

DevOps Maturity Assessment

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Proposal for DevOps Discovery Half-Day Workshop

Customers have varying levels of DevOps maturity. As CSA's we can run DevOps Capability assessments through unified as a two-day engagement to identify areas of strengths and improvements. These assessments provide great insight into the state of the customer but are limited as a service customers have to pay for.

Specialists aim to sell developer services such as GitHub Copilot and Platform Engineering to their customers, sometimes with no knowledge of the current DevOps/Developer maturity level. This can result in a difficult sale for customers that have a low maturity of DevOps and development practices.

This paper is proposing a shorter DevOps Assessment to run for 2-3 hours that is free for the customer to attend. By offering a free assessment, we can gain valuable insights into the customer's work processes and determine their level of DevOps/Developer maturity. This information will be beneficial for both the specialists and the CSAs, enabling them to create a more informed plan on how to best support the customer.

Key pain points that we see as CSA's include:

- Culture is still based on waterfall with manual quality gates and formal sign-offs. This results in delivering large batches, less frequently
- Agile adoption is limited and generally is more Wagile than Agile
- Automated testing limited coverage across the code base.
- Infrastructure being built manually, limited to no IaC
- Continuous Delivery run infrequently
- DevOps teams are project based and not product based as recommended, this makes it difficult for teams to identify and implement improvements when they are moved between projects on a regular basis – lack of ownership
- DevOps can be challenging for monolith, legacy code
- Customer's either not using sprints or failing to deliver working code at the end of the sprint
- **Difficult for customers to adopt:**
 - AI - if DevOps maturity is low and most work is still manual
 - If developers are unhappy, over worked, little headspace for learning Github Copilot

- Platform Engineering adoption is challenging if maturity is low in automation and DevOps best practices

Workshop Objectives

The primary objectives of the DevOps Discovery Half-Day Workshop are to:

- Assess the current state of the customer's DevOps capabilities by asking high level questions focused on Agile adoption, developer ways of working and devops practices
- Identify areas for improvement and recommend actionable next steps.

This assessment is free to customers as the value for us is to understand the maturity of the customer to better understand how we can help them improve not only their DevOps maturity but also increase delivery velocity, quality and security of their solutions.

DevOps Discovery (2-3 hours)

The half-day workshop will be structured as follows:

1. Welcome and Introduction (30 minutes)

- Opening remarks and objectives of the workshop.
- Introduction of the facilitators and participants.

2. Walk through Assessment (2-3 hour)

Format of Delivery

- If in person, the delivery should be in one block of time
- If the delivery is online then there is more flexibility to create multiple blocks of time to deliver sections of the DevOps Maturity Assessment to specific teams. The CSA delivering the assessment can decide with the customer on the best format

Content of Delivery

- Culture and Collaboration.
- Automation and Tools.
- Continuous Integration and Deployment
- Monitoring and Feedback.
- Security and Compliance
- Metrics focused on DORA / SPACE

Customer Team Assessment Results and output

- Create a value stream mapping of the overall devops process
- Use DORA / SPACE metrics to classify maturity level
- Report on survey customer responses and recommend improvement plan to add value to customer business needs
- Focus is on identifying improvements, not maturity score