# DORA DevOps Award Submission – Executive Summary for CFO

This document provides an executive summary of our DORA DevOps Award submission. It includes the key areas covered in the application and highlights of our responses.

* 🩺 \*\*Problem Statement\*\*: Clinicians were overwhelmed with administrative burdens due to legacy, on-prem systems and manual workflows that slowed delivery and impacted care quality.
* 🚀 \*\*Solution\*\*: Built a cloud-native Care Enablement Platform on Google Cloud using GKE, Vertex AI, BigQuery, and Looker, with CI/CD pipelines and observability integrated with DORA metrics.
* 🎯 \*\*Business Drivers\*\*: Improve clinician productivity, reduce admin time, ensure faster time-to-market, and drive cost efficiency across healthcare operations.
* ☁️ \*\*Technology Goals\*\*: Cloud modernization, containerization, CI/CD automation, real-time monitoring, and DORA metric adoption.
* 📊 \*\*Metrics Improved (Pre vs Post):\*\*  
   - Deployment Frequency: 1/month → 3–4/week  
   - Lead Time for Changes: ~14 days → <24 hours  
   - Change Failure Rate: ~12% → <2%  
   - MTTR: 6–8 hours → <30 minutes
* ⏱️ \*\*Impact\*\*:  
   - 2.3 hours/day saved per clinician  
   - 25% increase in clinician satisfaction  
   - 35% improvement in documentation accuracy  
   - 28% infrastructure cost reduction via autoscaling and spot VMs
* 🌐 \*\*Scale & Complexity\*\*: 9-month project, 25 team members, 120M+ annual transactions, 6,000+ concurrent users, scalable for 5x future growth.
* 💡 \*\*A-ha Moments\*\*:  
   - Discovered correlation between deployment speed and clinician satisfaction.  
   - Integrated Slack alerts and dashboards to accelerate incident response.  
   - Healthy internal competition from team-level DORA dashboards.
* 🤝 \*\*Partnership with Google Cloud\*\*:  
   - GCP teams supported CI/CD setup, observability design, and DORA dashboard integration.  
   - Weekly working sessions accelerated delivery.
* 🏆 \*\*Post-Award Improvements\*\*:  
   - Launched DevOps Guilds  
   - Implemented AI-runbooks, change risk scoring, and mentored partner orgs.  
   - Embedded DORA metrics into sprint retros and executive reviews.
* 📘 \*\*Case Study Example\*\*:  
   - National US health system: 35% doc accuracy gain, 25% clinician satisfaction boost, and downtime cut from 4 hours/month to <20 minutes.
* 🎥 \*\*Video Submission\*\*: Uploaded to GCP and shared with dora-awards@google.com.