

# DevOps Transformation: Metrics That Show Business Value

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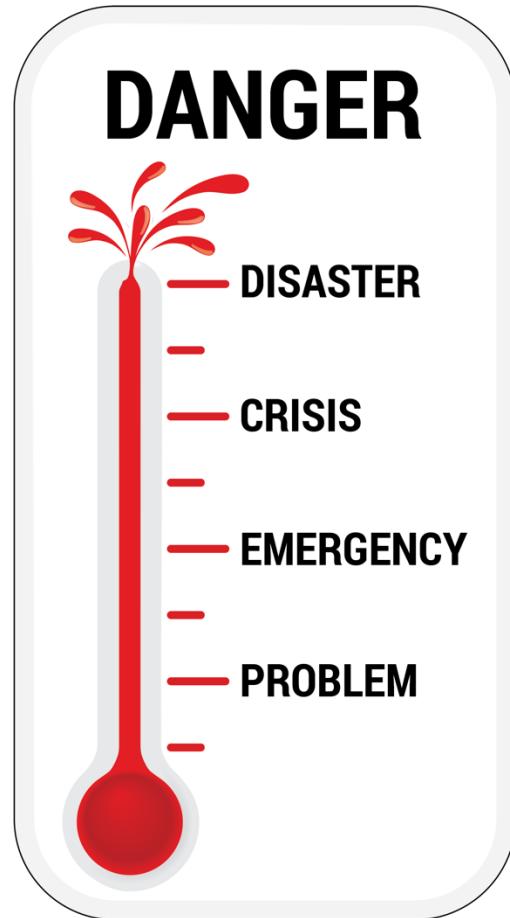
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# COMPUWARE



# Identify Problem

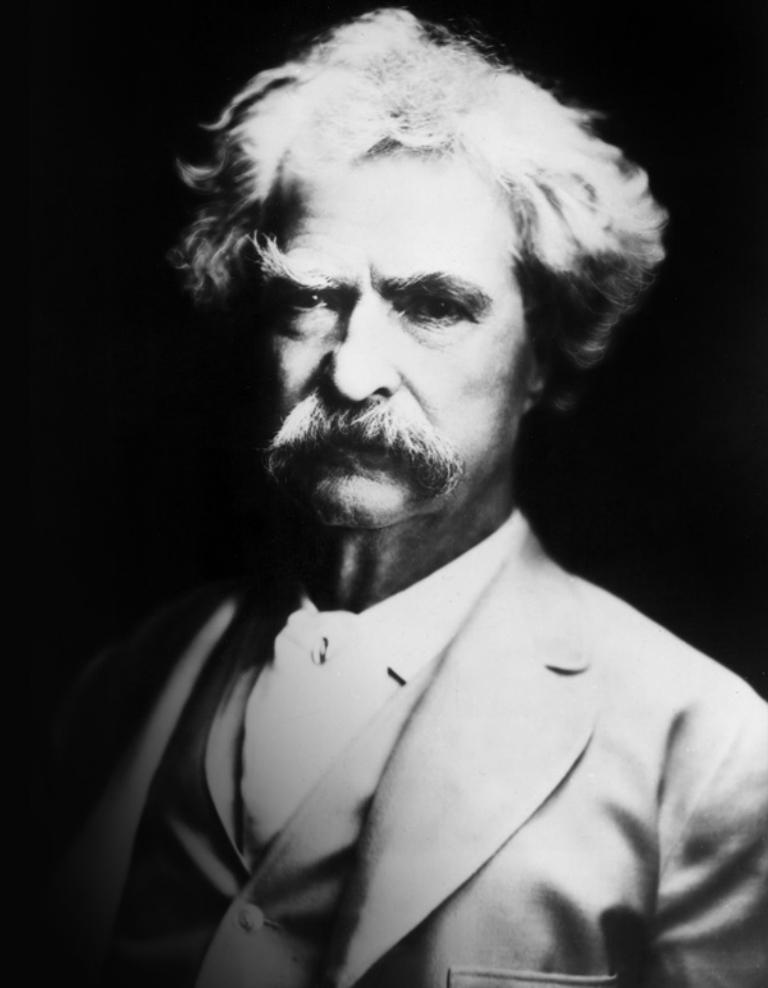


To Win,  
You Must  
Burn the Boats



Continuous  
improvement  
is better than  
delayed  
perfection.

- Mark Twain



# Metrics That Matter



# Metrics That Show Business Value

The right KPIs are critical for mainframe DevOps success.

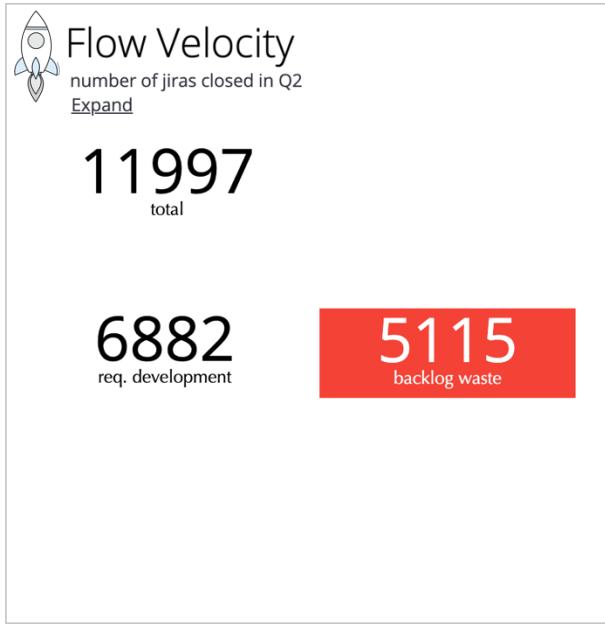
Metrics that measure quality, velocity and efficiency KPIs.

Continuous improvement on these measures can materially improve an organization's mainframe DevOps processes and development outcomes.

	Innovation	MTTR	Velocity
2017 Q4	74%	43	2267
2018 Q1	71%	44	1950
2018 Q2	77%	53	1814
2018 Q3	76%	50	1761
2018 Q4	77%	45	1929
2019 Q1	74%	44	1876
2019 Q2	72%	41	1958
Current	67% (70%)	35 (42)	385 (2031)

\*(Forecast)

# Flow Velocity

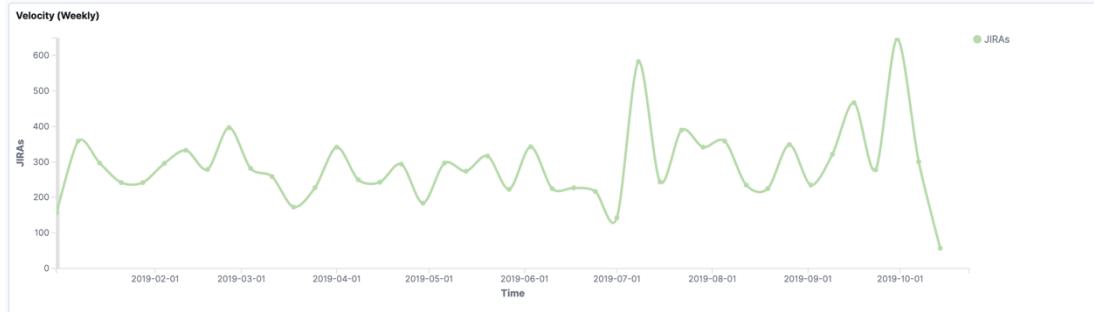


## Definition of Flow Velocity

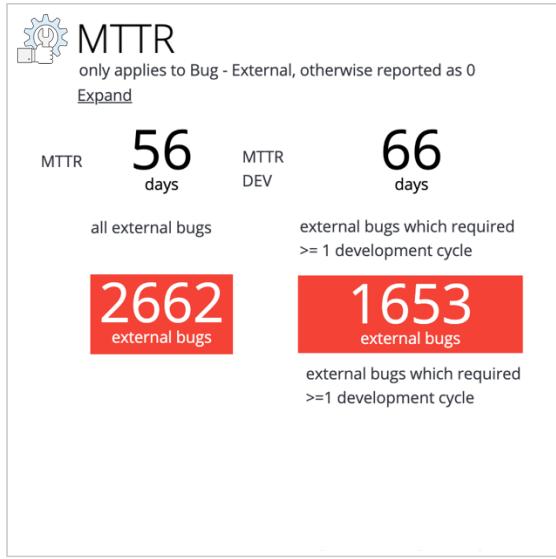
Absolute count of each type of work that have been closed during a given period of time.

## How Do We Use It?

How productive is the team; what is our throughput?



# Mean Time To Resolution



## Definition

Average time elapsed from when external defects are created until they are closed.

If we were to decide to do a piece of work today, approximately how long should it take to be finished?

## How Do We Use It?

Providing customers well-educated estimates on when they should expect the defect to be resolved.  
Determining complexity will aid in the estimation.

# Flow Time

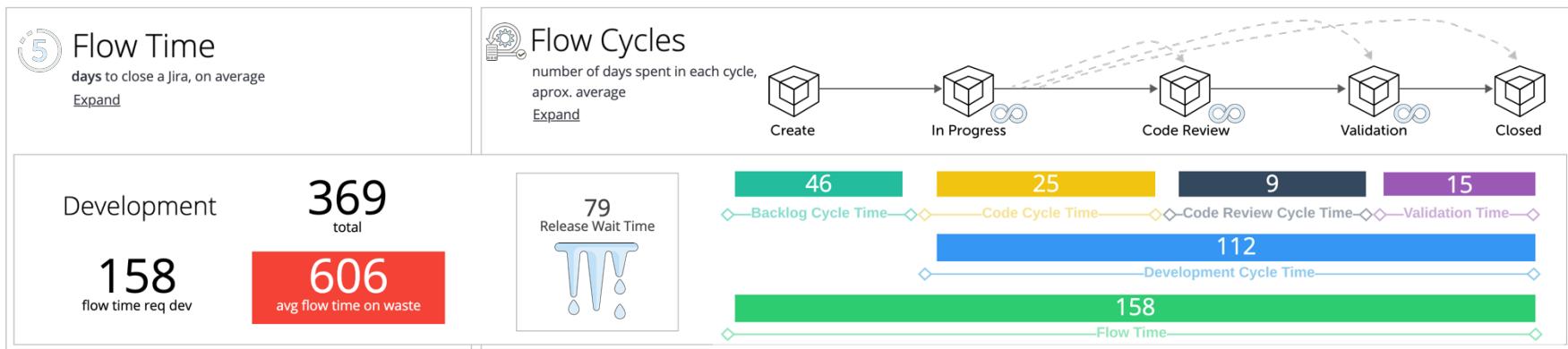
## Definition

Average time elapsed from when work items are created until they are closed.

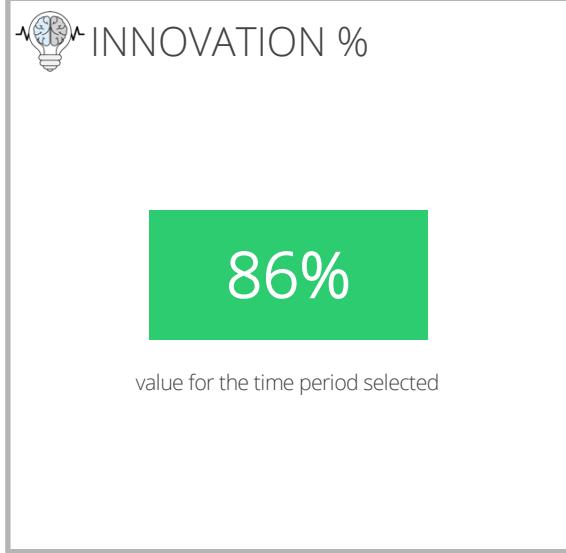
## How Do We Use It?

How long do work items take to:

- Get through development?
- Be coded?
- Pass code review?
- Be validated that they are ready to ship?



# Innovation



## Definition

Distribution of time spent working on non-customer defects, including, but not limited to stories, tasks, enhancements, currency and technical debt.

## How Do We Use It?

Gauge the balance of new work and defects which are actively being worked on. How consistent are we at delivering new functionality?





# Summary

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## What We've Done



# The Problems that Remain

- Data. Data. Data.: Data provides accurate measurement
- Metrics: Standard KPIs to measure DevOps
- Share: DevOps is about sharing and continuous feedback



# Continuous Improvement



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# Questions

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