

DevOps Assessment Stage 0 - Questionnaire

Overview

The following questionnaire should be conducted prior to an assessment in order to gather necessary information required to schedule and prepare for the assessment.

Question	Example Answer	Why we ask?
How many development organizations/products are we going to assess?	<ul style="list-style-type: none">■ Internet Payment Gateway - Follow Agile development practices■ Portal - Merchant Solutions	<p>If there is more than one organization, then we may need to replicate the set of interview sessions for each organization so we understand how the strategy and policies compare across each organization.</p> <p>Example:</p> <ul style="list-style-type: none">■ Each organization may have a different business team, release management, dev, qa, ops, etc. So interviews for a specific functional area may need to be scheduled for each organization
In each organization, what are the functional roles/teams (touch points throughout the development lifecycle)	<ul style="list-style-type: none">■ Business Team: Customer requirements and prioritization. Located in the US only.■ Scrum Master: Planning, Sizing, and Prioritization. 15 scrum masters (1 for each functional team). One scrum master serves as the head that helps coordination and standardization for Scrum of Scrums.■ Dev Team: 150 developers distributed over 4 sites. 15 scrum teams with 10 developers each. 2 scrum teams own UI, 2 scrum teams own platform, 4 teams own payments, 3 scrum teams own reporting, 2 teams own risk, etc. From top to bottom in the hierarchy, there is a Development VP, Development Manager over each functional area (i.e. UI Manager, Payments Manager, etc).■ QA Team: Embedded into scrum team (3 QA per team). From top down, hierarchy separate team or are they embedded? Is there a functional head over all the teams?■ Security Team: one for the company that supports the whole organization. 20 security engineers with one Director of Security that heads the Security team.■ Release Management: 8 release management engineers and 1 head of release management■ Production Support Team: Production Deployment and Support. 40 engineers and one head of Production Support.■ Non Production Infrastructure Support Team: Non-Production server provisioning and support■ Tools Support Team: Jira, Confluence, and Bitbucket managed by centralized team across the company. Sonar, Jenkins, and Chef managed by another team within the organization.	<ul style="list-style-type: none">■ Need to understand the roles and responsibilities within the organization so that we know who should be interviewed and what questions/discussions should be geared towards the interviewee.■ Need to understand if there are centralized teams that work across multiple organizations. This way we only need to have one interview session that supports multiple organizations. Example: Tools team supports both organizations that we are doing an assessment for.■ If we have multiple teams with the similar functions across multiple sites, then we may want to get a sampling of multiple interviewees across teams. Example, we may want to interview a Dev lead from US, India, and Germany.■ Need to understand how information and feedback occurs across functional teams. Example, If there is one UI team supporting all back-end teams, we will want to get a better understanding from both sides on how features are prioritized and timed so that features meet deadlines.■ Need to get an understanding of which teams own what code base so we can interview key folks in each area. Common inquiries would be<ul style="list-style-type: none">■ Size of team■ Criticality of code developed■ Team skill-sets■ Code size
How many sites are involved within the organization?	<ul style="list-style-type: none">■ Germany: Business, Architecture■ India: Dev, QA, and Production Support■ US: Production Support■ Poland: Dev and QA	<p>To get an understand the number of sites and time-zones that are involved in the organization. Also need to know the size of each site (dev/qa/prod/devops). This will help us to understand how information and responsibilities are distributed across sites. For instance, if all development occurs in India and all architecture occurs in the US, we need to be able to ask folks from the US and India on how application architecture in US is passed on to development in India and if there are any challenges that occur in the model.</p>

<p>Tech stack and tools they currently use (commercial, open-source, proprietary, in-house)</p>	<ul style="list-style-type: none"> ■ Jira: Issue Tracking ■ Bitbucket: Source control ■ DB-Sync: Database replication tool developed in-house ■ Sonarqube: Quality Analysis ■ Circle CI: Orchestration ■ Deploy-It: Deployment automation tool developed in-house 	<p>This will allow us to determine if there are any tools that we may need become familiar with prior to the assessment. It will also allow us to determine if there are any in-house solutions that will require additional interview sessions with the Tool's development team and its users.</p>