**Compliance Case Studies**

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Case studies are included throughout the entirety of The DevOps Handbook by Kim, Humble, Debois, Willis, and Forsgren. These case studies provide industry insight by focusing on real scenarios that have occurred at companies and serve as a helpful guideline when approaching different development elements. In particular, Chapter 23 touched on many case studies involving the concept of compliance. Two particularly intriguing case studies in the chapter were "Providing Compliance in Regulated Environment" and "Relying on Production Telemetry for ATM Systems". Reflecting and explaining how each case study went and the lessons it taught is valuable knowledge to apply in the software development life cycle.

The Proving Compliance in Regulated Environments case study provides a good understanding of compliance. At Amazon Web Services, Bill Shinn feels responsible for teaching others, especially large organizations, how compliance can be achieved at all levels (Kim et al., 2025/2021). While working with large customers, he learned tremendous insights that can be applied to decision-making. Often, an issue that occurs is that auditors are not adequately equipped with the knowledge needed regarding DevOps (Kim et al., 2025/2021). Requirements that auditors are looking for to accurately assess and sample the DevOps process can be challenging to find, leading to problems (Kim et al., 2025/2021). The goal is to change the ways data is presented to auditors to show what is effective and show that controls are operating (Kim et al., 2025/2021). Resetting these data points makes it easier for auditors to get the necessary information (Kim et al., 2025/2021). Compliance and regulatory officers should cooperate to avoid problems and meet regulations (Kim et al., 2025/2021).

The Proving Compliance in Regulated Environments case study provided many lessons learned. Implementing these practices gives a transparent view of operations. This makes developers' and auditors' lives easier since everything is presented. Developers do not have to prove their compliance every step of the way because steps have been taken beforehand, saving everyone's time.

The Relying on Production Telemetry for ATM Systems case study brought a different compliance perspective. As the head of a large financial service company, one employee heads DevOps operations (Kim et al., 2025/2021). A large belief of hers is that "information security, auditors, and regulators" often place too much trust in code reviews to find fraud but should also use "production moderator controls, approvals, automated testing" (Kim et al., 2025/2021). Once, someone changed the ATMs to do maintenance mode at a particular time so they could steal cash (Kim et al., 2025/2021). This was discovered during an operational review (Kim et al., 2025/2021).

Relying on Production Telemetry for ATM Systems also has meaningful lessons to learn from. Implementing more reviews and testing for fraud can help avoid it before it happens. Separation of duties and reviews may not always be enough to stop fraud. Adding more safeguards creates a stronger and more protected environment.

Compliance should be achieved throughout the software development process and beyond it in other departments of business and operations. These efforts can be accomplished in numerous ways and can be tailored to whatever is most fitting for the scenario. DevOps practices can change to reach a better and easier to audit level of compliance.

**Reference**

Kim, G., Humble, J., Debois, P., Willis, J., & Forsgren, N. (2021). *The DevOps Handbook, Second Edition*. IT Revolution. (Original work published 2025)