



**Improve**  
QUALITY SERVICES

# DevOps: OMG of AHA?!

ICT Developer Day 30-05-2017

Berry Kersten



consult.



train.



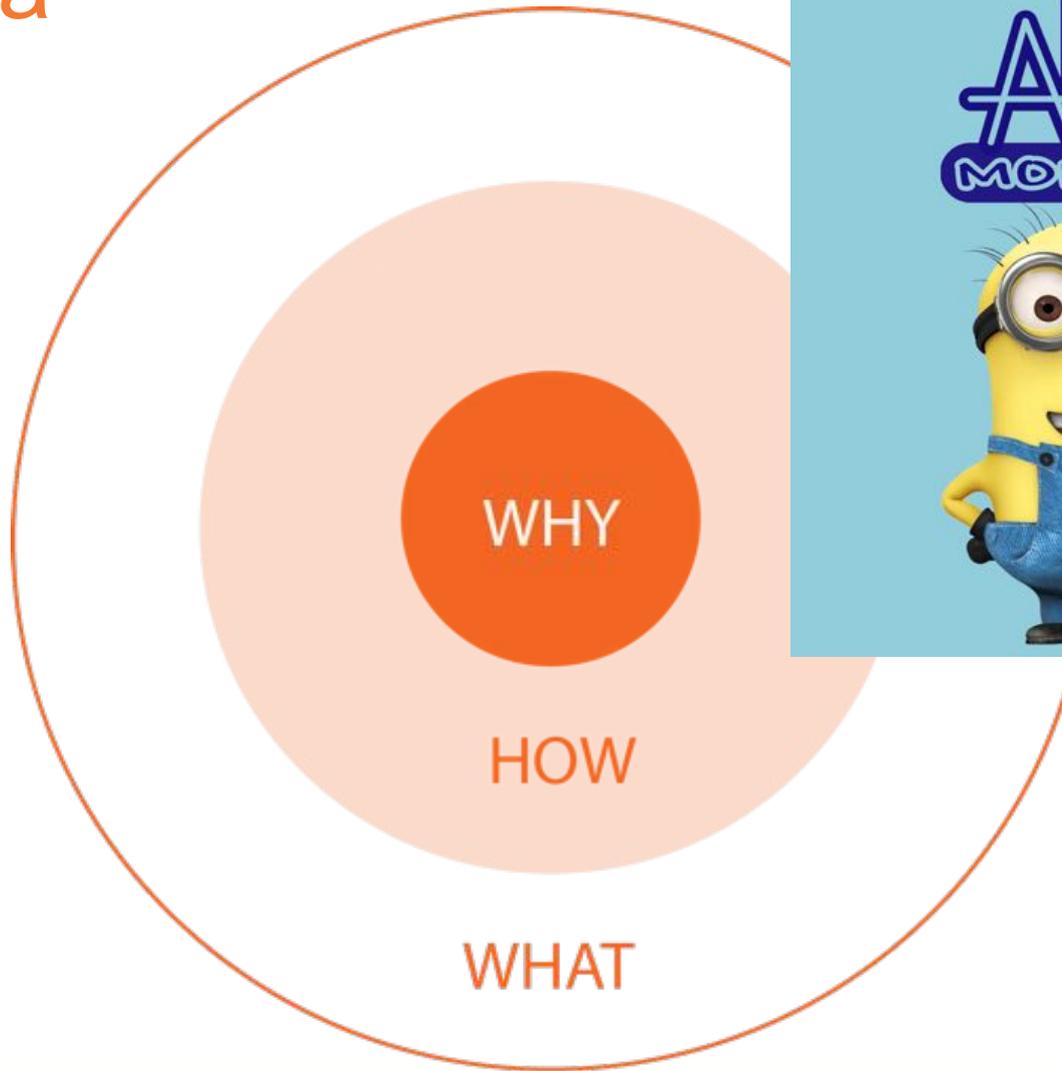
practice.

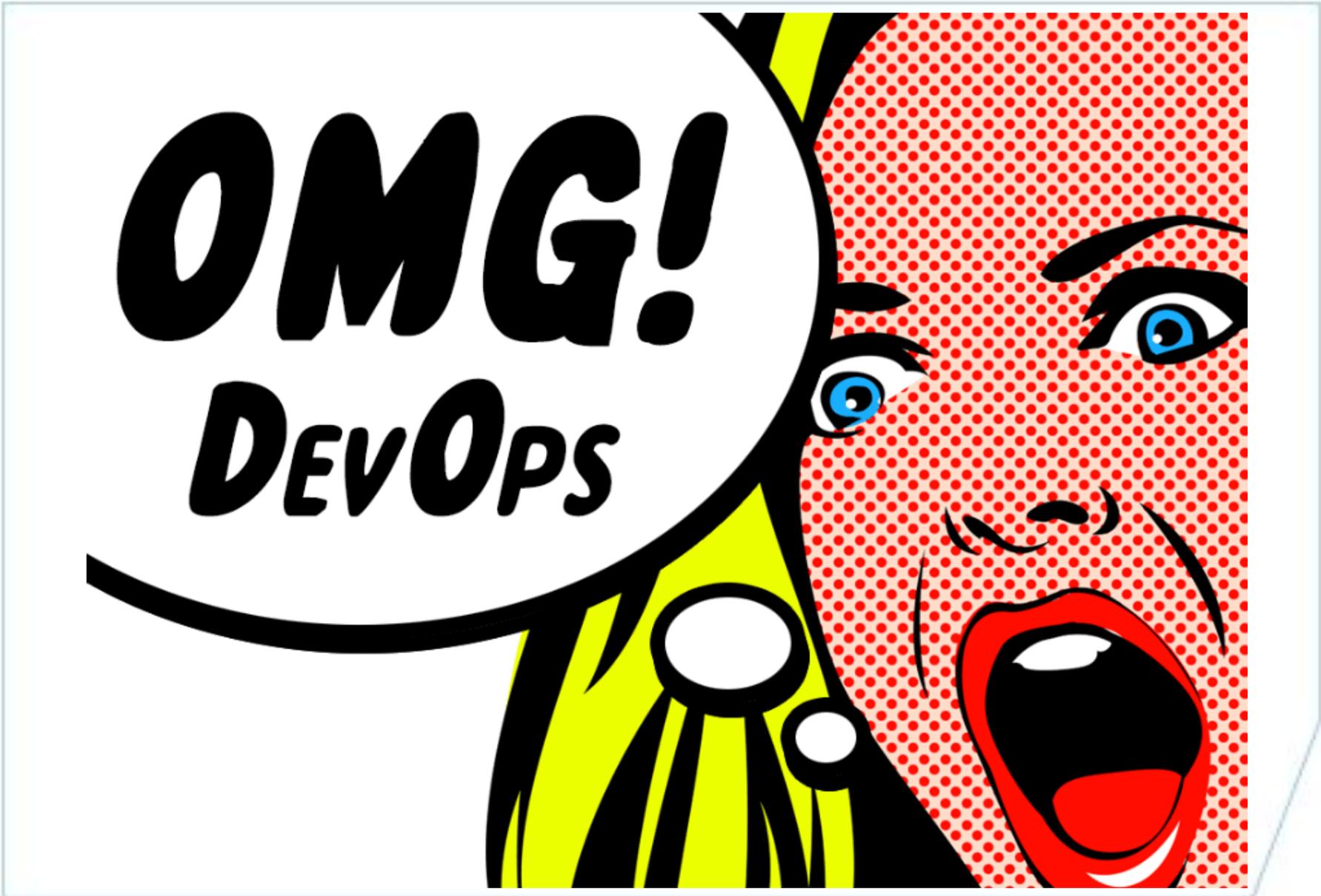
# DevOps is like teenage sex



**everyone talks about it,  
nobody really knows how to do it,  
everyone thinks everyone else is doing it,  
so everyone claims they are doing it...**

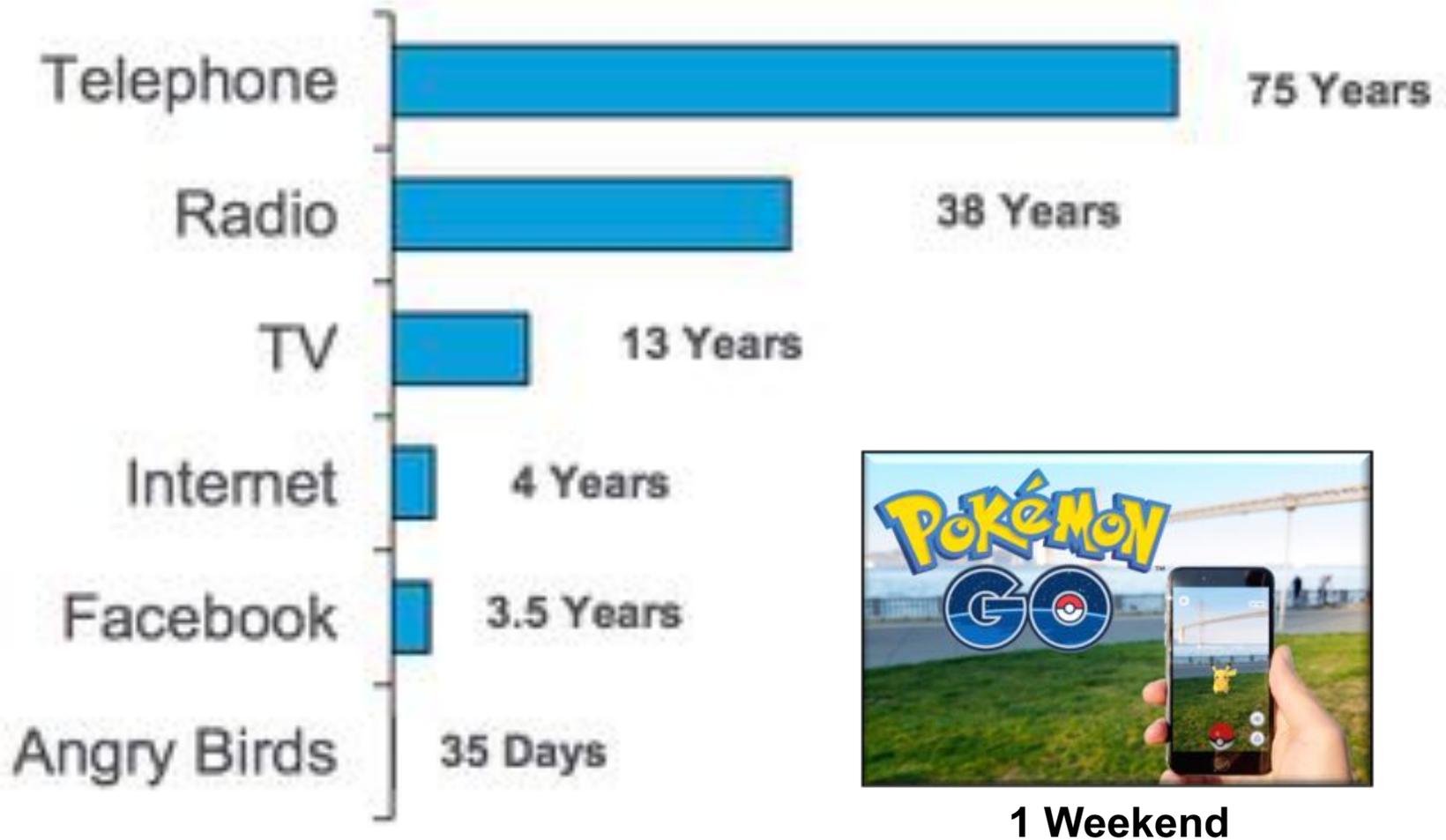
# Agenda





WHY





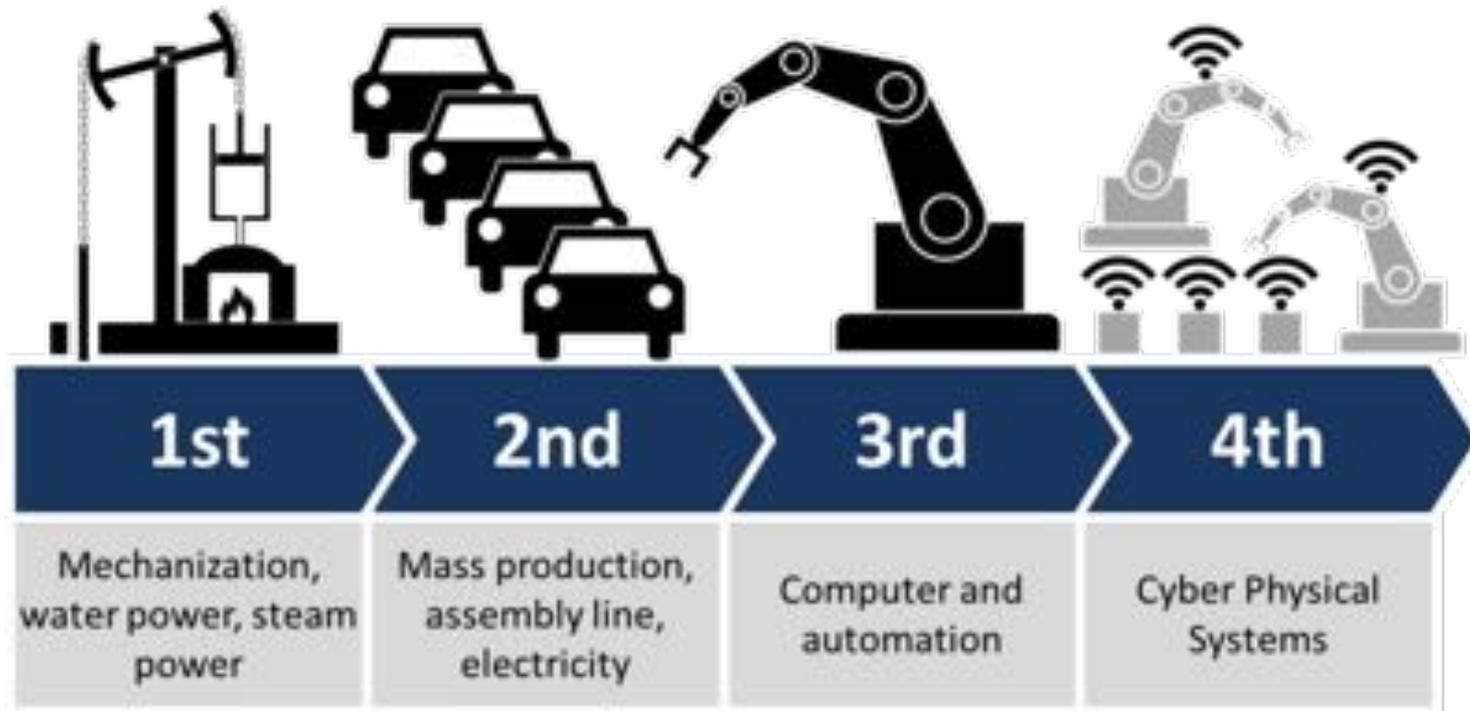
*ITU World Telecommunication Indicators Database*

# “The ever accelerating trend toward faster, cheaper, low-risk delivery of software”

	1970s–1980s	1990s	2000s–Present
<b>Era</b>	Mainframes	Client/Server	Commoditization and Cloud
<b>Representative technology of era</b>	COBOL, DB2 on MVS, etc.		Java, MySQL, Red Hat, Ruby on Rails, PHP, etc.
<b>Cycle time</b>	1–5 years		2–12 weeks
<b>Cost</b>	\$1M–\$100M		\$10k–\$1M
<b>At risk</b>	The whole company		A product feature
<b>Cost of failure</b>	Bankruptcy, sell the company, massive layoffs		Negligible



*Adrian Cockcroft, FlowCon 2013*



**“DevOps Will Underpin the Fourth Industrial Revolution”**



**It works on  
my machine!**

**Bureaucratic  
control**

**Fear of change**

**Risky  
deployments**

**Too little time to test,  
solution must go live**

**Too many  
business demands**

**I need a  
server, now!**

**Siloisation**

**Merge Hell**

**Unclear who is working  
on what and what  
has the highest priority**

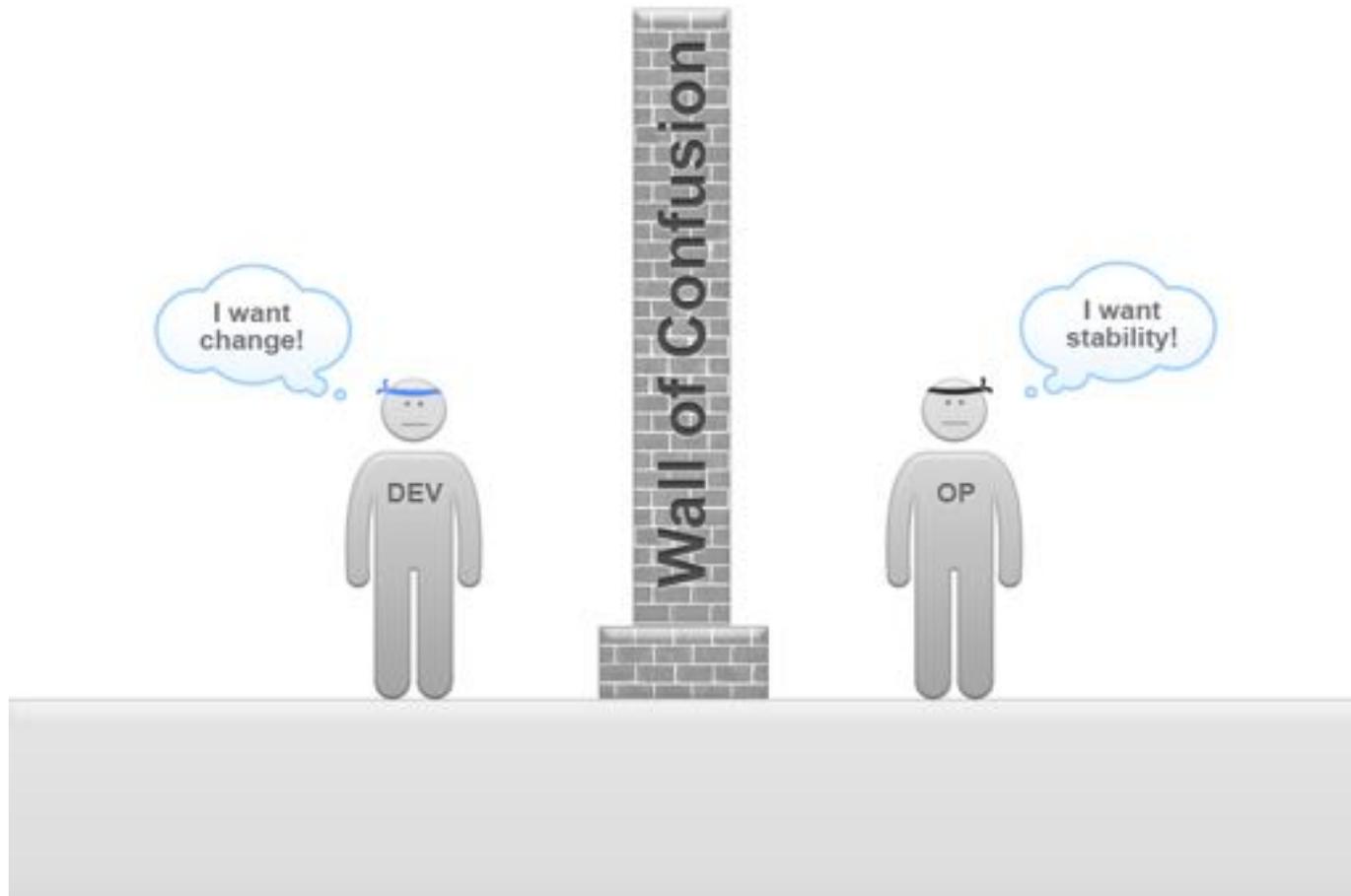
# “The Core Chronic Conflict”

Ensure that IT  
contributes to the  
business goal

Respond to the rapidly changing  
competitive landscape

Provide stable, reliable, and  
secure service to the customer

# “The Core Chronic Conflict”



WHAT

# DevOps !=



**Andrew Racine**  
@AndrewRacine

#DevOpsIsNot just Dev and Ops



**David Dworetzky**  
@DavidDworetzky



Dev ops is not five guys with different copies of the same powershell script. #Devops #powershell



**Jan Wiersma**  
@jmwiersma



@mattstratton @patrickdebois #DevOpsIsNot a job title, something sold in a box or a tool you buy.



**Victor Mrtez**  
@AnInfinite

#DevOpsIsNot a methodology

# DevOps !=



Incident Commander  
@Cliffehangers



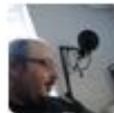
#DevOpsIsNot doing someone else's job, it's about empathizing with theirs and adapting yours



Clinton Wolfe  
@clintoncwoffe



#DevOpsIsNot making a new "devops" team and turning it into a new silo



Mike Preston  
@darkflib

@mattstratton #devopsisnot a silver bullet



Grant Smith  
@grjsmith

@mattstratton #DevOpsIsNot just Continuous Integration

# DevOps =



CIO Dive  
@CIOdive



Like barbecue and microbrew, DevOps is a cultural movement, Chef exec says



DOES17 San Francisco  
@DOES\_USA

#DevOps is a philosophy that has inspired many good practices to evolve @kaimarkaru @AXELOS\_GBP #does16



Dustin Collins  
@dustinmm80



#DevOps is not a revolution. We are simply pairing research with practical experience to point out the real revolution. Finding the truth.

# DevOps =



Krishnaswamy Jayaram

@jayaram26

#Devops is CAMS #devopsdays Vancouver



Ben Cotton

@FunnelFiasco



#ProTip 1: #DevOps is a journey of discovery not a destination. --@benr #LISA11

# DevOps = convergence of movements

- **Lean**
- **Agile**
- **Velocity Conference**
- **Agile Infrastructure**
- **Continuous Delivery**
- **Toyota Kata**
- **Lean UX**
- **Resilience Engineering / Rugged Computing**
- .....
- **DevOpsDays**

# DevOps = mindset

- I'm going to make a difference
- I'm going to cooperate and communicate
- I'm going to understand that in the business of delivering great software, we're all in it together
- Therefore, really contributing



SO WHAT?



WHO CARES?

High-performing teams deploy more frequently and have much faster lead times.



200x more frequent deployments



2,555x shorter lead times

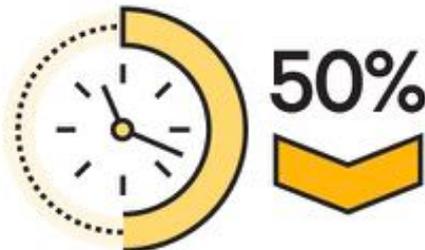
They make changes with fewer failures, and recover faster from failures.



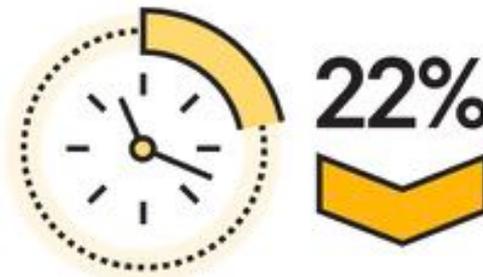
3x lower change failure rate



24x faster recovery from failures



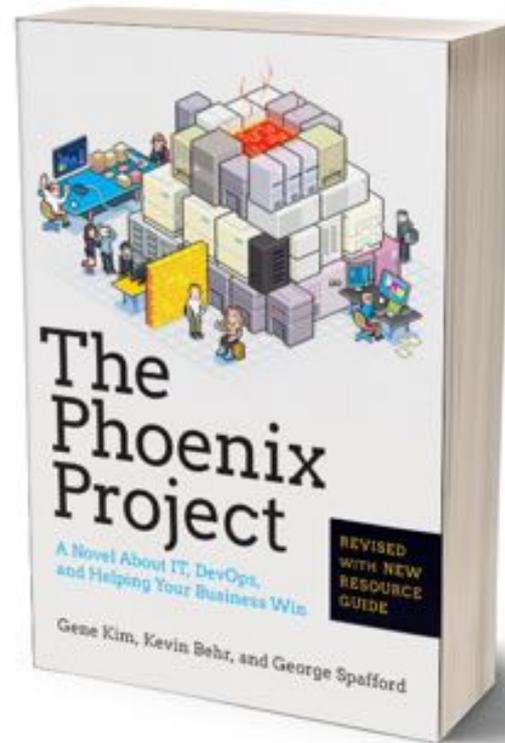
Less time spent remediating security issues



Less time spent on unplanned work and rework

HOW

# The Three Ways



# The First Way: Systems Thinking

(Business)

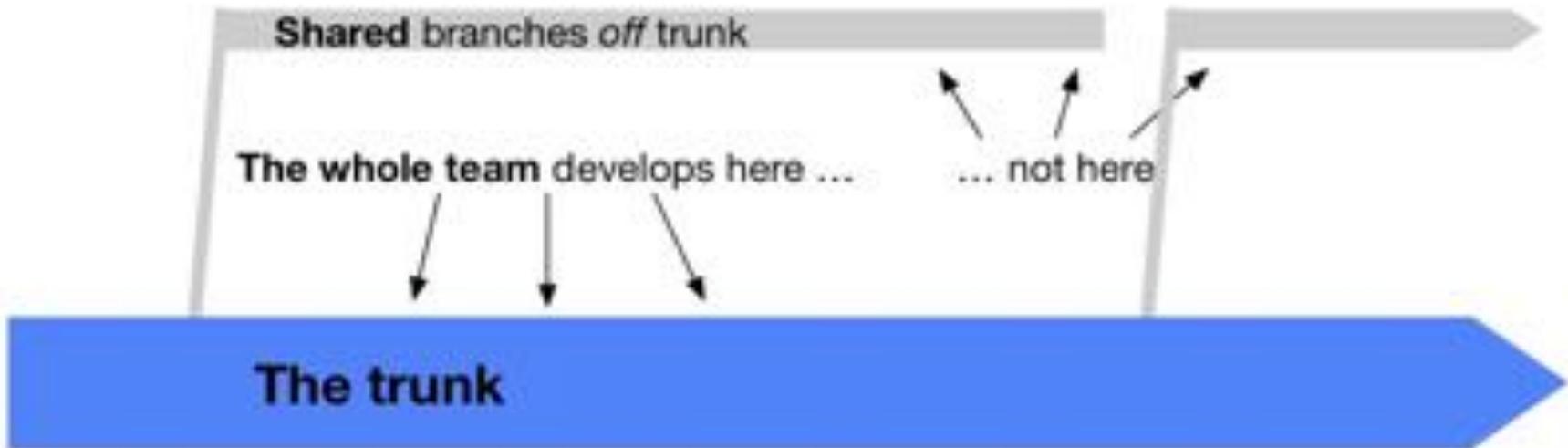
(Customer)

*Dev*



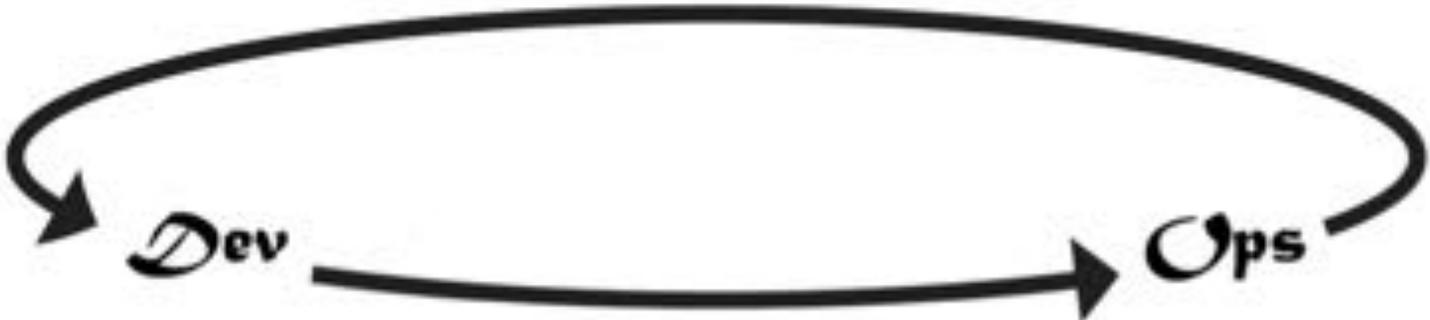
*Ops*

# Trunk-Based Development



[trunkbaseddevelopment.com](http://trunkbaseddevelopment.com)

# The Second Way: Amplify Feedback Loops

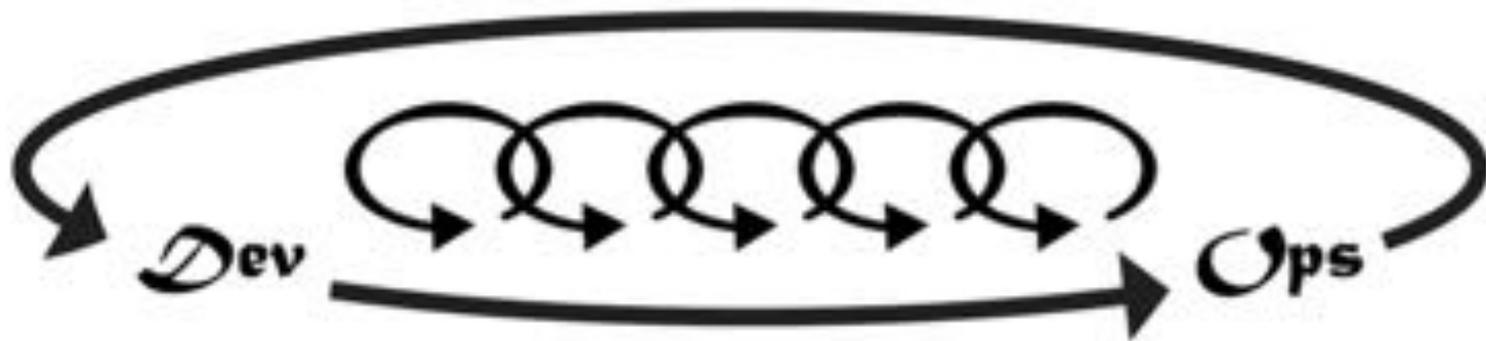


# measure everything



# and show the improvement

# The Third Way: Culture Of Continual Experimentation And Learning



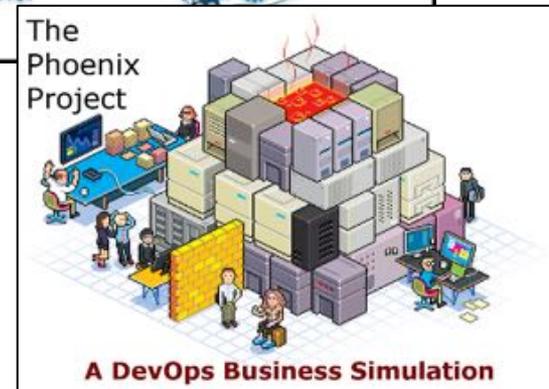
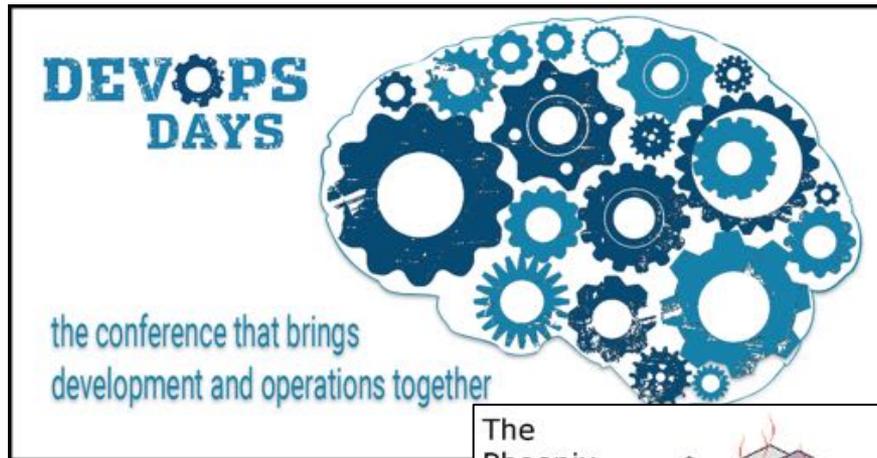
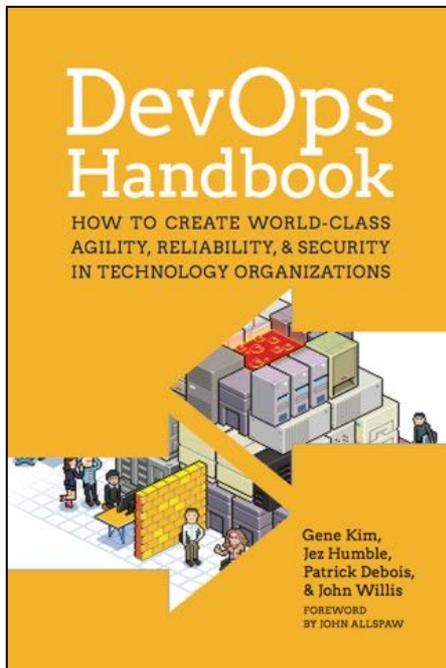




## DevOps mini-assessment

# Food for thought

28-30 juni, Amsterdam



# Bedankt!



<https://www.linkedin.com/in/berrykersten/>



@improveqs / @berrykersten



[berry.kersten@improveqs.nl](mailto:berry.kersten@improveqs.nl)



+31 (0) 40 202 1803



Prof. Dr. Dorgelolaan 30, 5613 AM Eindhoven  
Amsterdamsestraatweg 55A, 3744 MA Baarn