

DEVOPS CULTURE AND MINDSET

Managing Risk with DevOps



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Managing Risk and DevOps Myths

Many **myths** in the industry



Learning Objectives

Discuss strategies for **change** management

Describe how to mitigate **risk**

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

Describe limitation of **freeze windows**



Risk Management Theatre

Are you just checking the boxes?

Feel-good checking boxes

Not really risk management



DevOps Risk Mitigation and Management

Focus on the process

Improve delivery performance

Increase **stability**, **quality**, and **speed**



Compare DevOps to **ITIL** Best Practices

Information

Technology

Infrastructure

Library



ITIL Best Practices

Change

Release

Configuration

Incident

Problem

Knowledge Management



DevOps Improves Change Management

What's going on in the environment?

What's changing?

Document it

Improve Change Management through
practicing DevOps



Risks Associated with Release

DevOps automation and audits

Help make changes that are **safe**



Reducing **MTTR**

Mean

Time

To

Restore service



Freeze Windows

Restricted change windows

Limit risk of change during high-potential revenue generating times

Risks After Freeze Windows Open

Changes **accumulate**

Big batch of changes

Cause more incidents and issues



Example from Nordstrom

CICD =

Continuous

Integration and

Continuous

Delivery

Exception Granted

CICD worked better than a freeze window

Responded to customer and business **needs**





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**



Summary

Risk management focuses on the outcome

Track record of the team

Not just checking boxes