

Transforming Insurance

From the Insurance Capitol

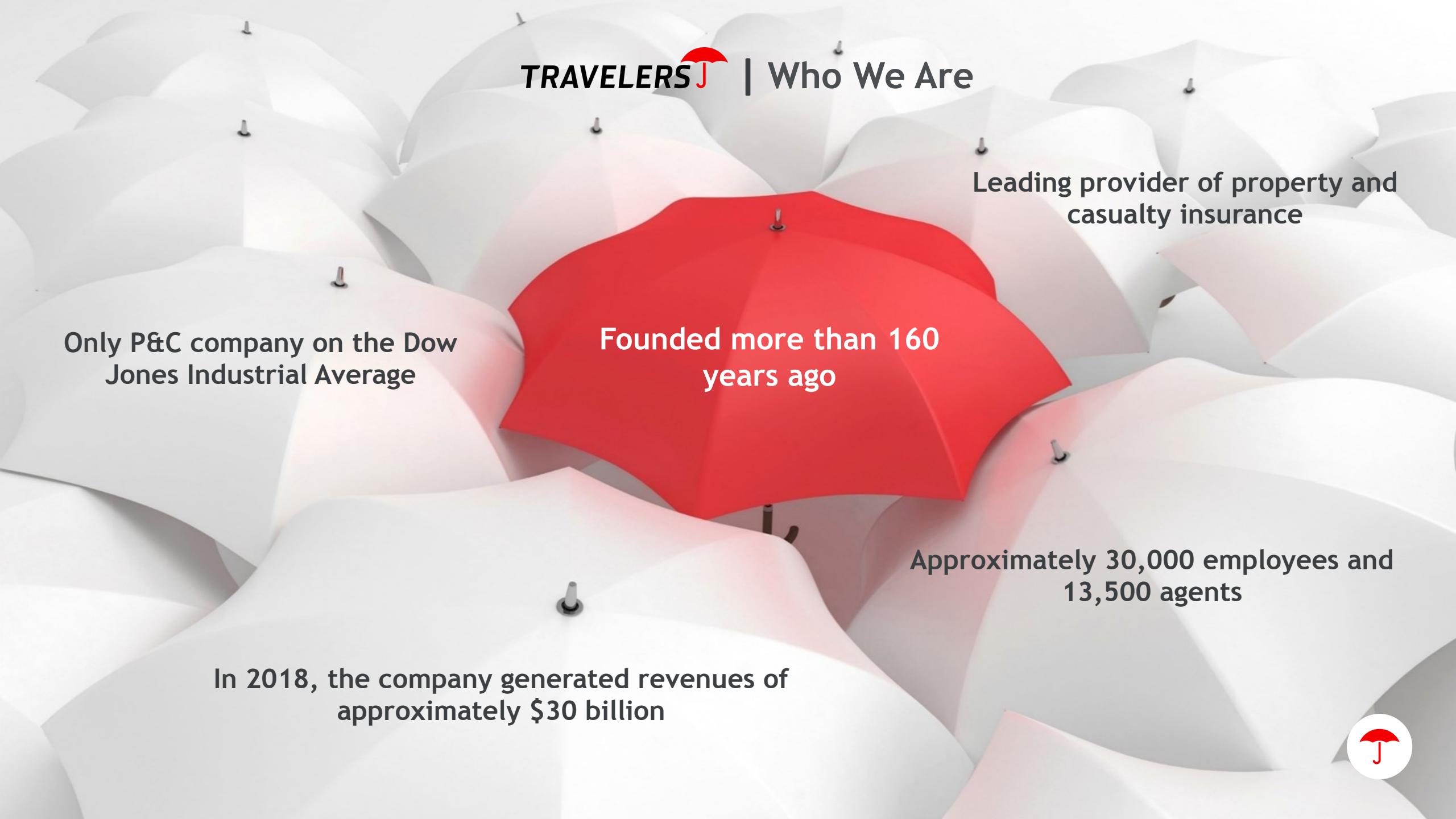
Grassroots & Amplified
Collaboration

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Agile Transformation - Enterprise DevOps Capability



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TRAVELERS | Who We Are

Only P&C company on the Dow Jones Industrial Average

Founded more than 160 years ago

In 2018, the company generated revenues of approximately \$30 billion

Leading provider of property and casualty insurance

Approximately 30,000 employees and 13,500 agents



We have DevOps . . .

Centralized Support

Build

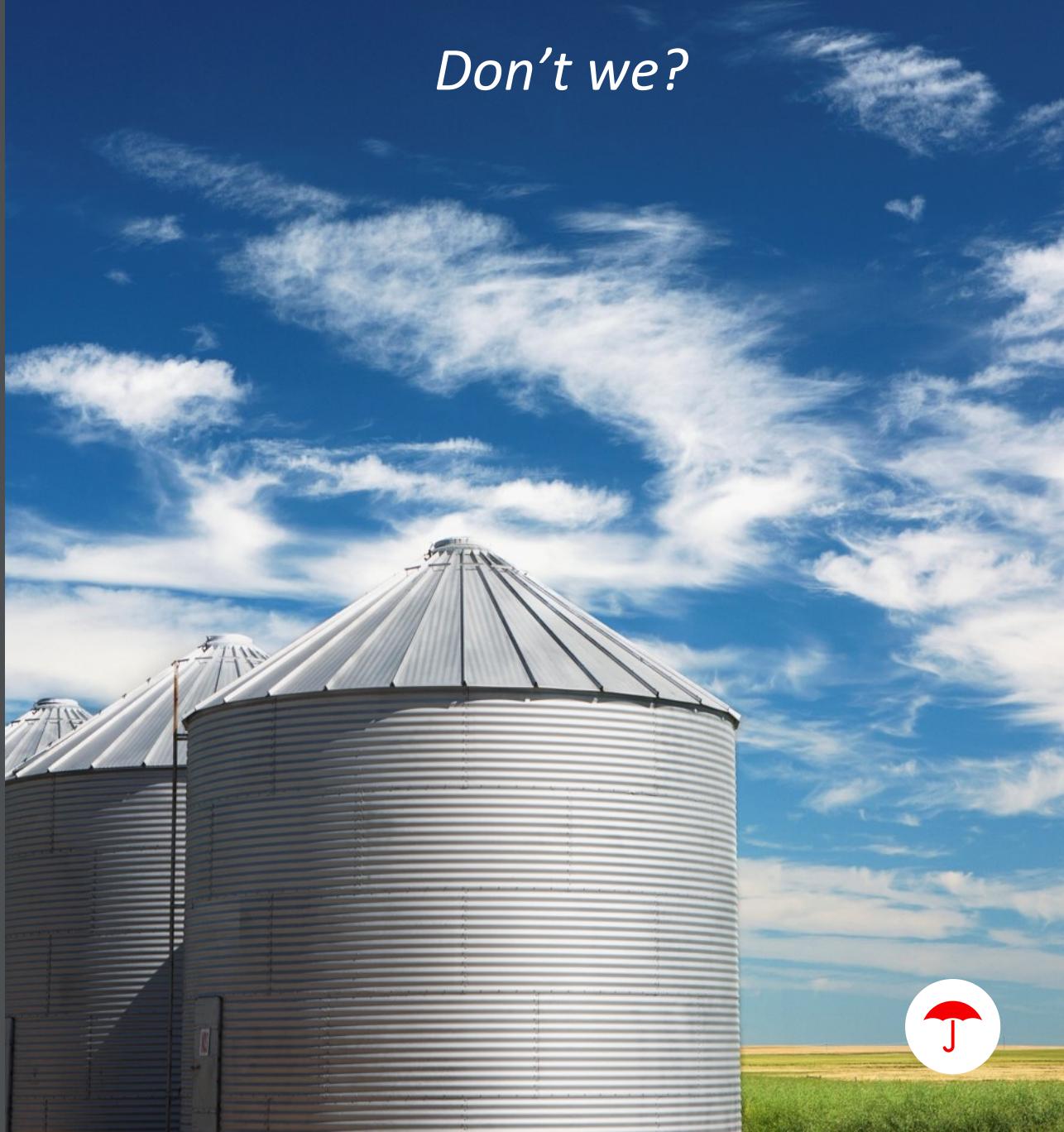
Deploy

Environment Management

Incidents

Kitchen Sink

Don't we?



Catalysts for Change

Convergence of DevOps thought leaders

Aligning our taxonomy with industry

DevOps was becoming mainstream

Replaced our legacy delivery system

Scaling Agile



2006

DevOps as a waterfall function

2009

First DevOps Day Held in Belgium

2013

DevOps Function adopted across most of our LOBs

2014

First DevOps Enterprise Summit

2016

Enterprise DevOps capability established

2017

DevOps Becomes a Mainstream Practice Agile and DevOps

NOW

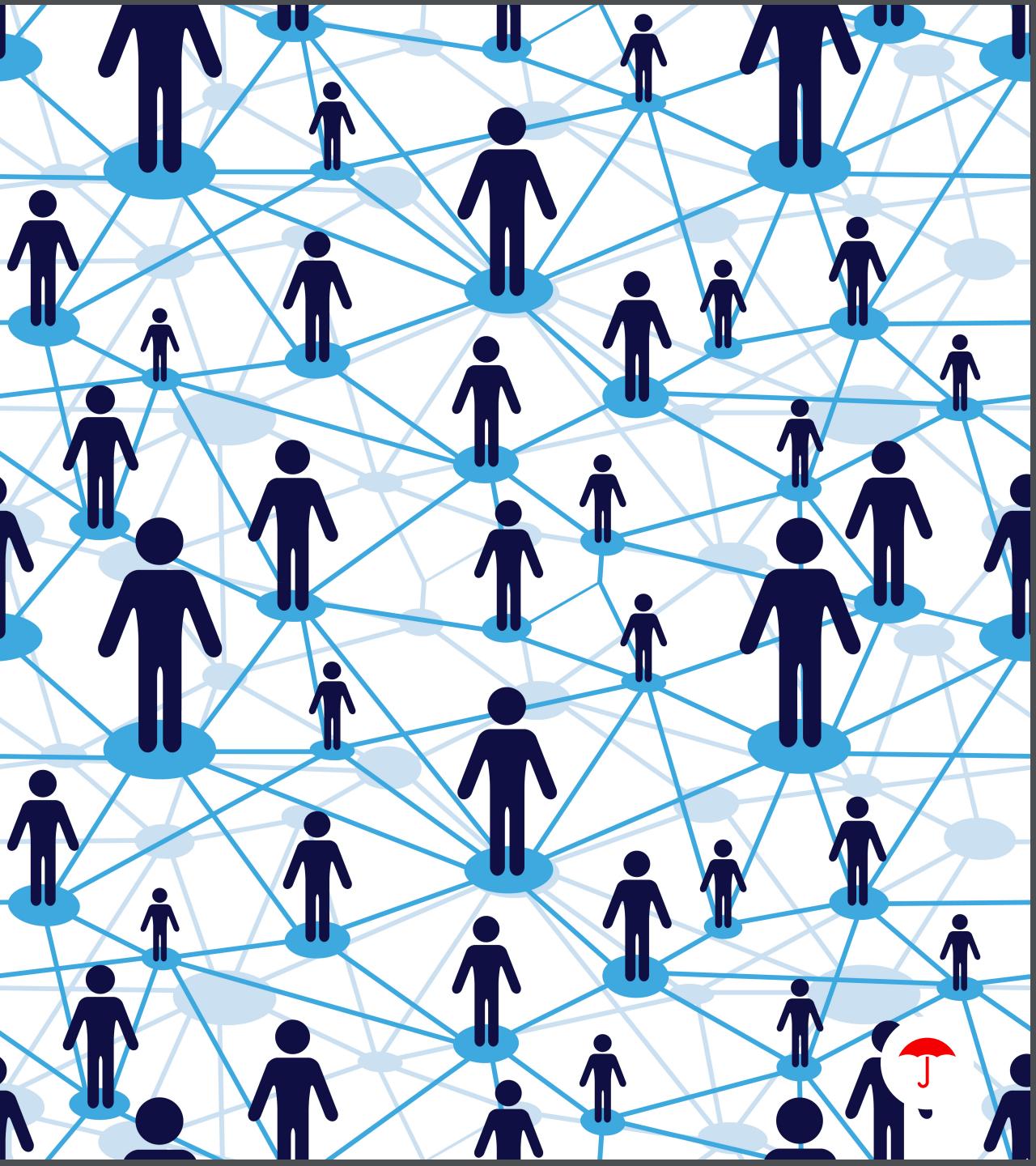
Embracing the Spirit of DevOps

Investment in an enterprise DevOps Capability

Brought evangelists together

Broke down barriers

Prioritize work together



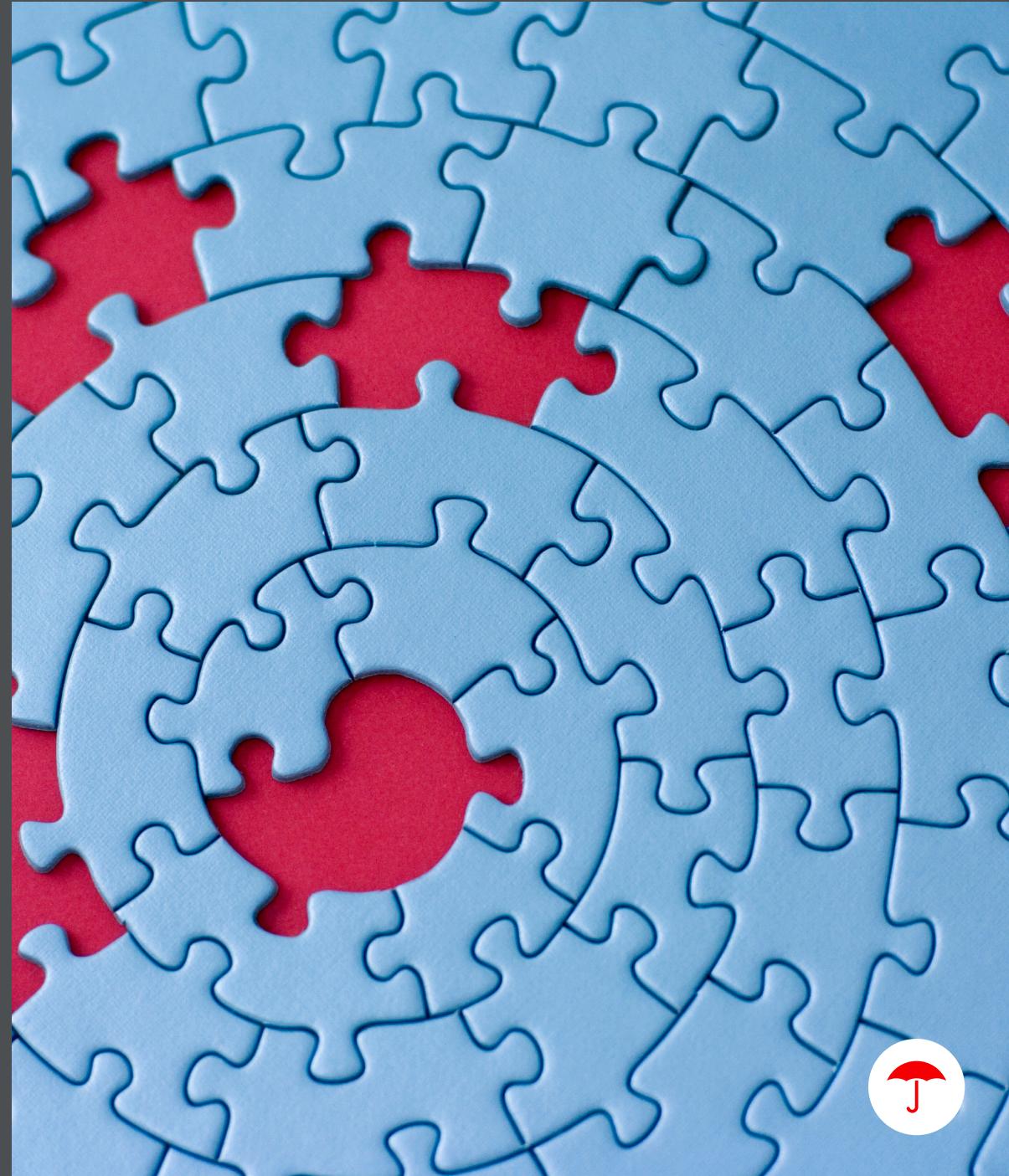
Bringing others into the spirit of DevOps

Infrastructure and Ops

Audit/Risk Control

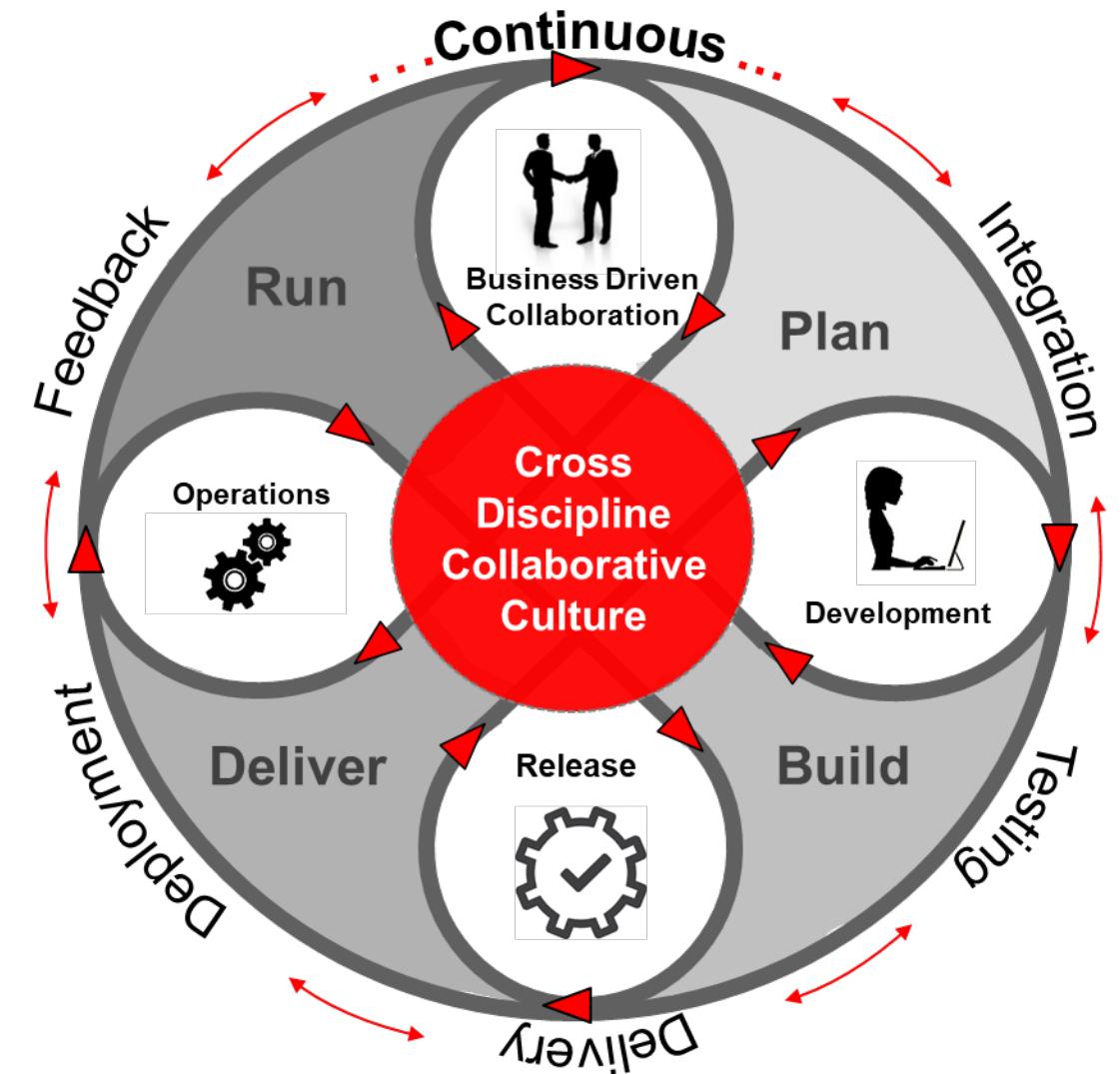
Change management

CyberSecurity



Objectives for DevOps Advocacy

- Improve Agility
- Empowering teams
- Dramatic Process Streamlining
- Quality, Security and Speed to Market



Alignment on taxonomy, scope and technologies

Dev Practices and Collab Source Mgmt (Code, Config, Data) Automated Build and Package Unit Testing Code Quality & Inspection Open Source Automated Delivery Automated Testing and Security Scan User Acceptance Deploy and Release Automation Monitoring and Support

Continuous Integration/Continuous Delivery

Compliance and Risk Management

Lean and Agile Principles



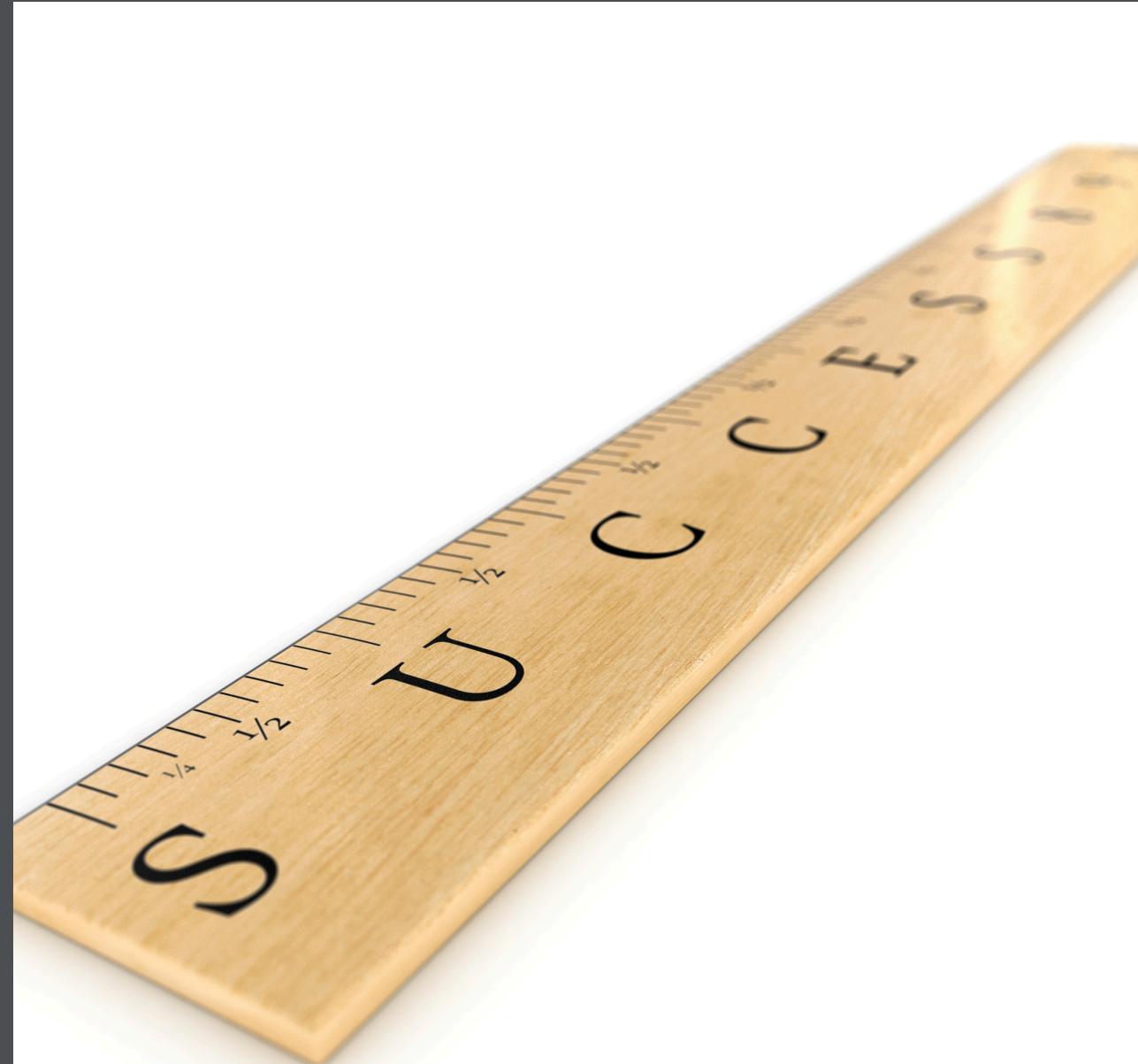
Aligning our metrics

Deployment Frequency

Change Leadtime

Change Failure Rate

MTTR (Mean time to Restore)



InnerSourcing to crowd source pipeline as code

Drive adoption of pipeline as code

Leverage scale to build out

Drive consistency where necessary

Amplified collaboration



What people are saying

“.....as an engineer I feel I have more ownership of the application we build”

“It has altered our mentality, bringing a sense of nimbleness“

“....allowed us to adopt a more agile mindset, where we no longer consider the process and extensive time to production, instead we focus on the business deliverables.”





Where we are



Customer Focused
Shifting to an engineering culture
More pipeline as code
Establishing InnerSourcing
Continue shifting left
Developing modernization plans



help

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THANK YOU

