Enterprise DevOps:
Applying ITIL to Rapid Innovation

Wednesday, August 1st 2018

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Our Speaker

Ajit Zadgaonkar

AWS Global DevOps Practice Manager

17 years tech leadership

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Why DevOps?

Enterprises need more speed and agility

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DevOps: a framework for speed and agility

DevOps principles

- Run what you build

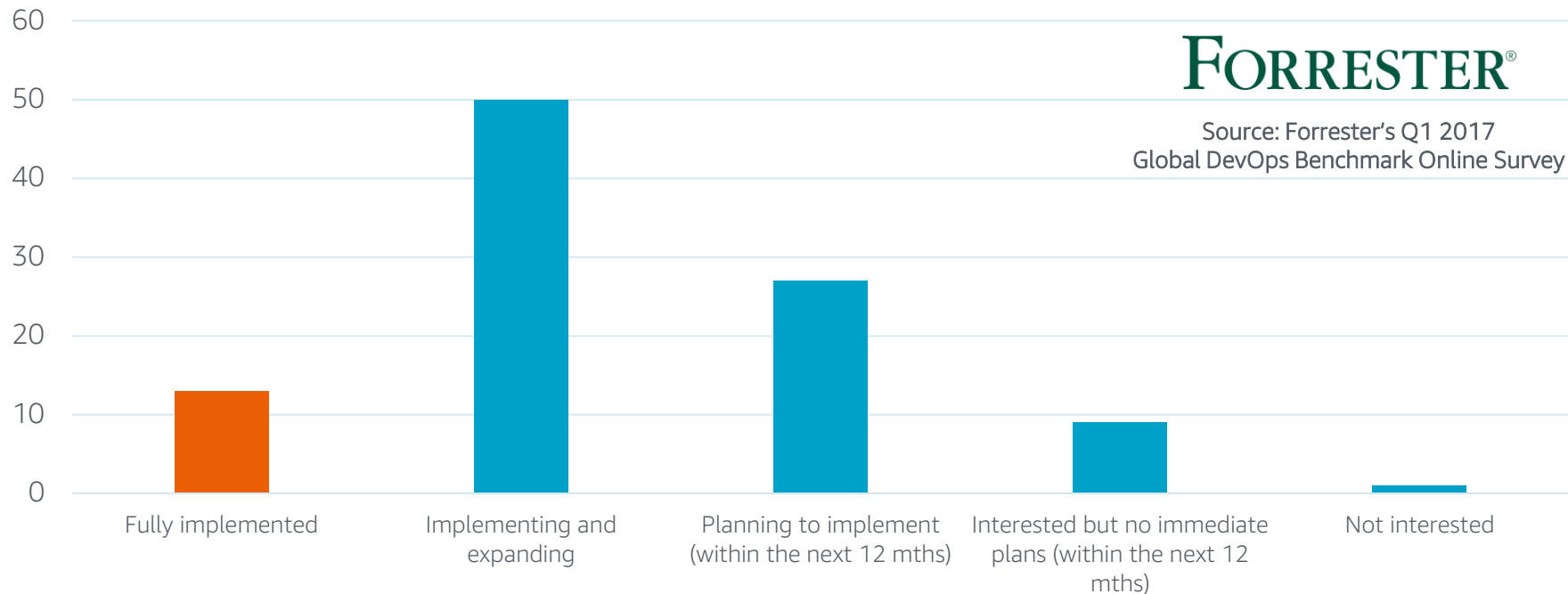- Rely on automation and self-provisioning

- Deploy continuously

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DevOps Journey

DevOps is a journey

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Only 13% of enterprises fully implemented

FORRESTER®

Source: Forrester's Q1 2017
Global DevOps Benchmark Online Survey

Chart axis values: 0, 10, 20, 30, 40, 50, 60

Categories:
- Fully implemented
- Implementing and expanding
- Planning to implement (within the next 12 mths)
- Interested but no immediate plans (within the next 12 mths)
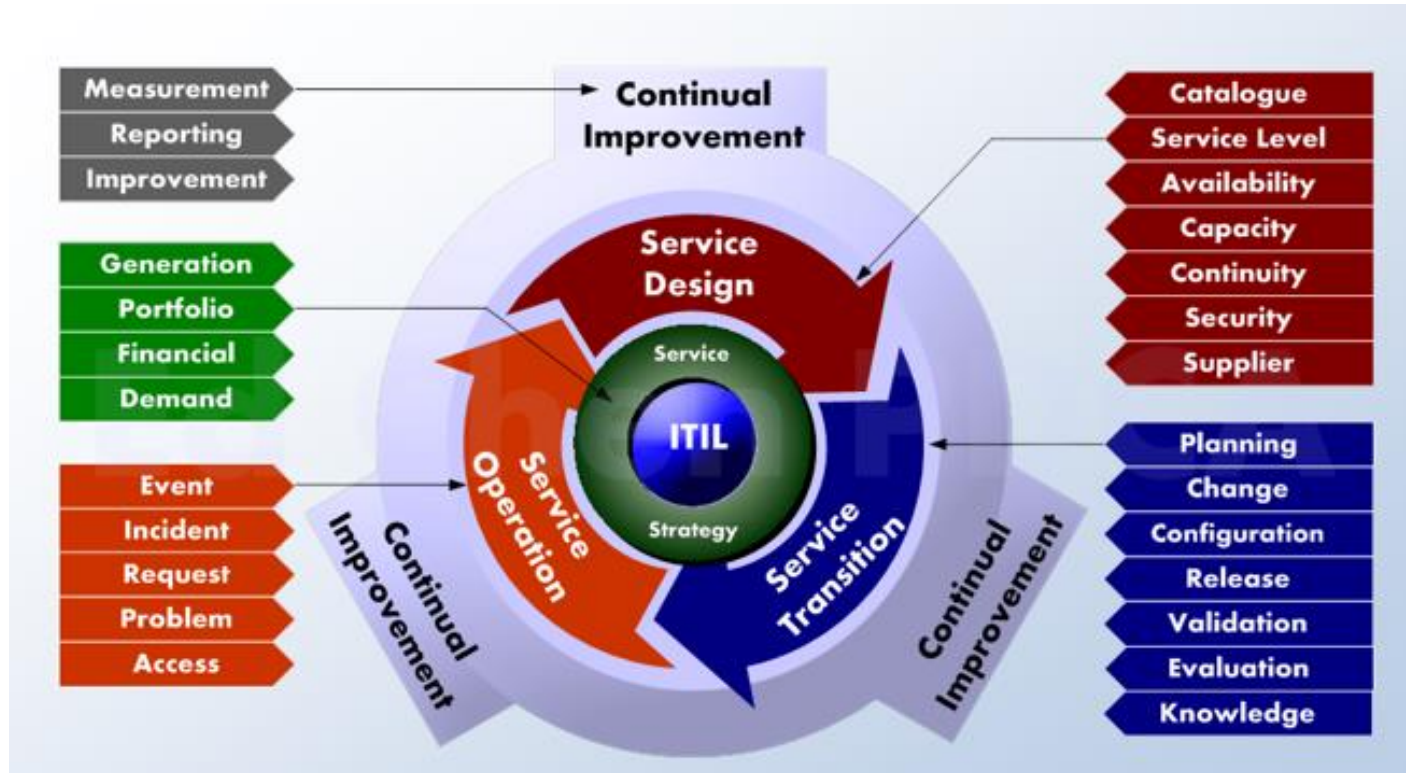- Not interested

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Challenges along the journey

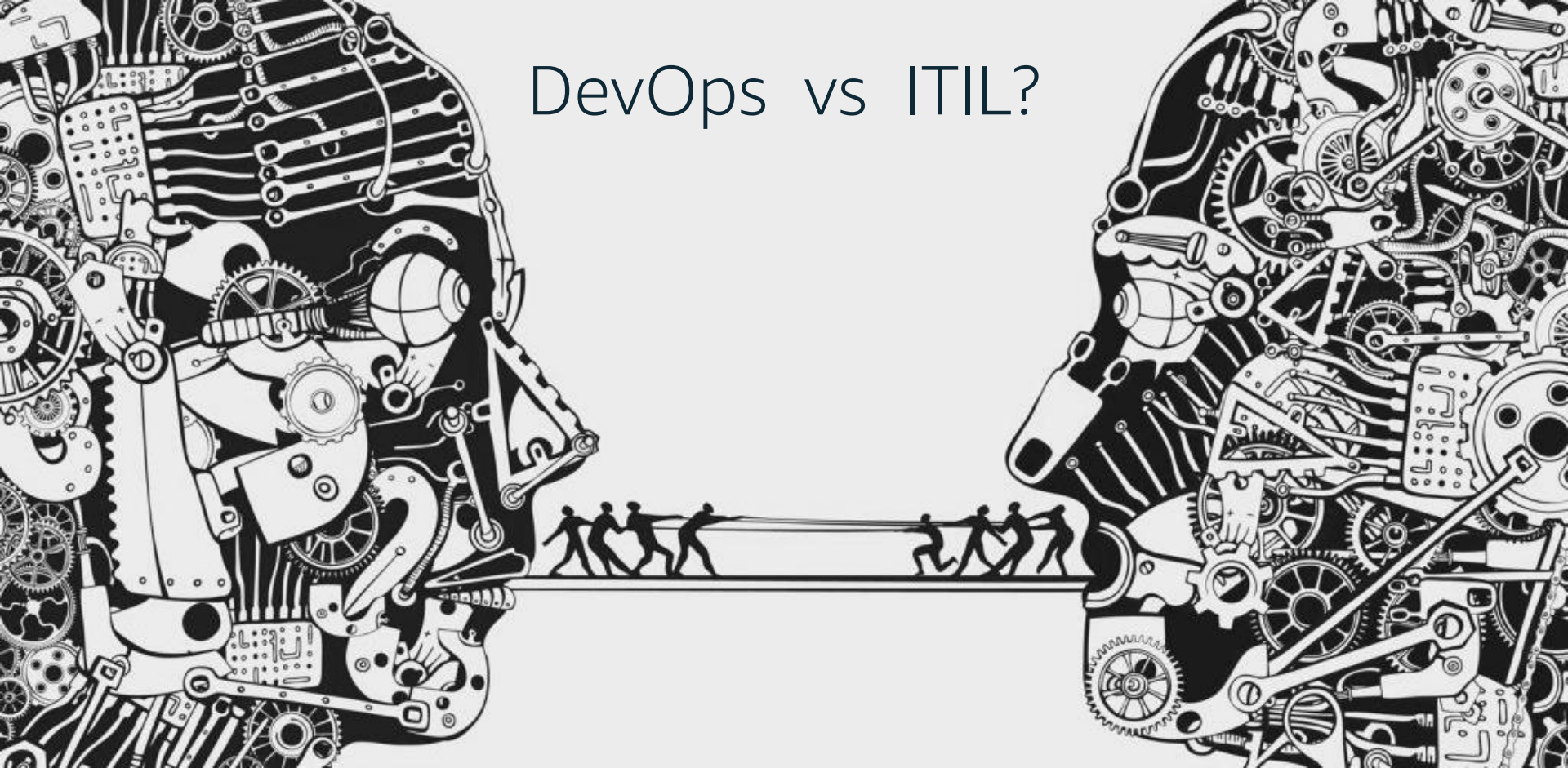

How do we align priorities?

- Existing process

- Governance

- Security

- Compliance

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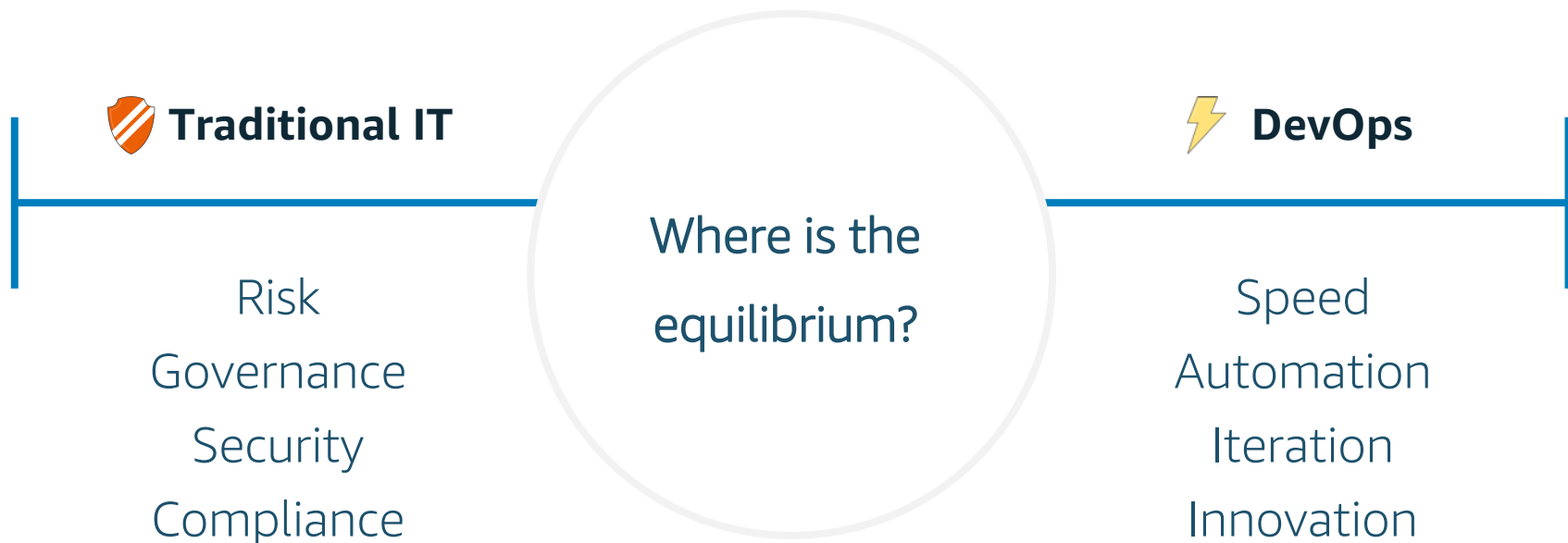# ITIL is common among enterprises

DevOps vs ITIL?

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ITIL and DevOps… two states of mind?

Traditional IT

Risk
Governance
Security
Compliance

Where is the equilibrium?

DevOps

Speed
Automation
Iteration
Innovation

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It's not DevOps. It's not ITIL.

Your implementation is the problem.

"ITIL must be adapted to DevOps practices in order to define clearly where issues arise and how to solve problems efficiently."

Forbes

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"Letter of the Law" versus "Spirit of the Law"

Is this what you intended?

Common DevOps practices

Equating deployment with delivery

Everyone has full access

Zero-review releases

Common ITIL practices

100% approvals go through CAB

CAB only meets once per week/month

Default position changes are disruptive

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Enterprise DevOps

If you think DevOps and ITIL
are mutually exclusive…
look more closely

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ITIL and DevOps share values

ITIL

DevOps

Business value

Minimal disruption
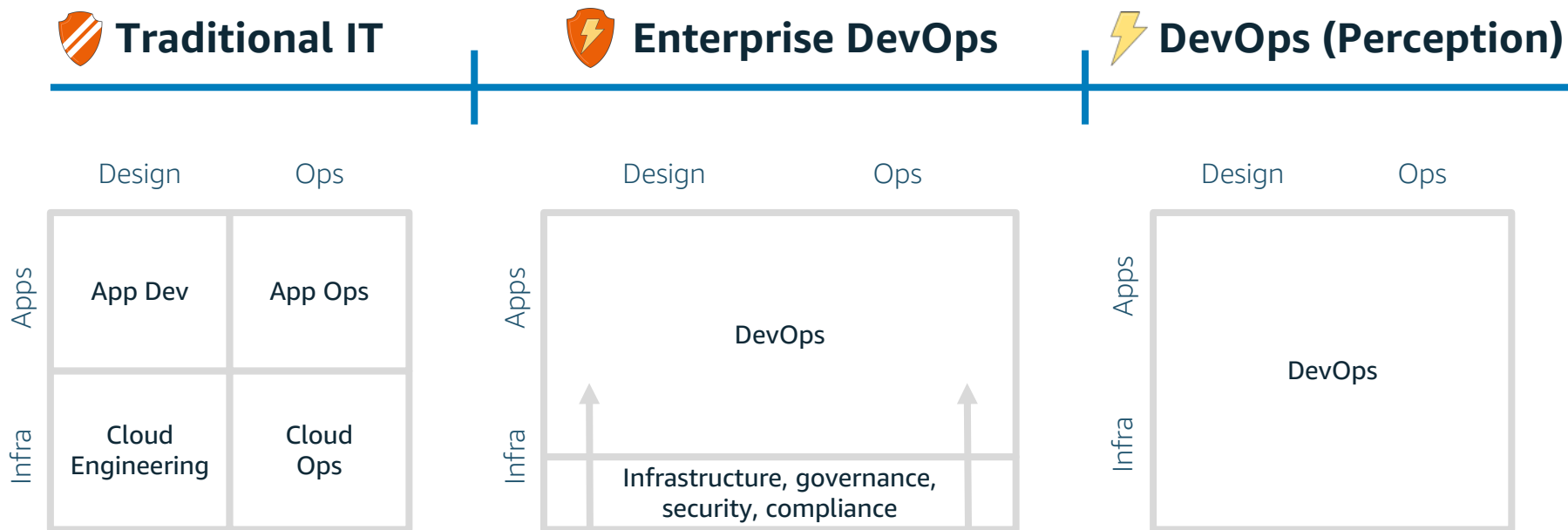
Continuous improvement

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Enterprise DevOps is fast *and* secure

Enterprise DevOps

- Decompose for agility (technology AND teams)

- Build a culture of inclusion (with the ENTIRE company)

- Pursue patterns of efficiency (leveraging subject matter experts)
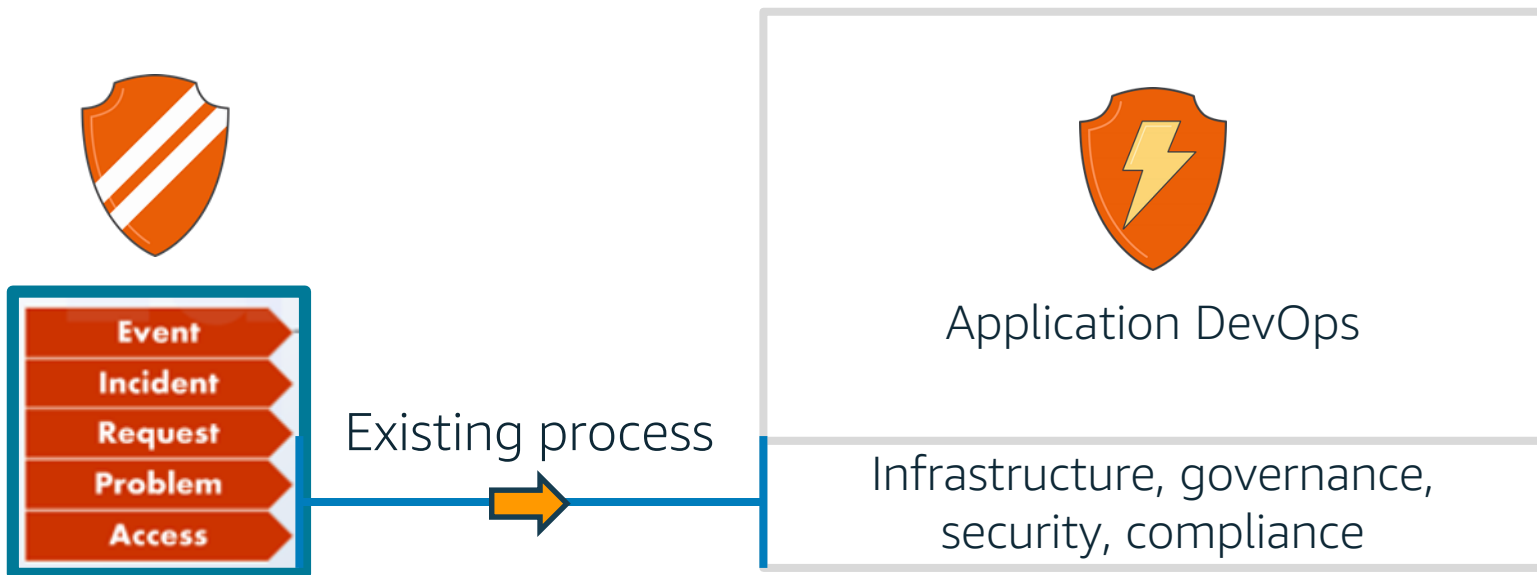
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Enterprise DevOps is fast *and* secure

🛡️ **Traditional IT**   ⚡ **Enterprise DevOps**   ⚡ **DevOps (Perception)**

Design	Ops
App Dev	App Ops
Cloud Engineering	Cloud Ops

Apps / Infra

Design	Ops

Apps / Infra

DevOps

Infrastructure, governance, security, compliance

Design	Ops

Apps / Infra

DevOps

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Leverage the best of both worlds

ITIL → **Enterprise DevOps** ← **DevOps**

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Example: incident management

Event
Incident
Request
Problem
Access

Existing process

Application DevOps

Infrastructure, governance, security, compliance

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Example: patterns of efficiency

Application DevOps

Automation Engineers

Security   Compliance   Finance   Risk   LOB
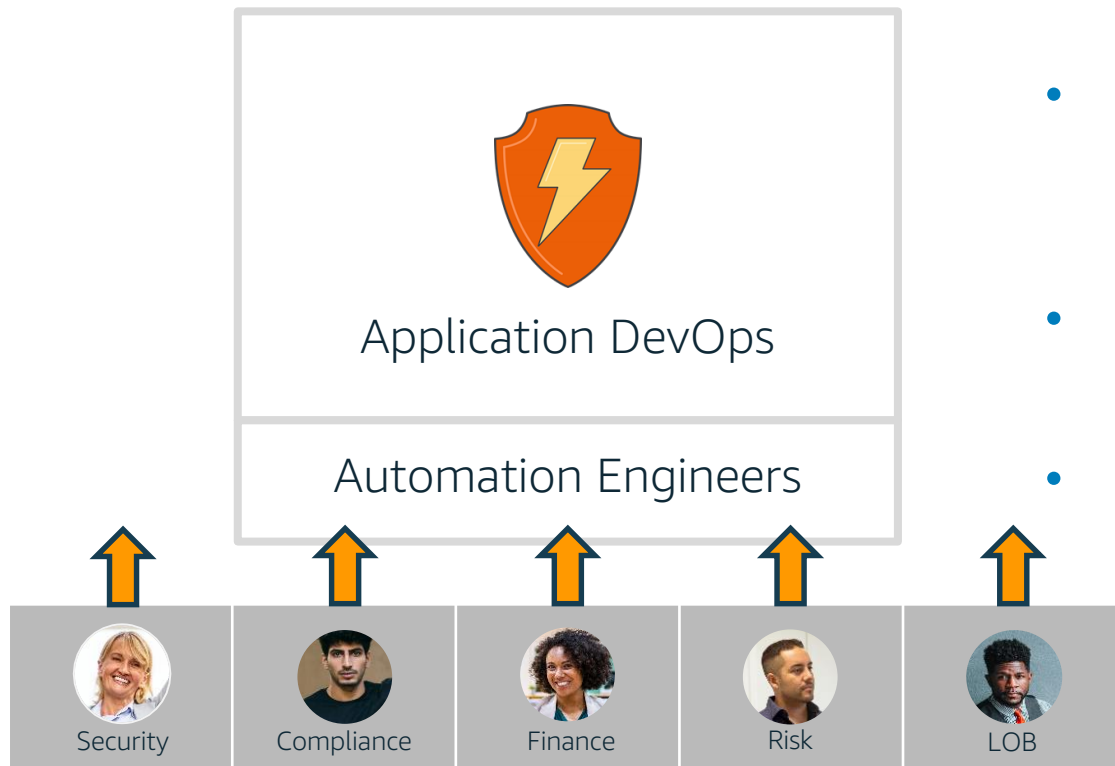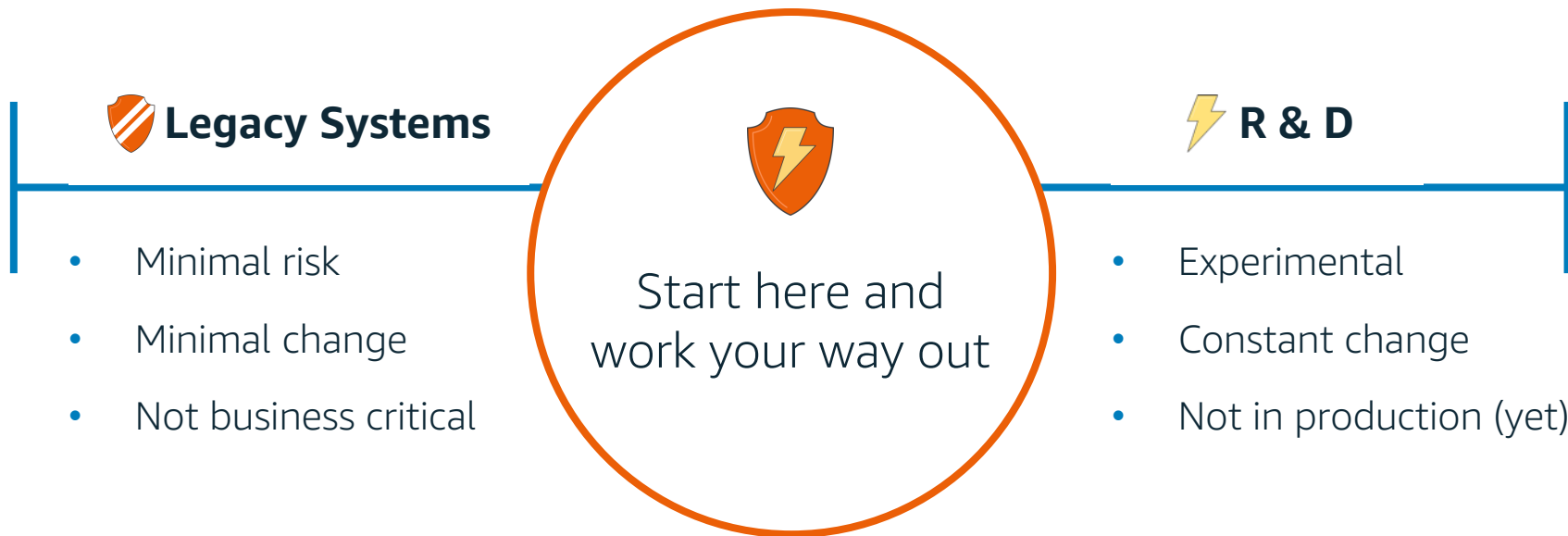
- Leverage SMEs from Finance, Compliance, Security, LOBs

- Partner SMEs with Automation Engineers

- Educate SMEs on IT goals

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Choose your starting point based on ROI

Legacy Systems

- Minimal risk
- Minimal change
- Not business critical

Start here and
work your way out

R & D

- Experimental
- Constant change
- Not in production (yet)

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Case Studies

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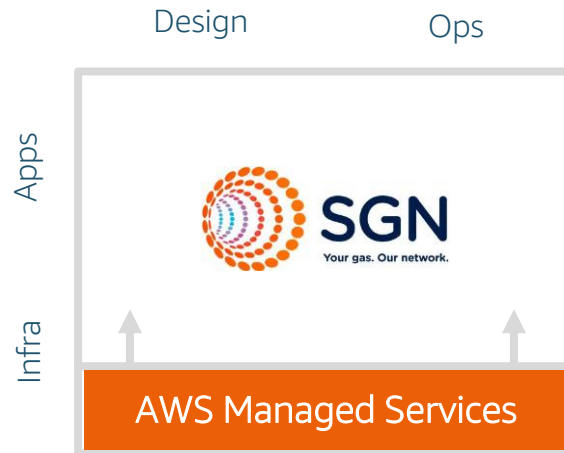# Case Studies: McDonald's & Edmunds

Case Study: Scotia Gas Networks

"
AMS handles day-to-day infrastructure operations enabling our team to focus on differentiation.
"

Andrew Quail
Chief Information Officer

Enterprise DevOps

Design   Ops

Apps

SGN
Your gas. Our network.

Infra

AWS Managed Services

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Beginning the journey

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Start with low hanging fruit

Engage your entire organization

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Bring in coaches

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Set goals and reward results

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Focus on your strengths

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Next steps

Schedule an Enterprise DevOps consultation: rseyboth@amazon.com

Learn more about AWS Managed Services: https://aws.amazon.com/managed-services

Learn more about AWS DevOps tools: https://aws.amazon.com/devops/

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Questions?

Thank You!

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