

DevOps: An Idea of Change for the Future – Part 2

By [Loren Lisk](#) on March 4, 2015

In my [last entry](#), I explained how DevOps can be a catalyst for change within an organization, capable of creating an environment of continuous improvement. In this installment, I discuss the first of The Three Ways, as discussed in the book, [The Phoenix Project](#)‘



The First Way is the Way of Flow

The Way of Flow places Development as the business agent and Ops as the customer agent. In this arrangement, value flows in one direction, from the business to the customer. When we think as a system, we can focus clearly on the value that flows between Business, Development, Operations and the end users. We can see each piece as it fits into the whole and can identify its constraints, but we also work to become greater than the sum of the parts. It allows us to properly define our work, and when we can see and think in terms of the **Flow** of our system, we see the following benefits:

Increased value flow due to the visibility into what it takes to produce our end product

Our downstream step always gets what they need, how they need it, when they need it

Faster time to market

We bring Operations in earlier in the development process, letting them plan appropriately for the changes that Development will be making (because we know that all changes can affect how our product is delivered). Result: less unplanned work or rushed changes

Because work is visible, Ops can see the work coming and better prepare for it

We can identify and address constraints or bottlenecks in our system

We don't let a defect get past discovery, we 'stop the line' and do not push that problem forward

Given these benefits, it would seem obvious that the Way of Flow has real value to an organization. In my next installment, I will cover [the second way, the Way of Feedback](#).