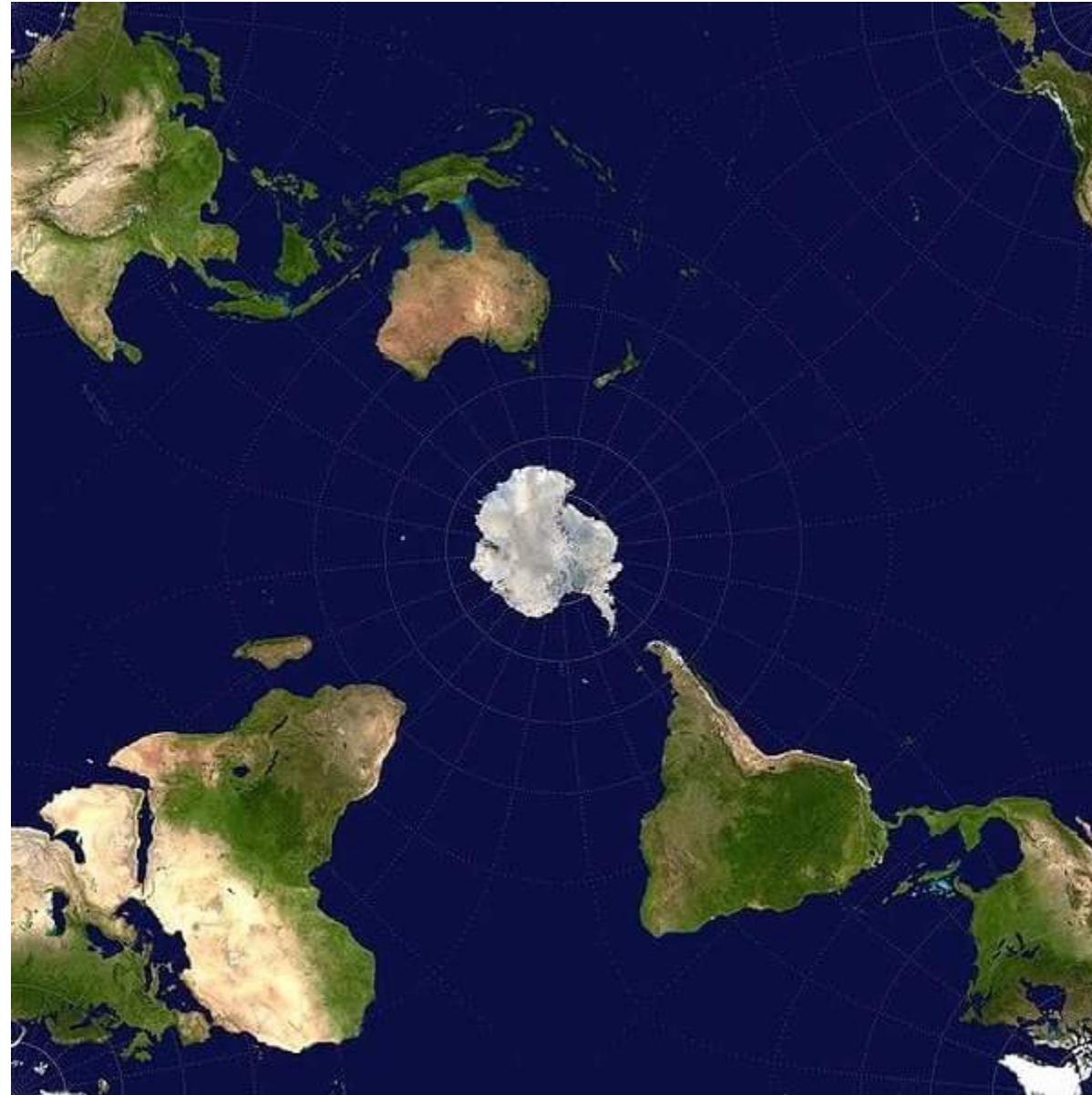
Simplification and standardisation in a complex world



Cynefin and Standard+Case



It's all about perspectives



Seeing with new lenses

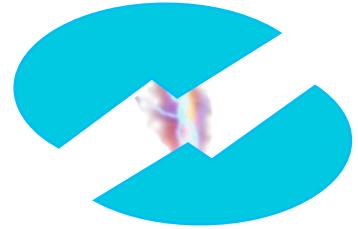


<https://thetruesize.com>

Or for Teal Unicorn...



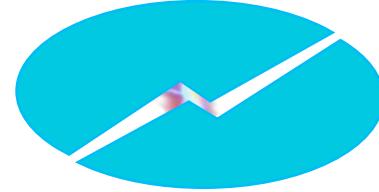
Set crazy goals



- Make performance testing a parallel control instead of a serial one.
- Eliminate a piece of written documentation.
- Kill a CAB.
- Enable developers to create a test environment at will, cloned from production (with suitably obfuscated data).
- Automate change approval of a product.
- Set a product's deployment window for 2pm on a weekday.

“Impossible?
Unless....?”

What we need



- Support Kamu: send us experiences of crossover
- What is the engine for transformation? How do you power it within an organisation?
- See the world with new perspectives, through new lenses: try it on ITSM

tealunicorn.com

