OOPS!
We Inflicted DevOps on our Business
"Ops who think like devs. Devs who think like ops."
–John Allspaw
Allison Pollard

As an *agile coach* with Improving in Dallas, Allison Pollard helps people discover their agile instincts and develop their coaching abilities. Allison is also a *Certified Professional Co-Active Coach*, a *foodie*, and *proud glasses wearer*. 
Barry Forrest

As a Principal Consultant with Improving in Dallas, Barry is a web developer, Scrum Master, and agilist. Barry loves helping make work life better for teams and leaving things in a better state than when he was introduced to the situation. Barry is also an award-winning homebrewer and an avid amateur photographer.
Let’s go DevOps – *Delivering Value from The Agile Fluency™ Model*

- Team can release their latest work, at minimal risk and cost, whenever the business desires – ability to ship at will
- Systemic flaws in production lifecycle are revealed early
- Team has low defect rates, so less time is wasted fixing bugs and more time is invested in making improvements
- Codebase has low technical debt, which makes changes cheaper and faster

Agile Fluency is a trademark of James Shore and Diana Larsen
Chair Game
Debrief

What was hard about the game?

What was the light bulb moment?

How does this relate to goals to adopt DevOps?

What would it mean to align IT and business goals?
## The Principles of DevOps

<table>
<thead>
<tr>
<th>The first way</th>
<th>System Thinking</th>
<th>emphasizes the performance of the entire system, as opposed to the performance of a specific silo of work or department — this can be as large as a division or as small as an individual contributor.</th>
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<td>The second way</td>
<td>Amplify Feedback Loops</td>
<td>creating the right to left feedback loops. The goal of almost any process improvement initiative is to shorten and amplify feedback loops so necessary corrections can be continually made.</td>
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<td>The third way</td>
<td>Culture of Continual Experimentation and Learning</td>
<td>creating a culture that fosters two things: continual experimentation, taking risks and learning from failure; and understanding that repetition and practice is the prerequisite to mastery.</td>
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Practices to aligning Business Goals and Technical Goals

**Lean Management**
- Limit work in progress
- Visual management
- Feedback from production
- Lightweight change approvals

**Lean Product Development**
- Work in small batches
- Make flow of work visible
- Gather and implement customer feedback
- Team experimentation

**Software Development Practices**
- Test automation
- Deployment automation
- Trunk-based development
- Shift left on security
- Loosely coupled architecture
- Empowered teams
- Continuous integration
- Version control
- Test data management
- Monitoring
- Proactive notifications
Recap

• Adopting DevOps without clarity on how it supports business goals can spark conflict.

• Adopting DevOps well is about aligning goals, collaborating across teams, and working toward a shared goal to improve customer outcomes.

• Lean management, lean product development, and software development practices drive software delivery performance. Apply practices from all three to adopt DevOps well.
Contact

Allison Pollard
• Allison.Pollard@improving.com
• www.allisonpollard.com
• @allison_pollard

Barry Forrest
• Barry.Forrest@improving.com
• bforrest.com
• @bforrest30