

# Why you should care about DevOps in the public sector

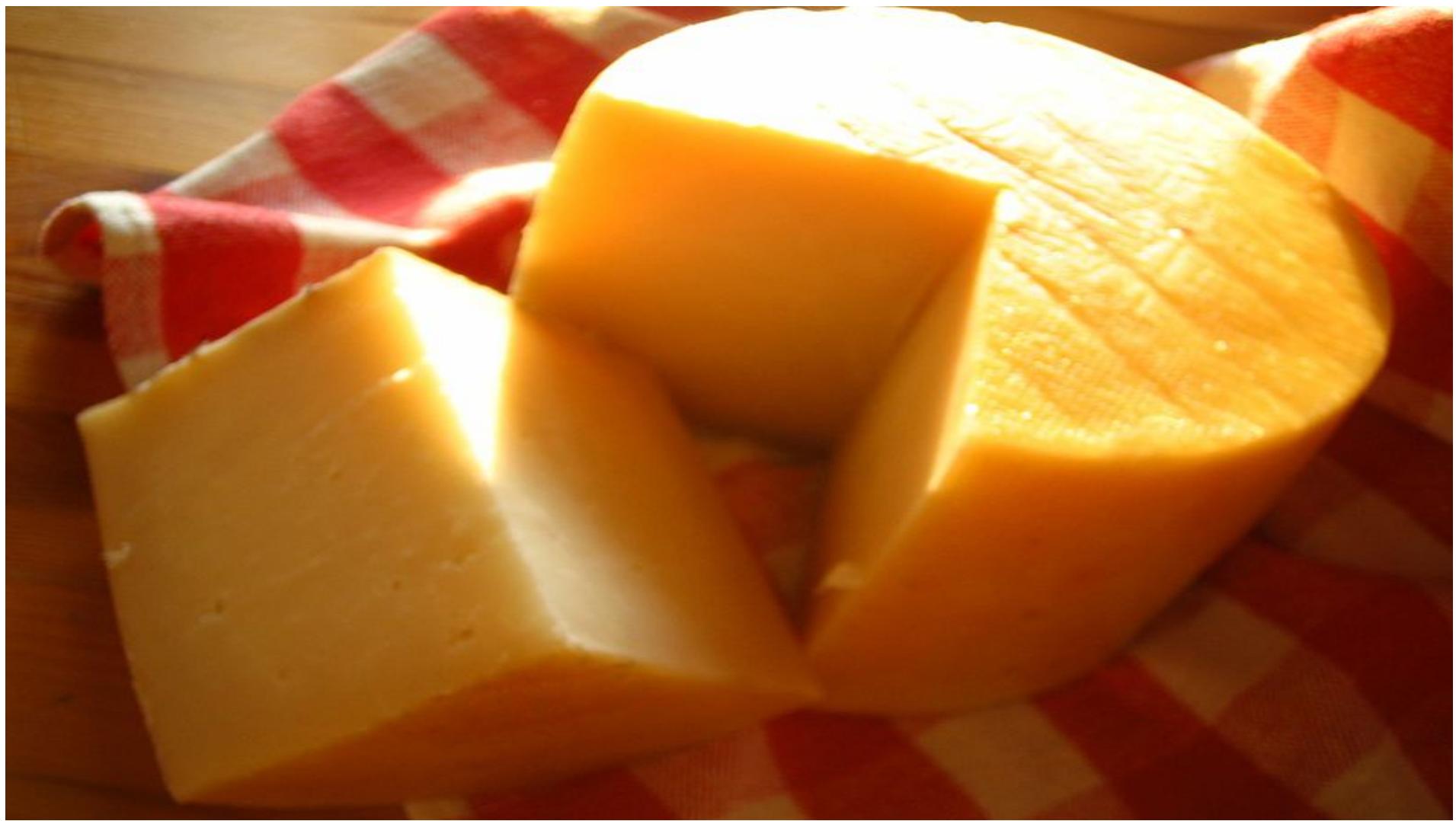
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Josh Zimmerman  
UW – Madison Libraries  
@TheJewberwocky



Woolly  
-fin (fields)  
and castle  
-green







# Why you should care about DevOps in the public sector

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UW – Madison Libraries  
@TheJewberwocky

# Let's define "public sector"

- For the sake of this discussion:
  - Organizations owned by the government.
  - Organizations partially or totally administered by the government.

# Disclaimer!

Gray duck



Goose





Why should you care?

https://www.healthcare.gov

HealthCare.gov Individuals & Families Small Businesses Log in Español

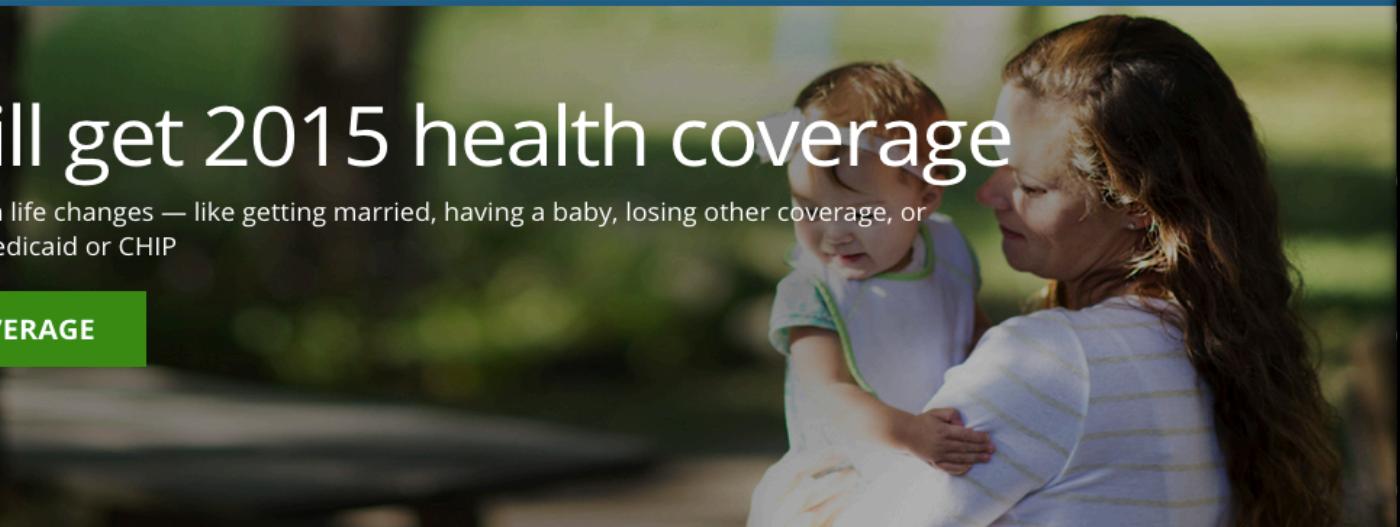
Get Coverage Change or Update Your Plan Get Answers Search SEARCH

# You can still get 2015 health coverage

You can enroll if you have certain life changes — like getting married, having a baby, losing other coverage, or moving — or if you qualify for Medicaid or CHIP

[SEE IF YOU CAN GET COVERAGE](#)

Want a [quick overview](#) first?



**TAX QUESTIONS?**

**COVERAGE TO CARE**

**FIND LOCAL HELP**

**CONTACT US**

[GET TOOLS & ANSWERS](#)

[SEE ROADMAP](#)

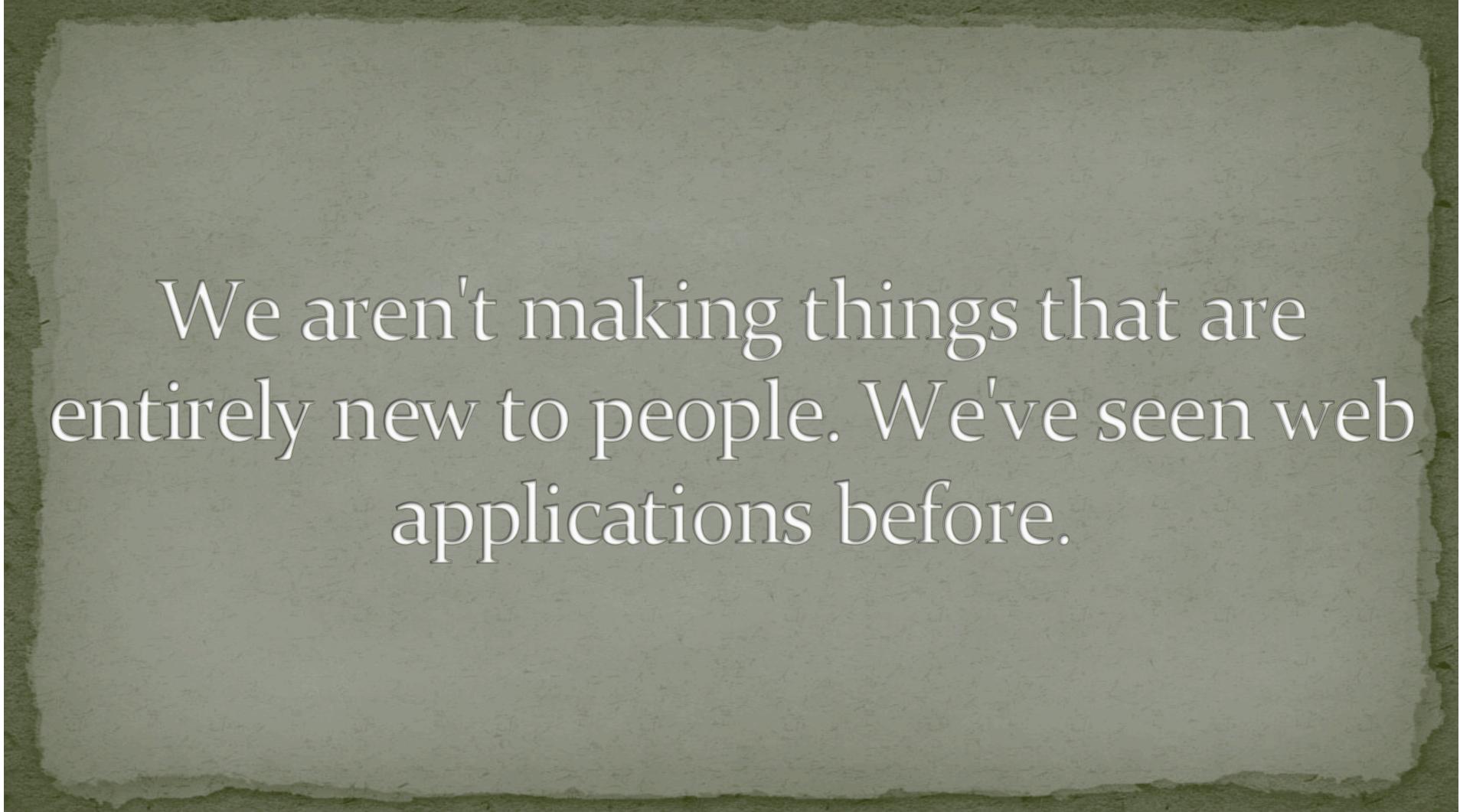
[GO](#)

[GO](#)



You already care.

Lacking the agency to fix a problem  
makes it easier to feel like it isn't your  
problem.



We aren't making things that are entirely new to people. We've seen web applications before.



Take a second to think about the public  
sector apps you've used. Go on... I'll  
wait...

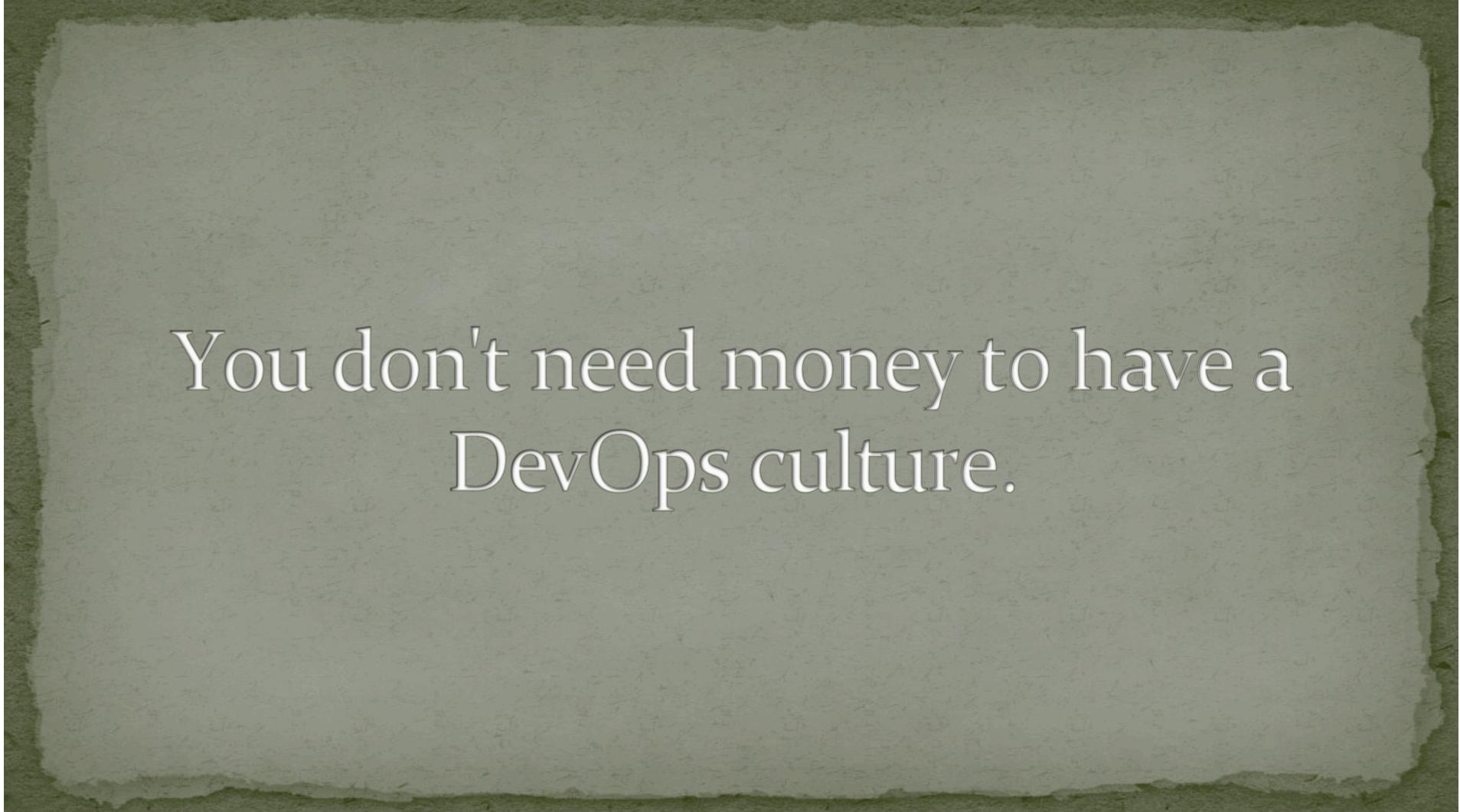


We know when there's an issue with  
our apps, just like you do.

We should be able to improve these applications.

# Why DevOps?

Well, for most of the same reasons  
your organizations want it.



You don't need money to have a  
DevOps culture.

A close-up photograph of a man with light brown hair, looking upwards with a wide-eyed, shocked expression. He appears to be lying down, with his head resting on a white, textured surface. The lighting is dramatic, casting shadows on his face.

DevOps

Organization



Mark Schwarz

56:50

Bureaucracy as a service?  
not a roadblock



Bureaucracy 2.0  
Now as a service!

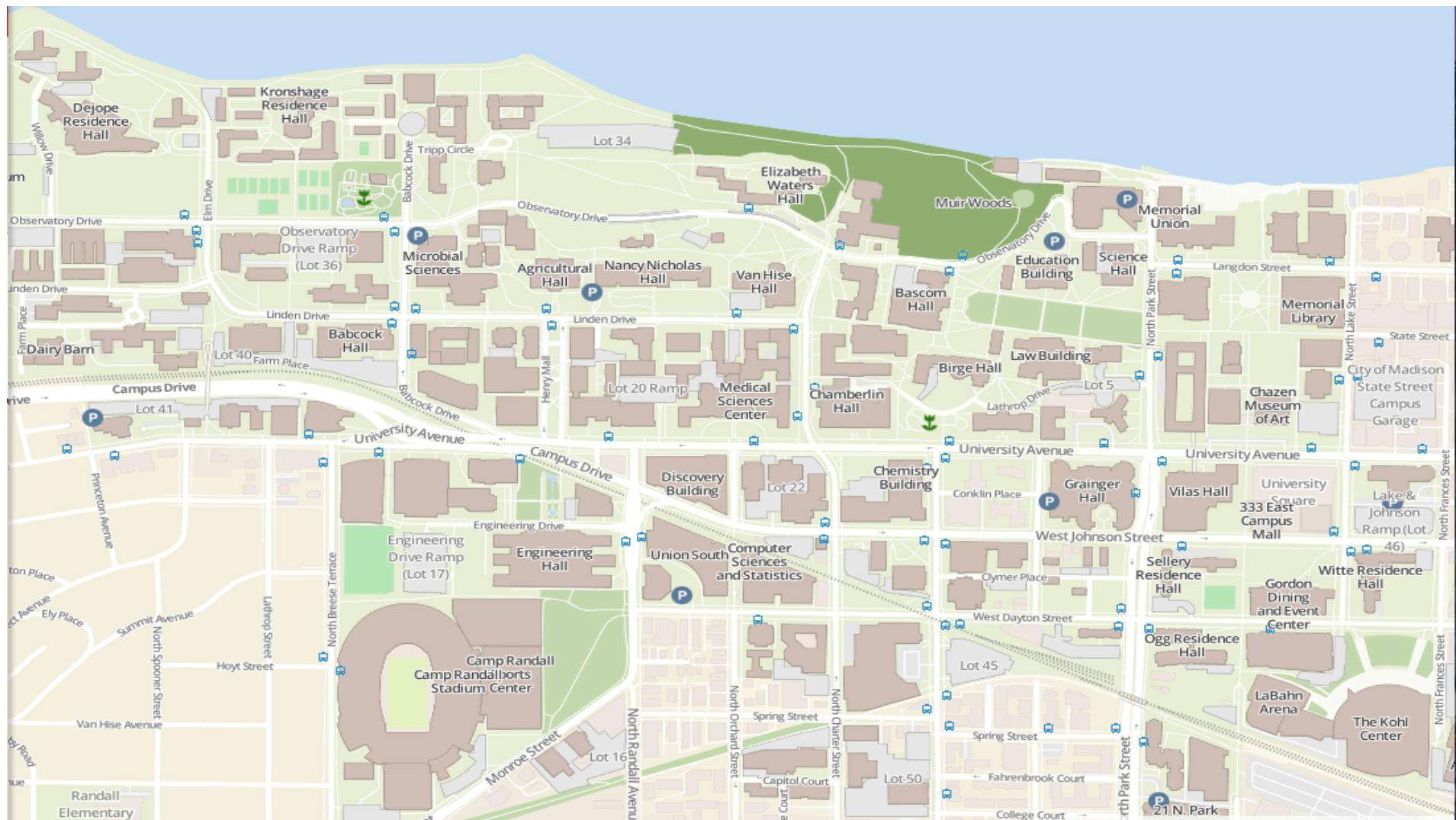
Step 1: Fix bureaucracy

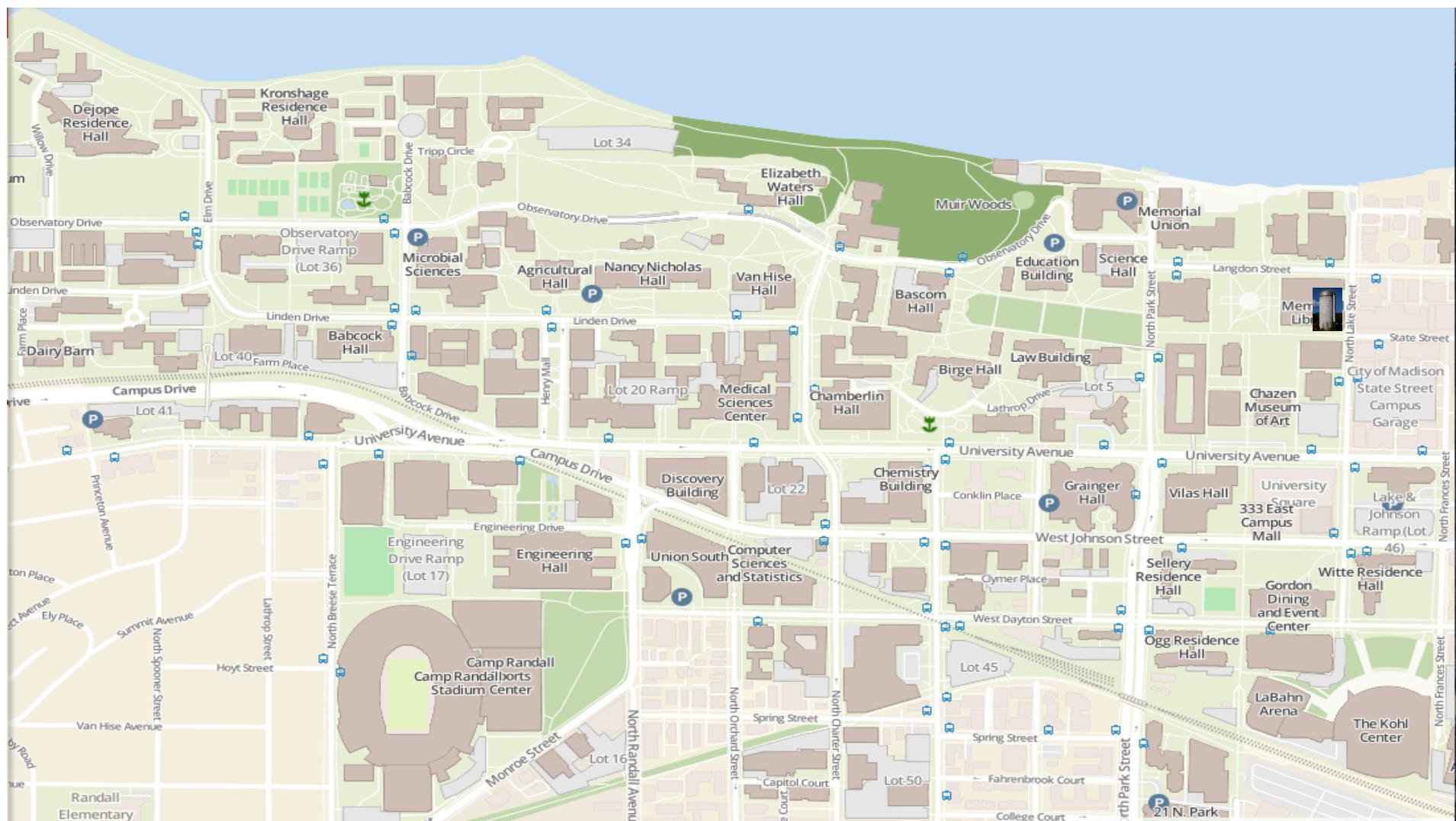
Step 2: ???

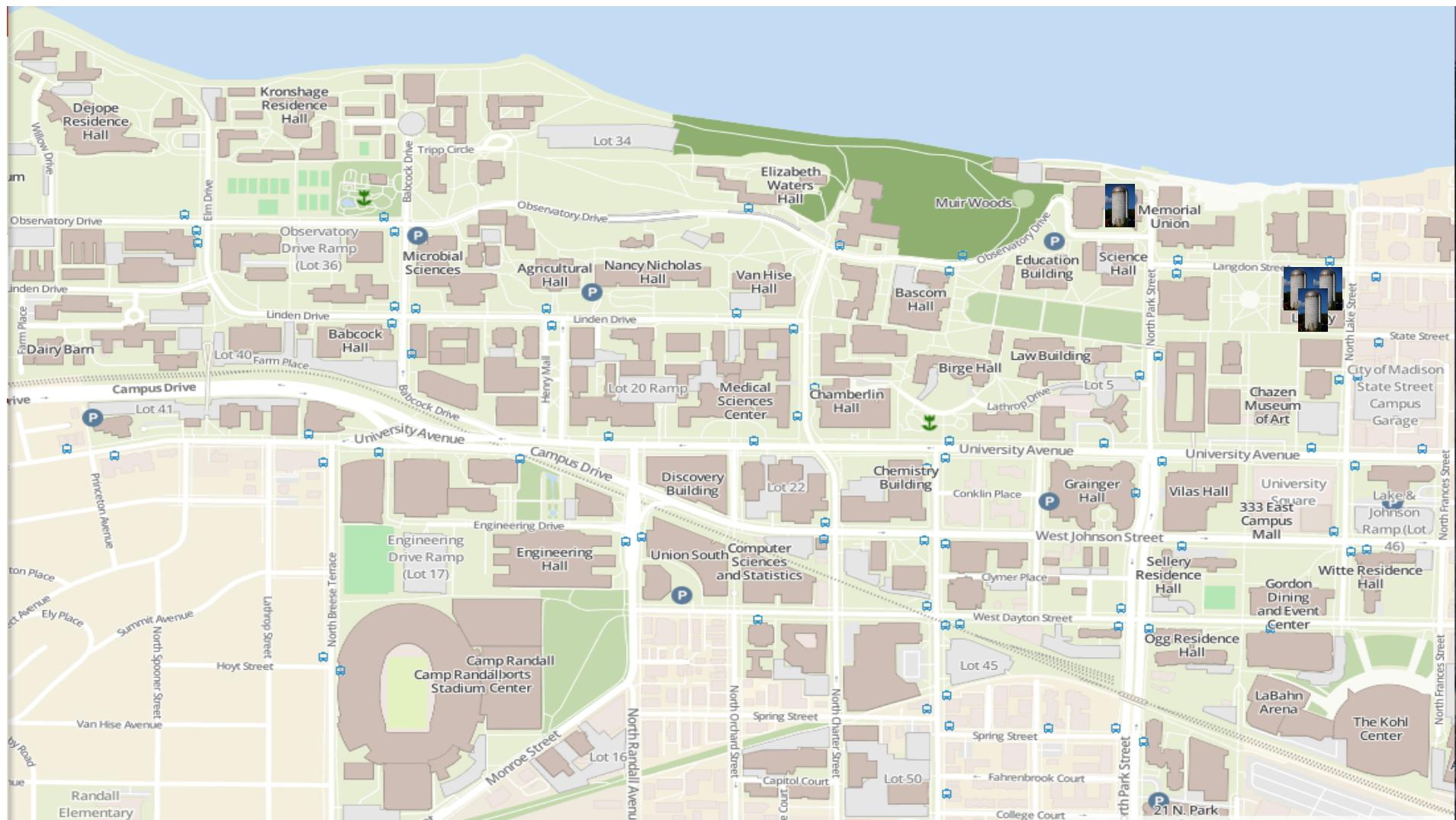
Step 3: Profit DevOps Culture and  
Improved Services

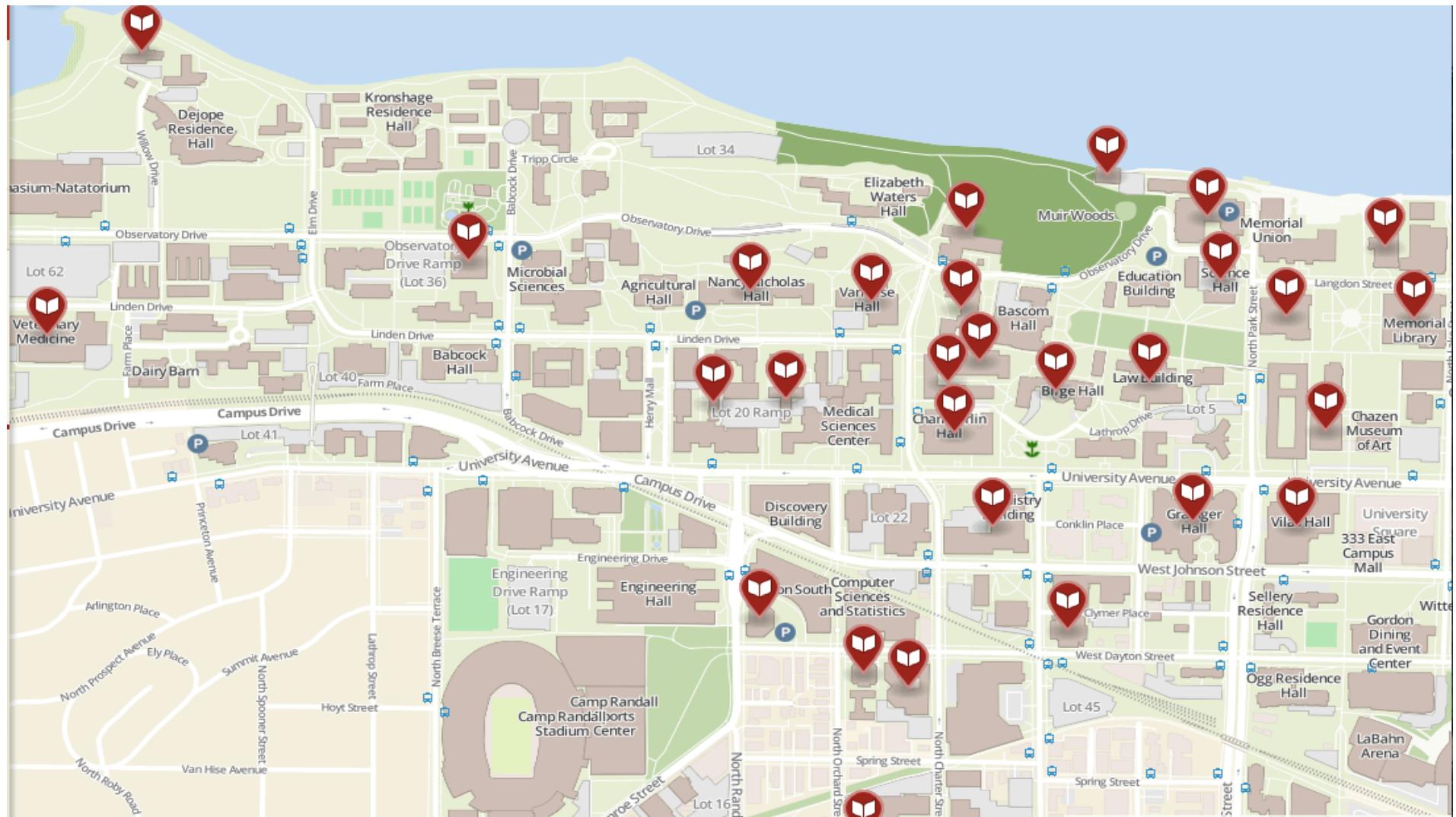


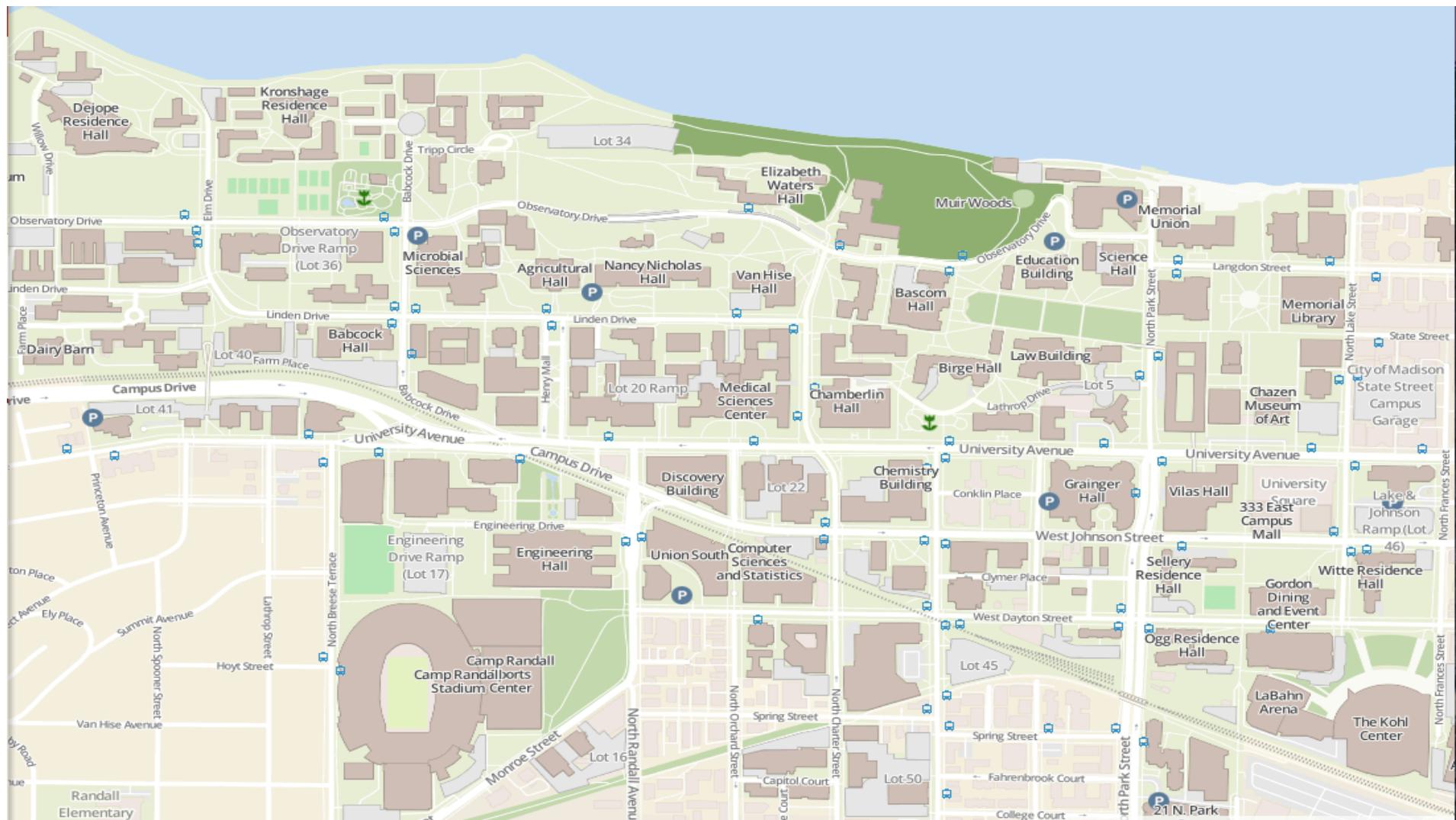
This structure happens  
to be a barrier.

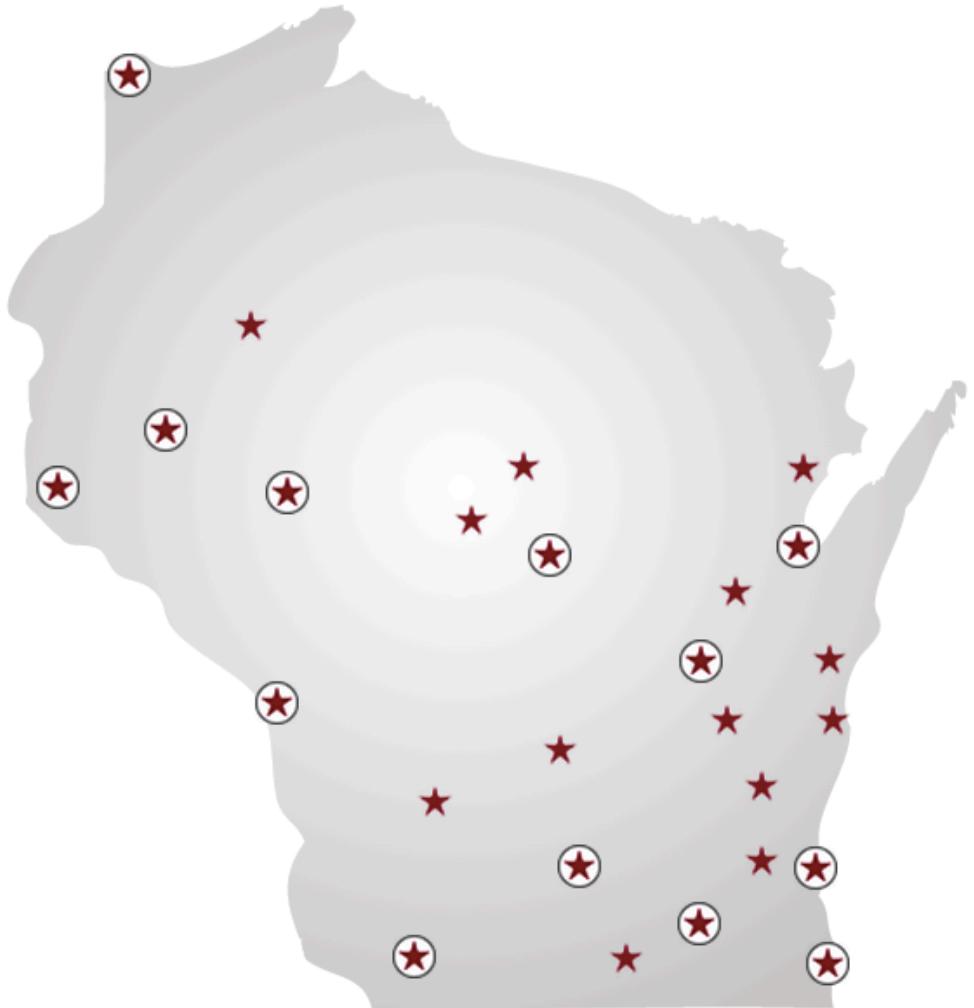












I would have turned the stars into silos, but I was afraid you'd have just thought it was a normal map of Wisconsin.



Structure and politics are hard.



John Maeda

@johnmaeda



Follow

Cooperation = working together  
independently. Collaboration = working  
together dependently.

[americanenglish.state.gov/files/ae/resource/](http://americanenglish.state.gov/files/ae/resource/)



...

RETWEETS

79

FAVORITES

89



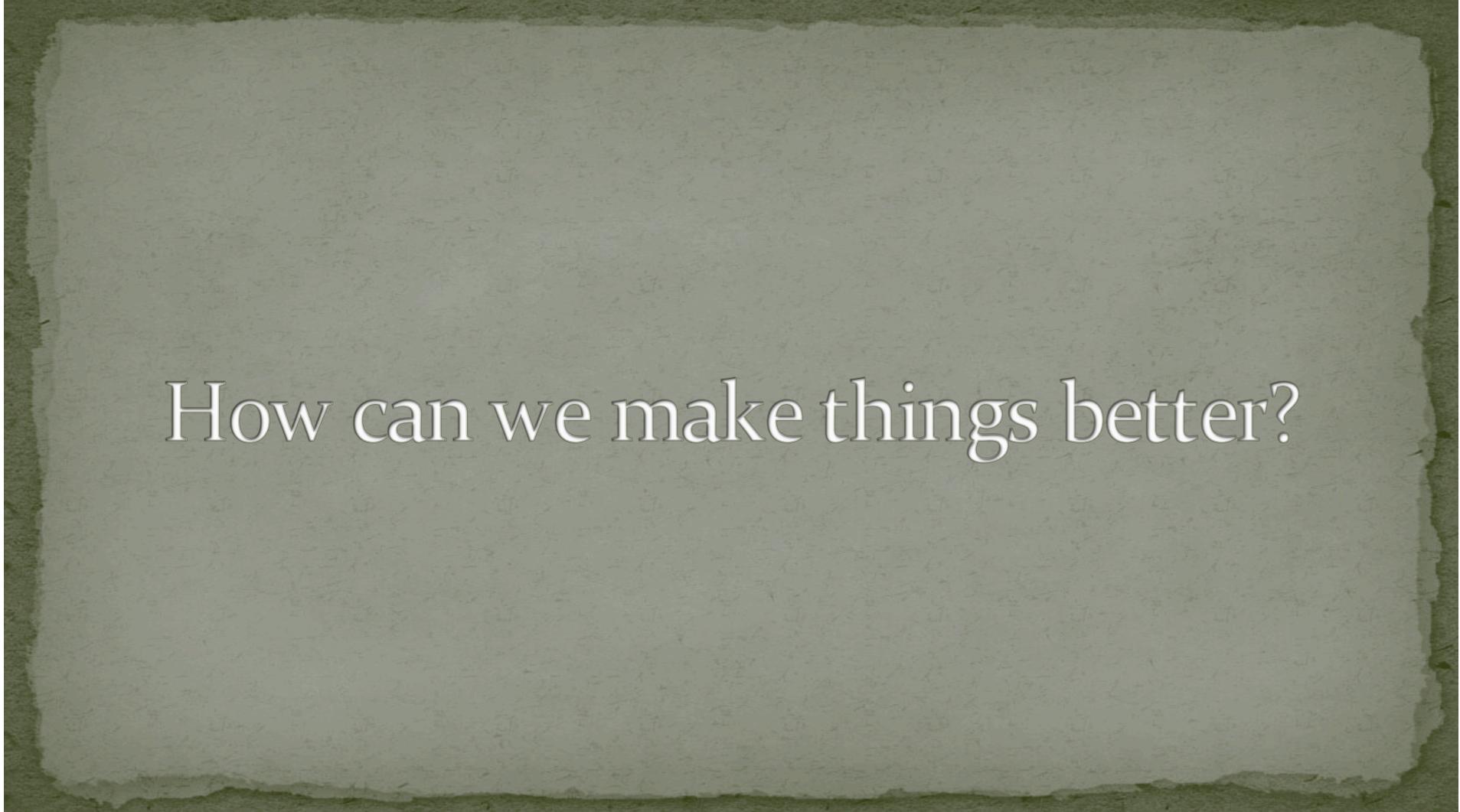
7:34 PM - 12 Feb 2015



@SB NATION

The metrics we use to define our success may not be the same as yours.

Time is often a bigger limitation than  
money.



How can we make things better?

On a scale from one to the borg, how  
inclusive is your community?

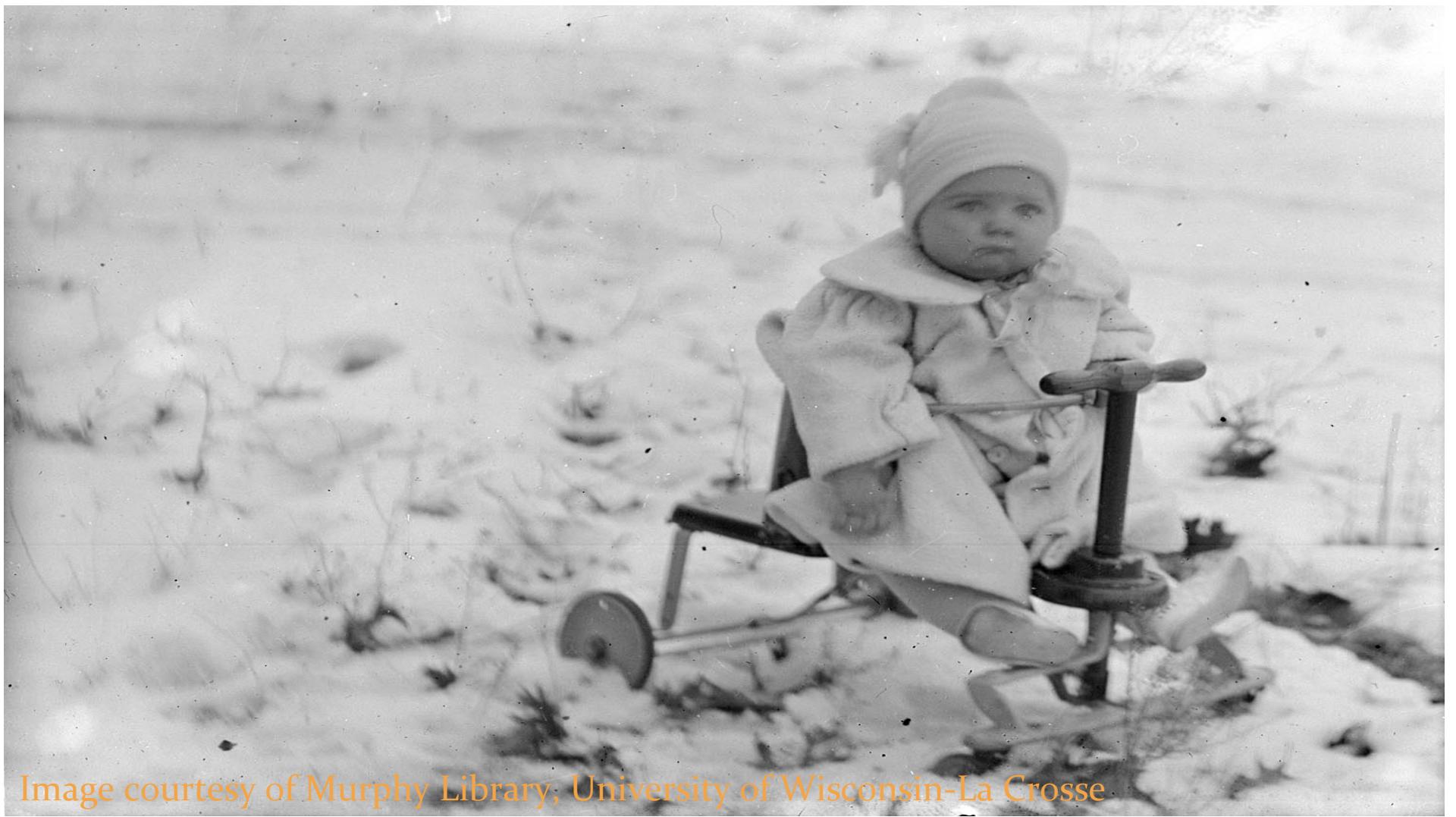
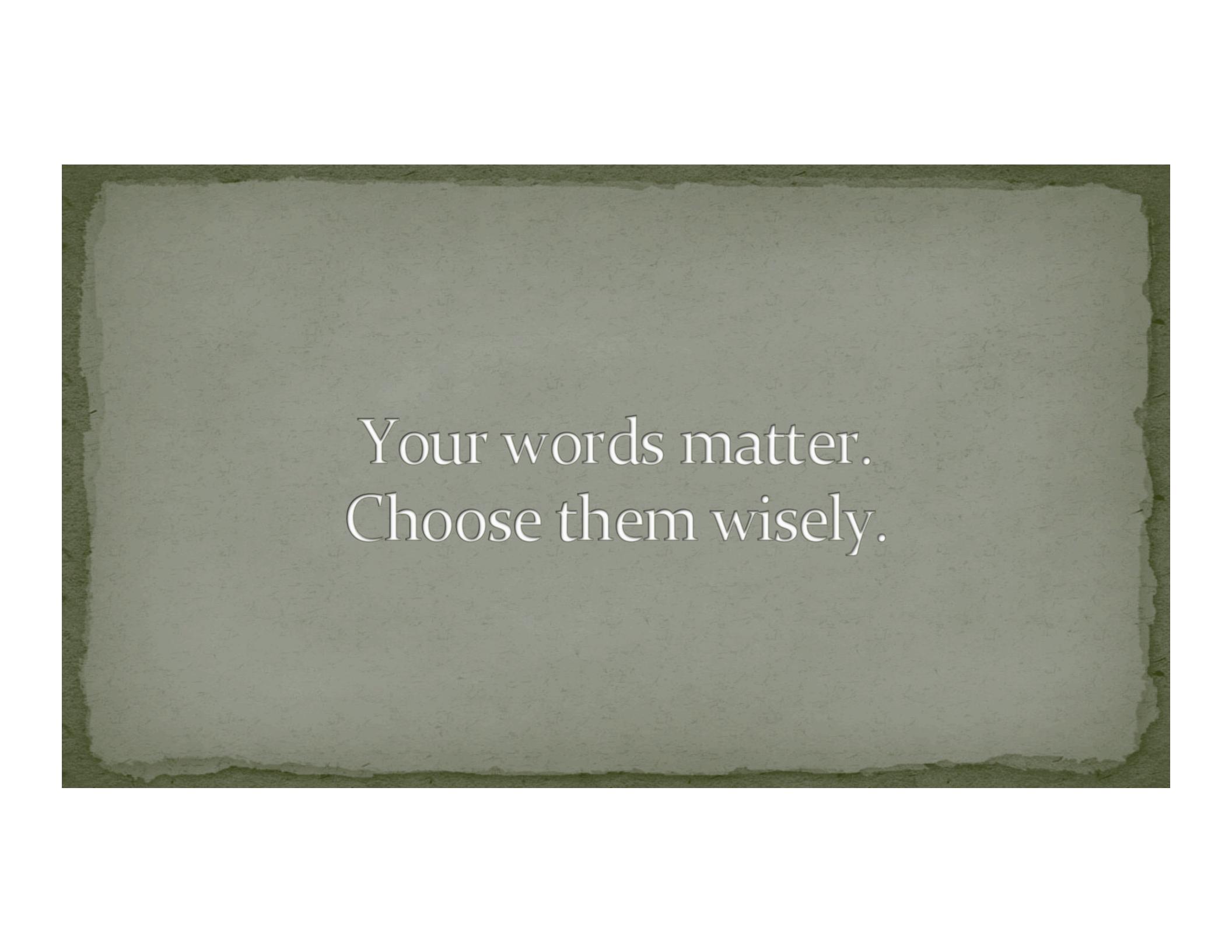


Image courtesy of Murphy Library, University of Wisconsin-La Crosse



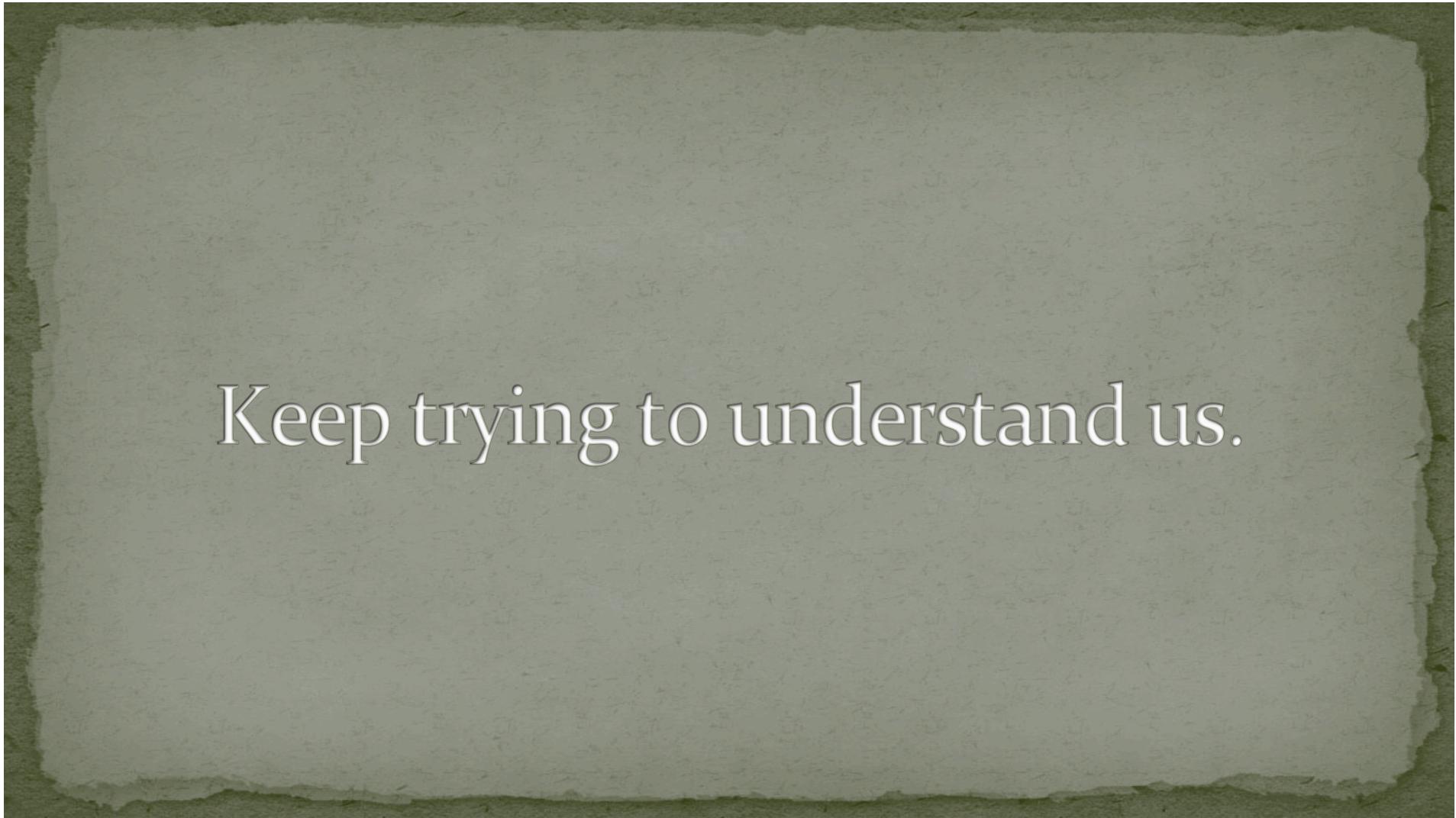
Your words matter.  
Choose them wisely.



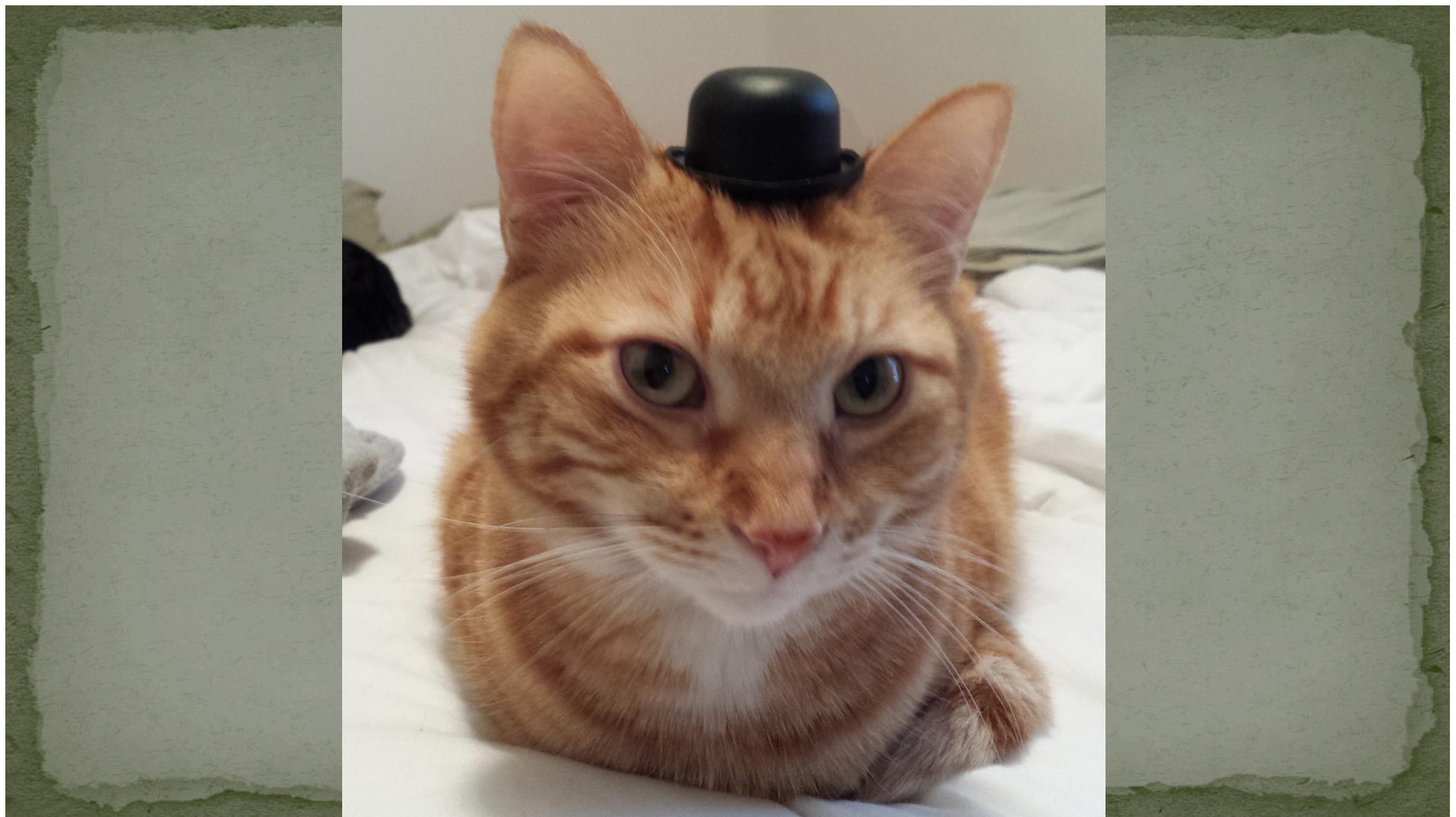
Give everybody a voice!



Help us with some of our time  
problems.



Keep trying to understand us.



# Resources referenced

- DevOps Kung Fu - [https://www.youtube.com/watch?v=\\_DET0XsgrPc](https://www.youtube.com/watch?v=_DET0XsgrPc)
- Mark Schwarz DevOps Days DC talk - <http://livestream.com/uspto/DevOpsDay2015> (Day 2 Part 2 ~36:30)

# Image attributions in order used

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- Healthcare.gov – screencap of aforementioned site 06/2015
- Chestburster alien - <http://i.ytimg.com/vi/SEEwAvlJOcl/maxresdefault.jpg> (screencap from youtube)
- Picture of Mark Schwarz – screencap from DevOps Days DC presentation
- Great Wall Tower - <https://commons.wikimedia.org/wiki/File%3AGreatWallTower.jpg>
- UW Maps – screencaps from <http://map.wisc.edu/>
- Grain silo - [https://www.flickr.com/photos/ryan\\_orr/1799312198](https://www.flickr.com/photos/ryan_orr/1799312198)
- Wisconsin System Map - <https://www.wisconsin.edu/campuses/>
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