Lesson 2.4: Managing Risk with DevOps

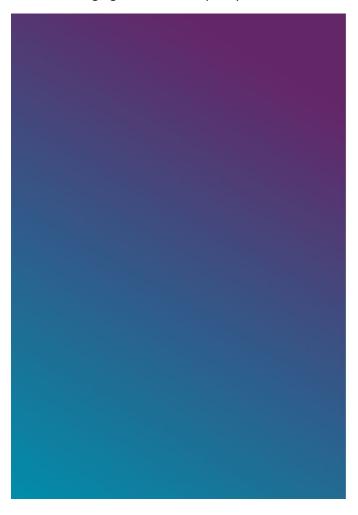




Courtney Kissler Vice President Digital Platform Engineering Nike



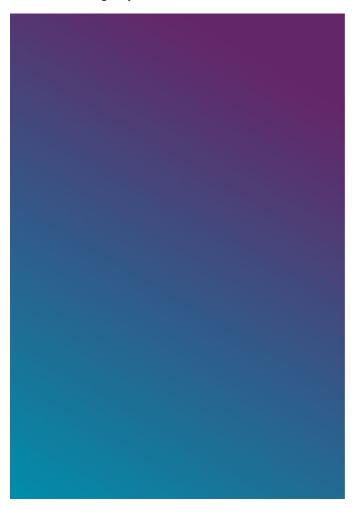
Slide 1: Managing Risk and DevOps Myths



# Managing Risk and DevOps Myths

Many **myths** in the industry

Slide 2: Learning Objectives



#### **Learning Objectives**

Discuss strategies for **change** management

Describe how to mitigate **risk** 

Compare and contrast **DevOps** to **ITIL** 

Describe limitation of freeze windows

Slide 3: Risk Management Theatre



#### **Risk Management Theatre**

Are you just checking the boxes?

Feel-good checking boxes

Not really risk management

Slide 4: DevOps Risk Mitigation and Management



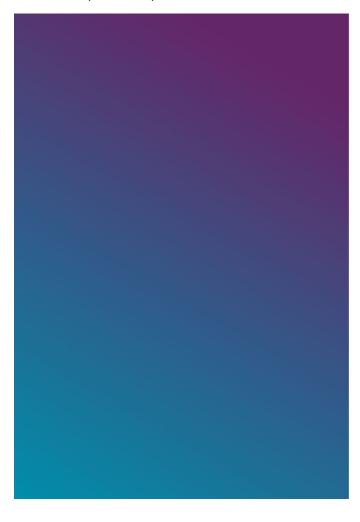
## **DevOps Risk Mitigation and Management**

Focus on the process

**Improve** delivery performance

Increase stability, quality, and speed

Slide 5: Compare DevOps to ITIL Best Practices



## Compare DevOps to ITIL Best Practices

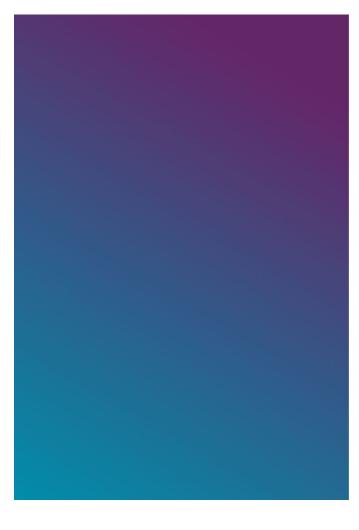
Information

Technology

Infrastructure

Library

#### Slide 6: ITIL Best Practices



#### **ITIL Best Practices**

Change

Release

Configuration

Incident

Problem

Knowledge Management

Slide 7: DevOps Improves Change Management



## **DevOps Improves Change Management**

What's going on in the environment?

What's changing?

Document it

Improve Change Management through **practicing** DevOps

Slide 8: Risks Associated with Release

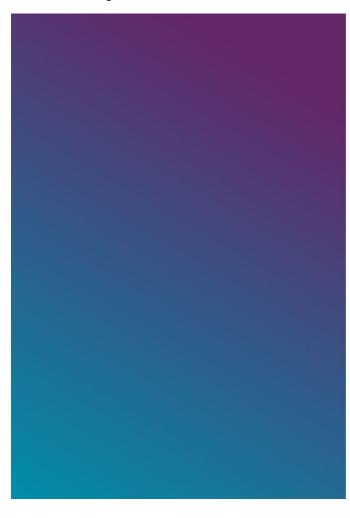


## Risks Associated with Release

DevOps automation and audits

Help make changes that are **safe** 

Slide 9: Reducing MTTR



### **Reducing MTTR**

Mean

Time

To

Restore service

Slide 10: Freeze Windows



#### **Freeze Windows**

Restricted change windows

**Limit risk** of change during high-potential revenue generating times

Slide 11: Risks After Freeze Windows Open



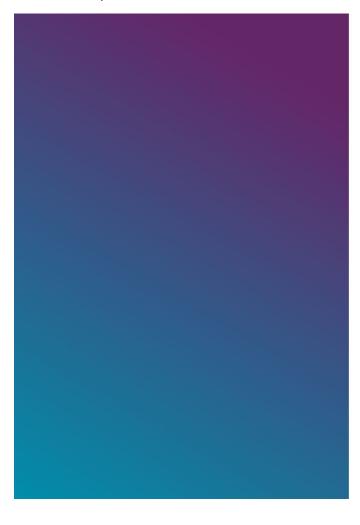
### Risks After Freeze Windows Open

Changes accumulate

Big batch of changes

Cause more incidents and issues

Slide 12: Example from Nordstrom



### **Example from Nordstrom**

CICD =

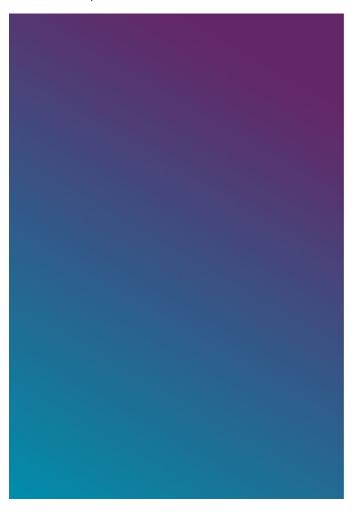
Continuous

Integration and

Continuous

Delivery

Slide 13: Exception Granted



### **Exception Granted**

**CICD** worked better than a freeze window Responded to customer and business **needs** 



Slide 14: Rethink Your Philosophy of Change



## Rethink Your Philosophy of Change

Allow for **continual change** when teams demonstrate a consistent track record

Invest in **team** capabilities

Check track record

Confirm reasons to expect results

Ensure minimal risk



Risk management focuses on the outcome

Track record of the team

Not just checking boxes