

The Phoenix Project - A Novel About IT, DevOps, and Helping Your Business Win by Gene Kim, Kevin Behr, and George Spafford

The Phoenix Project is a novel that presents a fictional story about a company in the midst of a major IT overhaul. The protagonist, Bill, is the newly appointed Vice President of IT Operations, and he must turn around a failing IT project, known as the Phoenix Project, which is vital to the company's survival. Bill must work with a diverse team to improve the performance of the IT systems, processes, and people, while also dealing with internal politics and resistance to change. The book uses the metaphor of an IT department as a manufacturing plant to illustrate the principles of the "DevOps" movement, which emphasizes collaboration between development and operations teams to improve the speed and quality of software delivery.

One of the key messages is that in order to improve the performance of an IT organization, it is necessary to create a culture of collaboration, experimentation, and continuous improvement. This can be achieved by implementing the "Three Ways" which focuses on fast flow of work, continual experimentation and learning, and a culture of continuous improvement.

Moreover, the book also highlights the importance of leadership in driving change and creating a culture of continuous improvement, and the need to break down silos and foster collaboration across different departments and teams.

In The Phoenix Project, the Three Ways refer to the principles that guide the approach to turning around the failing IT project and improving the performance of the IT systems, processes, and people. The Three Ways are:

The First Way is about creating fast flow of work from development to operations, which means reducing the lead time for changes to be implemented.

The Second Way is about establishing a culture of continual experimentation and learning, which means encouraging and empowering teams to experiment and learn from their failures.

The Third Way is about creating a culture of continuous improvement, which means fostering a culture of collaboration, where everyone is constantly looking for ways to improve the systems, processes, and people.

All together, the three ways are designed to create a high-performing IT organization that can deliver value quickly, safely and sustainably.