DevOps Services Offerings
from IBM Rational Lab Services

Our Mission

*IBM Rational Lab Services is a global organization of over 300 senior expert consultants and architects experienced in deploying Rational Solutions to improve your **Software & System Development and Delivery capabilities.***

*Our unique capabilities **Accelerate your Deployment** of IBM Rational technologies to maximize your ROI.*

Our team has direct access to experts in our Development Labs across IBM in addition to our own Business partner ecosystem to deliver your Rational solution on any scale.

- Our 1-2-3 services delivery approach is based on our proven experience and industry best practices:

  - 1. Assess and Plan - Tailored solutions to meet specific business needs

  - 2. Adopt - Expertise to prove and accelerate adoption of business processes and development capabilities

  - 3. Rollout and Scale - Efficient rollout of your proven solutions across the organization
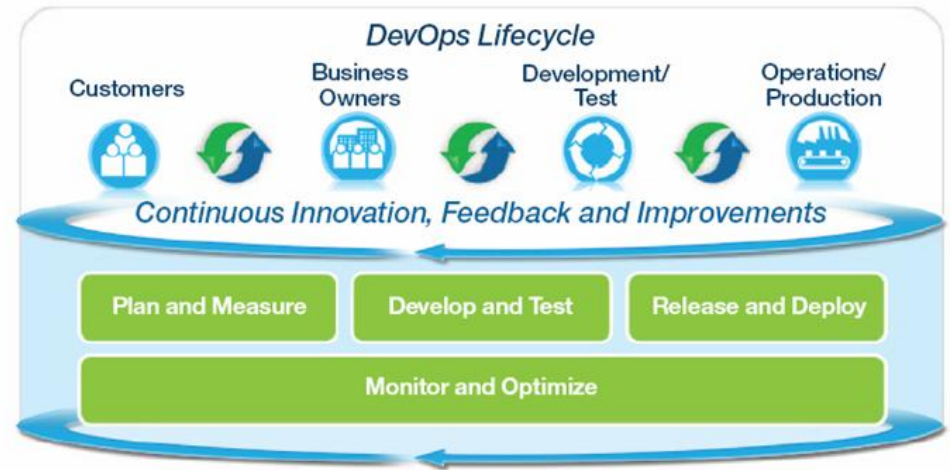
DevOps

An open, standards-based DevOps platform that supports a continuous innovation, feedback and improvement lifecycle, facilitating a business to plan, track, manage and automate all aspects of continuously delivering business ideas.

IBM's DevOps solution enables clients to more rapidly deliver mobile, cloud, big data analytics and traditional applications by:

- Delivering a differentiated and engaging customer experience by reducing time to customer feedback

- Facilitating quicker time-to-value of software-based innovation with improved predictability and success

- Increasing capacity to innovate by reducing waste and rework in order to shift resources to high-value activities

DevOps Services Offerings from Rational Lab Services

1   **ASSESS** ▶

Assessment and Planning (1-2 weeks*)
- Understand your strategy, goals and constraints and provide recommendations
- Understand business drivers, current integration capabilities and pain points. Identify and prioritize candidate projects.

2   **ADOPT** ▶

Quick win Pilot (6-12 weeks*)
- Prepare your core team
- Define your usage model
- Implement a set of capabilities by taking a project team through the full solution life cycle

3   **ROLLOUT AND SCALE** ▶

Consulting Services (3-6 months*)
- Execute the enterprise deployment plan to implement the solution across the organization
- Typical activities include creating centers of excellence, project mentoring, and train-the-trainer workshops

ONGOING MANAGEMENT AND SUPPORT ▶

Accelerated Value Program (AVP)
- Transition to AVP for Proactive, Preventative and Personalized Services

Average timeframes noted; timeframe may vary by client needs and services offering selected

DevOps Assessment and Planning Services Offering

The Assessment and Planning offering aims to capture sufficient information to make specific recommendations and plans for implementation of your solution. IBM will collaborate with you to understand your current situation, goals and constraints.

- **Intended Audience:**
  - Key leadership from practice areas and stakeholder organizations
  - Key pilot team stakeholders
- **Value Proposition**
  - Confirm and critique business plans for software delivery initiatives with IBM's "expert testimony"
  - Benchmark your software capability improvement plans and targets with industry norms
  - Quantify your "as-is" performance and set "to-be" targets with incremental milestones of improvement
- **Activities**
  - Planning Workshop
  - DevOps Assessment Workshop
  - Collaborative discussion on current status, future goals and adoption requirements
- **Deliverables**
  - Capability Improvement Recommendations
  - DevOps architecture
  - Adoption Roadmap
- **Resources**
  - Typically 2 IBM Consultants

DevOps Quick Win Pilot

The Quick Win Pilot follows a prescriptive approach which will implement and prove out the optimum usage model for your organization. IBM will review best practices, provide expert advice, and mentor your core team based on worldwide industry and client experiences.

- **Intended Audience:**
  - Development organization and CIO
- **Value Proposition**
  - Scope out the right amount of change and initiate pilot projects with high impact
  - Quantify pilot project expectations , timeframes and uncertainties
  - Ensure that pilot project is a catalyst for longer-term measured improvements
- **Activities**
  - Mentor your core adoption team
  - Define Usage Model, Configure Solution, Migrate your existing data
  - Pilot your DevOps solution with your core team
  - Measure outcomes and adjust solution to optimize value
- **Deliverables**
  - Initial implementation of DevOps usage model
  - Enabled core team
  - Instantiated DevOps environment
  - Repeatable process
- **Resources**
  - Typically 2 IBM Consultants

DevOps Consulting Services

Our IBM experts will collaborate with your team to understand your scaling needs. The rollout will drive incremental enterprise-wide deployment of the solution leading to enhanced productivity, better collaboration and increased product value.

- **Intended Audience:**
  - Your core team and Domain, Program and Project organizations
- **Value Proposition**
  - Accelerate time to value: Reduce project ramp-up times
  - Transform software practitioner duty cycles from 60/40 (productive work/overhead work) to 80/20
  - Transform to quantified economic governance with honest, transparent measurement and collaboration
  - Add expertise that improves the predictability of successful outcomes
- **Activities**
  - Customized adoption planning services supporting implementation of transformational, enterprise solution
  - Organization change leadership, mentoring, asset development and learning continuum
  - Establish distributed core team and social network
- **Deliverables**
  - Prescribed strategy for adoption, migration, on-boarding, measuring and learning
  - Repeatable Adoption Framework
  - Scaling Architecture Recommendations
- **Resources**
  - 2+* IBM Consultants

Varies by client needs

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DevOps Services Offerings from Rational Lab Services
A comprehensive suite of capabilities for your DevOps initiatives

Helping you address your DevOps challenges:

- **Assess and Plan** - Determine requirements, constraints, usage model and success criteria; define high level solution architecture; and plan for integration needs

- **Adopt -** Pilot, mentor, measure & adjust

- **Rollout and Scale -** Incrementally scale your solution across the organization

1. Assessment and Planning
2. Adopt on Initial Project (Quick Win Pilot)
3. Rollout and Scale

Delivery Model

IBM Software Accelerated Value Program

We provide personalized, proactive and preventative services for customers who are looking for more than standard support.
AVP offers a technical advisory service that assists clients to more efficiently accelerate from software purchase to software ROI

- **Intended Audience:**
  - Your core team

- **Value Proposition**
  - Personalized
    - Trusted Advisor, SPoC
    - Virtual Team Member
    - Continuity
  - Proactive
    - Filter Information
    - Advice through Product Lifecycle
    - Knowledge Transfer/Best Practices
  - Preventative
    - Early notifications of potential critical situations
    - Circumvent technical problems
    - Risk mitigation, fix advice and diagnostic coaching

- **Activities**
  - Customized coverage on product families
  - AVP Support Portal, Knowledge Sharing Calls

- **Resources**
  - % FTE of Trusted Advisor
  - Executive Sponsor

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IBM Rational Lab Services Client Stories | DevOps

Client Win

Global bank reduces time to deployment from months to hours across enterprise Websphere applications

Need	Automation and governance focused on Websphere target platforms
Solution	Architecture-based governance of automated environment and application deployment patterns
Implementation	Rational Lab Services partnered with the client to deploy and configure an end-to-end (virtual image patterns, middleware and application) automated deployment solution. Mentored client team to employ solution in production within three months.
Value	Deployment time reduced from 3 months to less than one day.

Expert users able to perform governed deployments automatically into virtual environments independently |
| **Feedback** | "excellent support from the team"

" your services enabled us to realize the DevOps capability in production"

"…encore!" |

IBM Rational Lab Services Client Stories | DevOps

Client Win

Large US Insurance client accelerates delivery and increases availability through deployment automation and private cloud

Need   Virtualize test environment and automate deployment

Solution   Integrated solution for automated deployments to all testing environments.

Implementation Rational Lab Services partnered with the operations team to <u>deploy and configure an end-to-end solution for migrating, deploying and configuring applications into a private cloud environment</u>. Support <u>collapsing over 20 managed physical test environments</u> into <u>4 virtual environments</u> in the private cloud.

Value   Time to stand up a QA environment reduced from three months to three days.

Feedback   "Completed deployment, configuration and mentoring for 100% of migration, deployment and roll back use cases in 2 months "

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