

DevOps Practices Are Easy, Changing the Culture is the Tricky Part!

Örs Cseresnyés, Sascha Schärich | DevOps Enterprise Summit
Amsterdam | 16.05.2023



LIFE IS FOR SHARING.

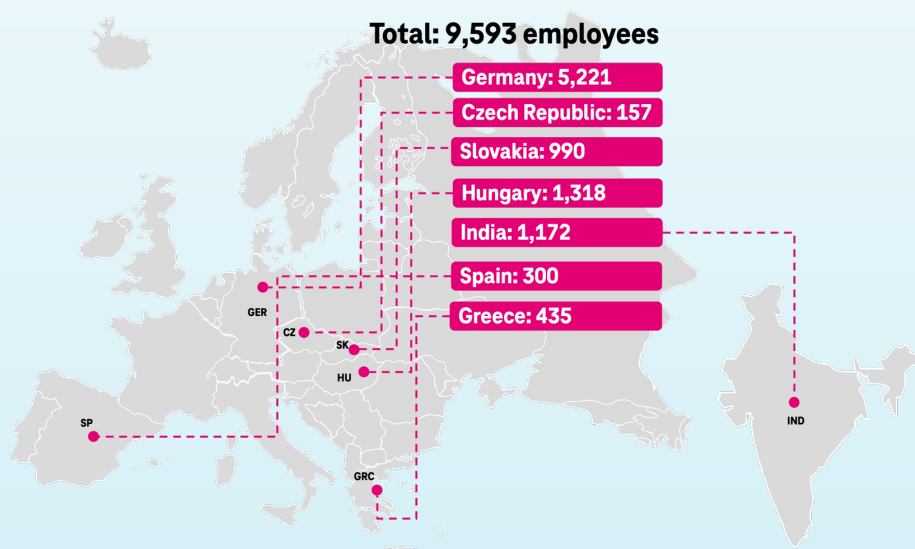


**We are the internal IT Service
Provider of Deutsche Telekom**



LIFE IS FOR SHARING.

Telekom IT in Numbers



IT Budget
1.68 bn. €



Internal employees
9.590



Applications
800



Servers
10,000



Managed e-mail accounts
216,000



IT workplaces
134,000

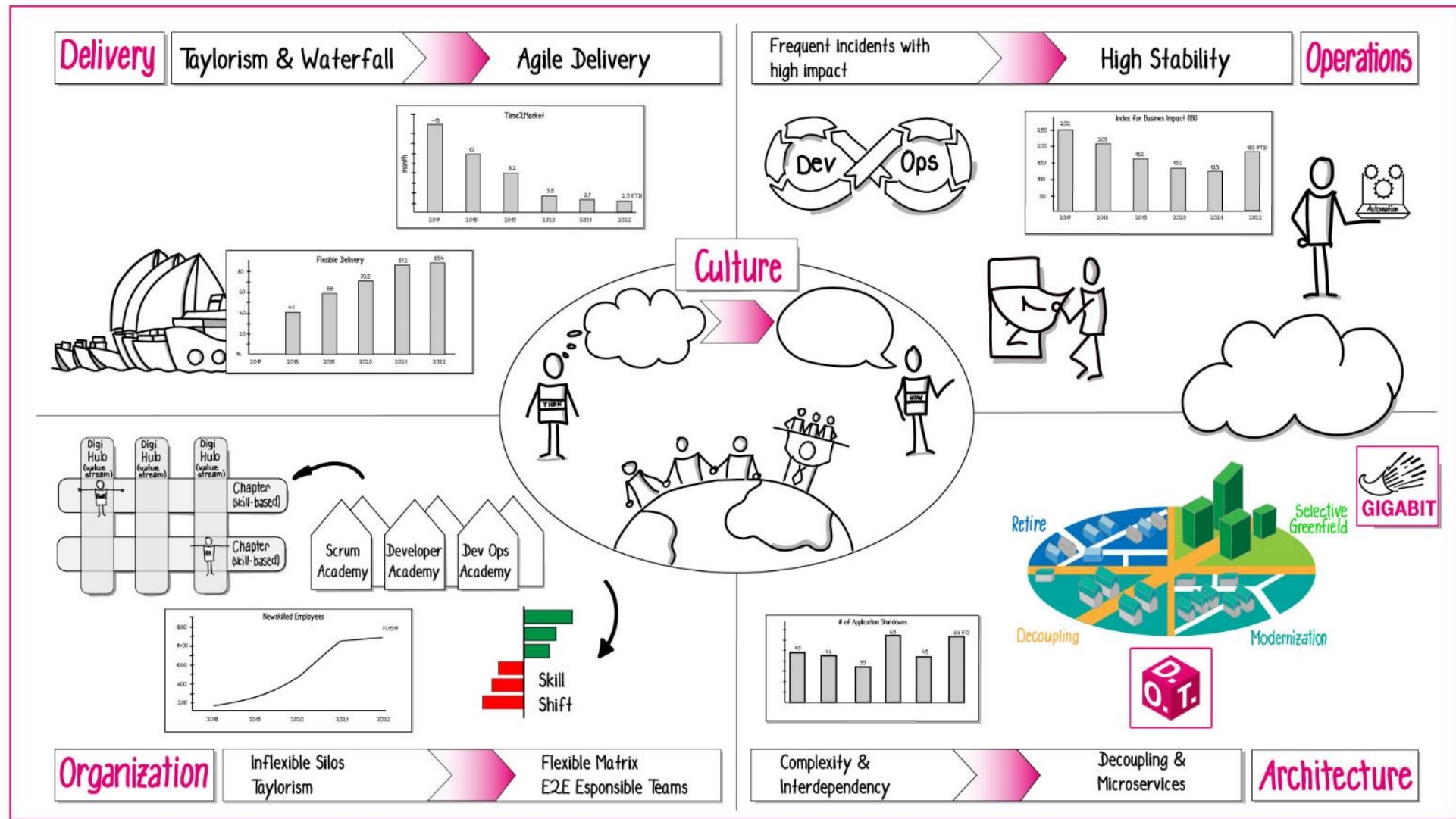


Managed mobile devices
90,000

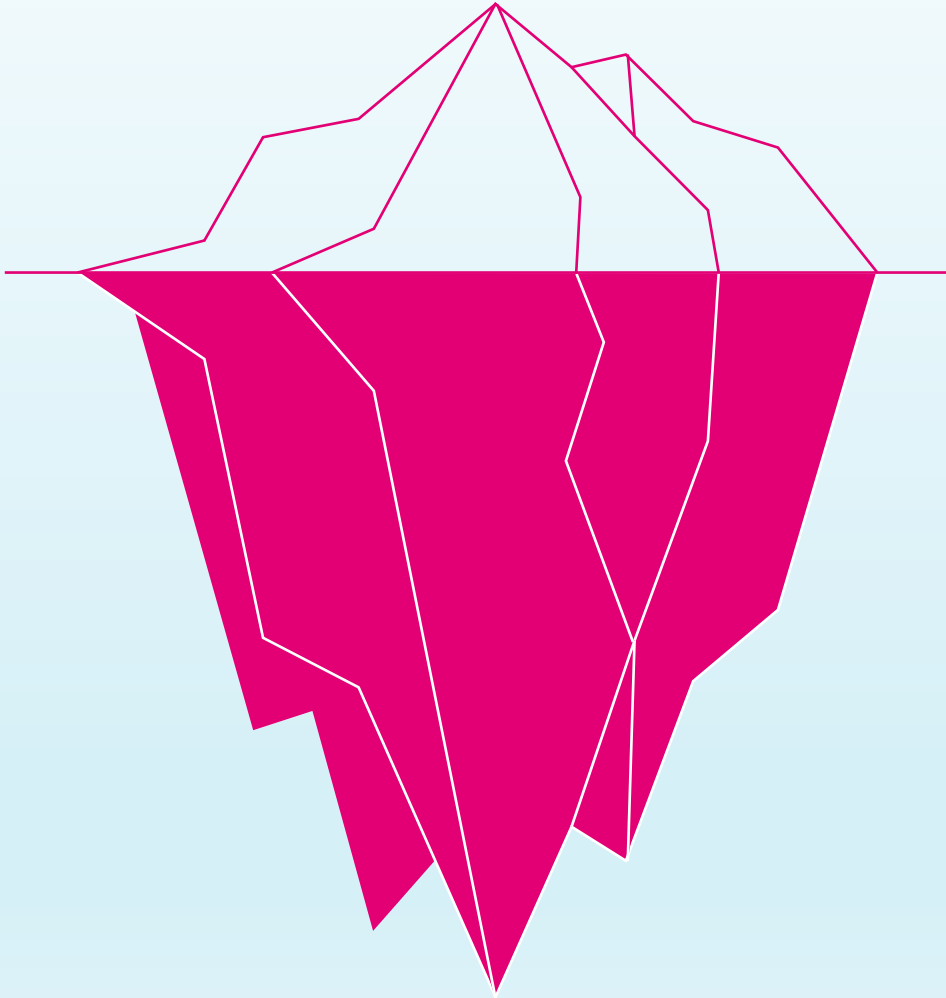


Customers in our CRM system
35 mil.

Leading Digital Telco supported by DT IT strategy



DevOps: It's all about the Culture!

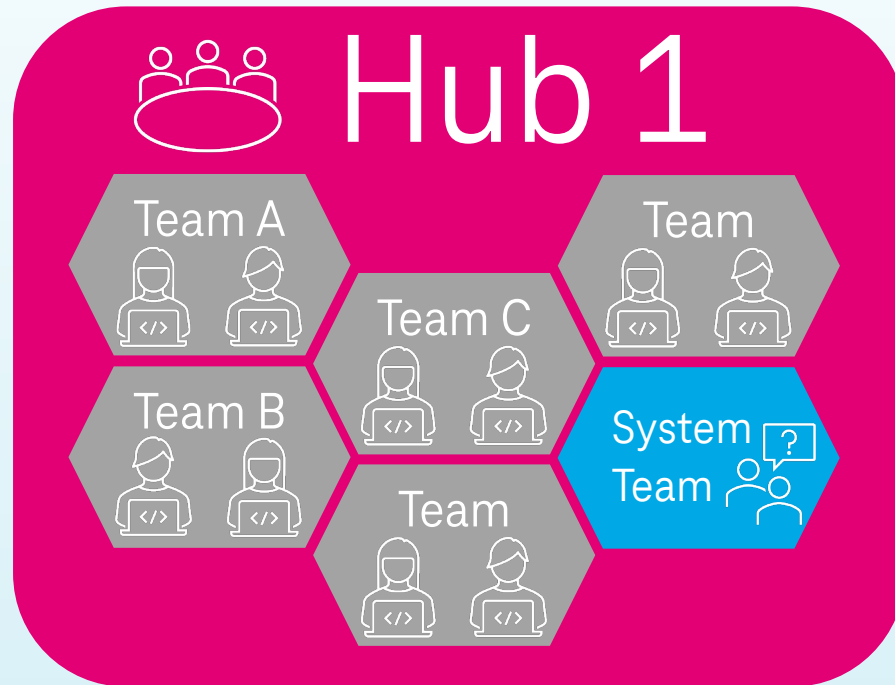


Technical Practices



Mindset & Culture

Start small – and scale!



Agile Hub-Pilots in 2018

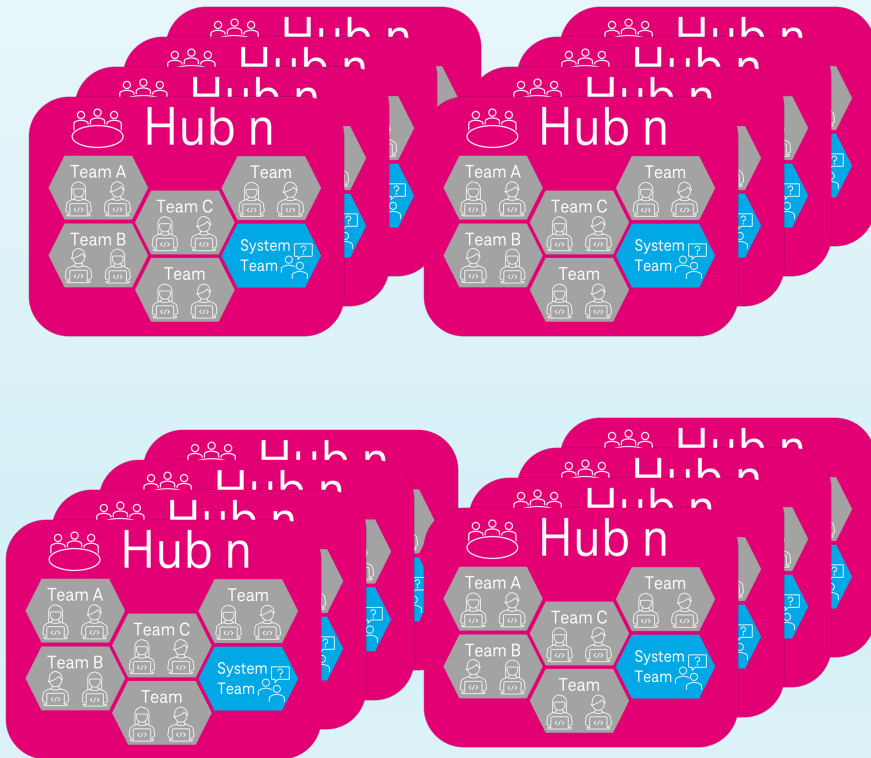
Good starting conditions:

- Mainly greenfield
- „young“ people pulled to the pilot phase
- High level of focus on 7 pilot hubs

Also difficulties:

- Surrounding legacy processes
- No real understanding of DevOps (yet)
- CI/CD tools?

Scaling – part 1: DevOps Coaching Team



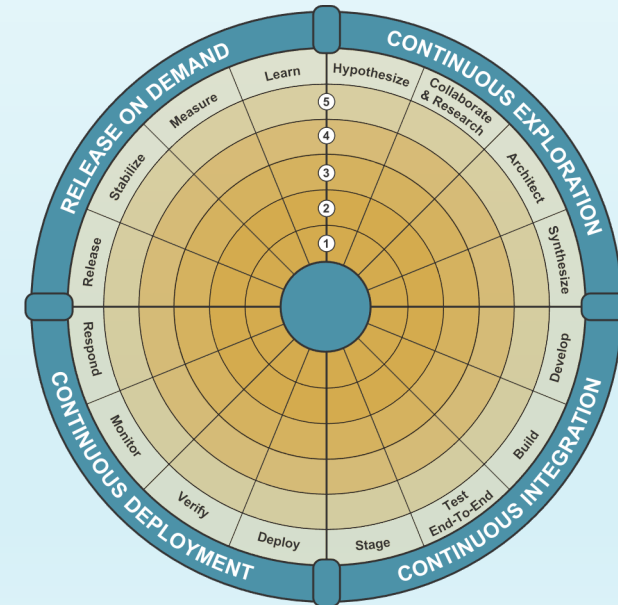
DevOps
Coaching



CICD Hub

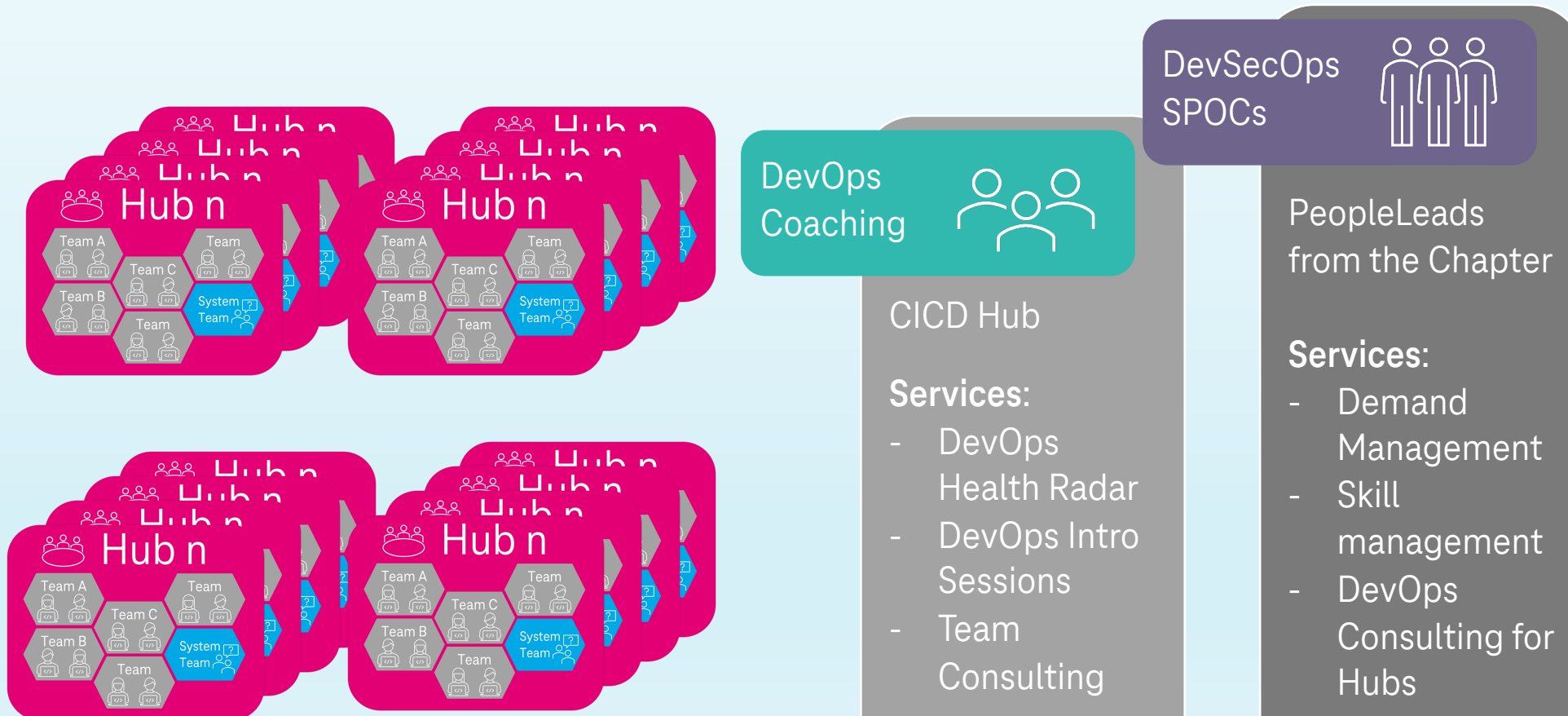
Services:

- DevOps Health Radar
- DevOps Intro Sessions
- Team Consulting



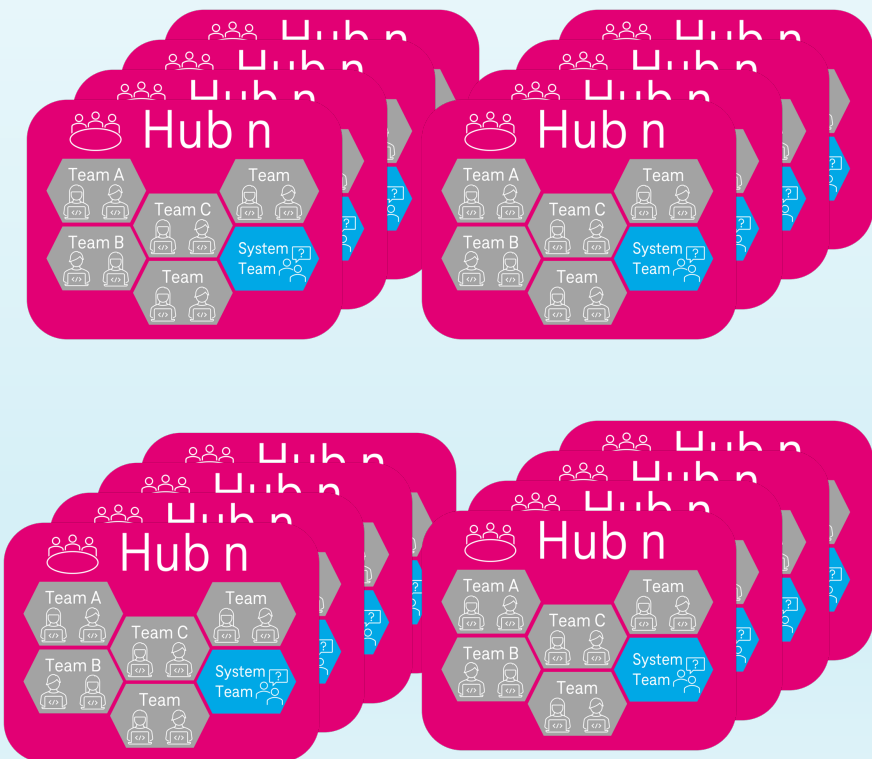
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Scaling - part 2: Skill-based chapters



Scaling – part 3: A council to help them all

Leadership



DevOps
Coaching



CICD Hub

Services:

- DevOps Health Radar
- DevOps Intro Sessions
- Team Consulting

DevSecOps
SPOCs



PeopleLeads
from the Chapter

Services:

- Demand Management
- Skill management
- DevOps Consulting for Hubs

DevOps Expert
Council



Joint Venture of
IT LT, Chapter,
Delivery

Services:

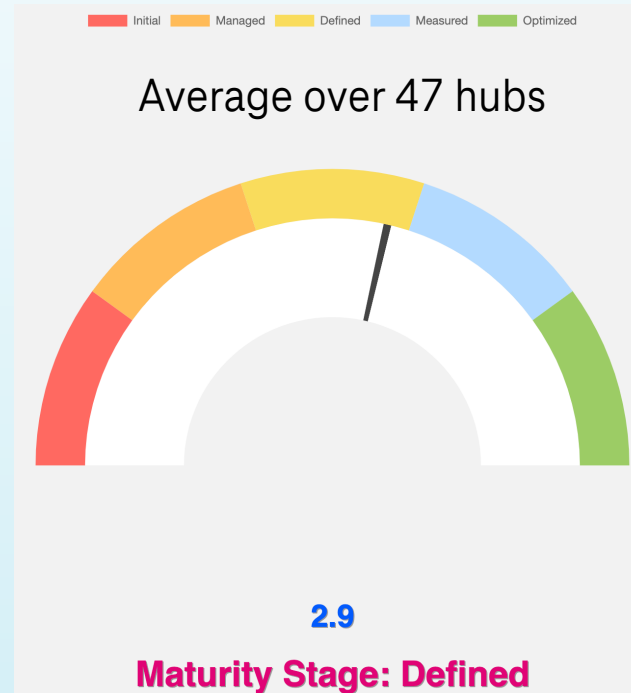
- Change Agents
- External Exchange
- SRE Piloting
- DevOps Maturity Score

DevOps Maturity Score



You can only change what you measure!

- 7 simple questions for different areas
- Predefined answers to the questions show the way
- Per-Hub visibility
- Raises awareness on hub-management level



5 Levels of Maturity:

1. Initial
2. Managed
3. Defined
4. Measured
5. Optimizing

Our ask to the DevOps community:



What about the business side?

We are looking for inspiration!

- ▶ Do you have a similar organizational setup?
- ▶ Is your business side aware of “your” DevOps transformation?
- ▶ Do you have a dedicated team for this?
- ▶ How did you bridge the gap?
- ▶ **Please reach out to us!**



Thank you!

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