

The Continuous Delivery Tool Chain: So Many Choices!

Mark Sigler
Senior Director, Product Management

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Mark Sigler is CA Technologies Senior Director of Product Management creating Cloud and DevOps mindshare and marketshare.

Prior to CA, Mark was a consultant for an innovative cloud computing initiative for one of the largest financial services firms in Australia. Previously, Mark lead Opalis solution capabilities to become the leading IT Process Automation provider prior to it being acquired by Microsoft.

Mark has over three decades of crafting innovative solutions and leading technology operations, development, sales and marketing.

Aim to reduce time, cost and risk of delivering business desired outcomes from idea to realised value



The “idea to value” process must be continuous, reliable, predictable & visible



For continuous delivery, we believe we must establish/evolve the following



Clear enterprise roadmaps



Automation capability



Smaller Value Increments



Develop / Augment Skills



One team



Win-win commercial constructs



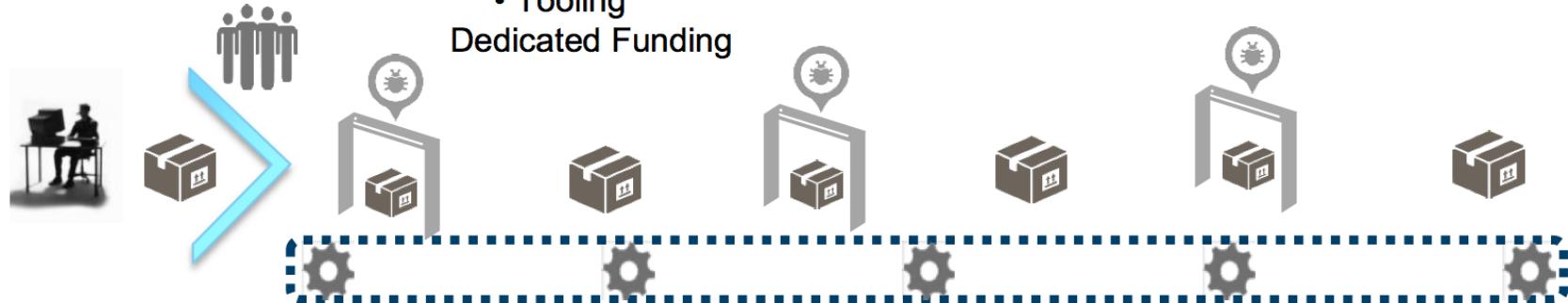
Effective measures & ROI



Business Process Architecture

Desired State

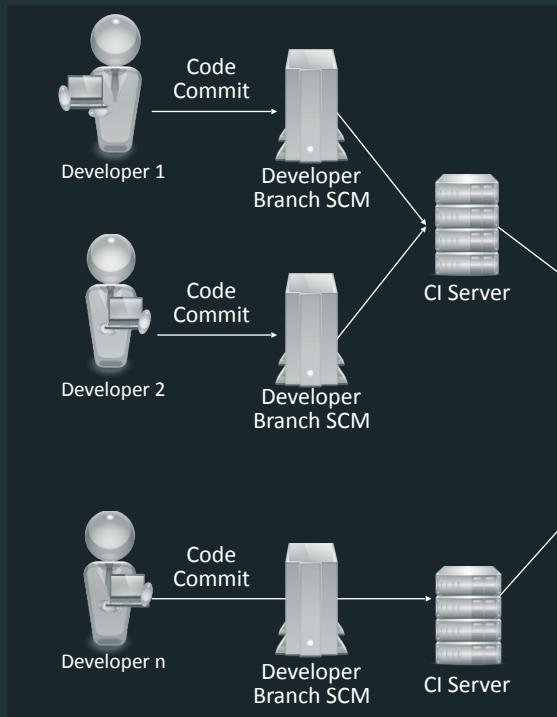
Path to Production



The Challenge of Today's Complex and Dynamic IT Environment

LACK OF API TESTING

(too many bugs escape downstream)

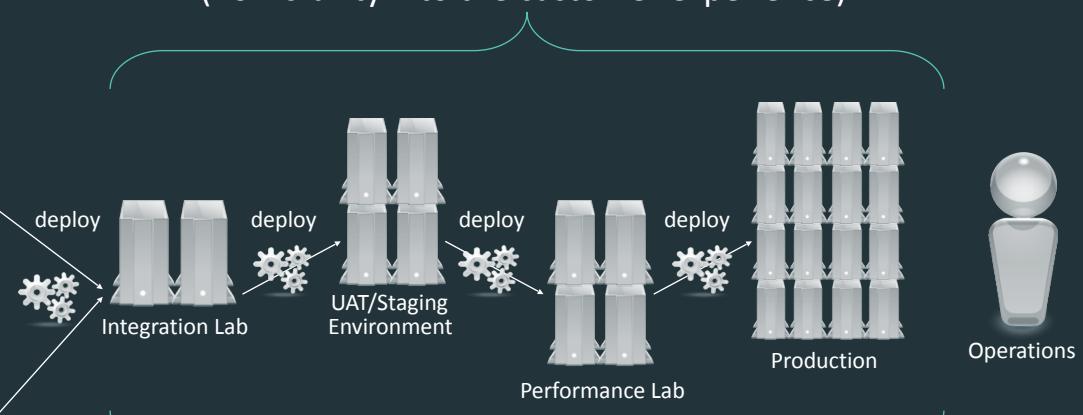


LACK OF AUTOMATED TESTING

(small changes could have major unintended consequences)

LACK OF VISIBILITY INTO PROD. APPS

(no visibility into the customer experience)



LACK OF RELEASE AND ENVIRONMENT AUTOMATION

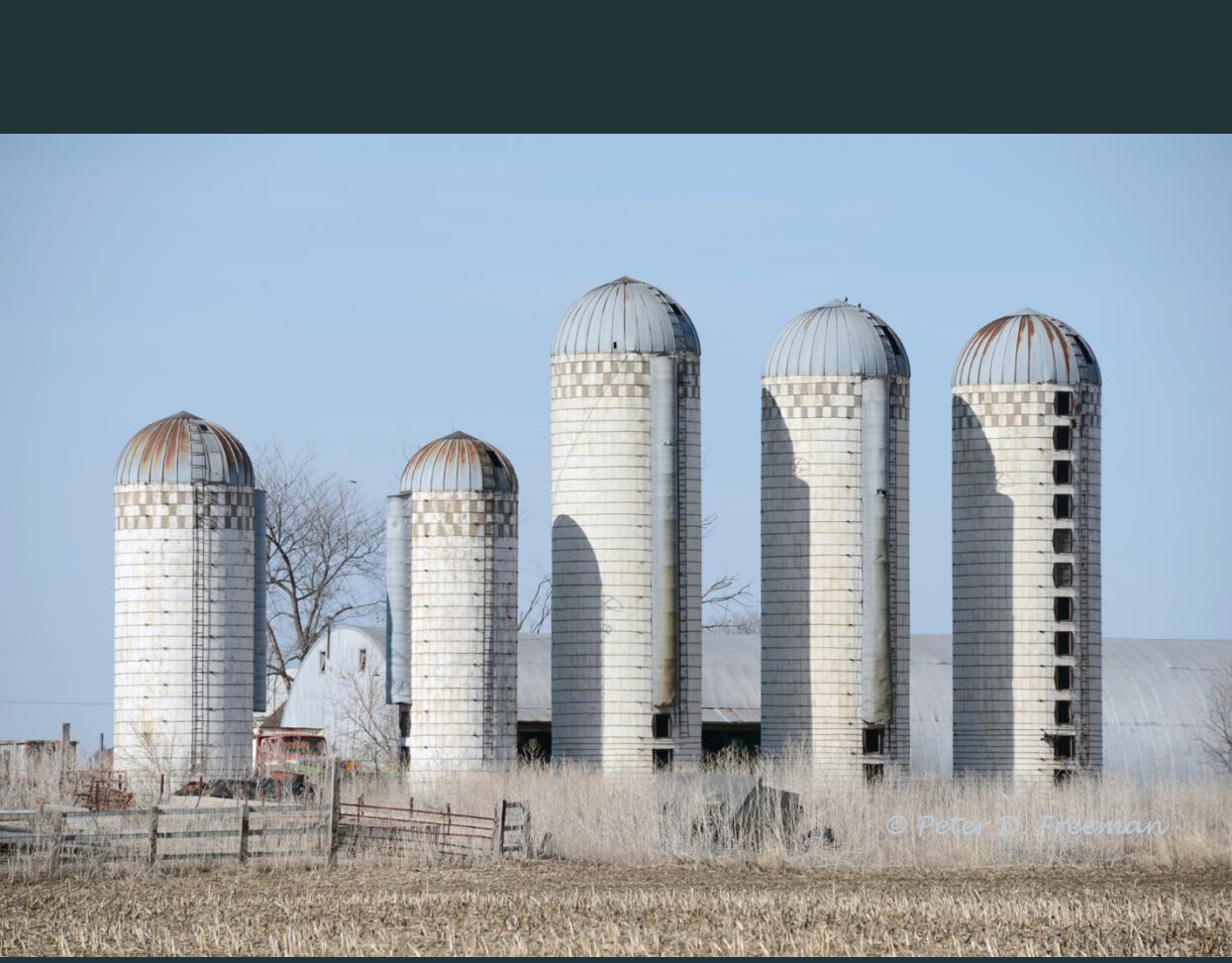
(manual processes lead to poor release quality)

Choices

- Who should make the hard choices?
- What do you need to do?
- Which is the right tool for the job?
- How do we assemble this?



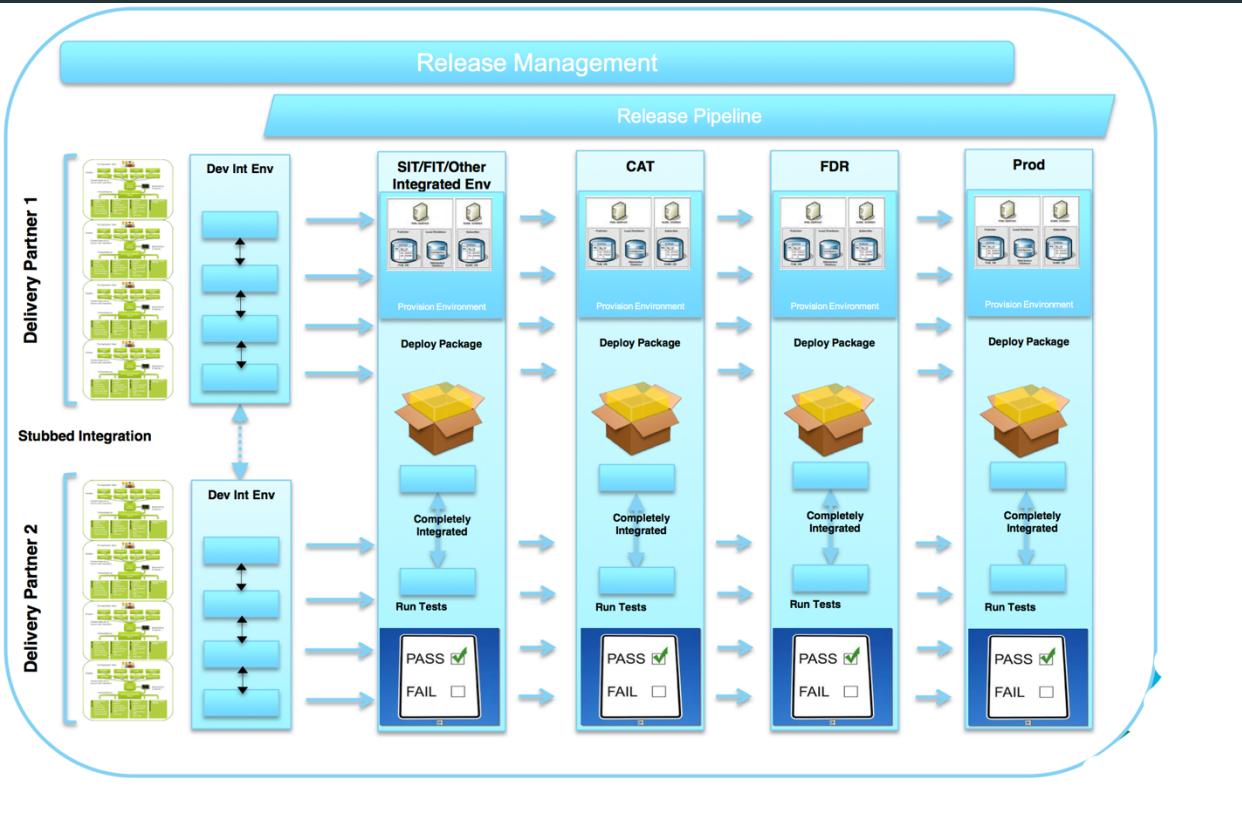
Who?
DevOps



versus
Silos

© Peter D. Freeman

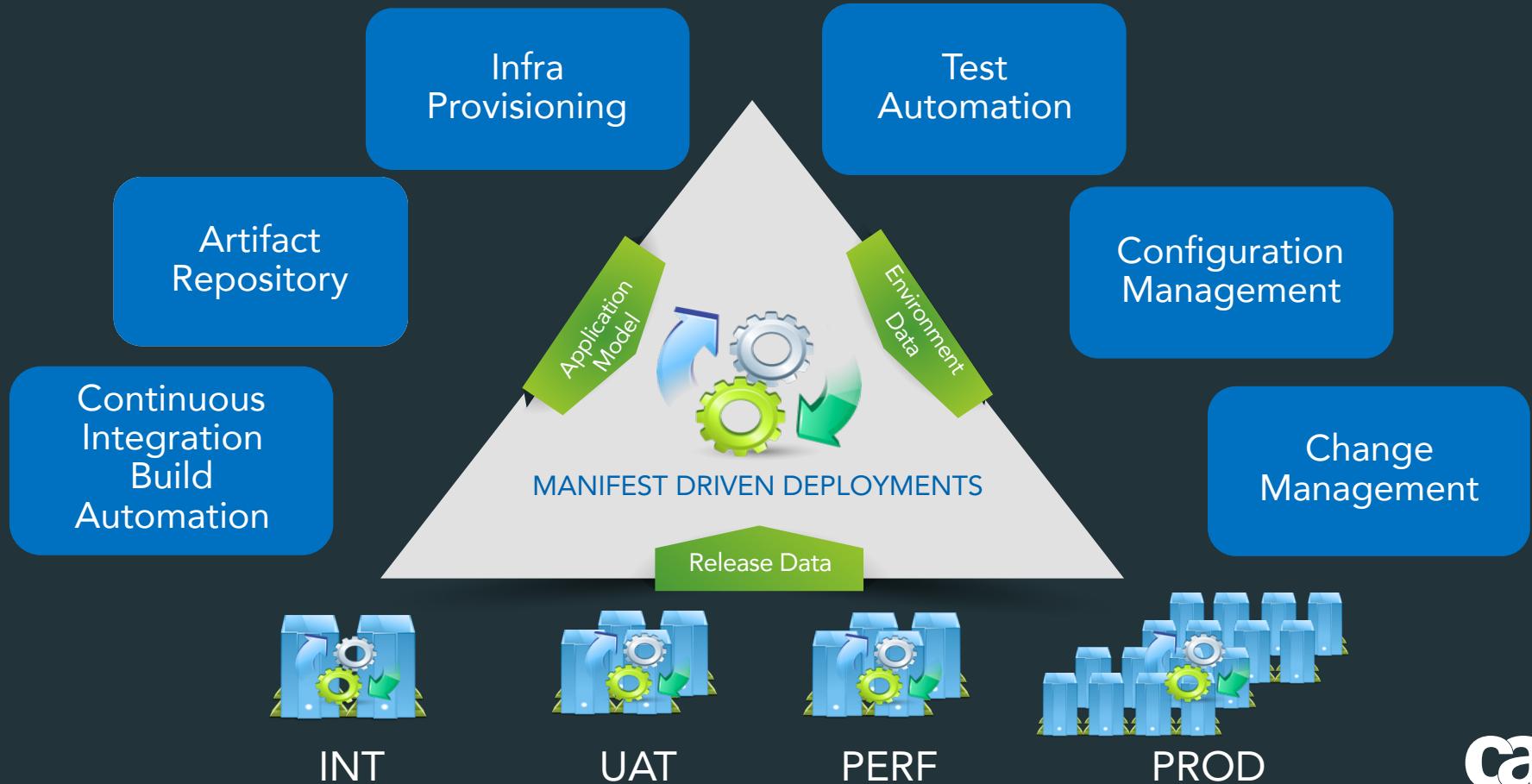
What? Enterprise Continuous Delivery



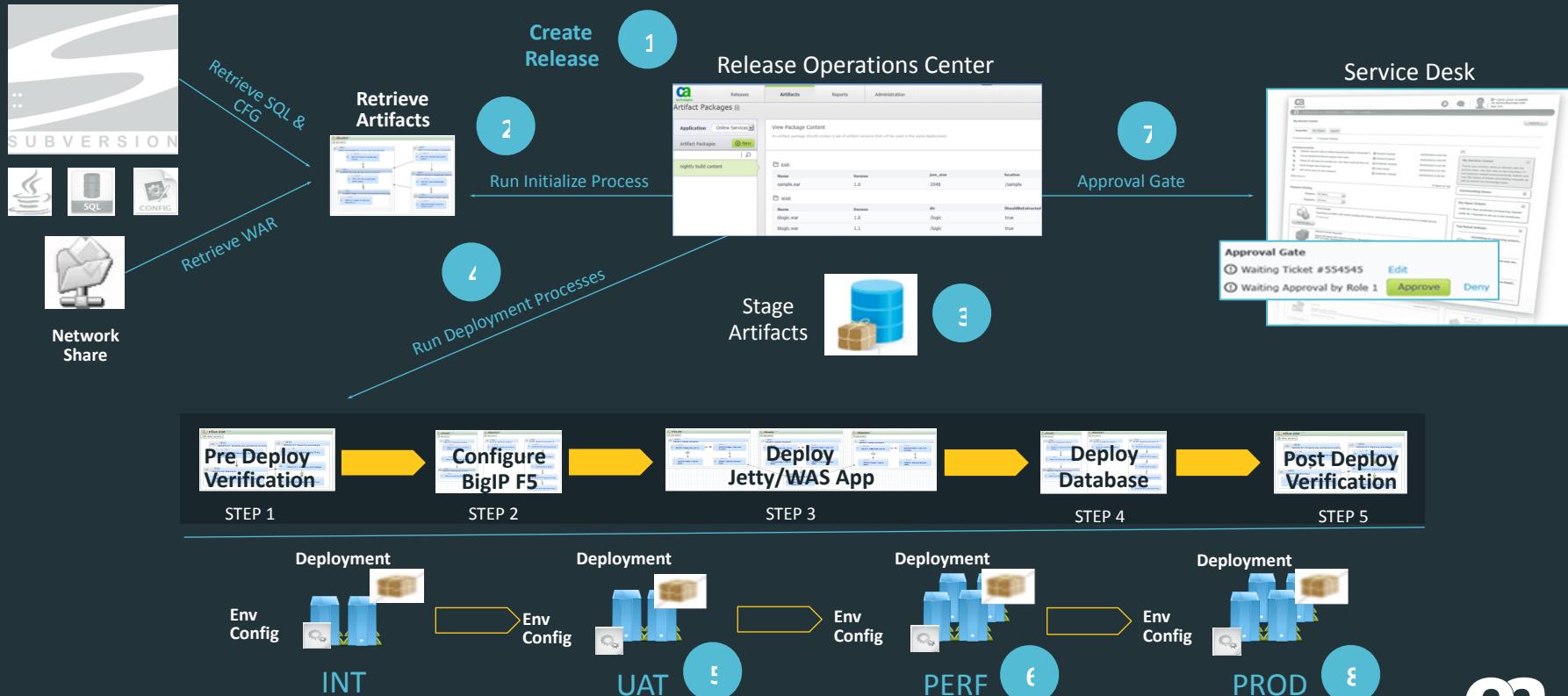


Which?
Pick the
correct tool
for the job

Continuous Delivery Tool Chain

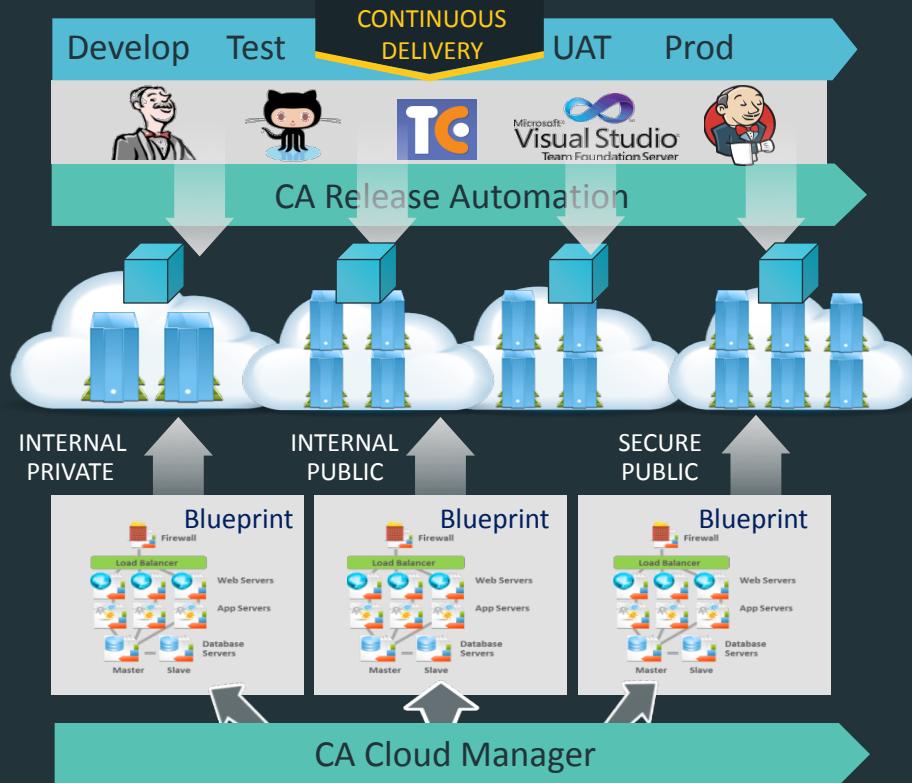


Release Automation Scenario



Continuous Delivery – Total Integrated Solution

Orchestrating and Accelerating the Software Development Lifecycle



Increase speed/frequency of software releases
Automate workflow across existing tool chains
Automate application release and promotion

On-demand platforms and environments that end-users need
Governance, visibility, and cost transparency that managers require
Leverage hybrid clouds and enable cloud portability

Customer Success – Payment Services Provider

- Company Profile: NA based payment processor serving both enterprise and consumer customers. 10,000 employees; >\$5B USD revenue
- Challenge: Customer was suffering from long release cycles in their Point of Sale solutions and ecommerce business.
 - POS takes “1 hour per silo” or 8 hours to deploy & 8 hours to roll back when needed
 - The shrinking international window adds to these challenges. Customer has expressed frustration with current process and is supportive of leveraging automation
 - Ecommerce application takes 15-27 hours to deploy using a dozen (12) or more people
- Customer had purchased release automation via acquisition which had proved \$M's in savings and also created credibility for subsequent organizations within provider
- CA Completed a proof-of-concept against other vendors and results lead to CA Release Automation as the key vendor of choice. Customer bought into overall CA platform story around the DevOps stack of offerings

Customer Success - Customer Quotes

- POS Team: CA RA reduced the time to deploy this application by 80%
- NOC: The CA RA automation tools will allow us to automate basic traffic redirection and application ‘first aid’ actions that will give our future NOC the ability to minimize impact from Incidents by redirecting traffic flow and performing basic measures without waiting for level 2 application support to engage”
- “70% overall reduction in deployment times plus time saved not having to wait for resources”
- “Completely eliminated manual mistakes ”
- “New environments automatically & completely refreshed every time there is a new code change”

Automation helps Bupa Deliver enterprise apps releases ‘on demand’



“CA Release Automation paid for itself in eight months”

- Challenge:
 - Increase release speed and capacity for complex legacy applications
 - Identify defects earlier in the life cycle where it less expensive to find and repair
 - Gain visibility to the entire development pipeline and gain trust with the delivery team
- Results:
 - Increased number of weekly deployments by 300 percent
 - Increased number of deployed environments by 200 percent
 - Reduced team responsible for releases from 15 people to 1

“We can do this with one person. It doesn’t have to be a specialist.”

It used to [require] a team of 15 people,”



Other Customer Results

- Multinational Grocer: Streamlined updates to the online grocery apps, resulting in a savings of \$420K/month. Reduced release deployment time from 2.5 days to 20 minutes.
- Large financial institution: Reduced release deployment time from 12 days to 1.5 minutes, resulting in \$14M realized value annually.
- Major oil and gas company: Reduced release deployment time of oil drilling platform app from 3 days to 4 minutes, realized \$638K/month savings.
- Global retailer: Reduced release deployment time of online store from 2 days to 12 minutes, resulting in \$2M realized value annually.



Mark Sigler
Senior Director Product Management
mark.sigler@ca.com

 @cainc

 slideshare.net/CAinc

 linkedin.com/company/ca-technologies

ca.com

Biography

Mark Sigler is CA Technologies Senior Director of Product Management with responsibilities in cross portfolio integrated solutions for the IT Operations Management and Applications Delivery markets, primarily creating Cloud and DevOps mindshare and market share.

Prior to CA, Mark was a consultant for a innovative cloud computing initiative for one of the largest financial services firms in Australia. Previously, Mark lead Opalis solution capabilities to become the leading IT Process Automation provider prior to it being acquired by Microsoft and is now known as System Center Orchestrator, and led the HP Software and Oracle product lines and consulting practices for Forsythe Solutions.

Mark has over three decades of crafting innovative customer solutions in technology operations, development, sales and marketing. Mr. Sigler has extensive expertise in large-scale ICT architecture and systems management and has led the programs and projects to architect solutions for high scalability and high availability involving cloud and grid computing, massive scale server and storage systems and virtualization. Mark has driven revenue growth, managed P&L, successfully launched several products and created opportunities with large enterprises, service providers, and innovative start-ups.

Major achievements would include a technical *Emmy* awarded to a major global news network for a groundbreaking digital content management system; business intelligence and data warehousing systems for one of the largest entertainment and hospitality companies; petabyte scale storage and computational grid systems for processing and archiving geo-spatial and imagery across multiple government agencies; and automation and orchestration of complex heterogeneous systems management and virtualization using standards based processes for one of the largest systems integration and outsourcing providers.

