

Powering better journeys for our developers

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**DEVOPS
ENTERPRISE
SUMMIT**

AN  IT REVOLUTION EVENT



A scenic landscape at sunset or sunrise, featuring rugged mountains covered in green vegetation. A lone hiker stands on a rocky outcrop on the right side. The sky is filled with warm, golden clouds.

TRANSFORMATION

Powering better
Journeys for our
Developers

A developer in the 90's



Enterprise developer(s)



C++



Java



.Net



FE Support



Infra



HTML/CSS



iOS



Angular



BE Support



Oracle



MySQL



MS SQL

Now!



Amadeus in a few words

- _ We are the **leading technology company** dedicated to the global travel industry
- _ We are present in **190+ countries** and employ **17,000+** people worldwide
- _ Our solutions **enrich travel** for billions of people every year
- _ We work together with our customers, partners and other players in the industry to improve business performance and **shape the future of travel**



In world's top 10
Software companies
Forbes 2018 global
rankings



1.8+ billion
Passengers boarded
in 2018 with
Amadeus and
Navitaire solutions



640+ million
Total bookings
processed in 2018
using the Amadeus
distribution
platform



Euro Stoxx 50
Entry in 2018
Recognition as
one of the largest/
best performing
public companies
in Europe



7th consecutive year
included in the **DJSI**
Recognized as world leader in the
Software & Services industry sector
in the Dow Jones Sustainability
Index in 2018

Our robust global operations

- Cutting-edge data center with support across the globe
- World's largest data processing center dedicated to the travel industry

55+
Petabytes**
of storage

20
Average net
bookings
per second

75,000+
Transactions*
per second
(at peak)

* A transaction is defined as a single message received from a user that requires one or more responses to be sent. A user can be a person or a computer system.

** One petabyte is equal to 10^{15} bytes of digital information.



A bit about us.

Arun Narayanaswamy

Director - DevOps Platform Engineering
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Udo Seidel

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The future of work {Won't bore you with this!}

Quantum
Computing

Blockchain

Net Neutrality

Machine Learning

Data Mining

Augmented Reality
(AR)

Smart Industry
4.0

Internet Of Things (IoT)

Artificial Intelligence
(AI)

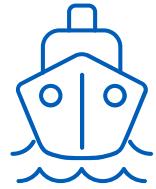
Actionable Analytics

Virtual Reality (VR)

Robotics

Personalization
AMADEUS

Developer Journey Currently {Enterprises}



Change
Control
&
Approval
Gates

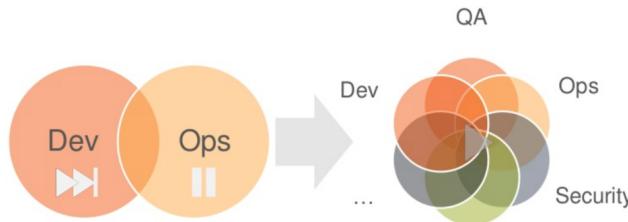


Massive
environments



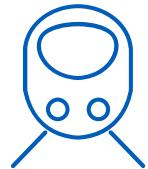
Coupled applications
and environments

Less automation



More actors thus more tools

Complex Processes



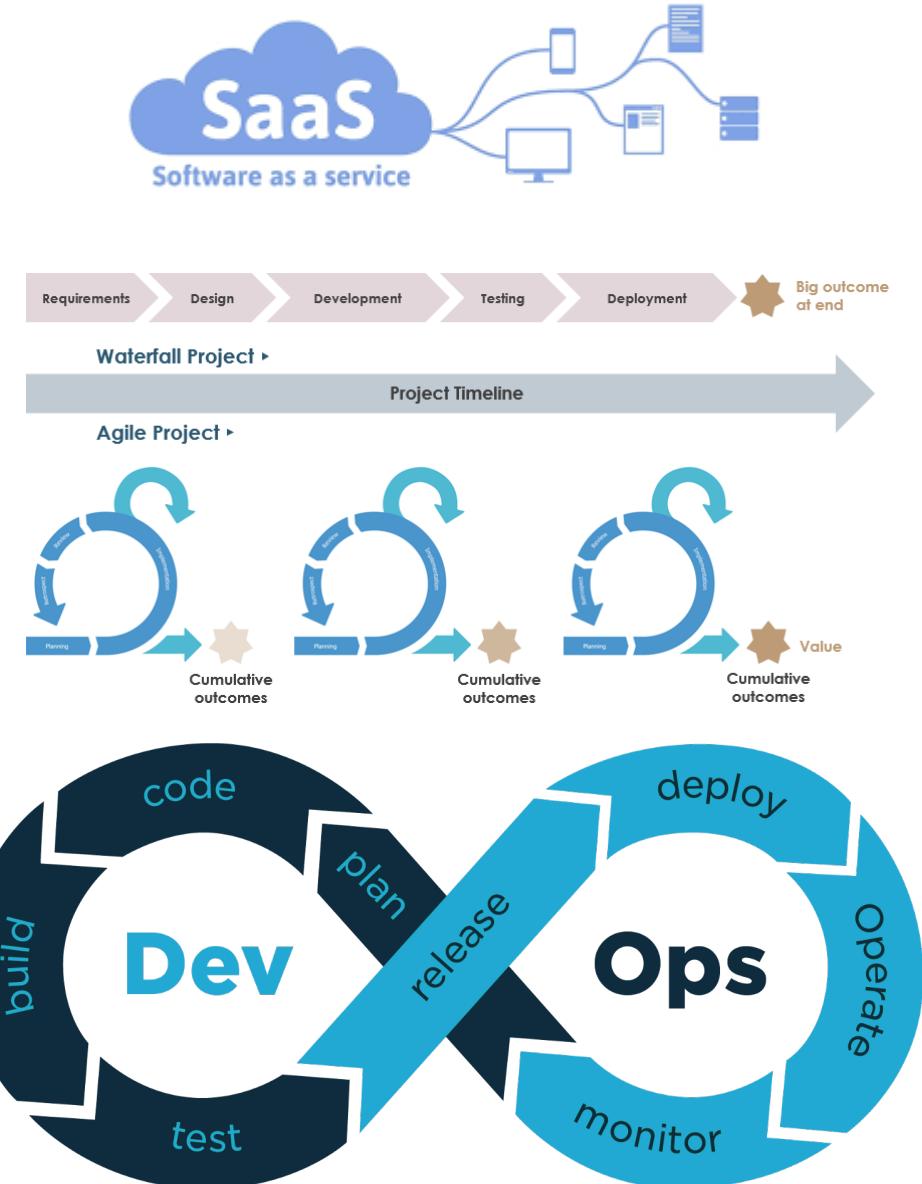
Tools are on the
critical path to
production

Larger ecosystem
to support

Tools needs to
provide native
resiliency/scalability

Developer Journey {Disruptions}

- Waterfall to Agile
- Ops to DevOps to No-Ops
- Open-Source to Inner-Source
- Data-centre to Cloud to Serverless
- Tooling Teams/Platforms to SAAS
- Monolithic to Microservices
- SDLC to DX (Developer Experience)



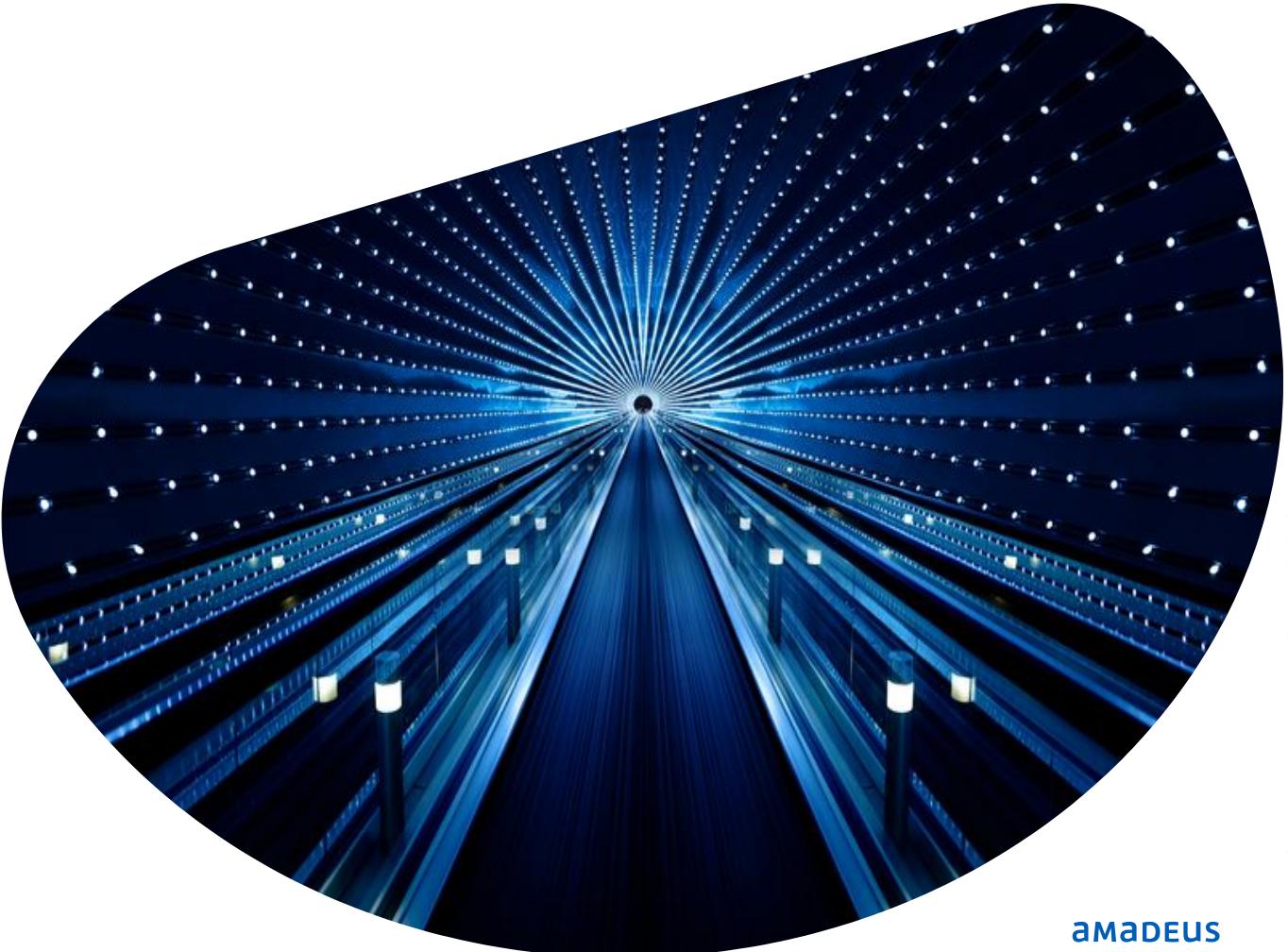
Transformation {Waterfall to Agile}

- _ Foster Collaboration
- _ Automation
- _ Tracking & Management
- _ Flexibility & Transparency
- _ Integrated Tools!



Transformation {Ops to DevOps to No-Ops}

- Automation
- Cloud First
- Microservices
- Fluid CI/CD
- Federated Tools!
 - Delegated Access



Transformation {Open-Source to Inner-Source}

- Ease of documentation
- Easy to collaborate
- Code Re-use
- Access management
- Transparent decision-making
- Open Tools!



Transformation {Datacentre to Cloud to Serverless}

- Full stack Developers
- Functions as a Service
- Automation
- Scalable
- Fully Managed
- Cheaper to run?
- New age Tools?



Transformation {Tooling Teams/Platforms to SAAS}

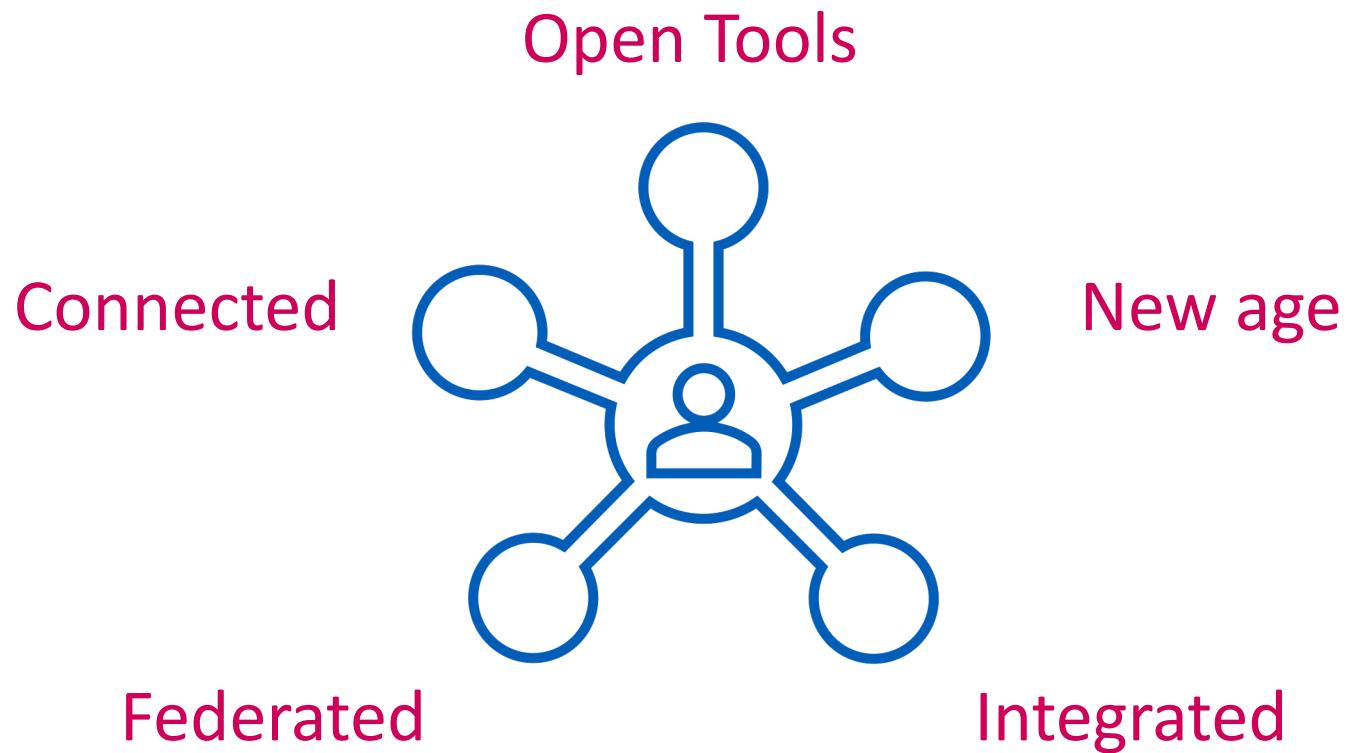
- _ Scalability
- _ Reliability
- _ Faster upgrades
- _ Build vs Buy
- _ Connected Tools!



Case Studies



{Aspects of Tools} Developer Journey



Tracking and Management {Case Study}



- Large adoption of Jira
- Integrations with other products
- Thousands of tickets per day
- Extended to solutions beyond developer use

The screenshot shows a Jira Kanban board titled "Guess My Trip Kanban". The board has three columns: "To Do", "In Progress", and "Done".

- To Do:**
 - GMT-1: As a Traveler I want to submit a picture
 - GMT-2: As a friend of a traveller, I want to guess the location of a picture
- In Progress:** 0 issues
- Done:**
 - GMT-4: As a traveller, I need to see all my pictures

A message box at the top right says "GMT-4 has been updated." A tooltip for issue GMT-4 indicates it is a bug fix.

Issue Details for GMT-4:

- Details:**
 - Status: DONE
 - Component/s: None
 - Labels: None
 - Affects Version/s: None
 - Fix Version/s: None
 - Epic: None
- People:**
 - Reporter: Nicolas DE TOFFOLI
 - Assignee: Pascal COHEN
- Dates:**
 - Created: 16/Sep/16 11:32 AM
 - Updated: 16/Sep/16 2:54 PM
- Issue Links:** Add Link
- mentioned in:** The user needs to see all the pictures sh...

No/Low-Ops {Case Study}

- 25000+ Builds/day – largely automated
- 50000+ Jobs
- Incident Management
- Collaborations
- Faster On-Calls
- Integrations with other internal products
- Microservices & BOTS!



Microsoft Teams

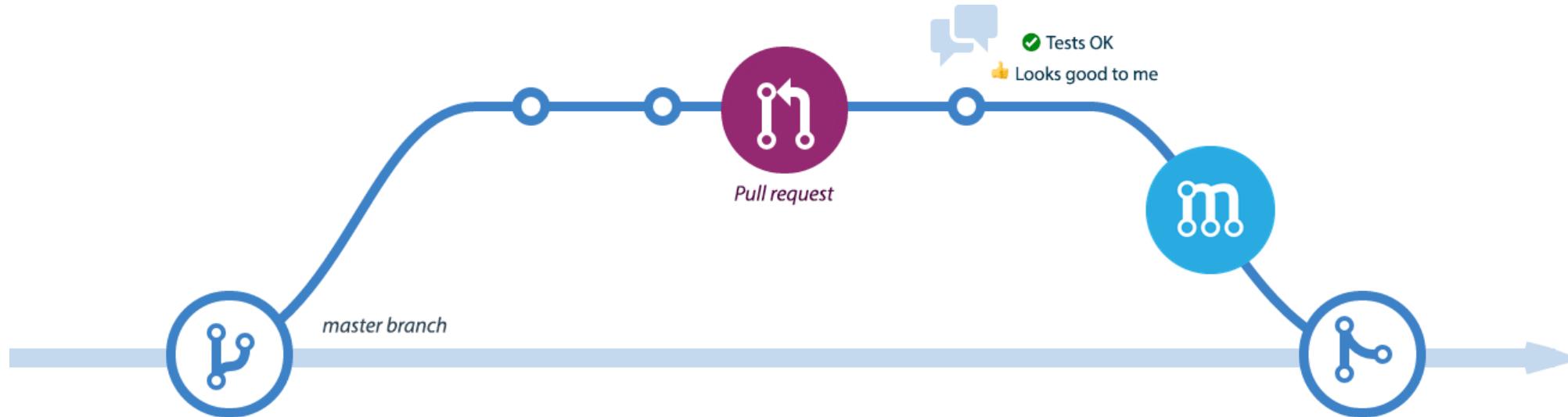


Jenkins

InnerSource {Case Study}



- 7000+ users
- 2000 PR/day
- 50K+ repositories

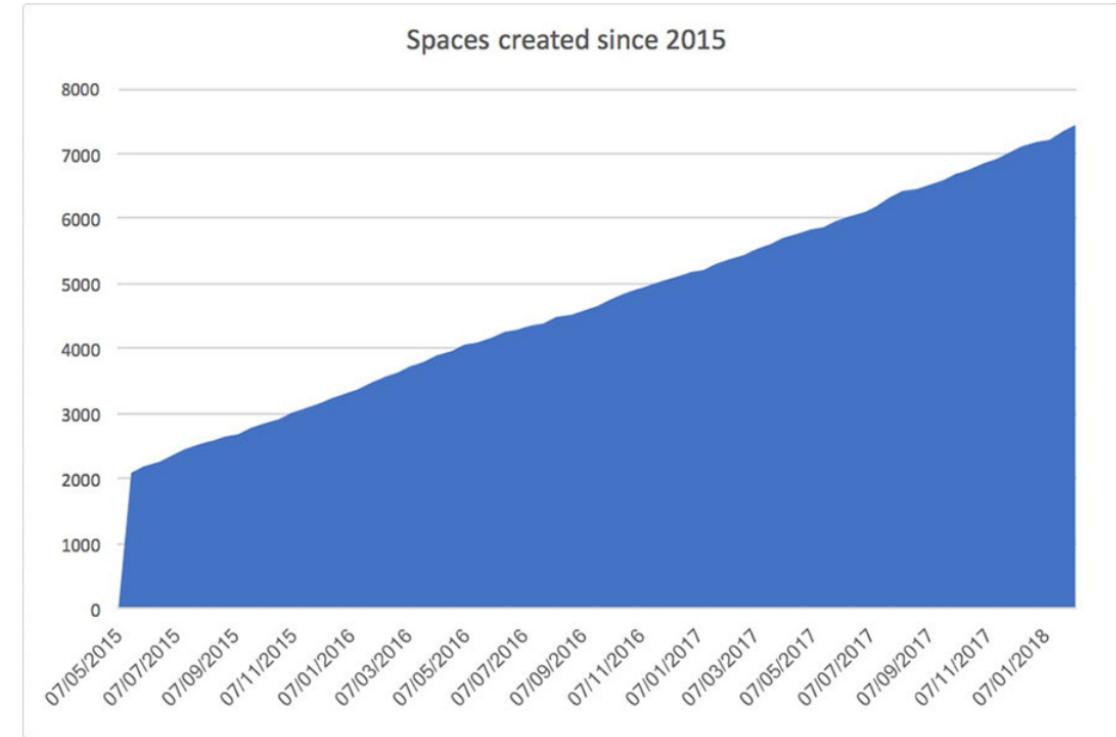
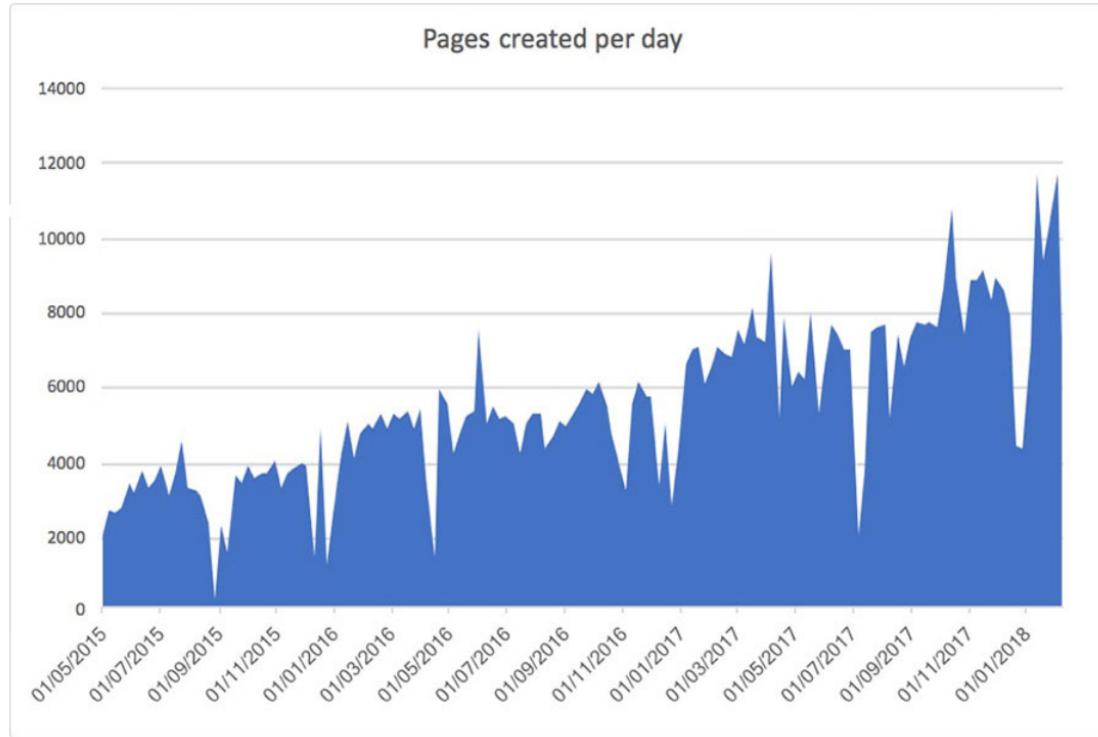


Collaboration {Case Study}



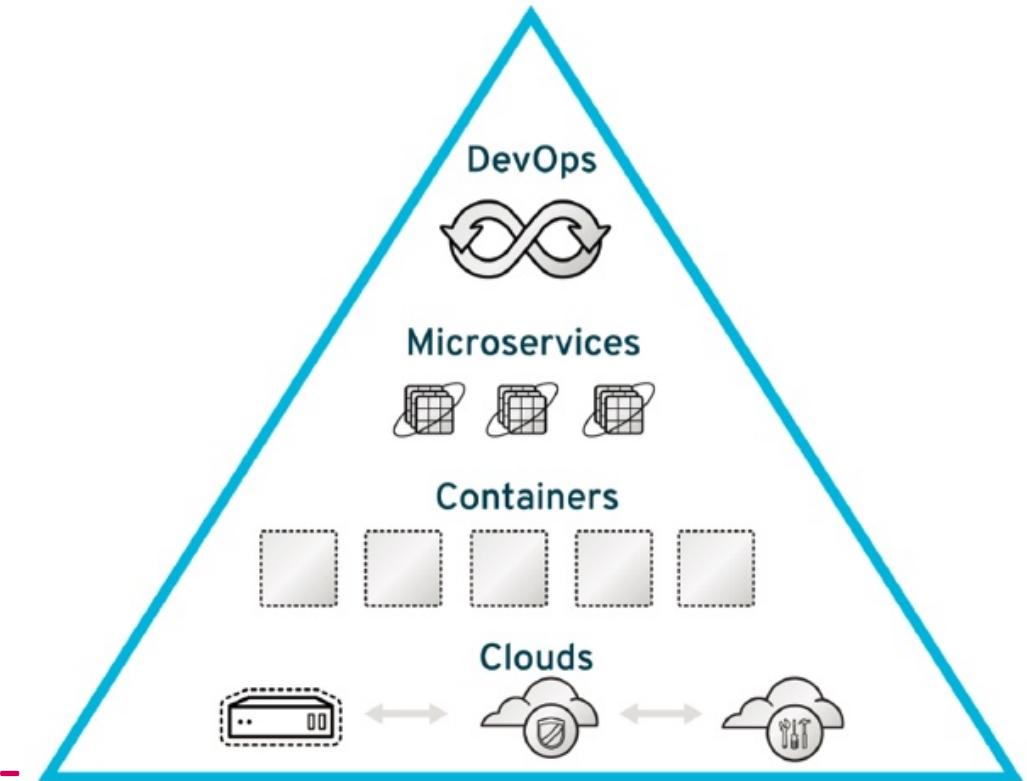
12000+ Users

8,000 pages created per day



Internal Framework & Governance {Case Study}

- Large Developer base
 - Home grown frameworks
 - Efficiency
 - Reusability
 - Common Governance
 - Common processes
- We are unique!
 - Generic tools don't always work well - we build our own



{Future} Developer Journey

- _ New age tools an enabler
- _ Happy chatty developers
- _ Honest-Open communication
- _ Better documentation & transition
- _ Better transparency & engagement
- _ Faster adoption
-
- _ & fun!



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Thank you!

