

DevOps SRE or ITIL – Know before you Leap!

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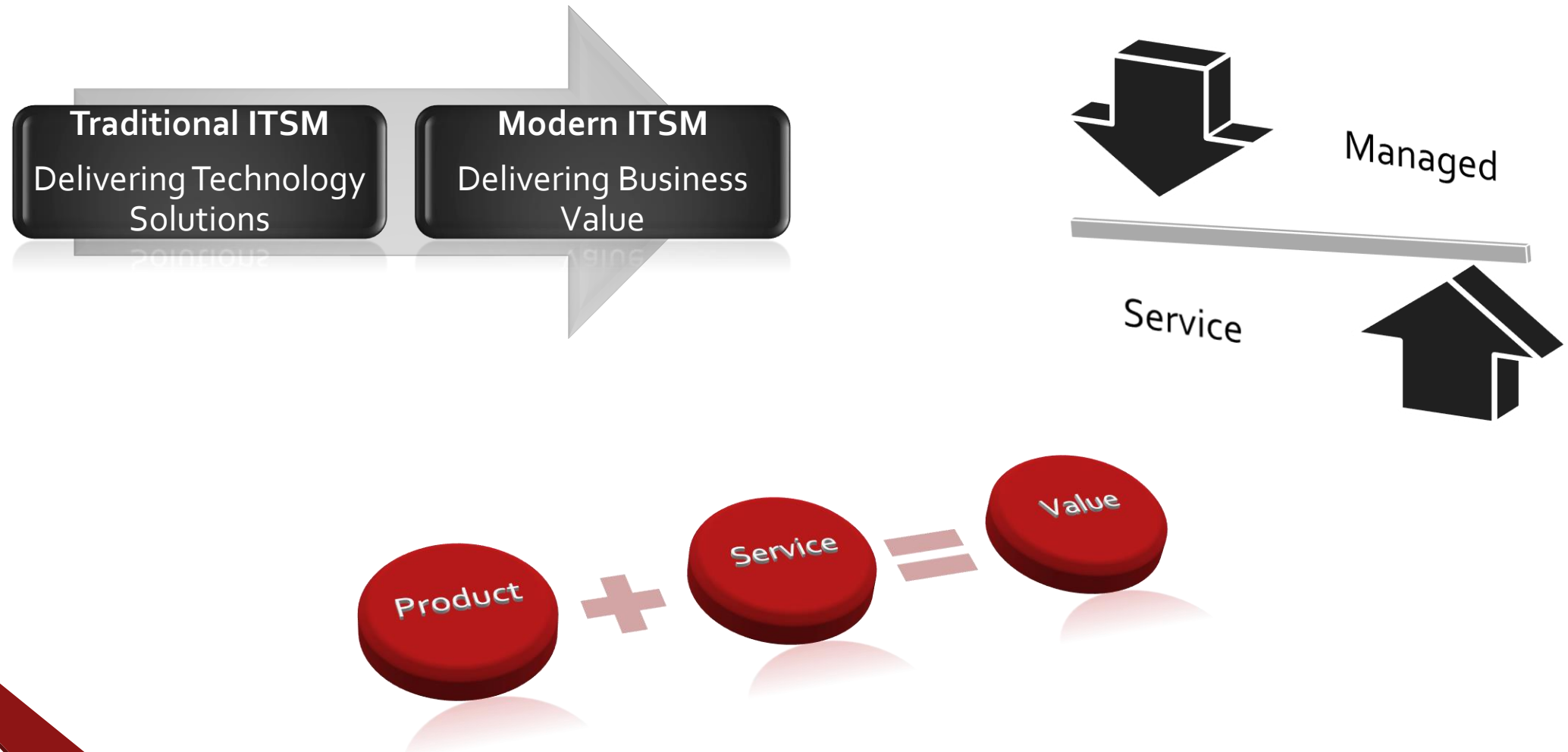
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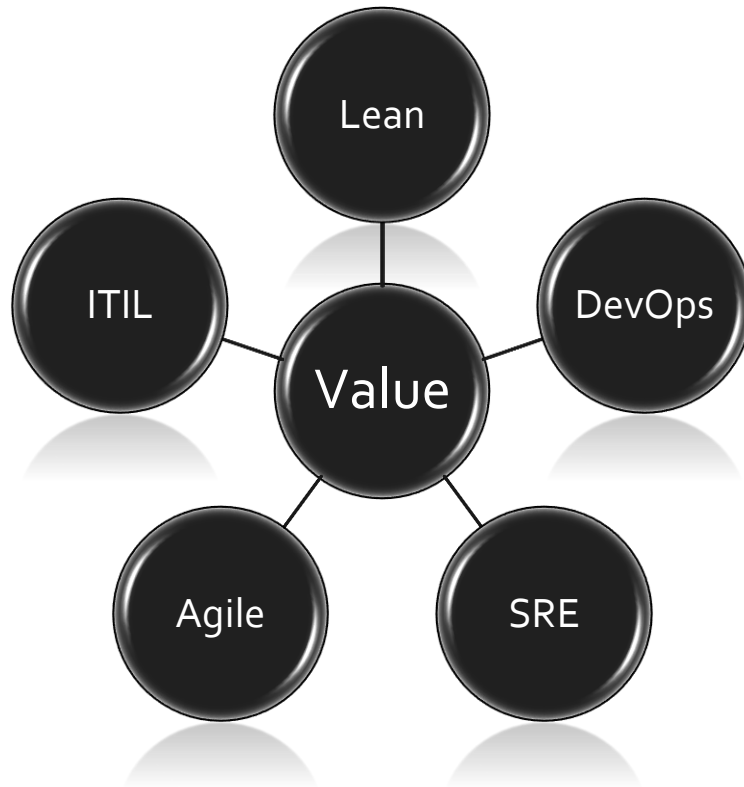
AGENDA

- Evolution of ITSM
- DevOps – Vision Value and Guiding Principles
- SRE – Vision Value and Guiding Principles
- ITIL₄ – Vision Value and Guiding Principles
- CrossRoads – DevOps SRE and ITIL
- Decide Right - How
- Adapt and Adopt

Evolution of IT Service Management



Differentiated Consumer Experience



Business Value – What is it ?

Did we deliver Value to the Customer

- Business impact, Usage, ROI

How do we Know, How can we predict

- AI/ML, ITSM Reporting, Business Metrics

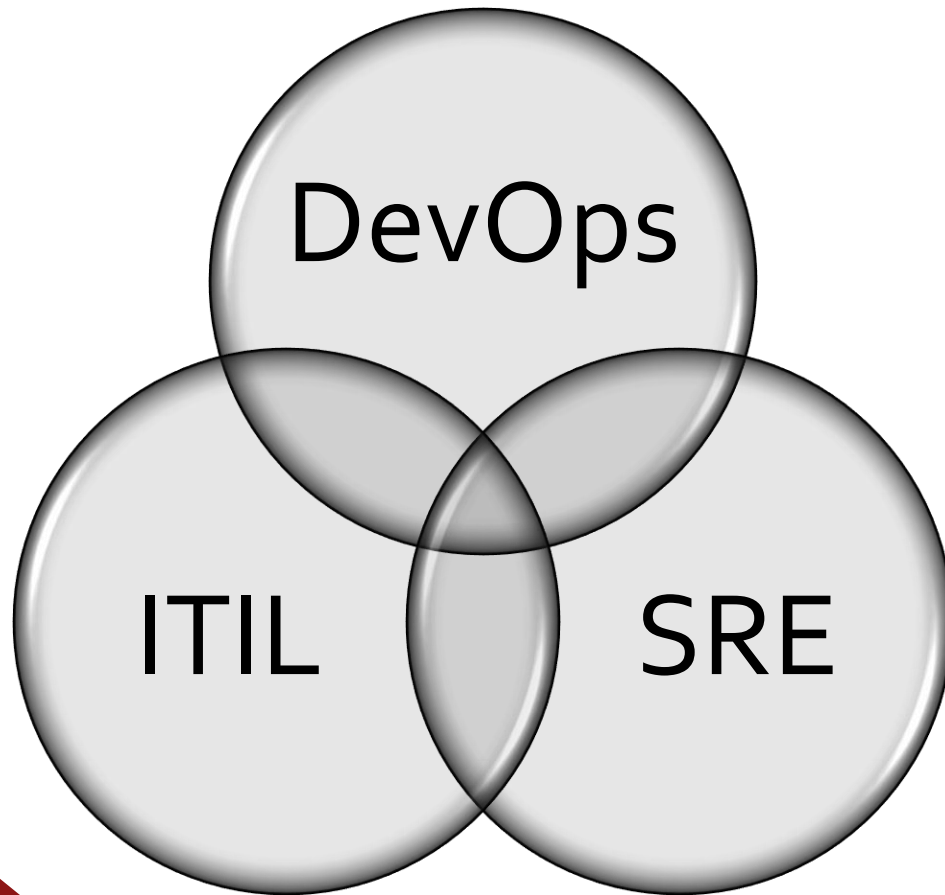
Are we doing the **RIGHT** Things

- User story, Epic, Features, Interactions

Are we doing the Things **RIGHT**

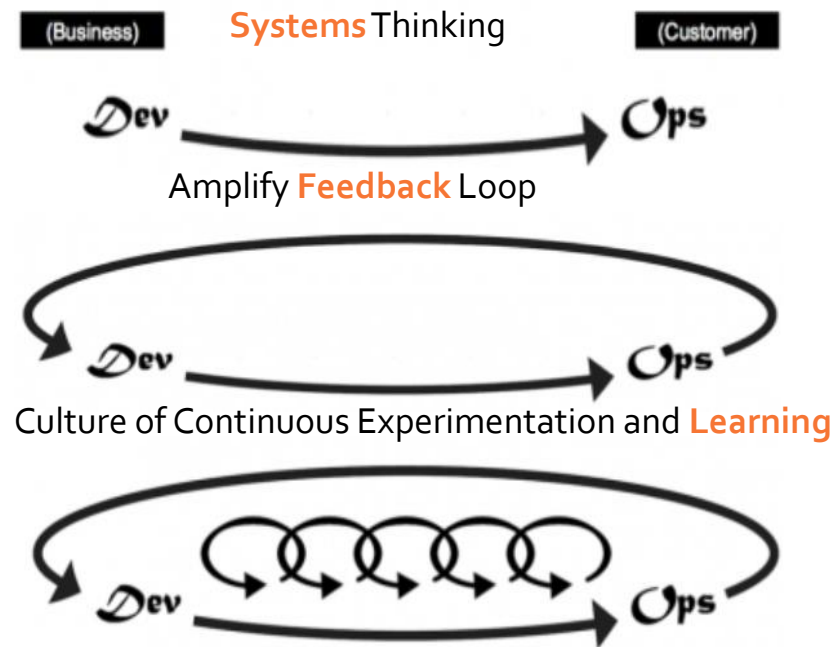
- Guiding Principles, Process & Technology

Service Management Frameworks

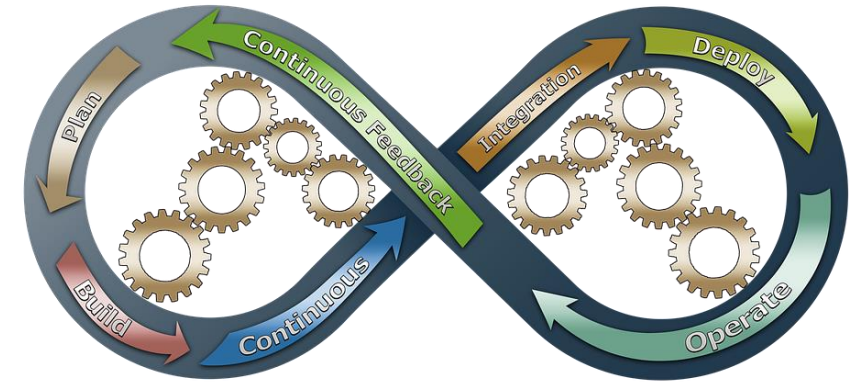


DevOps – Vision and Mission

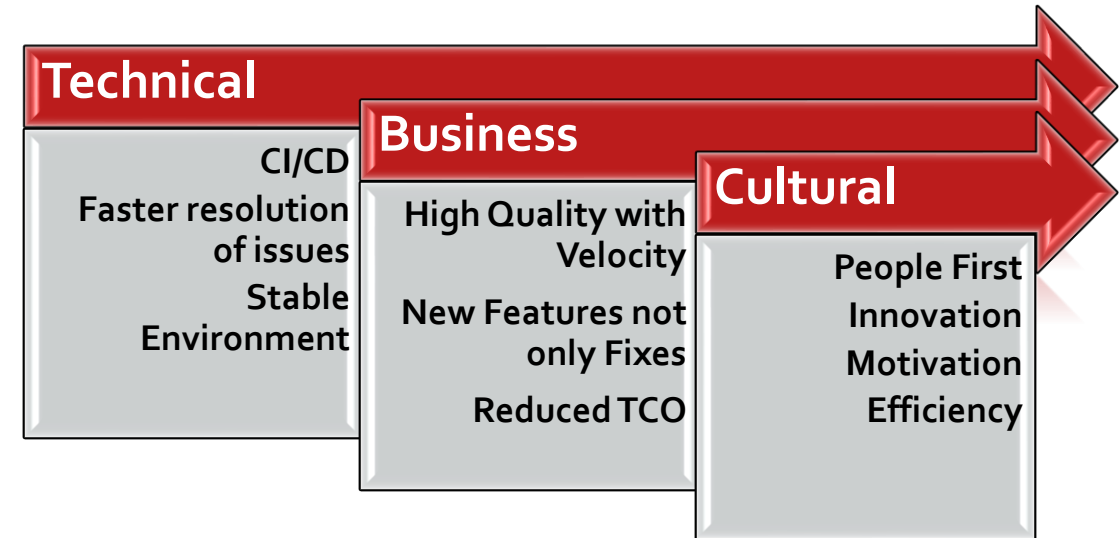
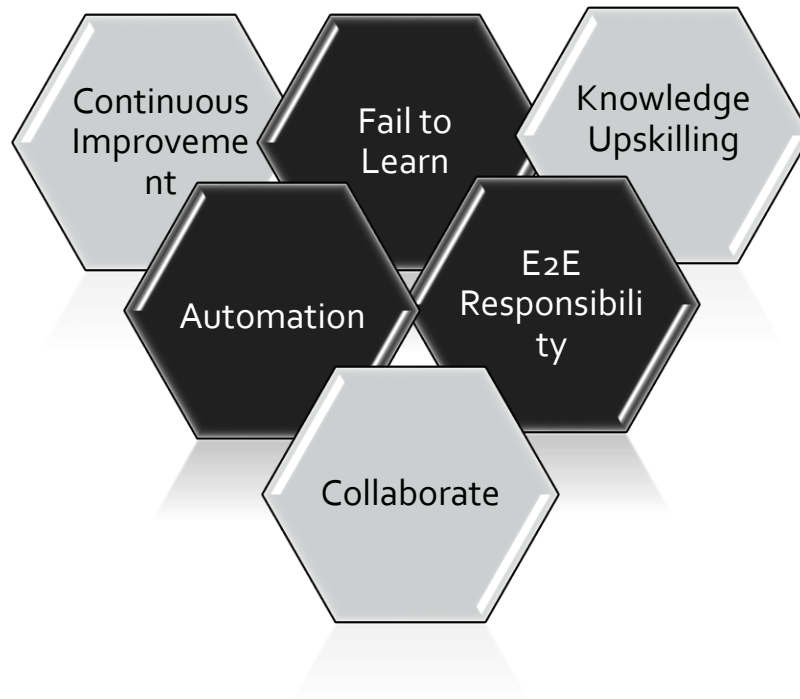
A **culture** where people, from a range of disciplines, **work together** to **design, develop, deploy** and **operate** a system



THE THREE WAYS

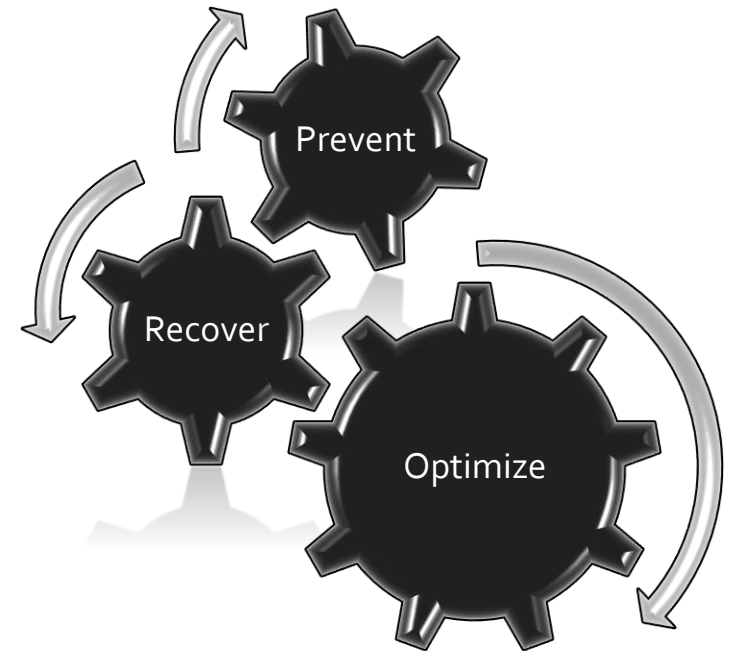
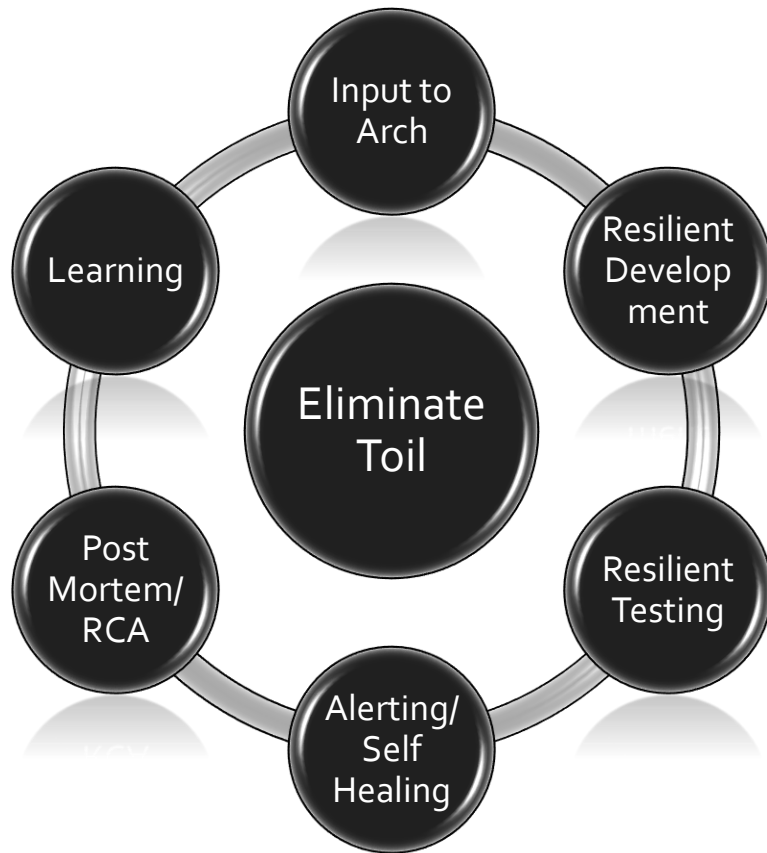


Guiding Principles and Values

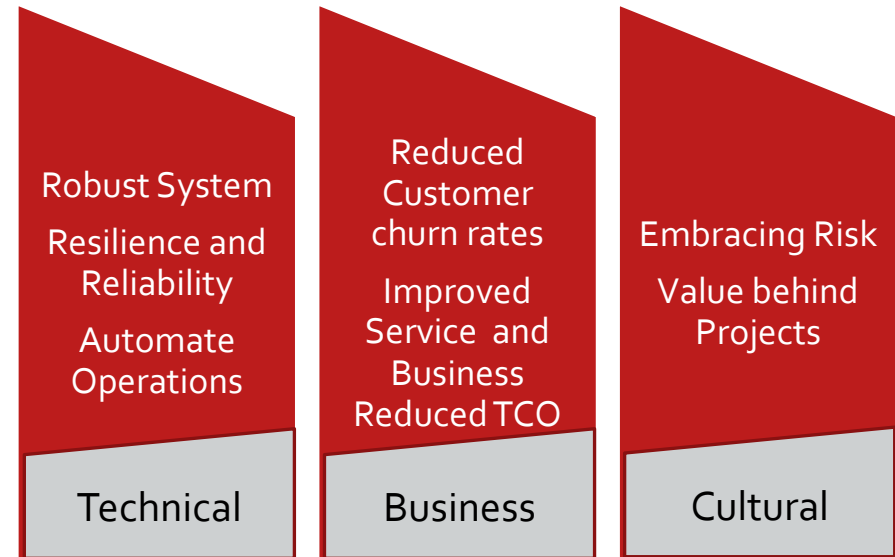
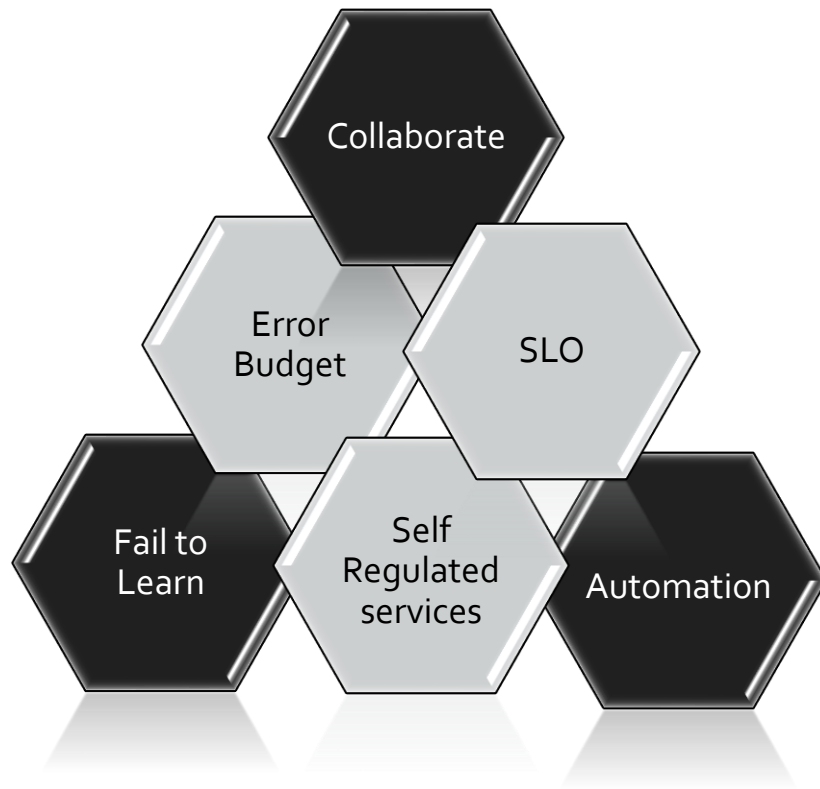


SRE – Vision and Mission

A discipline that incorporates aspects of software engineering and applies them to infrastructure and operations problems

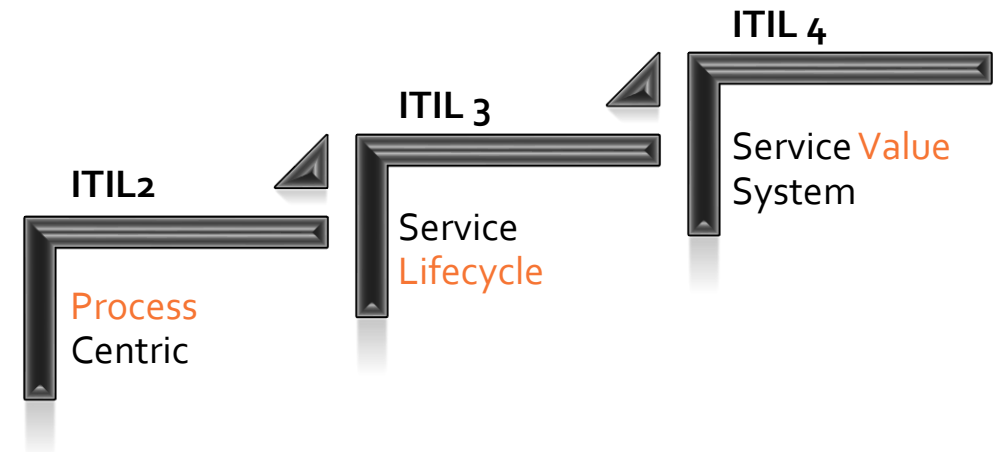
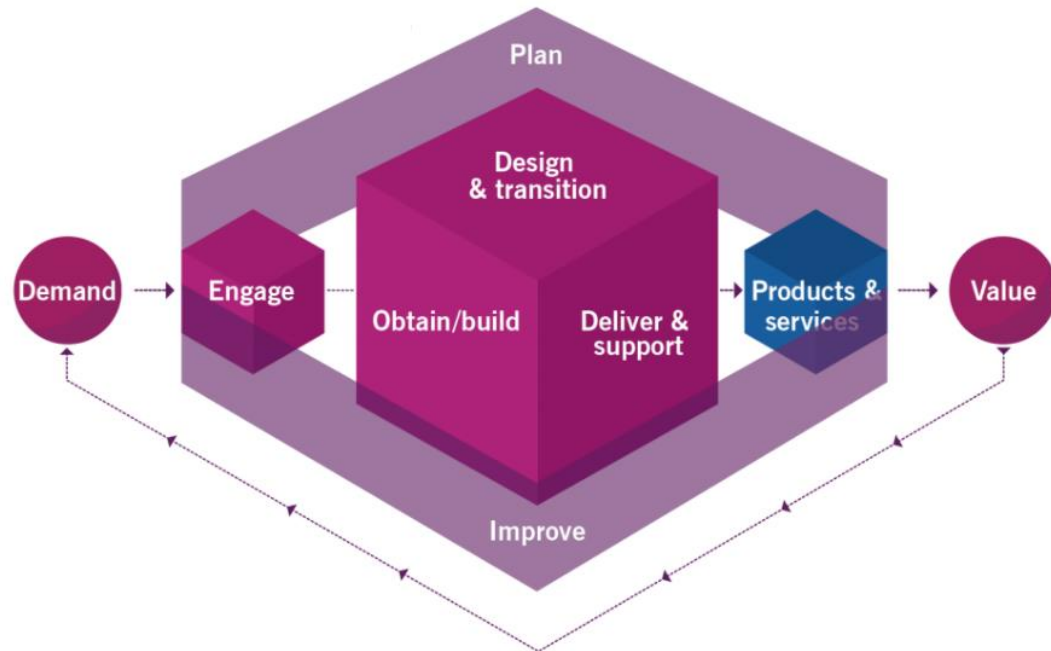


Guiding Principles and Values



ITIL 4 – Vision and Mission

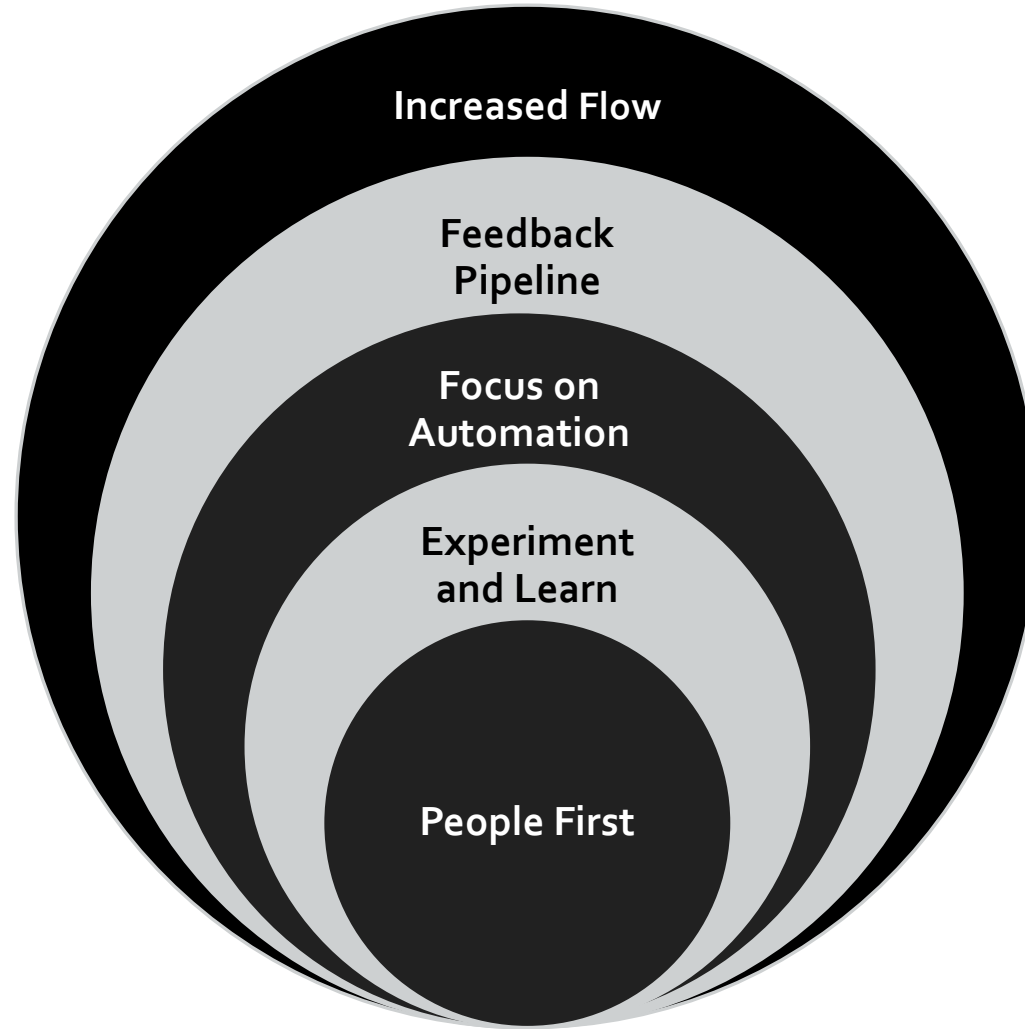
A digital **operating model** that enables co-creation of **value** from their IT-supported products and **services**



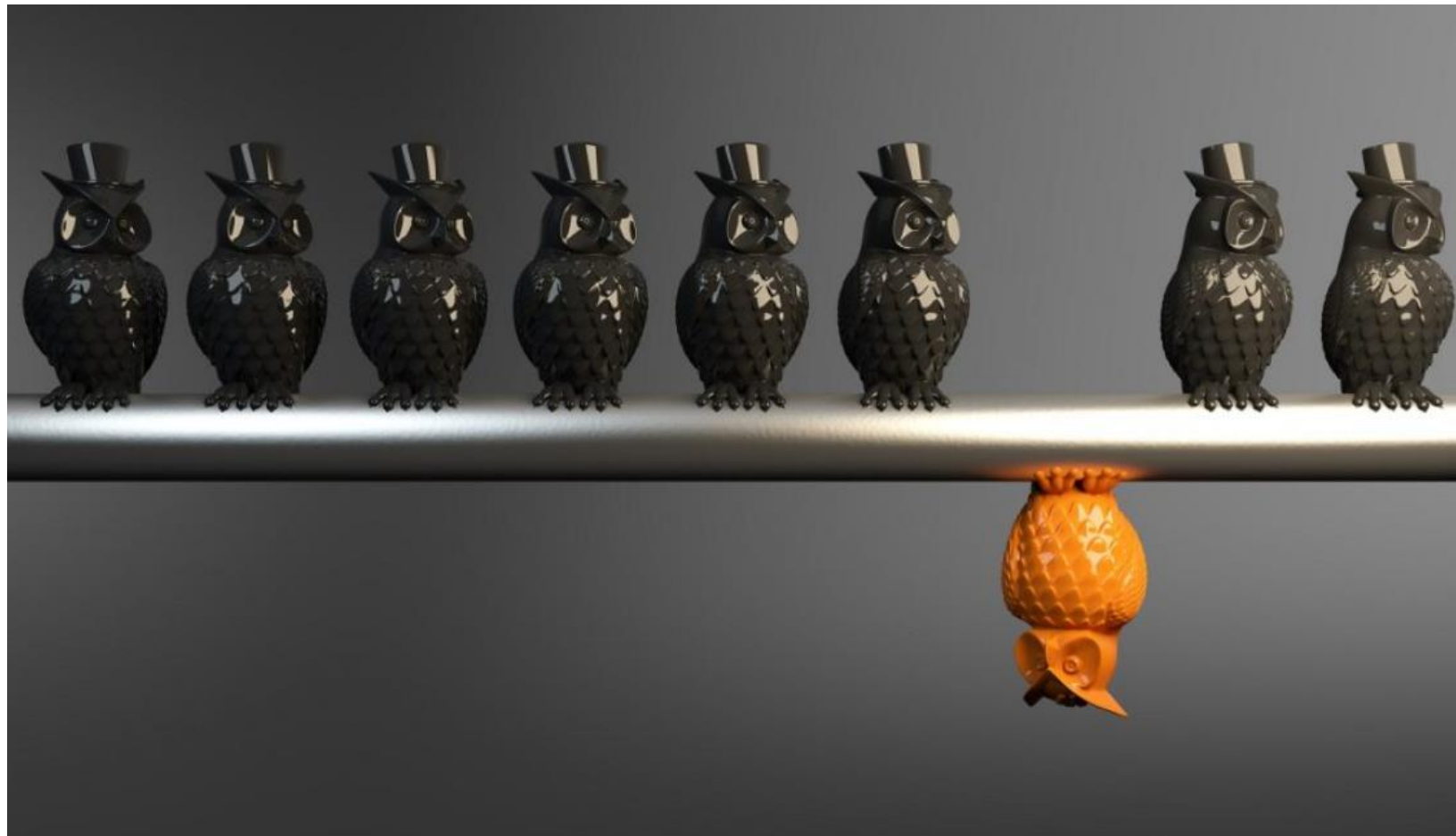
Guiding Principles and Values



Common Alignments



CROSSROADS



Architecture

	Goal	Change Management	Error Handling
DevOps	Speed and Quality of Delivery	Gradual changes via CI/CD	At Pre-Failure state
SRE	Scaling uptime Robustness	Quick changes via Error Budget	Post Failure RCA
ITIL	Service Quality and Consistency	Via defined Governance model	Part of Problem Management phase

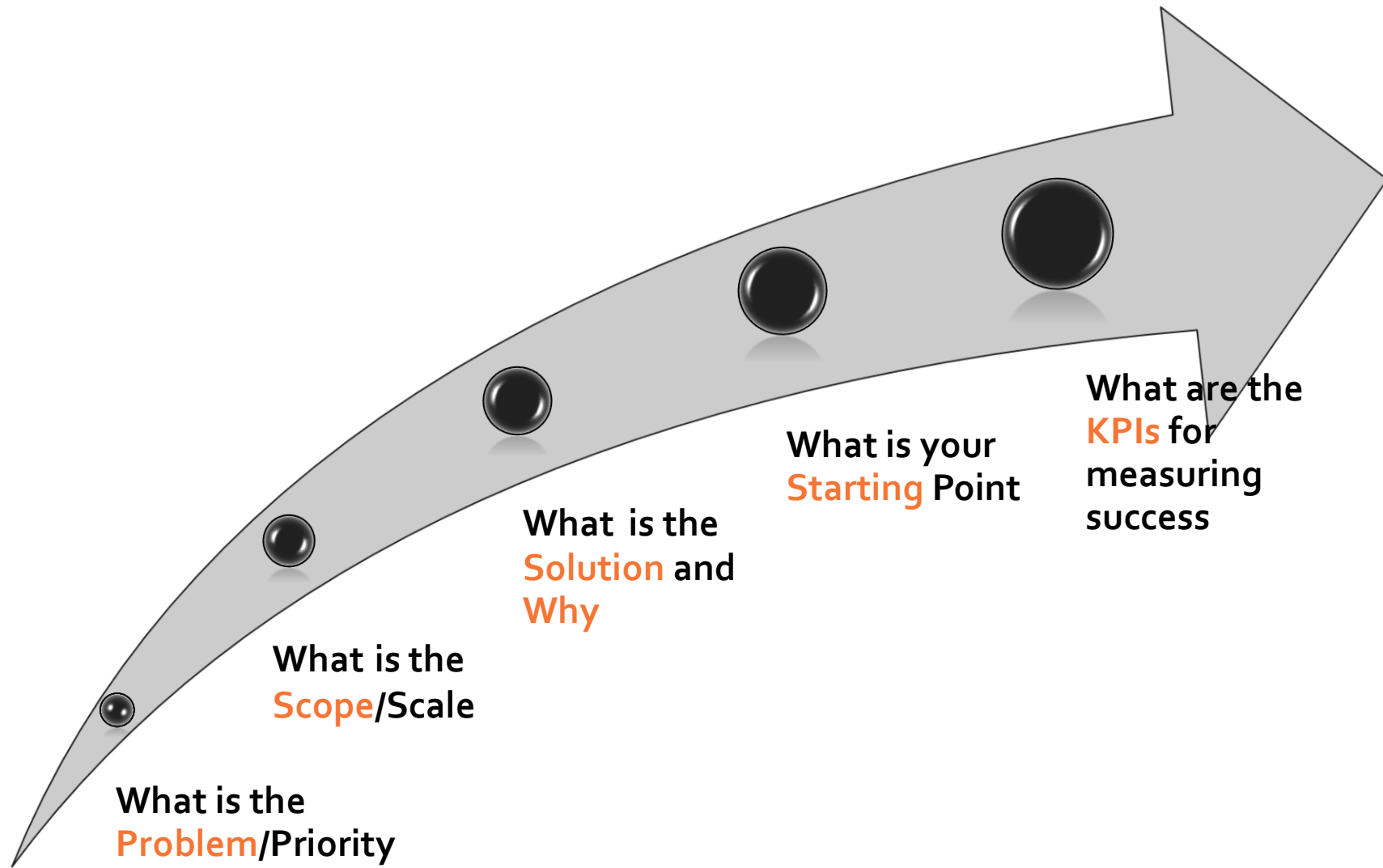
Operating Model

	Team Topology	Value Chain	Performance Metrics
DevOps	Multi-disciplinary teams breaking silos	Starts with Development	Deploy Frequency Lead Time CFP
SRE	Team with Defined Roles for SREs	Starts with Production	SLO SLI SLA MTTR
ITIL	No separate team Symbiotic relationship	Wrapped around Service value chain	SLA CSR Ticket Volume Cost

Which Way is the **RIGHT** Way...




Targets drive Decision – 5Ws



ADOPT and ADAPT





THANK YOU