



 Drive Results.

# The Pragmatic View of DevOps

How to get started

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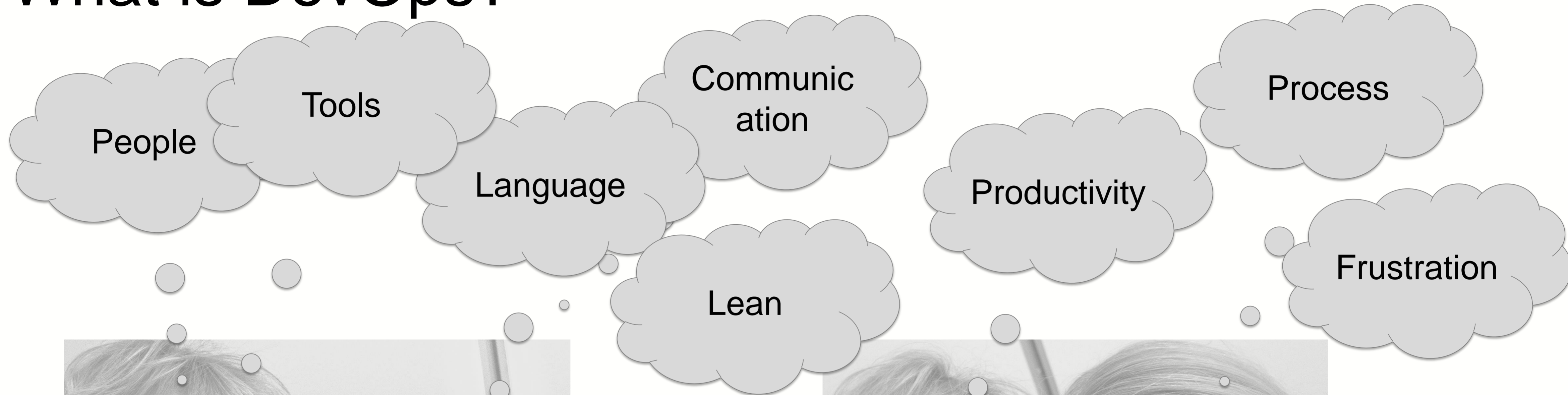


**IBM**

**RUC2014**  
Rational User Conference



# What is DevOps?





# The House of IT

SLAs



**Developer**  
*New stuff*  
*Fixed stuff*  
*Need test env*  
*Need dev env*  
*Deploy*

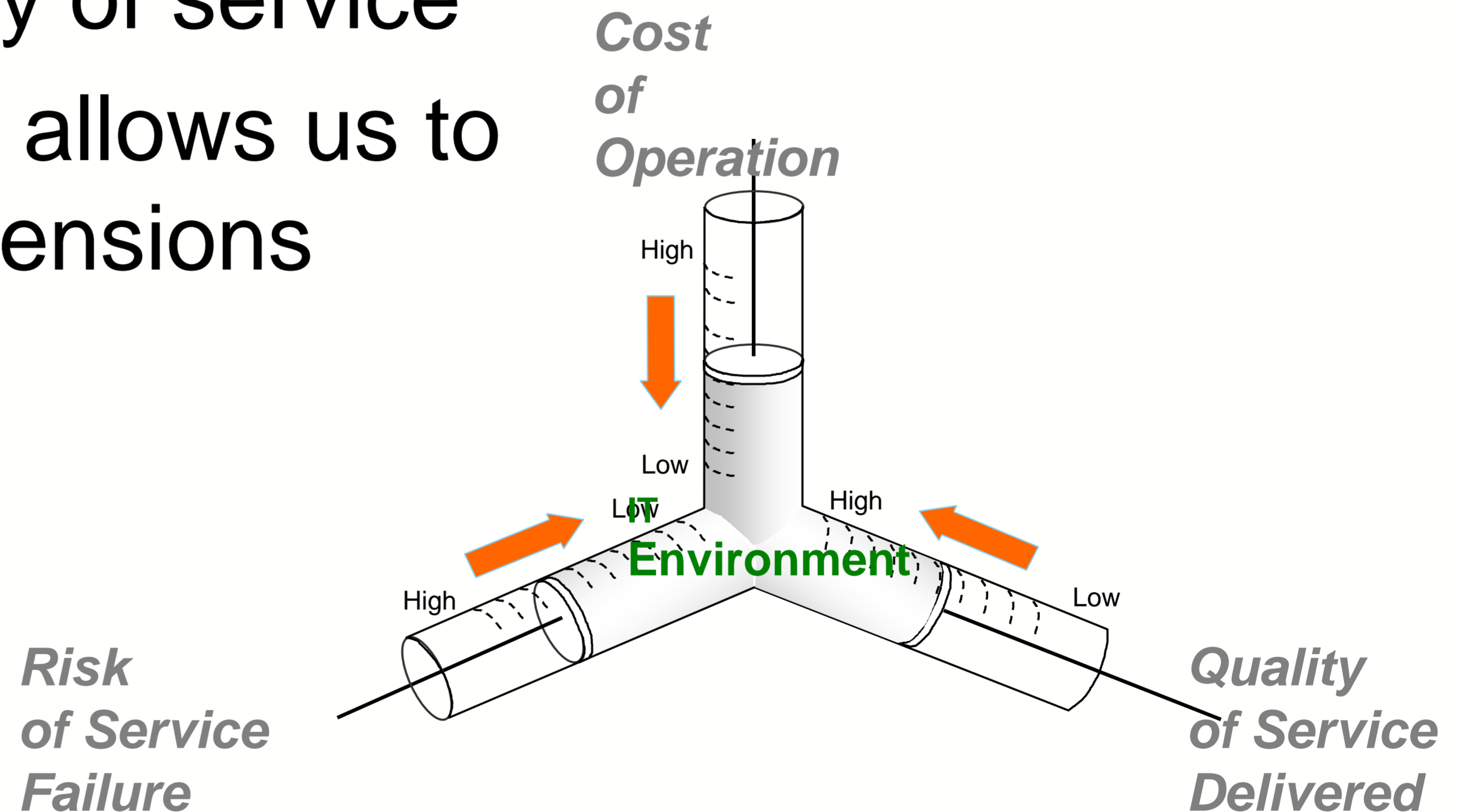


**Operations**  
 Manage incidents  
 Minimize cost  
 Minimize risk

Cost

# Vision: Being able to improve on cost, quality AND risk

- IT optimization is about balancing cost with risk and quality of service
- Evolution of technology allows us to improve in all three dimensions





# Key Technology Shifts

*Change enablers: reshaping the technology landscape and creating new market dynamics*



**Mobile**



**Cloud**



**Big Data**

**Analytics**



**Social**



**Open Source**



**Internet of Things**



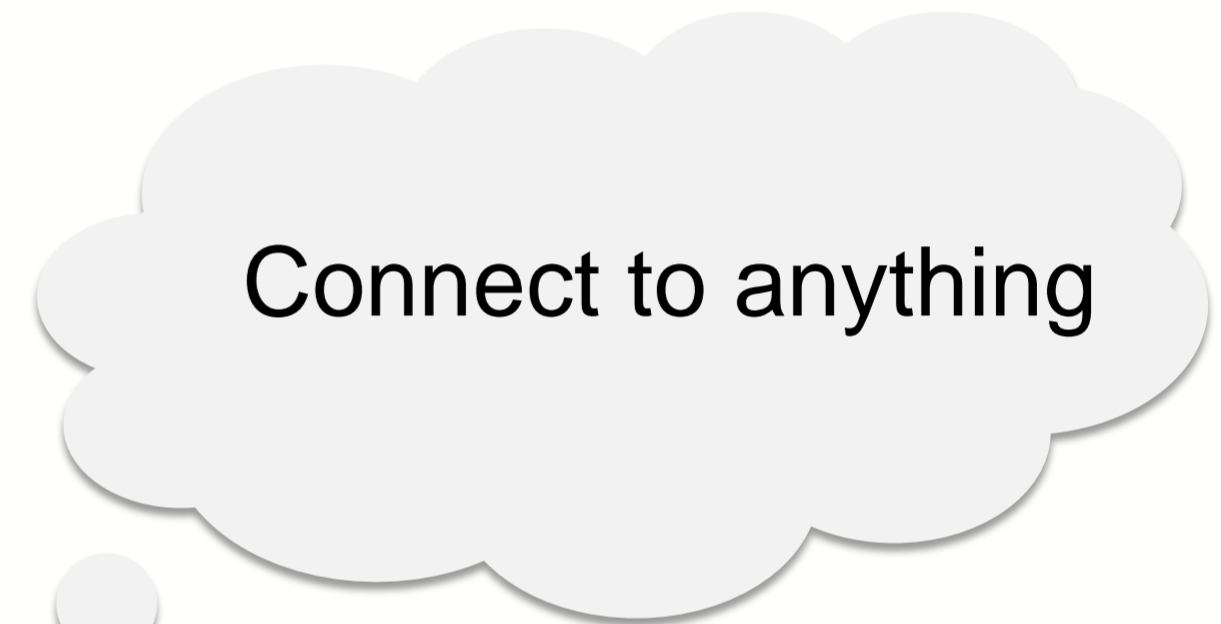
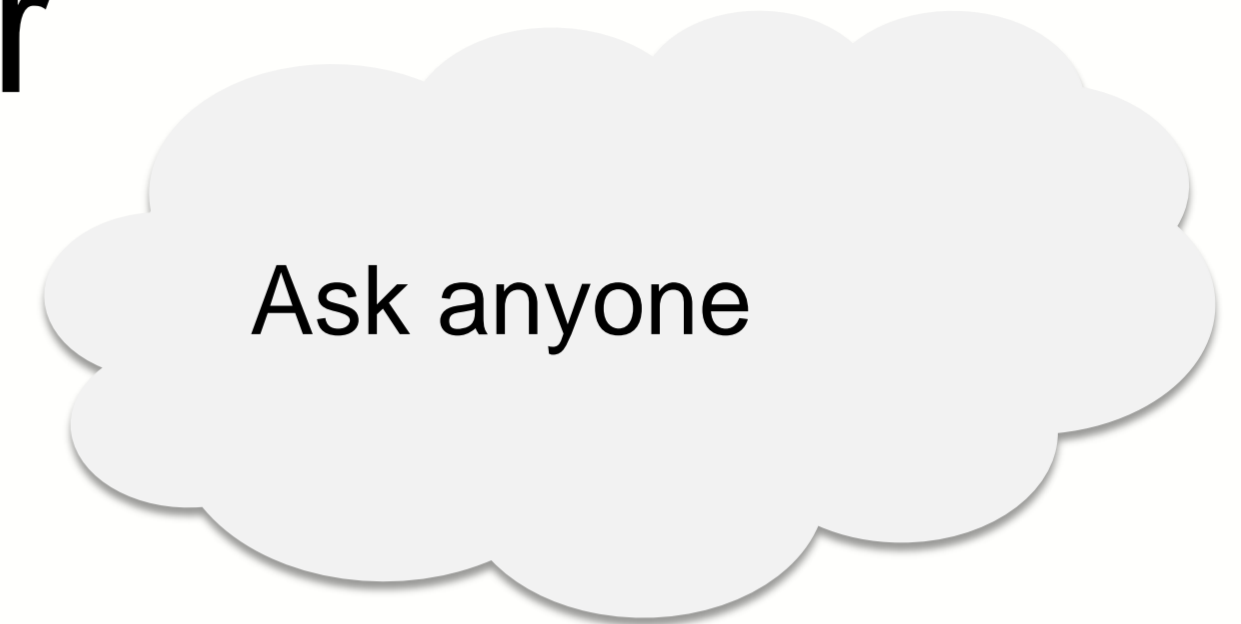
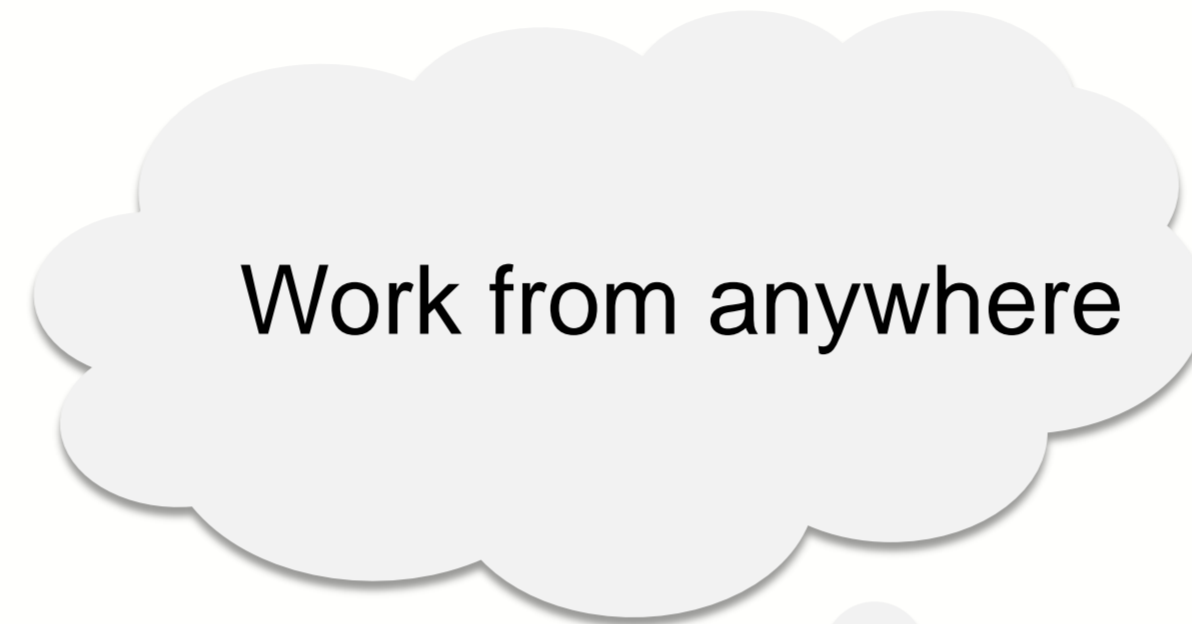
# People perspective: Developer/Tester

Going from being 'in the box':

- Strict process
- Strict governance and metrics
- Standardized environment

... to 'out of the box':

- Empowered teams
- Focus on outcome
- Disciplined while constantly improving ways of working
- Use what you need to get it done
- Less overhead





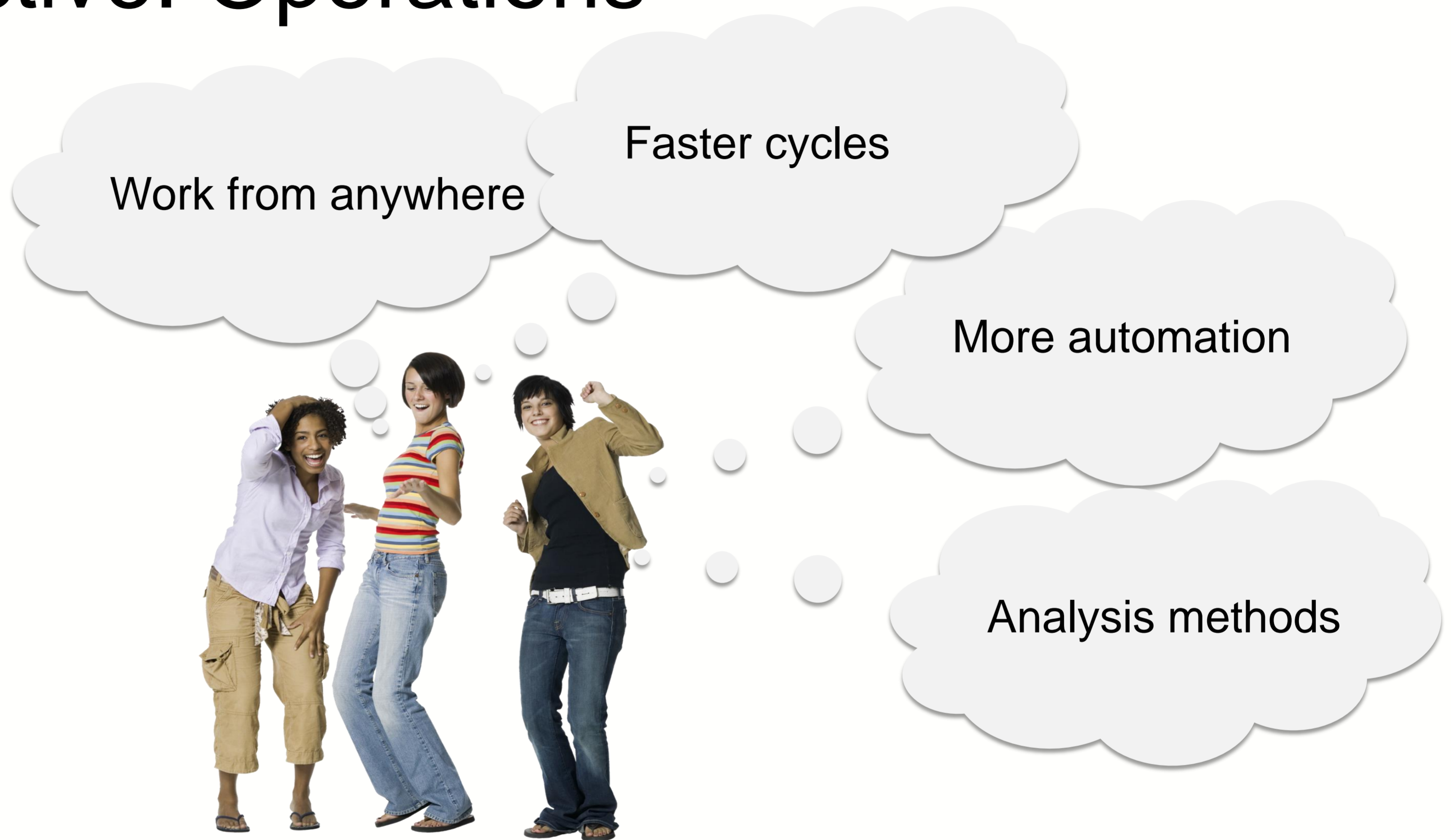
# People perspective: Operations

Going from focus on cost and minimizing risk:

- Strict process
- Strict governance and metrics
- Standardized environment

... to innovation and focus on business outcome

- Focus on outcome
- Effective monitoring





# People perspective: IT Manager

Going from command and control

- Strict process
- Strict governance and metrics
- Standardized environment

... to collaborative leadership

- Self-optimizing teams
- Focus on outcome
- Focus on speed
- Openness
- Less overhead







# The situation today



Cost focus



Conflicting terminology  
Conflicting goals



# Why DevOps now?

- Effective instrumentation
- Cost effective and secure delivery models
- Adoption is moving fast ...



**Market and customers have new demands!**





# DevOps Tool-Chain – the instrumentation

Rational Focal Point  
Rational Requirements Composer



Rational Team Concert



Rational Quality Manager  
Rational Test Workbench  
Rational Test Virtualization Server

SmartCloud Application Performance Management





# How to get started – recommendations

- This is a change process that needs time, it involves changing people's behaviors which doesn't happen overnight

Patience

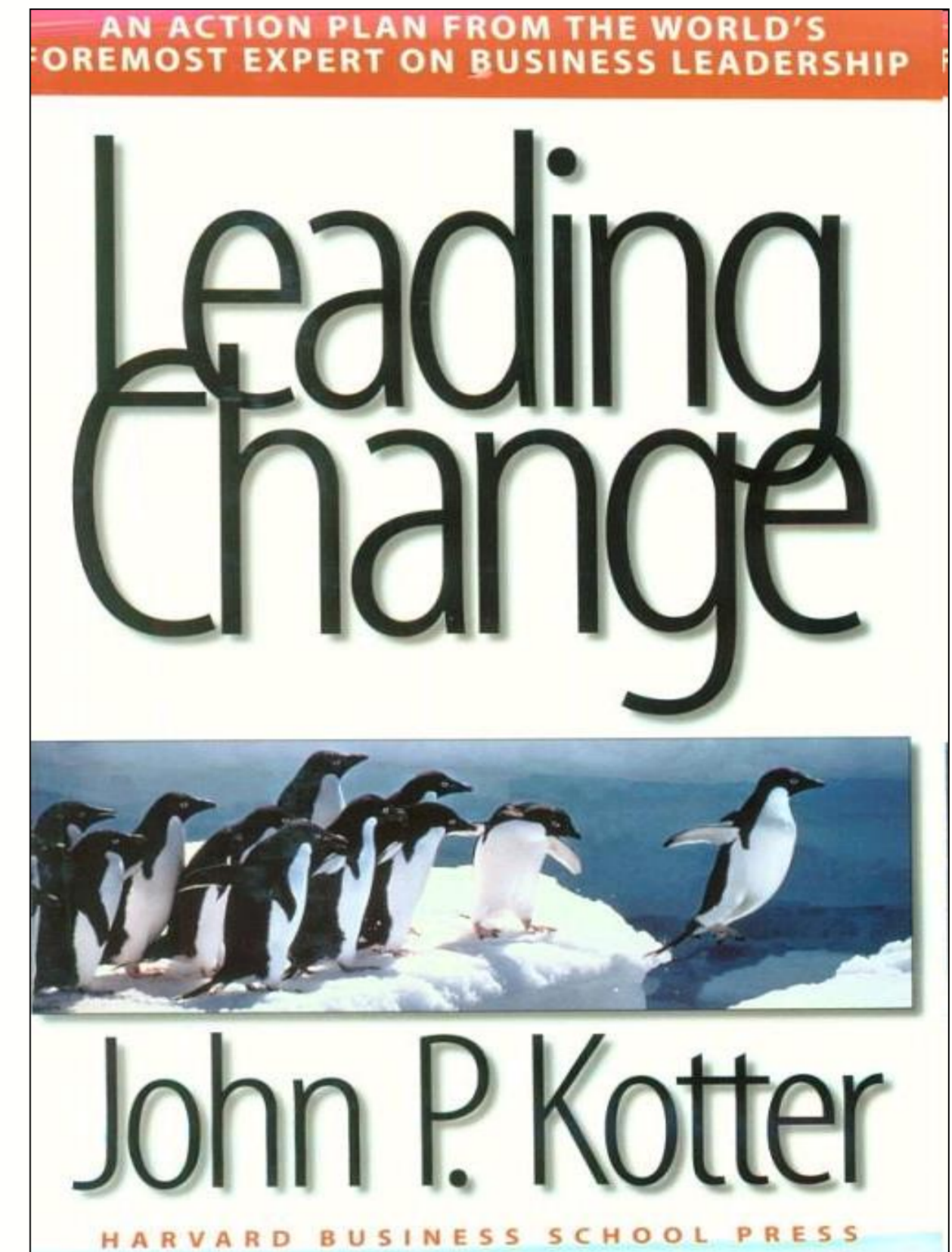
“A fool with a tool is still a fool!”



# Embrace Principles of Organizational Change

## Kotter 8-step framework

1. Establish a Sense of Urgency
2. Creating the Guiding Coalition
3. Developing a Vision and Strategy
4. Communicating the Change Vision
5. Empowering Employees for Broad-Based Action
6. Generating Short-Term Wins
7. Consolidating Gains and Producing More Change
8. Anchoring New Approaches on the Culture

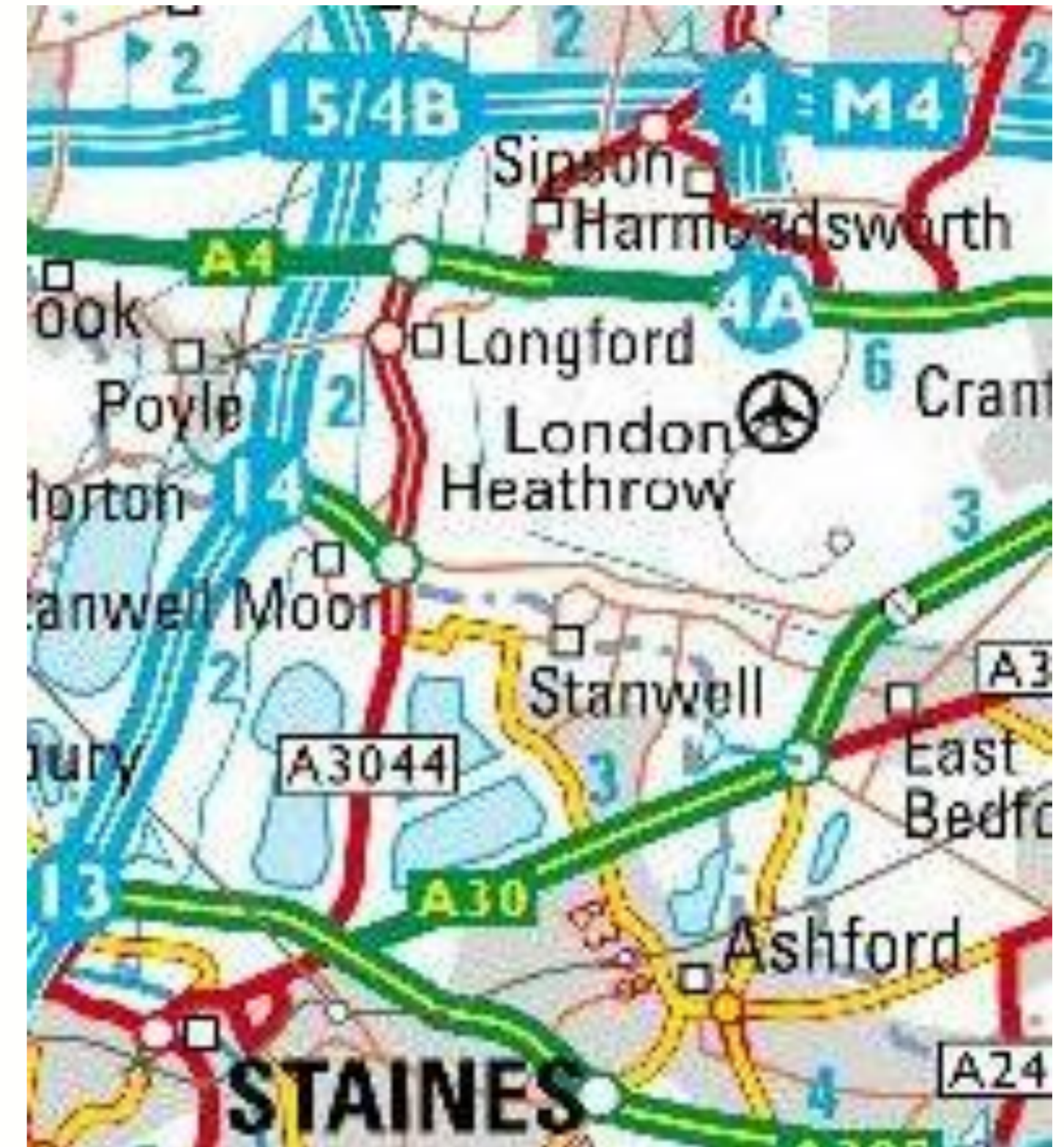




# Terminology, language, process

- Can you read the map?
- Can you articulate the goal?
- Can you collaborate to define the path?

Focus on the  
end goal





# Cross-Functional Teams

- Bringing people together to learn from one another
- Tearing down barriers in the organization
  - Example: including operations in the development value chain





# Set the direction and the end point

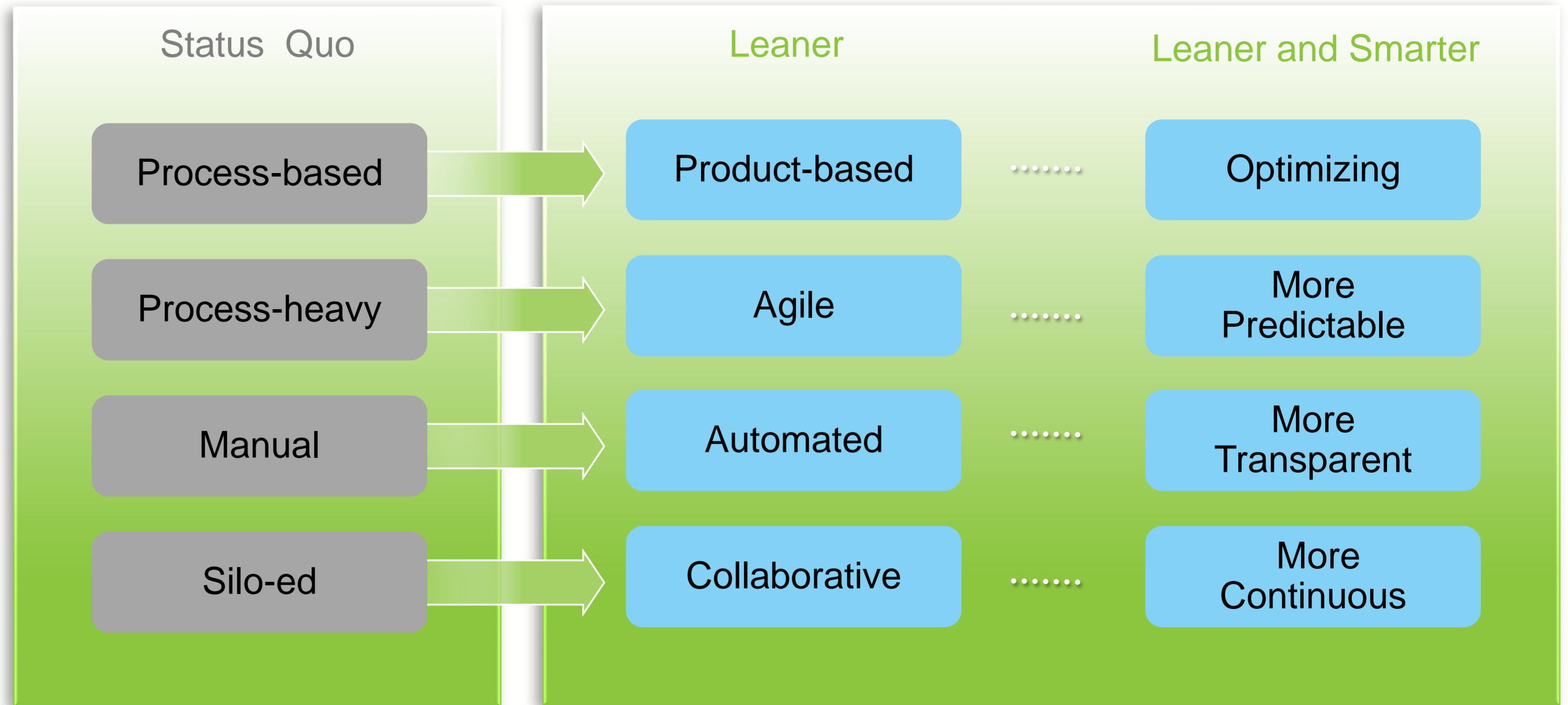
*Begin with the end in mind*

**Steer**  
Plan, decide, scope, architect, sense and respond

**Develop/Test**  
Design, code, build, release internal, test, and verify

**Deploy**  
Build, deliver external, and validate

**Operate**  
Monitor, tune, and validate

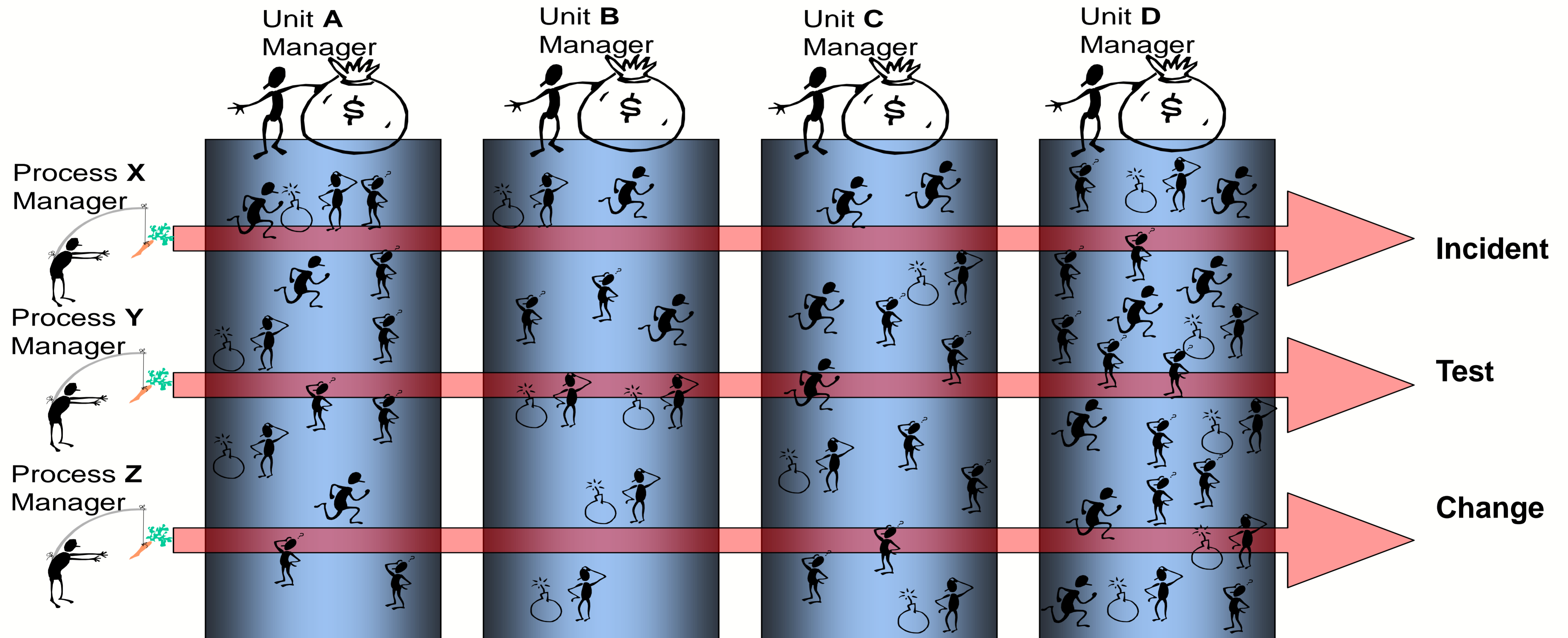


DevOps Adoption Model – example of a tool to use





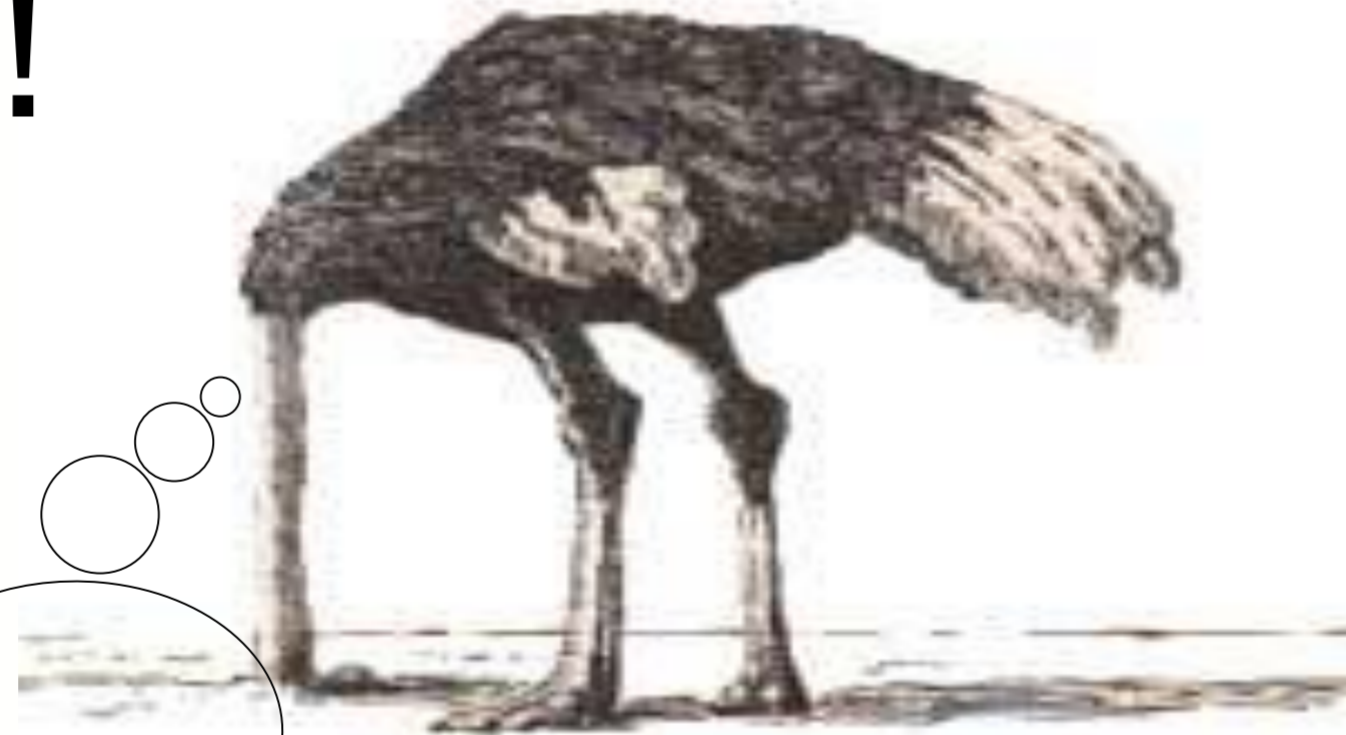
# Establish common framework and language





# Don't Loose Anyone

## BOHICA!

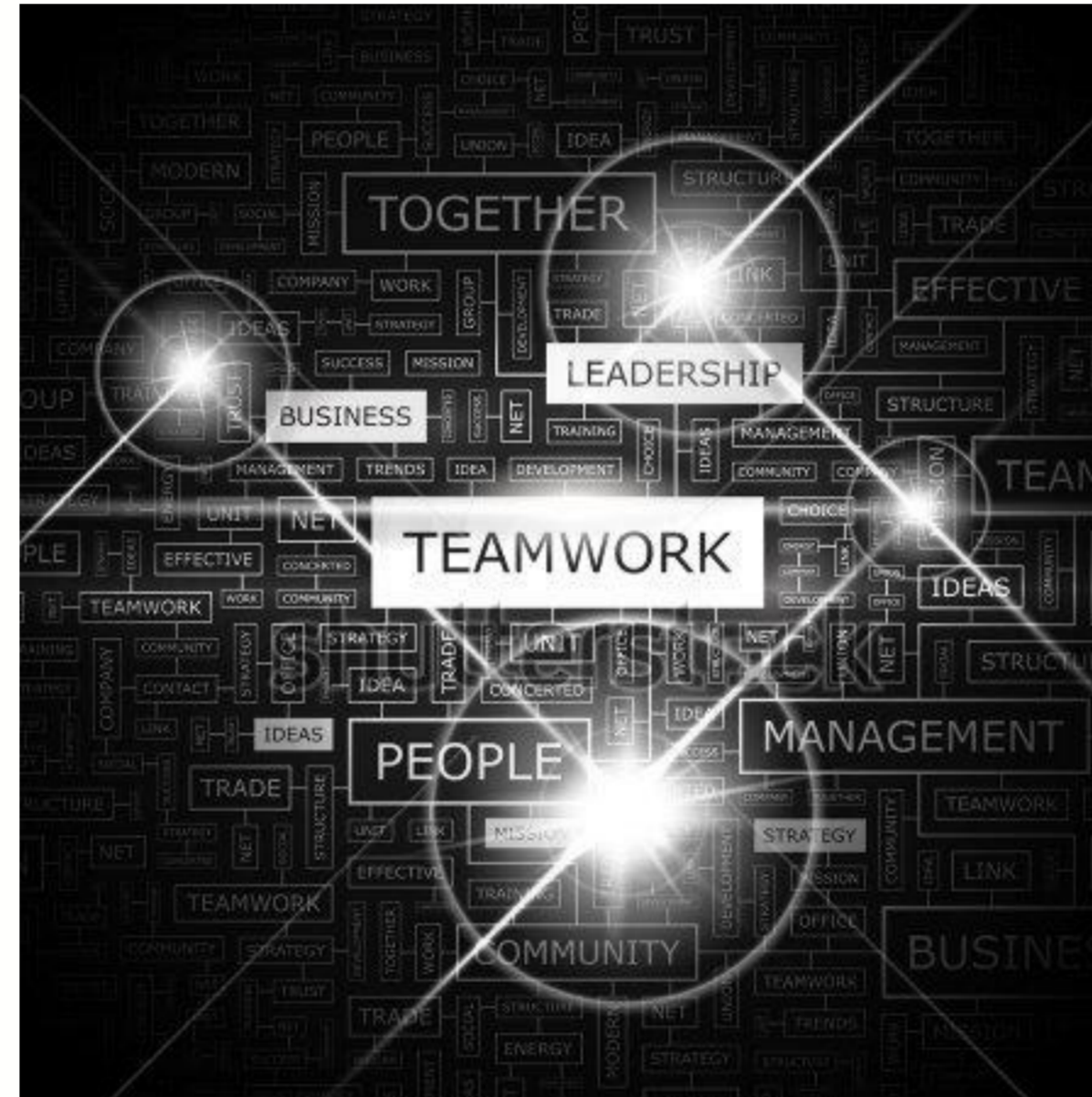


Bend over,  
here it comes  
again...

## betterchange

Focus on Strategic Execution





...and fails a  
...for the future  
**customer**  
...his new  
...of fair  
...work