



HOW TO UPSKILL YOUR TEAMS TO INCREASE DEVOPS MATURITY

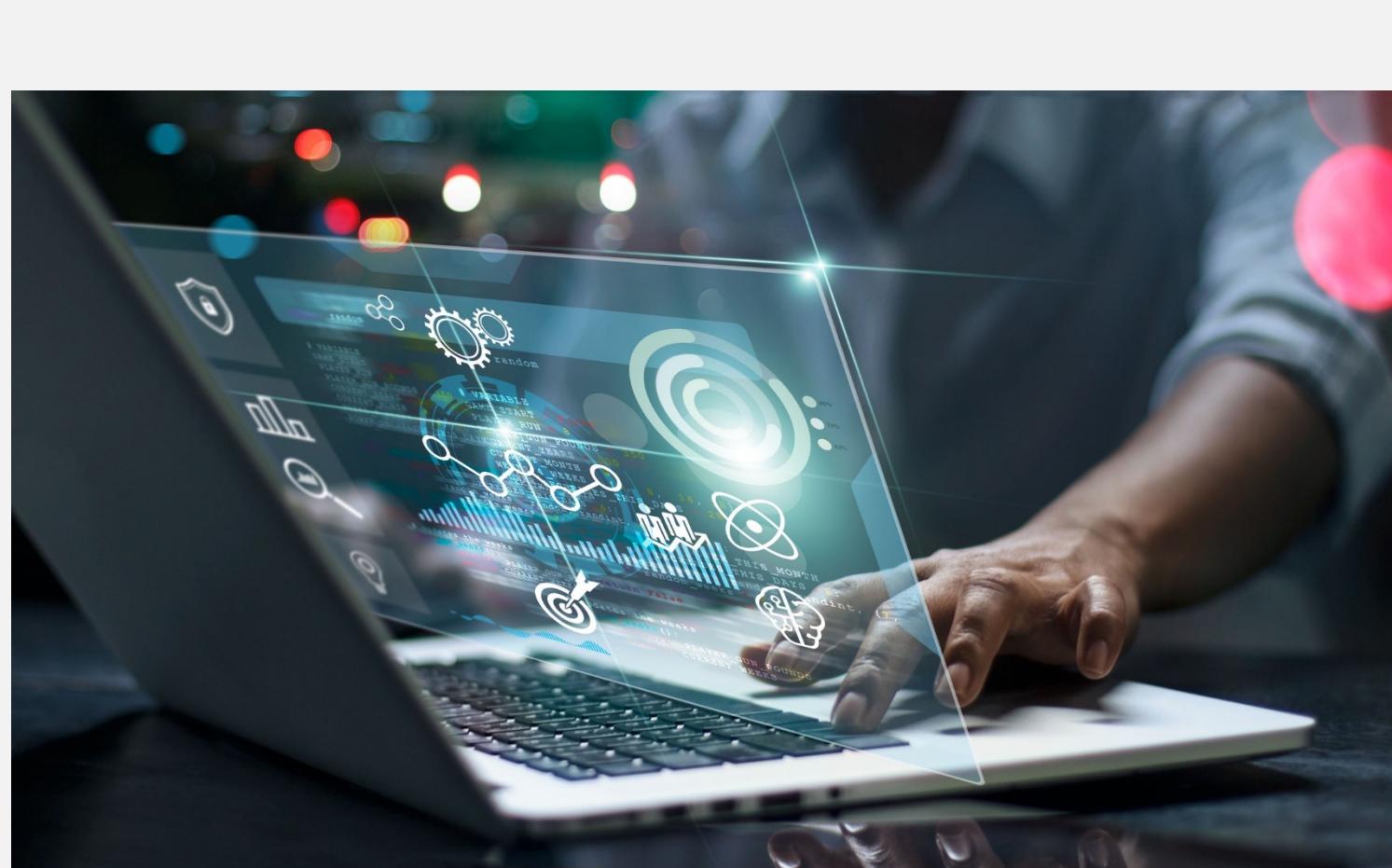
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AGENDA

How to upskill your teams to increase DevOps maturity

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| 01 | INTRODUCTION |
| 02 | UPSKILLING – WHAT & WHY |
| 03 | UPSKILLING FOR DEVOPS |
| 04 | WAYS TO UPSKILL FOR DEVOPS |
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| 06 | CONCLUSION |

INTRODUCTION



CAPCO
a **wipro** company

WHO WE ARE

INNOVATORS

We are innovators who combine a disruptive, design-thinking approach with unrivalled, first-hand industry knowledge and technology acumen.

FACILITATORS

We facilitate the handshake between the business and technology organizations to deliver end-to-end consulting services and solutions.

CHANGE AMBASSADORS

We embrace new ways of working, and have a desire to work with our clients to pivot their capabilities and culture.

TRANSFORMATION SPECIALISTS

We help our clients transform and advance their businesses, capitalize on digital opportunities, increase revenue, manage risk and regulatory change.

1998
FOUNDED

32 WORLDWIDE OFFICES
ACROSS 4 CONTINENTS

100+ GLOBAL
CLIENTS

20+ YEARS
INDUSTRY
EXPERIENCE

6000+
EMPLOYEES



DIGITAL
TRANSFORMATION



INNOVATION AND
THOUGHT LEADERSHIP



EXECUTION
EXCELLENCE



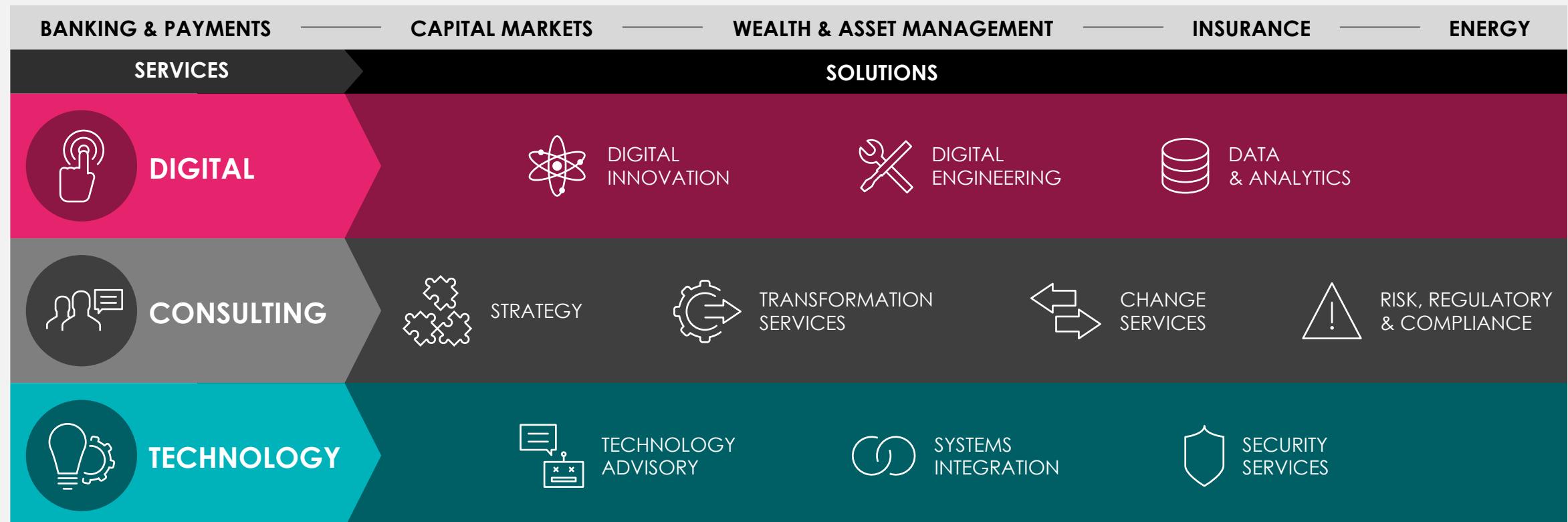
UNIQUE
CULTURE



INDUSTRY
EXPERIENCE

CAPCO SERVICES AND SOLUTIONS

Capco operates at the intersection of business and technology, by combining innovative thinking with unrivalled industry knowledge to fast-track Digital initiatives for Financial Services. Capco's cutting-edge ingenuity is brought to life through its relevant Services underpinned by distinct Solutions and Offerings, and structured around market demand.





B. B. King

“ The beautiful thing about learning is that nobody can take it away from you. ”

UPSKILLING – WHAT & WHY

MICRO-CONTEXT AND MACRO-LEVEL

MICRO-CONTEXT

Definition of **upskilling** noun from the Oxford Advanced Learner's Dictionary

upskilling *noun*

🔊 /'ʌpskɪlɪŋ/

🔊 /'ʌpskɪlɪŋ/

[uncountable] *(business)*

- ★ the activity of teaching somebody new skills; the process of learning new skills
 - *the upskilling of the staff*

MACRO-LEVEL



<https://unsplash.com/photos/aX1hN4uNd-I>

HOW FAST SHOULD YOU UPSKILL?

PROFESSIONAL SKILLS

10 - 15
years



5
years

DIGITAL ECONOMY



<https://cointelegraph.com/news/startup-to-solve-traceability-issues-in-seafood-industry-via-blockchain>

UPSKILLING FOR DEVOPS

DEVOPS DRIVERS & FOCUS

DRIVERS WITHIN FINANCIAL SERVICES



AUTOMATION OF PROCESSES



DRIVING CULTURAL
TRANSFORMATION



DIGITAL BANKING



STANDARDISATION



ZERO DOWNTIME

WHERE WE FOCUS WITH OUR CLIENTS



TACTICAL IMPLEMENTATION

- SDLC Automation
- Compliance as Code
- Platform Modernisation & Standardization
- Site Reliability Engineering



ORGANISATIONAL TRANSFORMATION

- DevOps Operating Model
- DevOps & Enterprise Agility Reconciliation
- DevOps CoEs & CoPs
- DevOps Ecosystems & Value Streams

CAPCO DEVOPS UPSKILLING FRAMEWORK

SECURITY & COMPLIANCE

Open Source Software Security,
Compliance & Licensing

Regulatory Compliance

Security Testing (e.g., Pen
tests, DDoS, etc.)

SOURCE CODE MANAGEMENT

Source Code Repository

Branching Strategy

Artifact Repository

Static Code Analysis

CONTINUOUS INTEGRATION

Automated Builds

Automated Mock Testing

Automated Tests

CONTINUOUS DELIVERY/DEPLOYMENT

Automated Deployments

Infrastructure as Code

PROCESS & TOOLS MANAGEMENT

Defect Management System

Document Management
System

Ways of Working

Release Management

SDLC

OPERATIONS & BUSINESS CONTINUITY

Auto-Healing / Auto-Scaling

Rollbacks

Continuous Monitoring

Disaster Recovery

High Availability

WAYS TO UPSKILL FOR DEVOPS

THE TRADITIONAL APPROACH TO UPSKILLING

MAKE AN INDIVIDUAL



... A Growth Plan

... An Upskilling Plan



SCALED TRAINING ACROSS ALL LEVELS

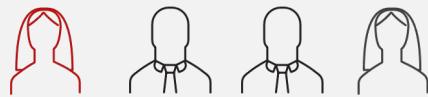
Our three levels of coaching & training

Executive & Leadership Coaching & Training



- One-to-one executive and leadership focused training
- Focused on leadership behaviours and organizational impact
- Flexible and bespoke to the individual

Management Coaching & Training



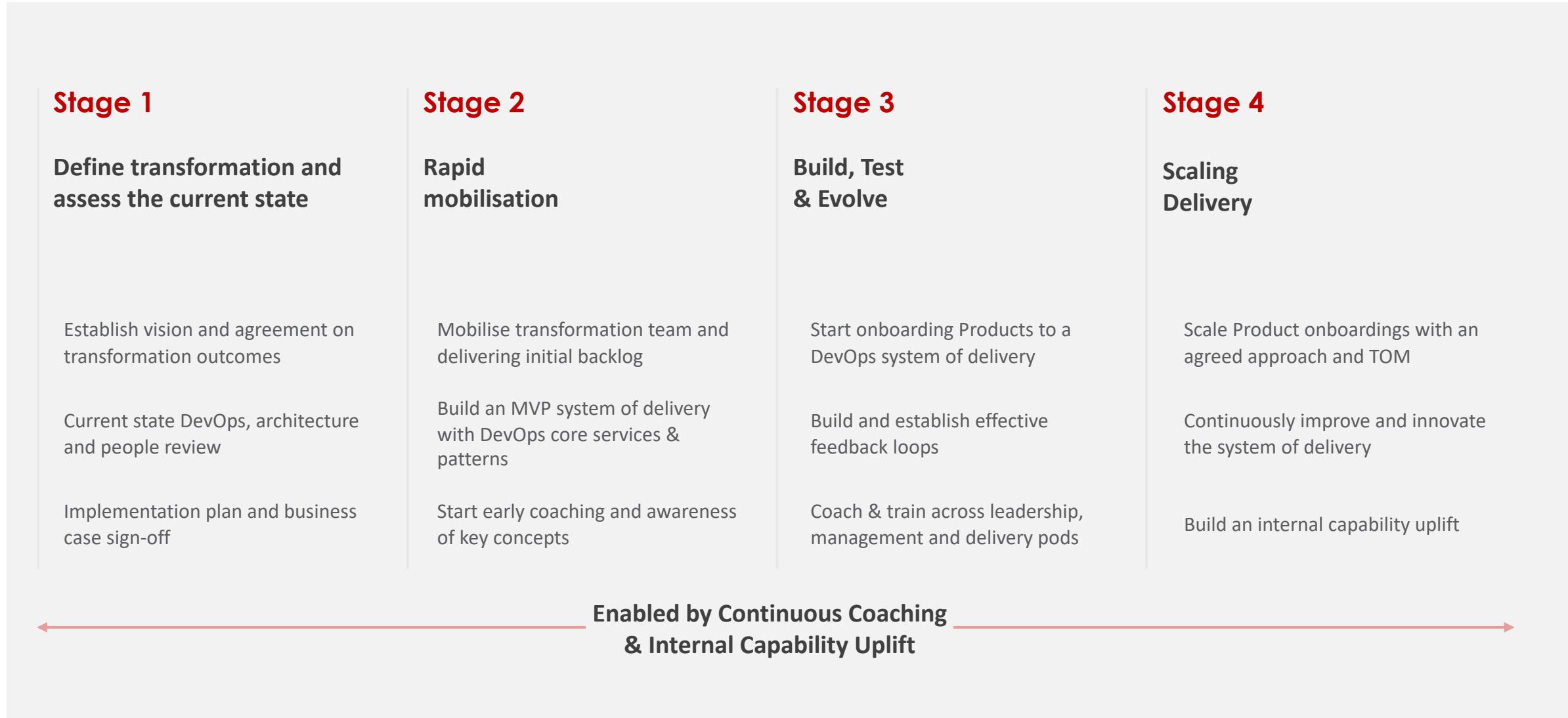
- One-to-few mid-manager focused training
- Behaviours and styles to engage teams
- Focused on delivery, outcomes and understanding concepts

Delivery Pod Coaching & Training



- One-to-many delivery team focused training
- Hands on train-the-trainer approach
- Focused on technical understanding of tools & DevOps practices

FOUR STAGES OF UPSKILLING DEVOPS ENTERPRISE CAPABILITIES



CULTURE OF CONTINUOUS EXPERIMENTATION AND LEARNING

**organizational learning and
psychological safety**

engineering patterns

improvement of daily work

SUCCESSES

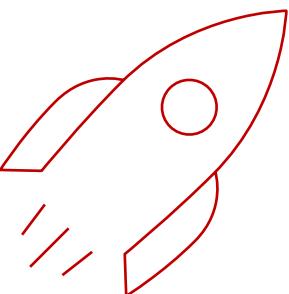
DEVOPS ACCELERATION

Approach

- Capco worked hand in hand with the client to define a Digital strategic vision
- We formed a team of 15 Capco DevOps SMEs to work on delivering a DevOps as a service platform

Impact

- Higher-quality digital products
- Delivery to market at a much faster rate
- Respond better to market changes, reduce system downtime and lower overall level of risk
- Focus on delivering business value at its core and improve teams productivity
- Provide a stable platform for scalability and flexibility of products



Technical Delivery

- Set up autonomous teams to own delivery E2E and accelerate product delivery
- CI/CD pipeline built for continuous delivery
- Containerisation of products to test earlier in the delivery lifecycle leading to reduced cycle time & lower risk of change
- CaaS ecosystem cloud PoC to drive cloud migration initiative
- DevOps as a service platform offering



CONCLUSION

Step 1

Discover what you
should be upskilling

Step 2

Tailor what methods
work for you

Step 3

Invest in your plan

CAPCO

WITH DISRUPTION
COMES OPPORTUNITY.

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a **wipro** company

HELP FROM THE COMMUNITY

Reach out if you want
hear more about
Capco's DevOps
upskilling experience

Reach out to me
personally if you need
some help or support
with your individual
journey

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