

ADD0

ALL DAY DEVOPS

NOVEMBER 6, 2019

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Influencing a
DevOps Culture
Across Distributed
Teams and
Organisations



Agenda

Why Companies are Outsourcing DevOps

Outsourcing Options

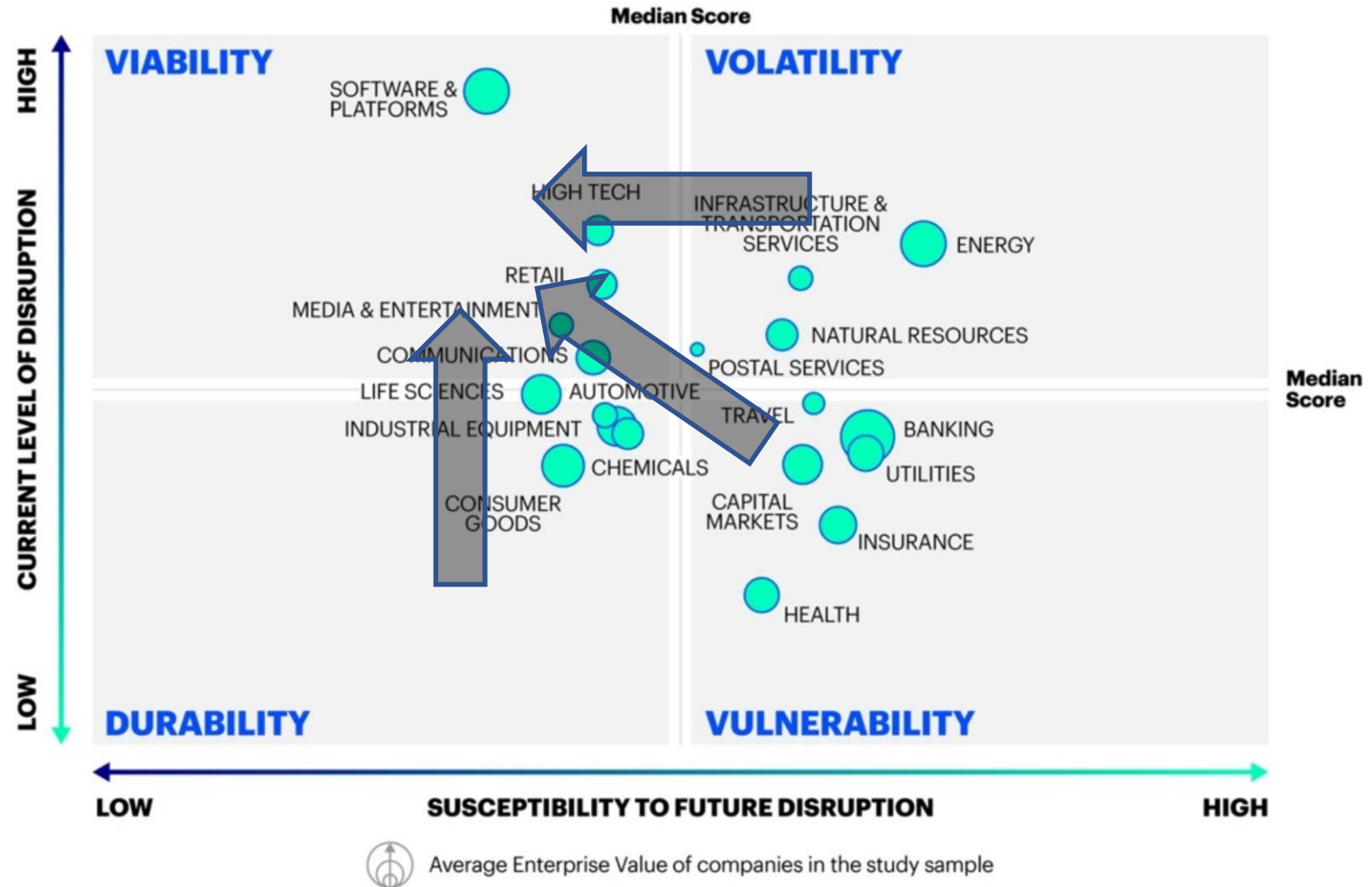
DevOps and Outsourcing Experience

DevOps Challenges



The Disruptability Index

[Source](#)

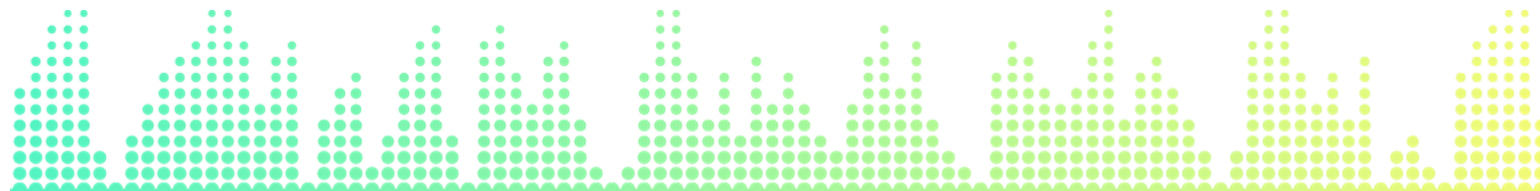


MSP market is growing by around 12.5% annually

The global market for managed services will grow from \$107.17 billion in 2014 to \$193.34 billion by 2019 – [Source](#)

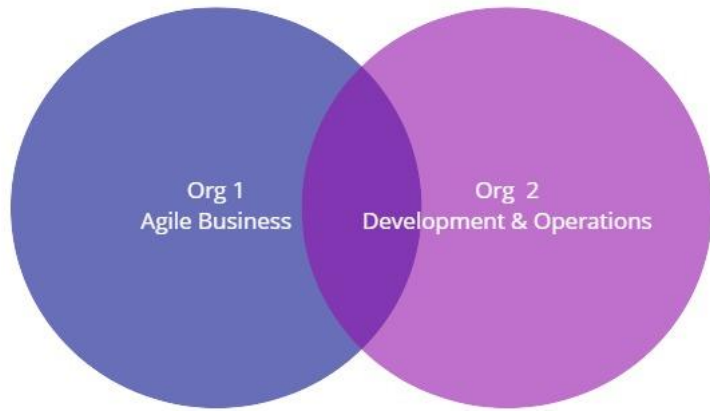
DevOps market is growing by around 18.6% annually

The global Development to Operations (DevOps) market size was valued at USD 2.77 billion in 2016 and is expected to expand at a CAGR of 18.60% over the forecast period - [Source](#)

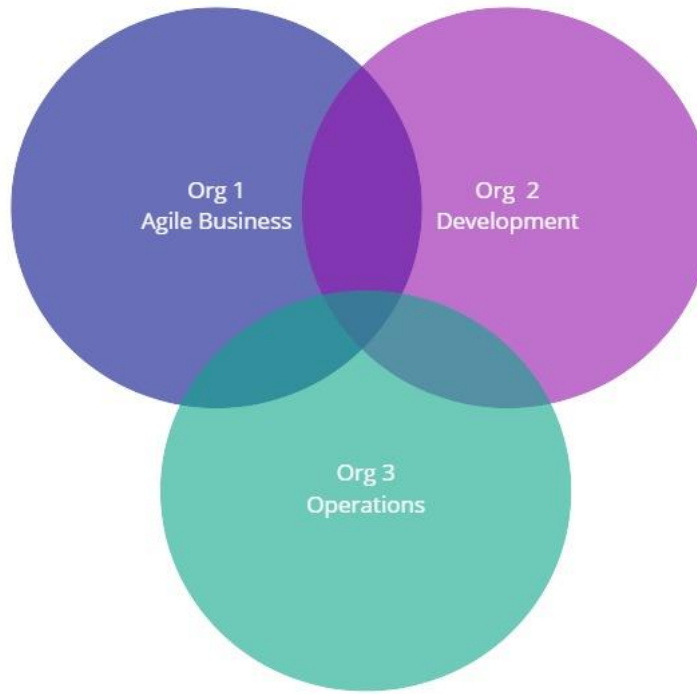


Outsourcing Options

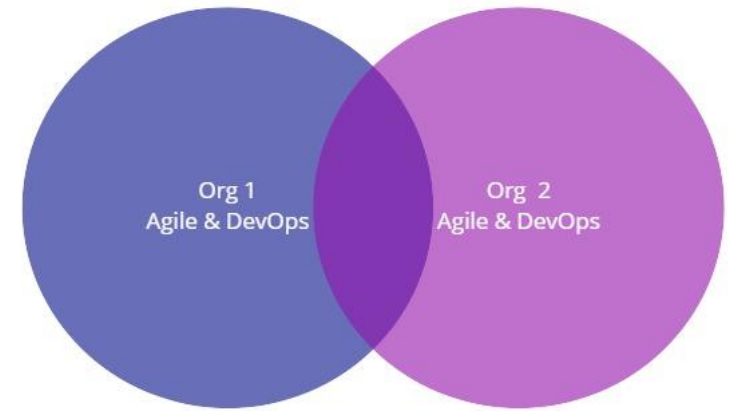
Option 1



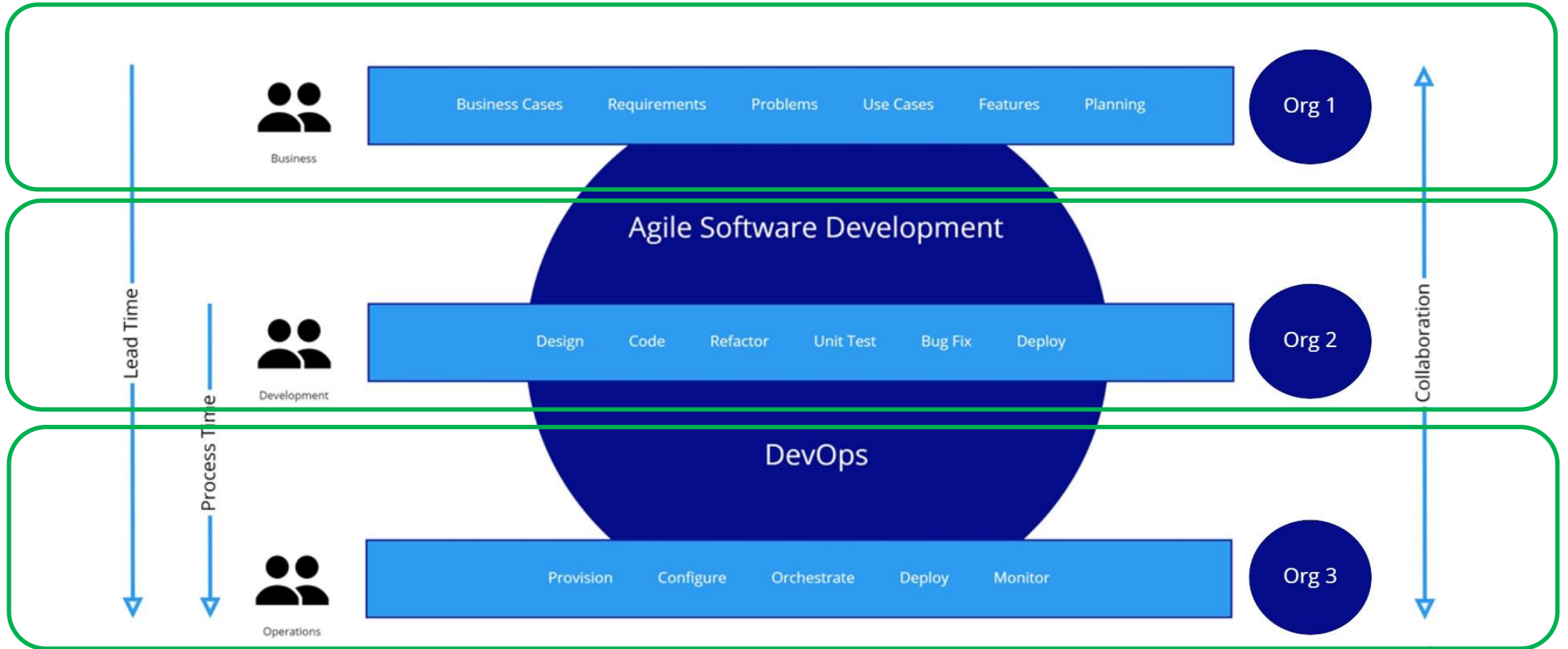
Option 2



Option 3



DevOps and Outsourcing Experience



C.A.L.M.S.

- **CULTURE**
 - Focus on People, Embrace Change, Failure and Experimentation
- **AUTOMATION**
 - CI/CD Tools, Test Automation, Infrastructure as Code
- **LEAN**
 - Focus on delivering value to the end customer, use small batch sizes, WIP limits and frequent delivery and feedback loops
- **MEASUREMENT**
 - Basing decisions on data, rather than instinct, leads to an objective, blameless path of improvement
- **SHARING**
 - Key to the success of DevOps at any organization is sharing the tools, discoveries, and lessons

[Source](#)



CULTURE

- Culture itself cannot be changed directly
- You must change behaviours and habits to affect culture
- Get buy in from senior management and CEO
- Keep all stakeholders informed of what DevOps is and why your practicing it
- Use [DevOps Dojos](#) to Inform and Teach people in your organisation
 - What is DevOps
 - How do you achieve DevOps
 - Why adopt DevOps
- **Focus on Processes not People**
- Kaizen (continuous improvement)



AUTOMATION

- Value Stream Mapping
- Tackle the your biggest pain points first
 - Testing
 - Deployments
 - Infrastructure
- Kaizen (continuous improvement)



LEAN

- Use Work In Progress Limits
- Reducing hand-off complexity and wait times (Value Stream Mapping)
- Make work visible
- Eliminate waste
- Break down work into small batches of customer value
- Kaizen (continuous improvement)



MEASUREMENT

- Choose a small number of metrics to help measure your performance

[Deployment frequency](#)
[Change volume](#)
[Deployment time](#)
[Lead time](#)
[Customer tickets](#)
[Automated test pass %](#)
[Defect escape rate](#)
[Availability](#)

[Service level agreements](#)
[Failed deployments](#)
[Error rates](#)
[Application usage and traffic](#)
[Application performance](#)
[Mean time to detection \(MTTD\)](#)
[Mean time to recovery \(MTTR\)](#)

- Use Outcome based metrics over Output based metrics
- Kaizen (continuous improvement)



SHARING

- Share with your peers within your organisation
- Share with the wider DevOps community



CHALLENGES

- OUTSOURCING
- BUDGETING / COMMERCIAL
- LEGAL / COMPLIANCE
- CULTURE / PEOPLE / MINDSET / SPEED vs COST vs RELIABILITY
- APPLICATION / TECHNICAL ARCHITECTURE
- SECURITY



RECAP

- DevOps is a Journey, and it never ends...
- If you have to outsource, choosing the right outsourcing option is important
- Make sure you choose the right outsourcing partner
- Change Improvement should be iterative and continuous
- Prioritising delivery of Customer Value and Transformation is a difficult balancing act



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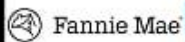


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