



# ITSM and DEVOPS

## How can we live together?

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# About GamingWorks

- Dutch company, founded 2001, Paul Wilkinson and Jan Schilt
- Designers of Serious Business Simulations (interactive, team-sessions)



- 400 partners, 40 countries, 600+ trainers
- 800+ sessions every year

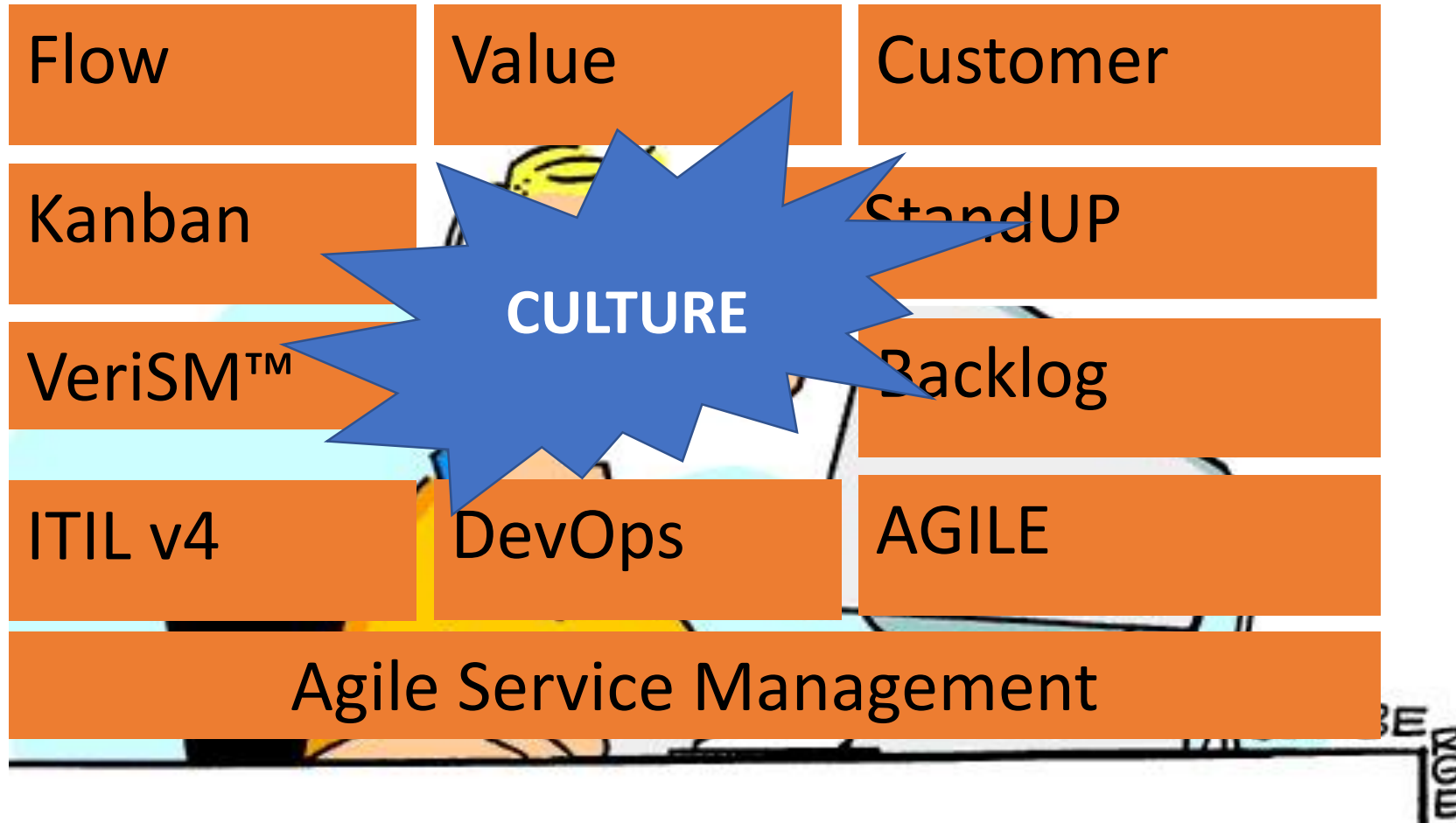


# About this Presentation

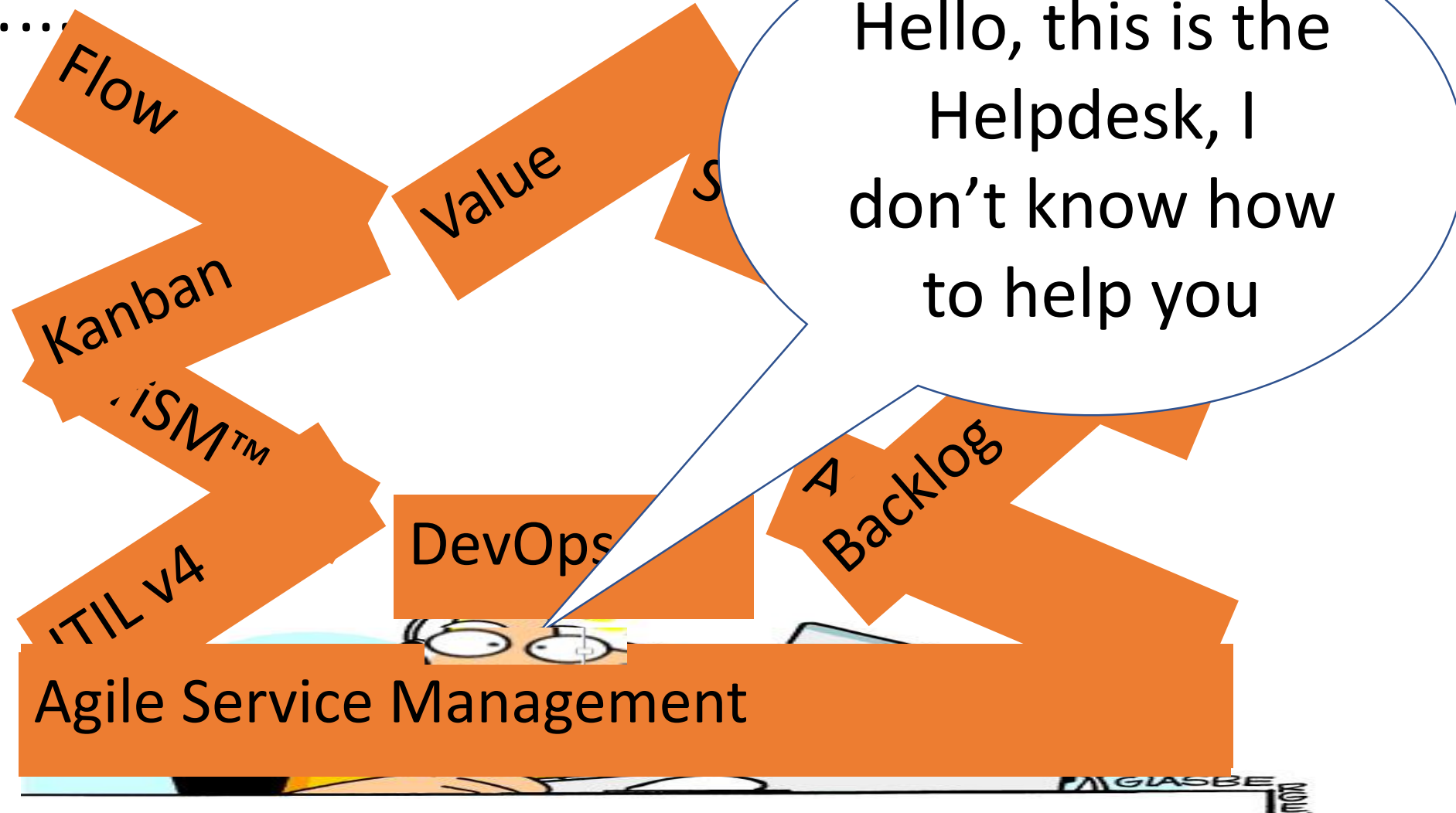
- DevOps is all over the place, as is ITSM
- What is happening in both DEV and OPS
- How can we live together?
- Next steps...



# What's happening with OPS?

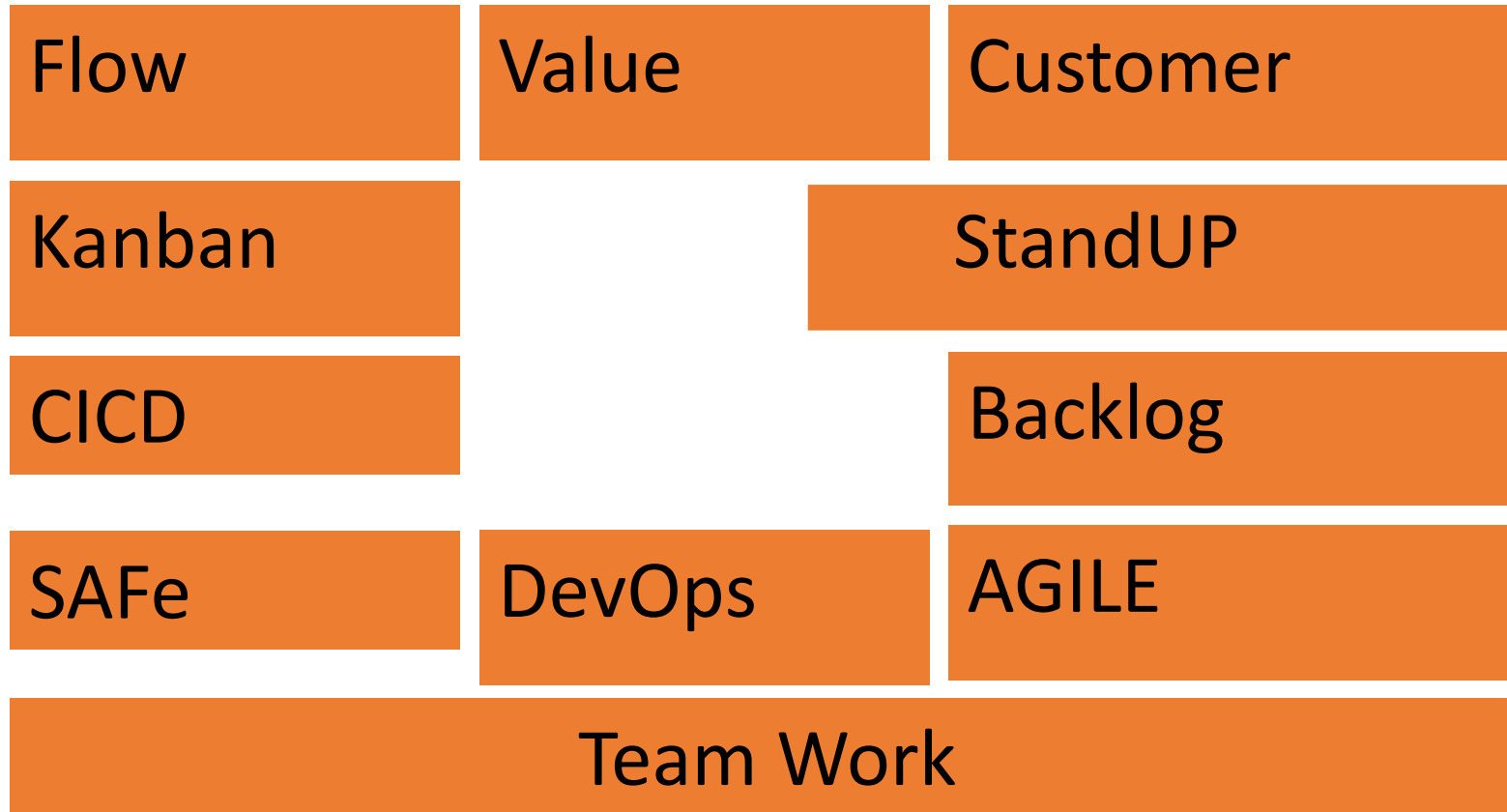


But.....



Agile Service Management

# What's happening in DEV?



# It's the same world

- We already have the same focus
- No need to be afraid
- Just connect and start working together

But ..... it's not...



# According to DEV ..... OPS is .....

TOO SLOW

TOO BUREACRATIC

NOT CLEVER

NOT FLEXIBLE

OLD FASION

A WASTE

NOT NEEDED



# According to OPS ..... DEV is .....

TOO FAST

TOO FLEXIBLE

RISKY

CHANGING WITHOUT  
CHANGE MANAGEMENT

IN THEIR OWN WORLD

NOT RESPECTING OPS

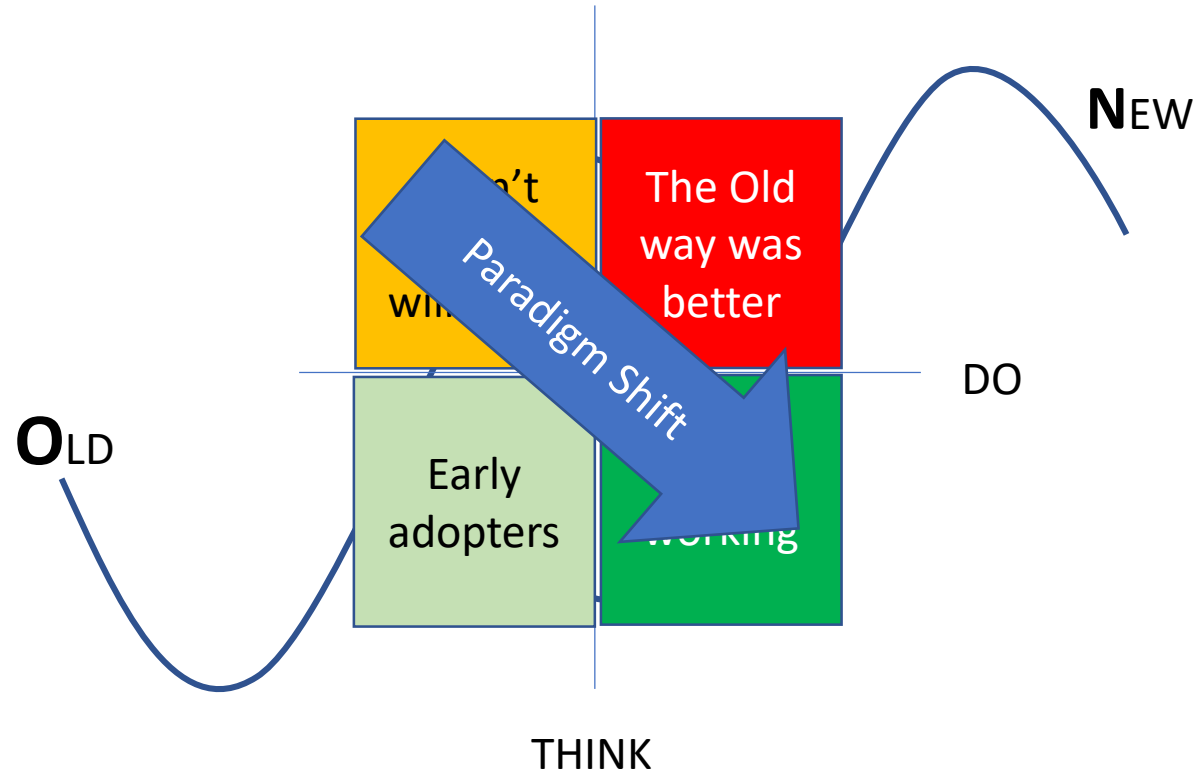
TAKING OVER OPS WORK

# How can we live together?

- OPS should work on new ways of working
- OPS should learn new skills, DEV should help OPS
- OPS and DEV should work together on shared goals and values
- Organisations should redefine processes and structure
- We must start to work as one team



# Where two worlds meet...



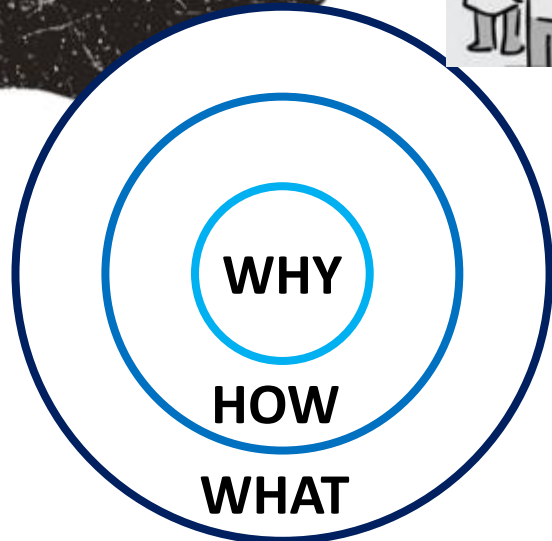
# OPS should learn New way of working

TOO LATE  
NOT WORKING  
NOT ASKED  
FOR



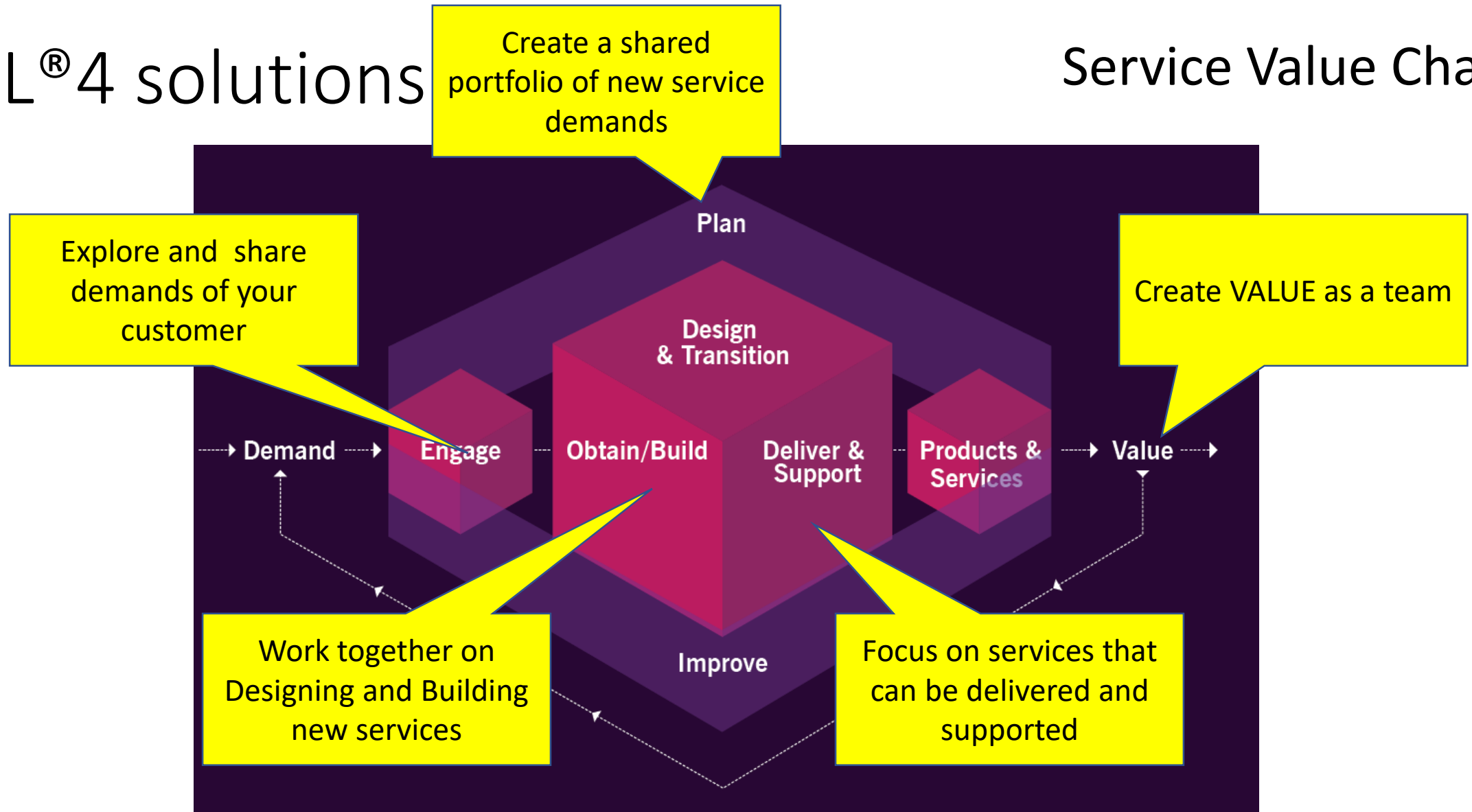
VALUE

# DEV and OPS should learn new skills together...



# ITIL® 4 solutions

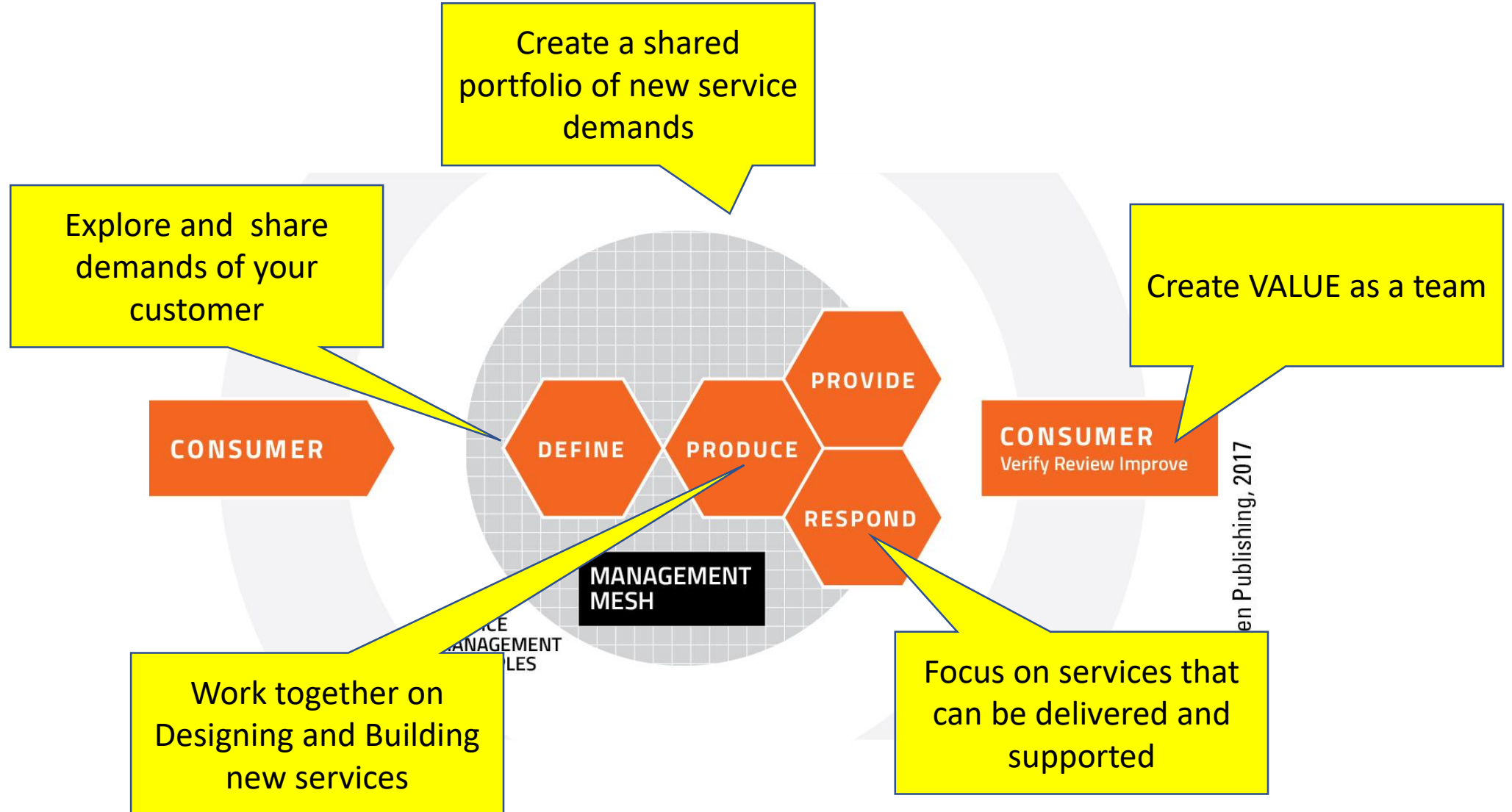
## Service Value Chain



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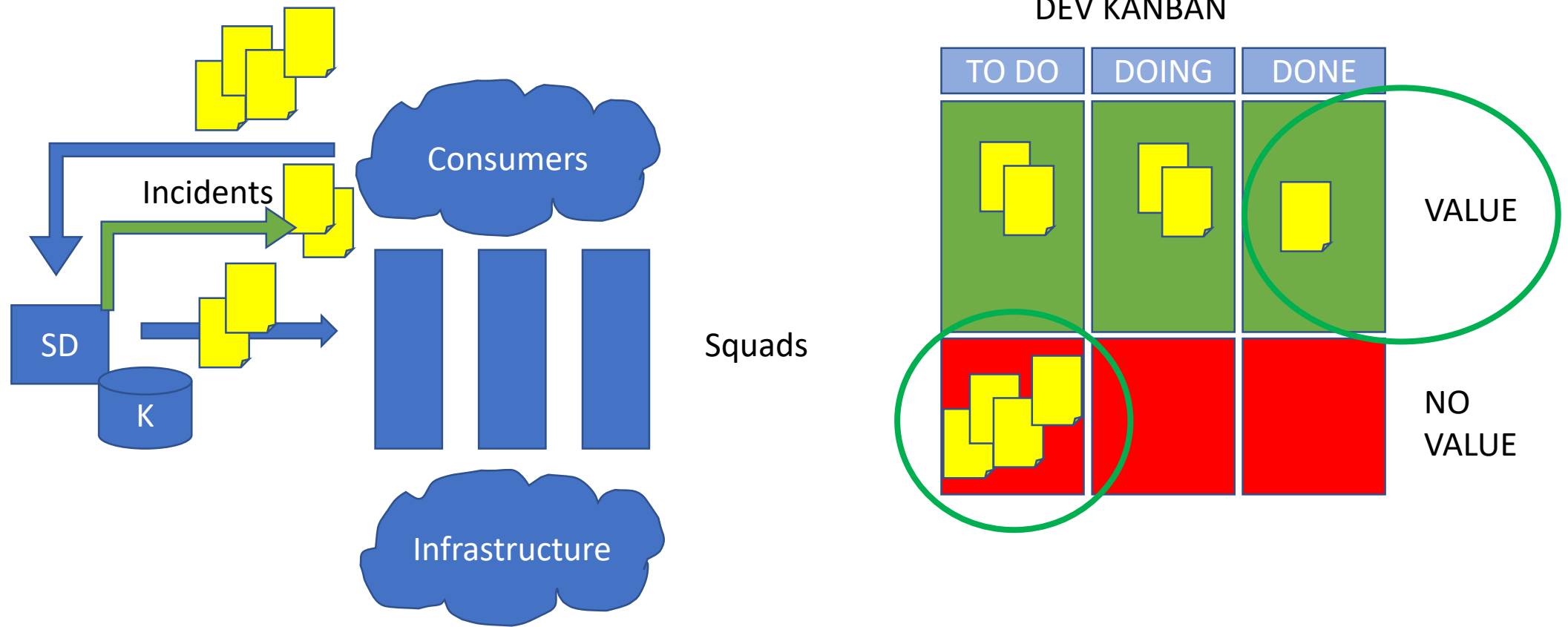
# VeriSM™ solutions



Source: VeriSM™ - A service management approach for the digital age



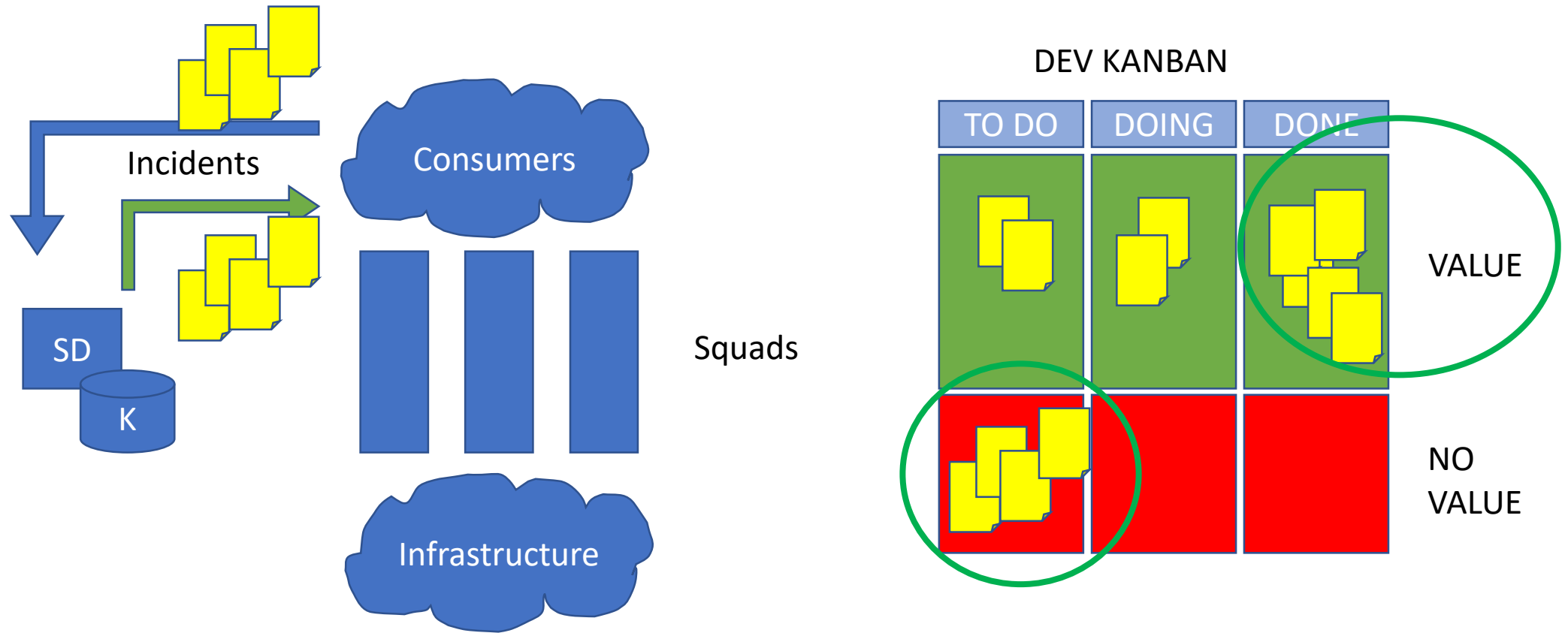
# How DEV can Help with Incident Management



**SHARING KNOWLEDGE WITH SD AND TRAIN THEM**

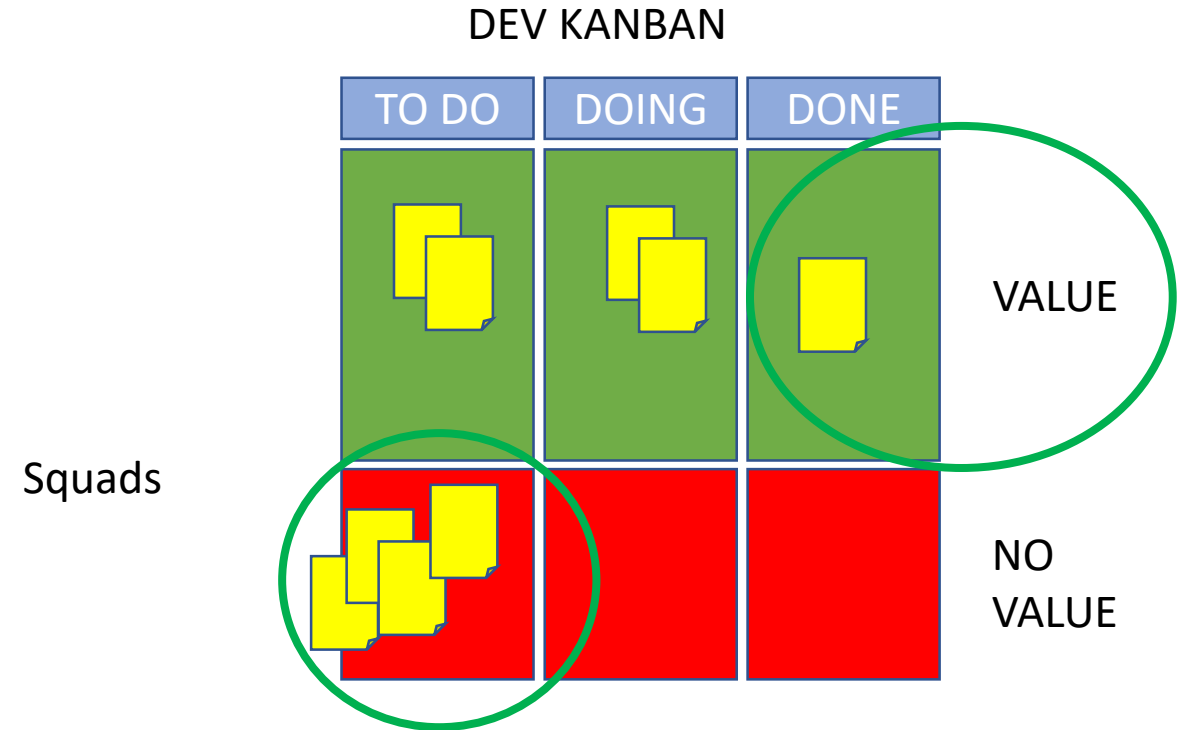
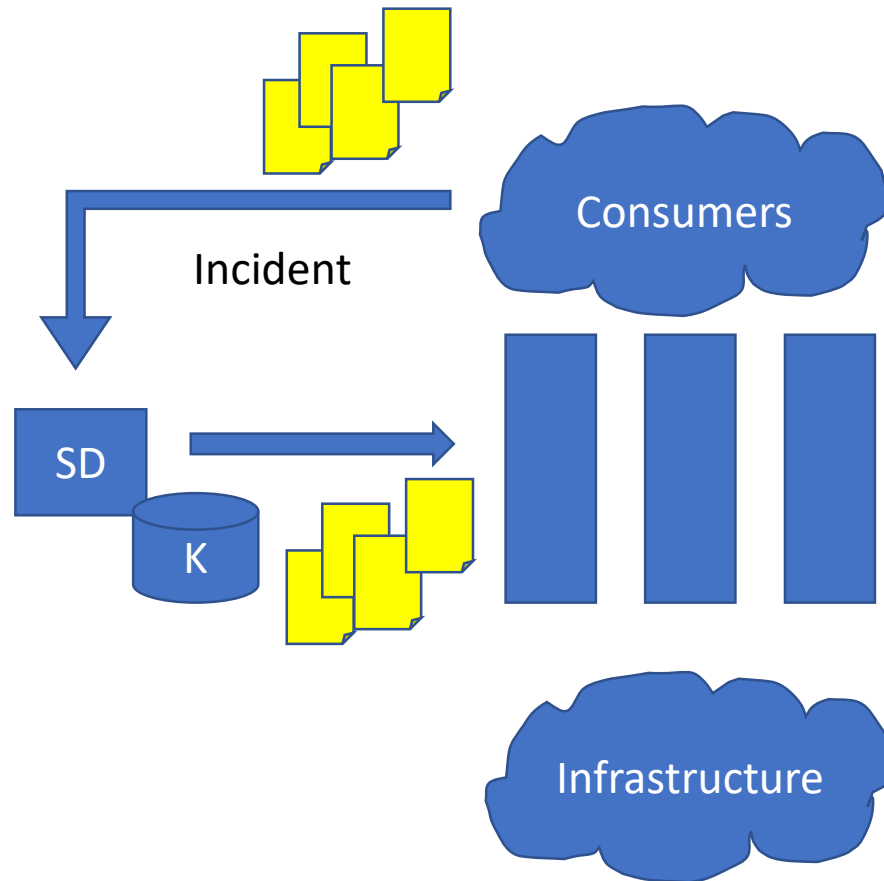


# How DEV can Help with Incident Management



**AS A RESULT!**

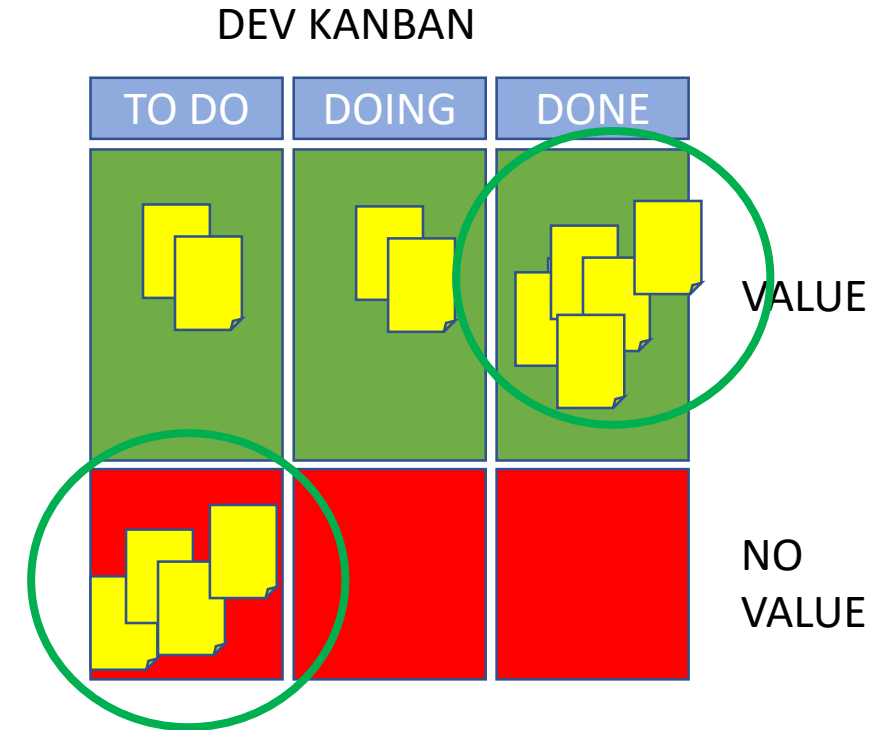
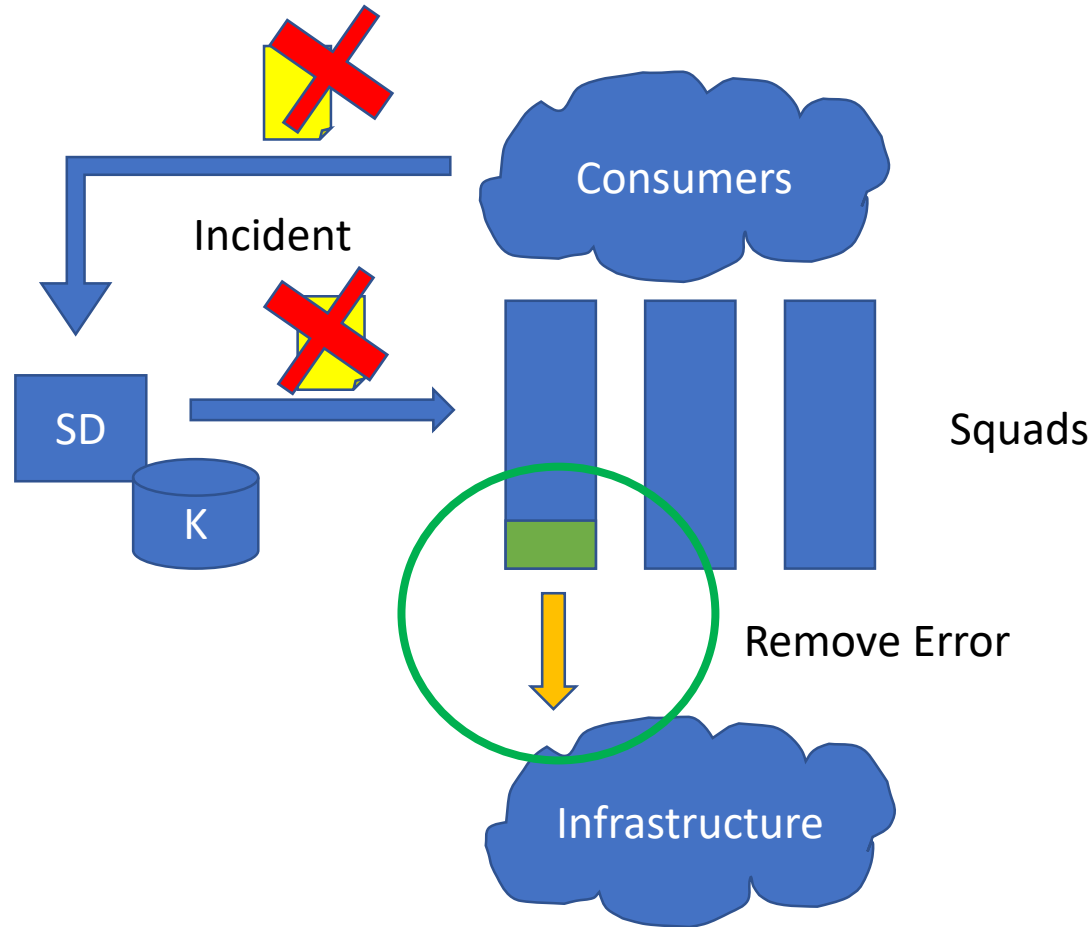
# How DEV can Help with Problem Management



## PROBLEM MANAGEMENT

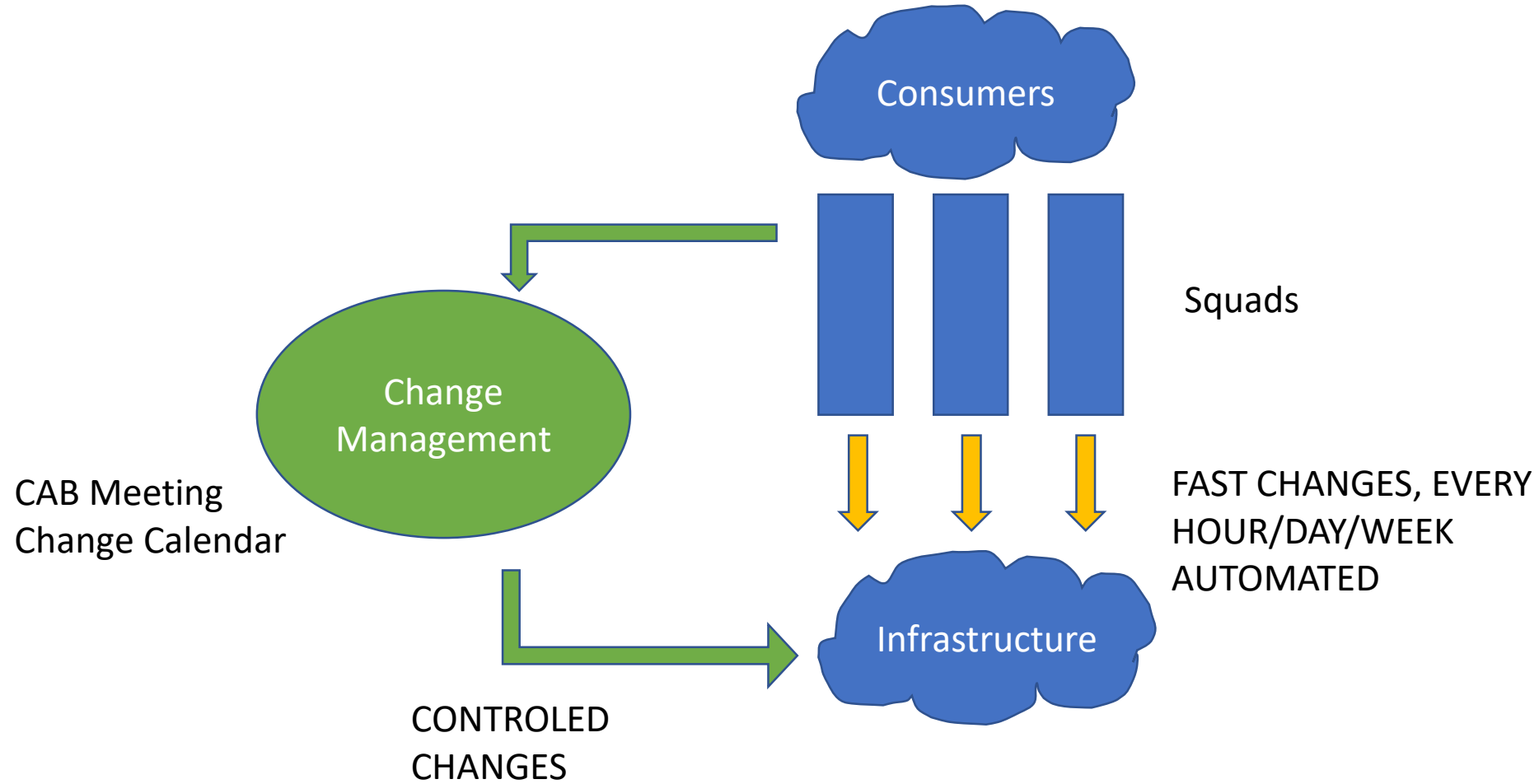
- ANALYSE
- ERROR CONTROL/WORK AROUND
- SHARE

# How DEV can Help with Problem Management

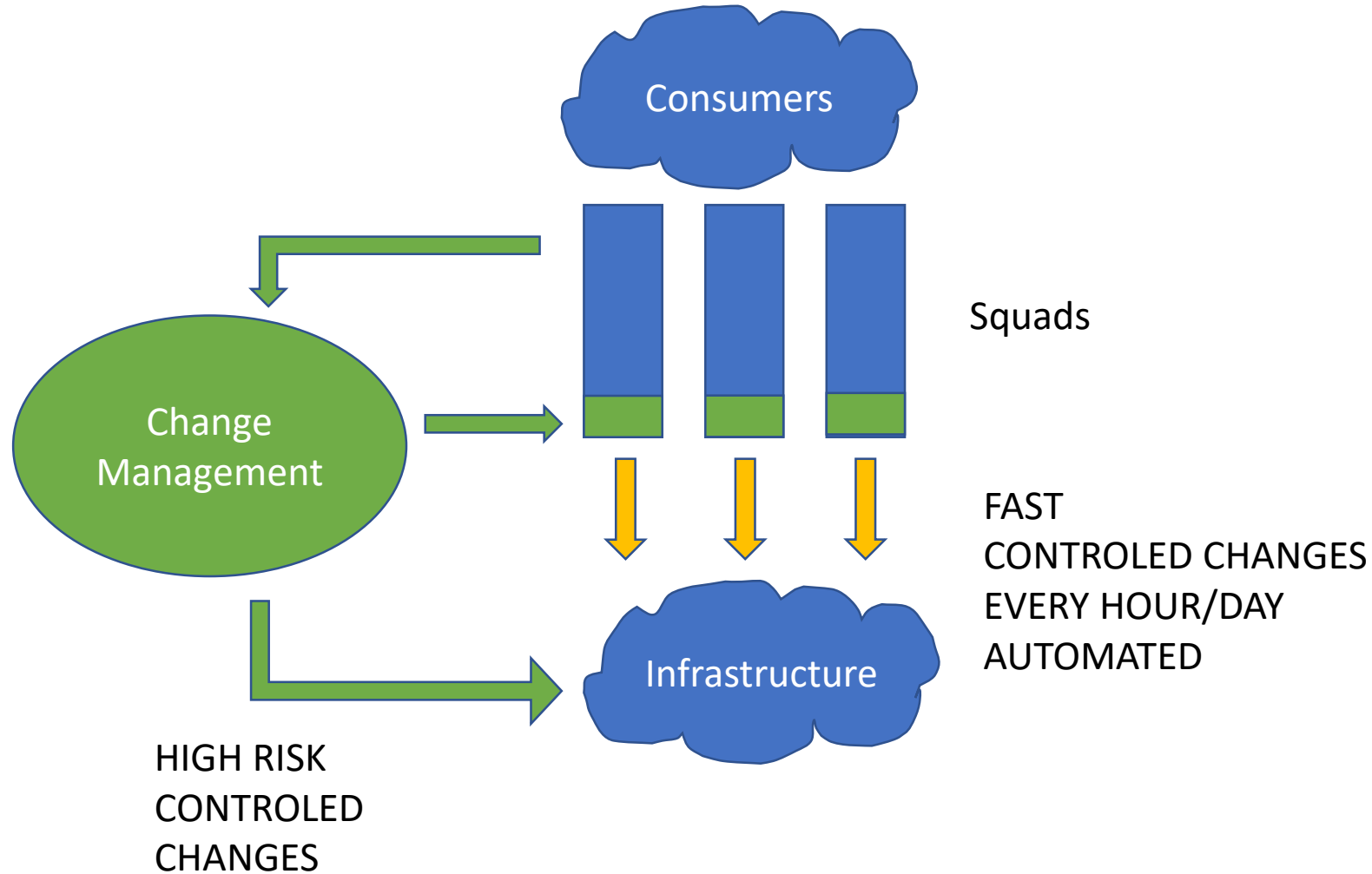


**AS A RESULT!**

# How Change Management can look like



# How Change Management can look like



# OPS actions for tomorrow...

**1**

**Engage early in the life cycle with DEV, work together**

**2**

**Learn from the DEV experiences, share! Joined retrospectives.**

**3**

**Redesign ITSM processes! Align them with DEV**

# DEV actions for tomorrow...

**1**

**Involve OPS teams during standups and start of new projects**

**2**

**Support OPS to increase customer satisfaction and minimize downtime. Plan Problem Management and Incident Management activities,**

**3**

**Invite OPS during Retrospective, learn together.**

# As a result : Continuous Improvement.



- Small steps
- Initiated by the teams
- Owned by the teams
- Sustainable
- Learn to improve
- New way of working





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THANKS

