

THE DEVOPS MATURITY CURVE

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CA Technologies

Today's Business Environment



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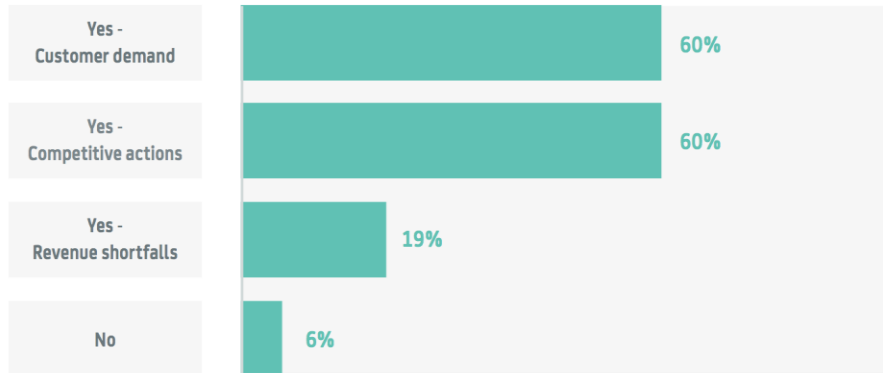
Today's Business Environment



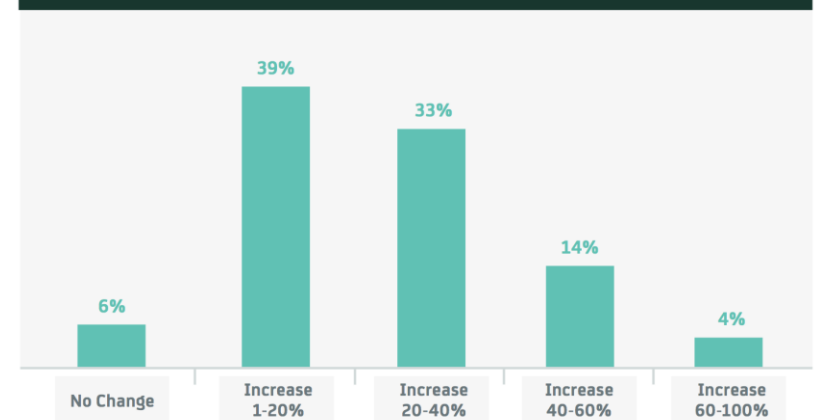
How To Survive & Thrive In The Application Economy

CA, September 2014

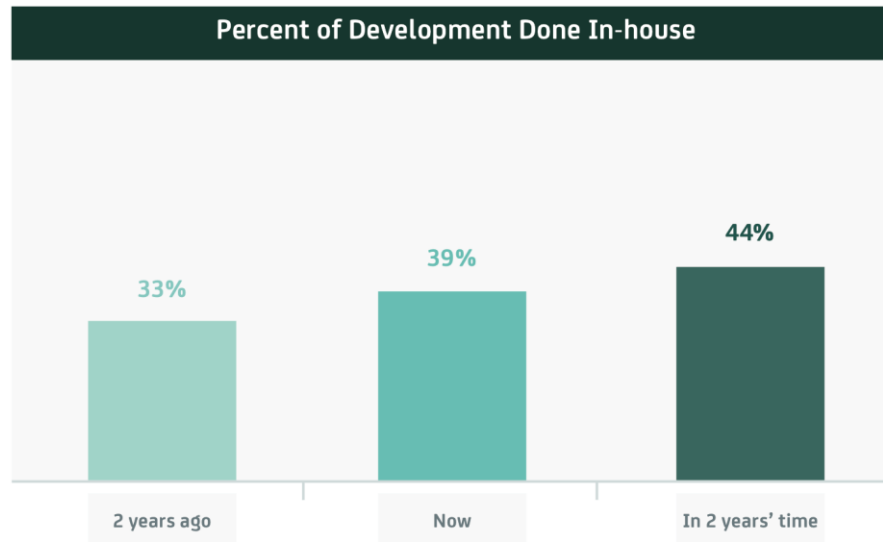
Are You Under Pressure to Release New Applications Faster, and Why?



Investing for the Application Economy



Percent of Development Done In-house



Rates Of Software Releases Are Increasing

Yesterday



10 deploys per day
Dev & ops cooperation at Flickr

“New application projects surge in 2013 and beyond.”

Today/Tomorrow



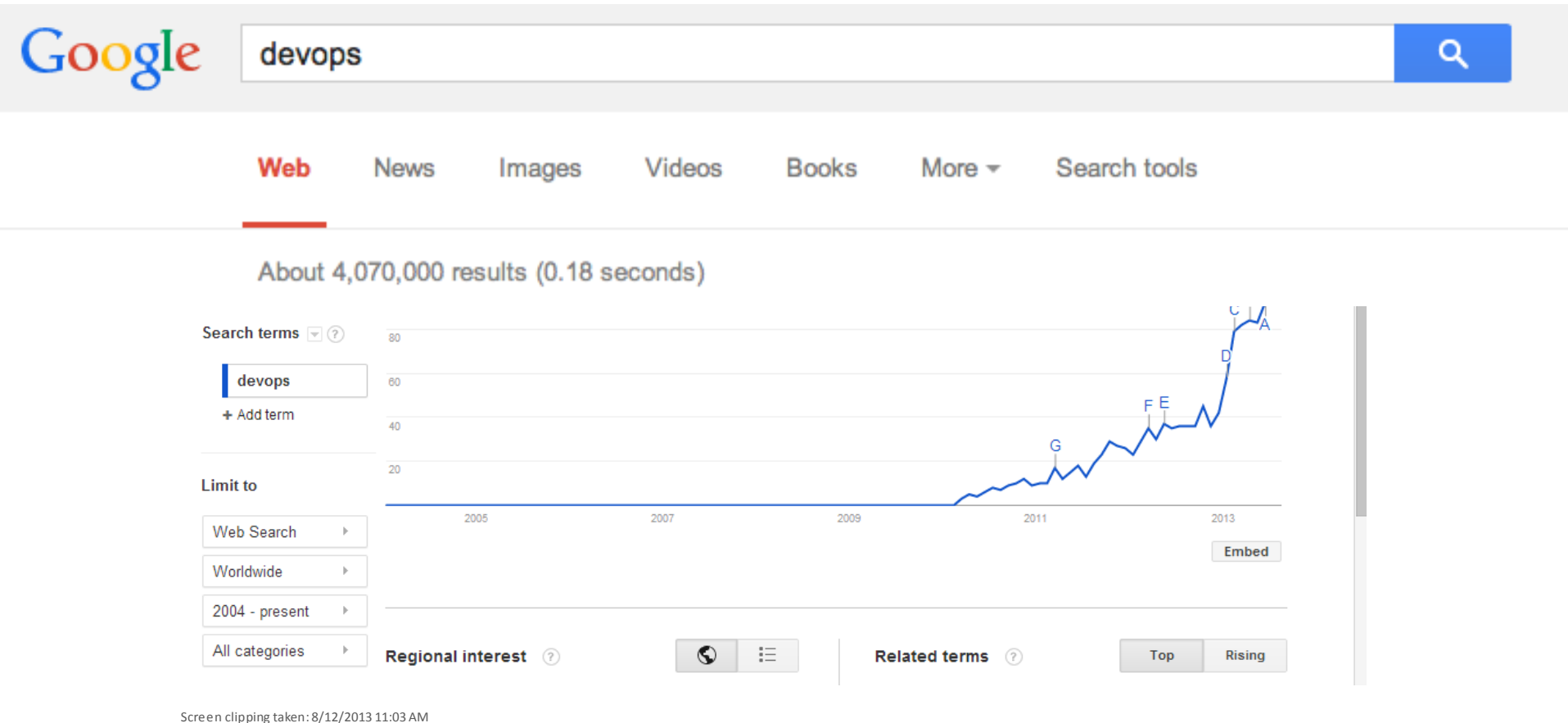
FORRESTER®

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11.6 Seconds

Continuously Deploying Culture
Scaling Culture at Etsy

The Appeal of DevOps...Increase Number of Releases



“Its all about number of releases!”

Key Themes Within DevOps

A scientific, Data Driven approach to product development



Better Collaboration between Development And Operations



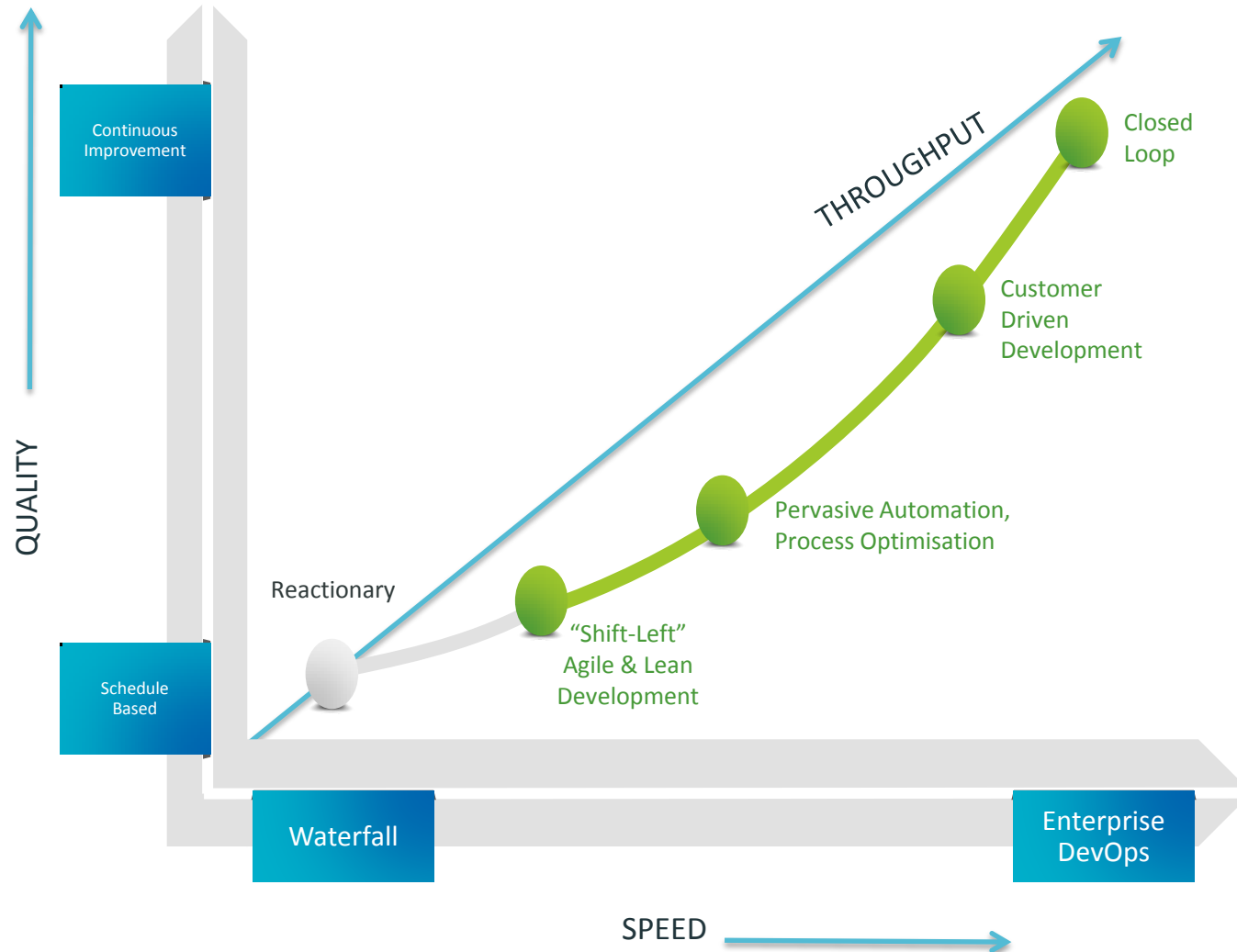
Using Automation and to manage infrastructure as code



Development and Operations adopting best practice from each other



DevOps Maturity Model



The Challenge of Today's Complex and Dynamic IT Environment

LACK OF API TESTING

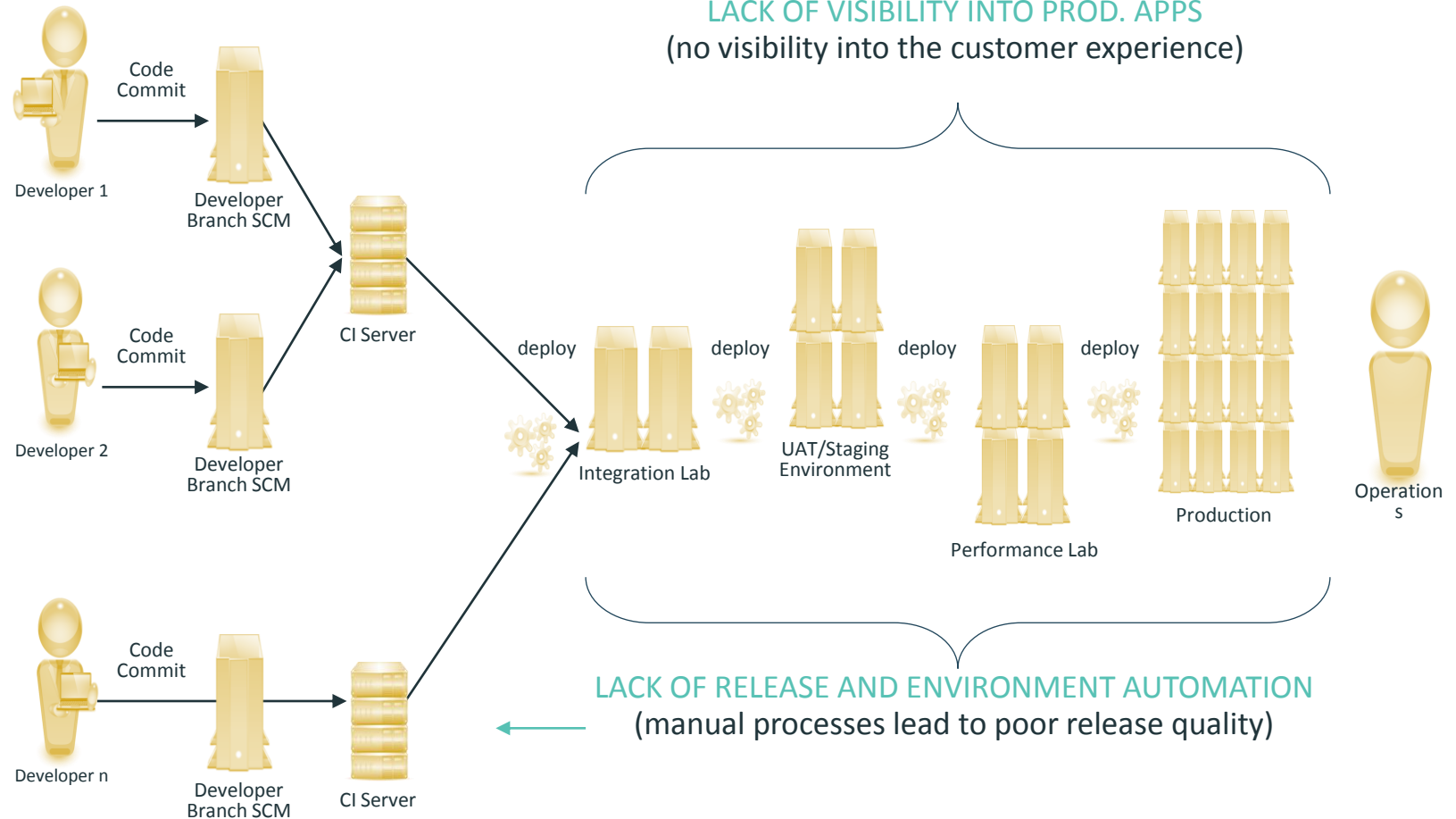
(too many bugs escape downstream)

LACK OF AUTOMATED TESTING

(small changes could have major unintended consequences)

LACK OF VISIBILITY INTO PROD. APPS

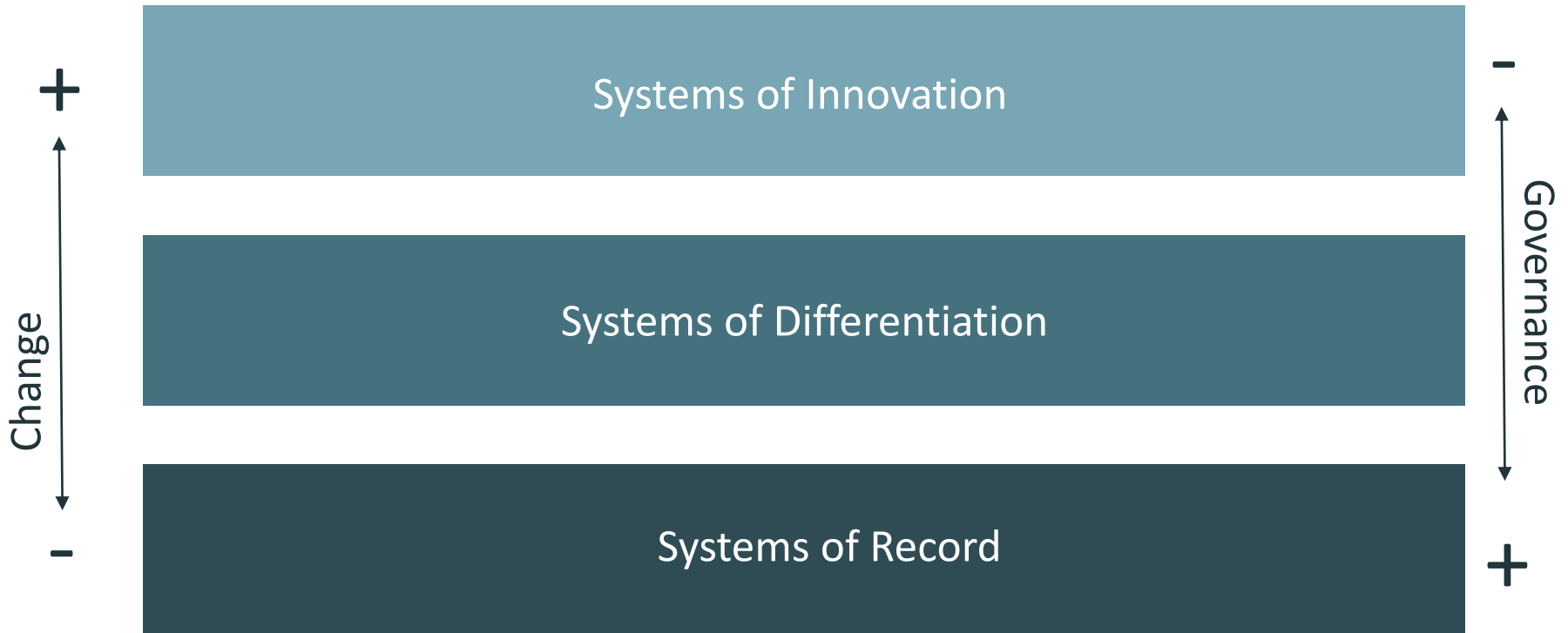
(no visibility into the customer experience)



LACK OF RELEASE AND ENVIRONMENT AUTOMATION

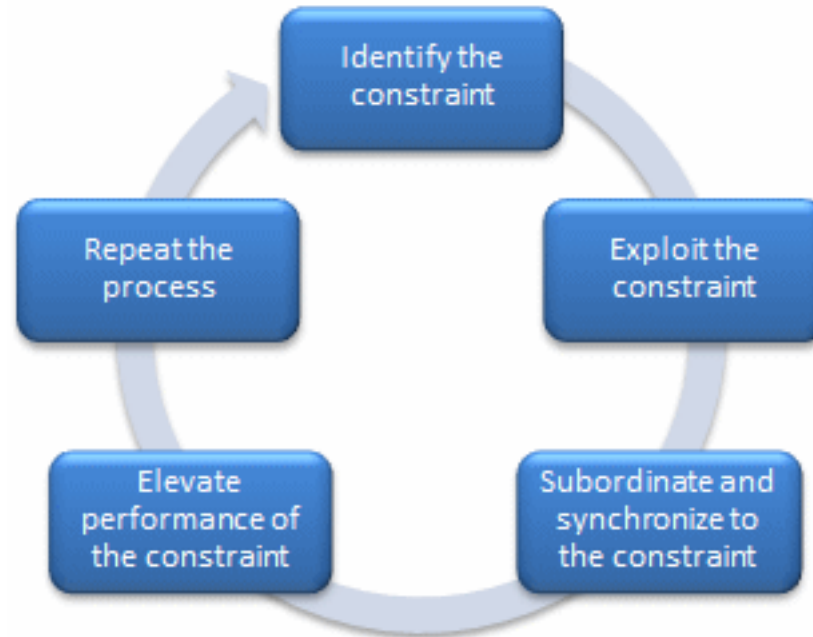
(manual processes lead to poor release quality)

Pace-Layered Application DevOps Approach

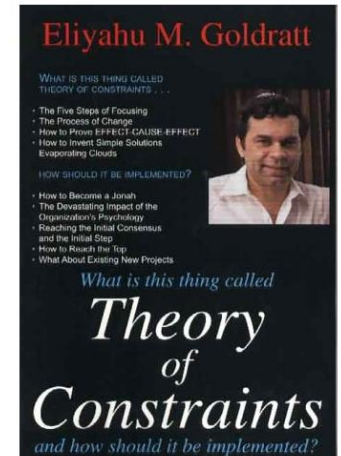


Source: Gartner

The Theory of Constraints

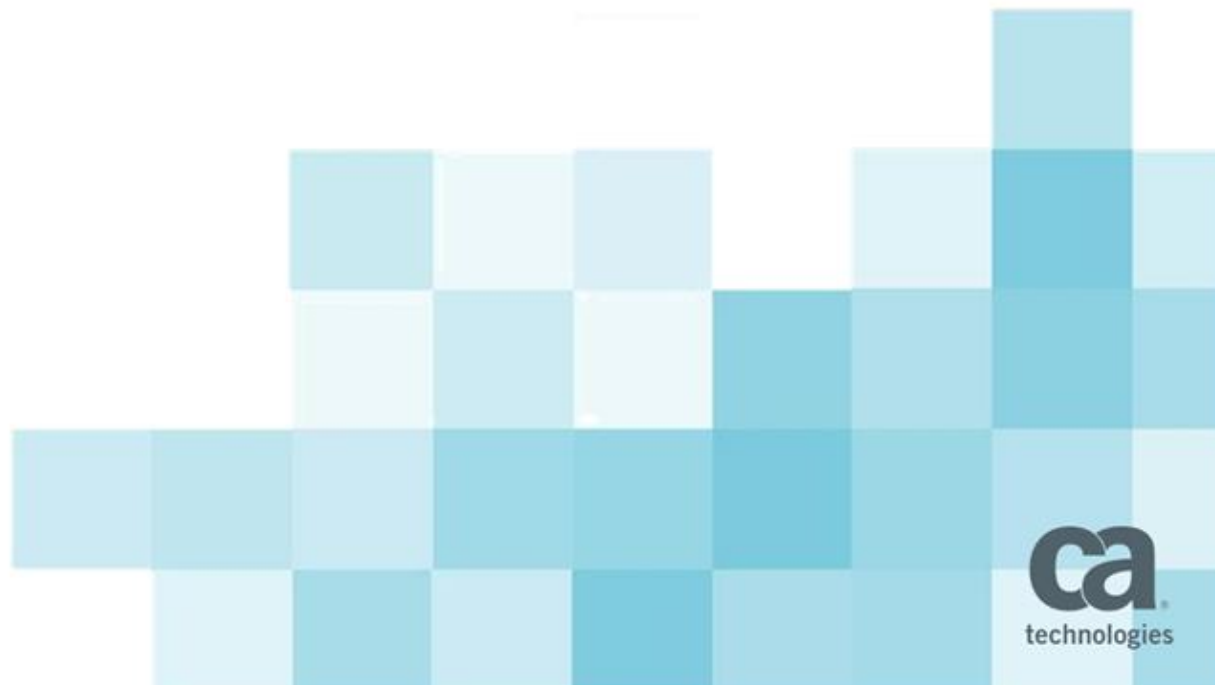


The Theory of Constraints uses a process known as the Five Focusing Steps to identify and eliminate constraints (i.e. bottlenecks).

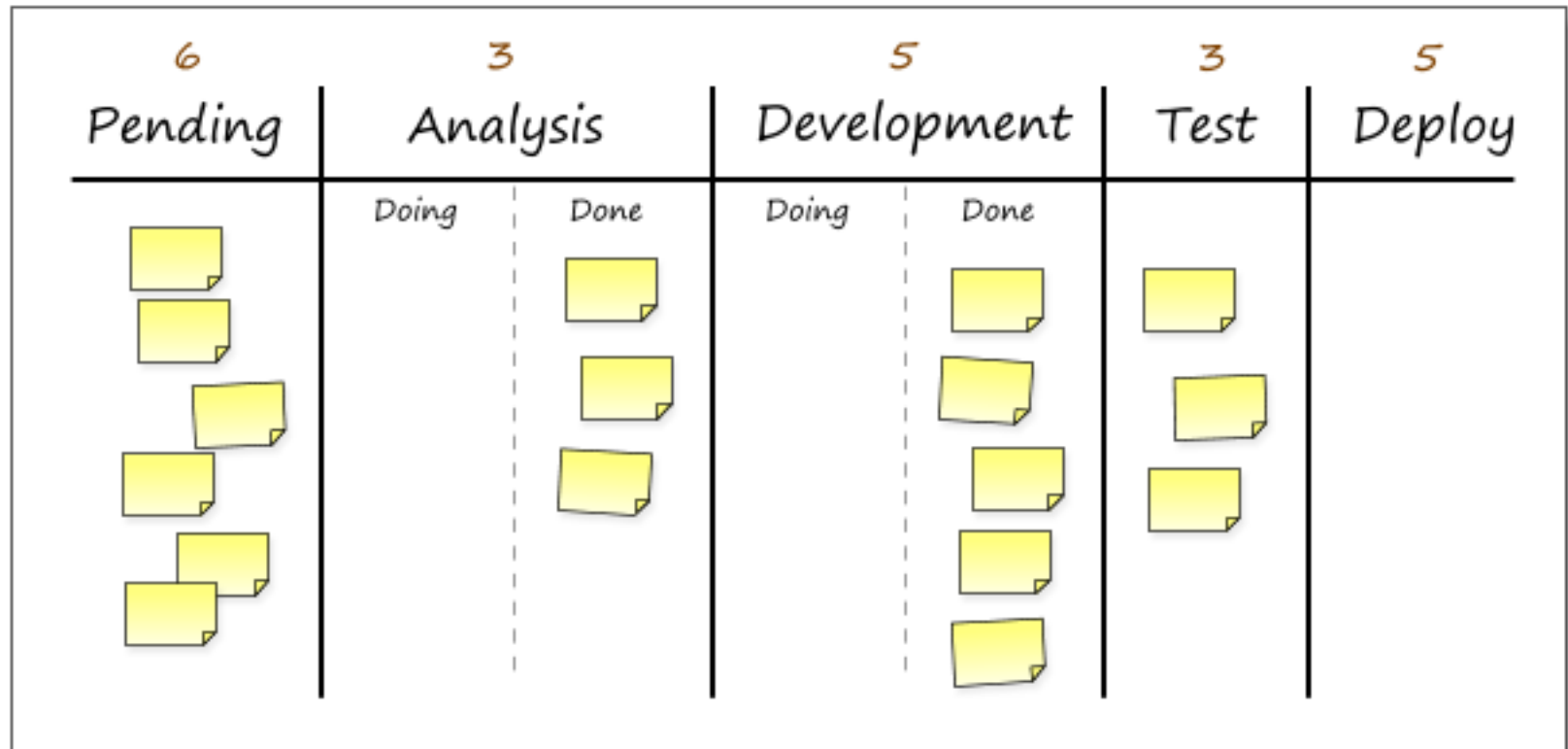


Snap Poll:

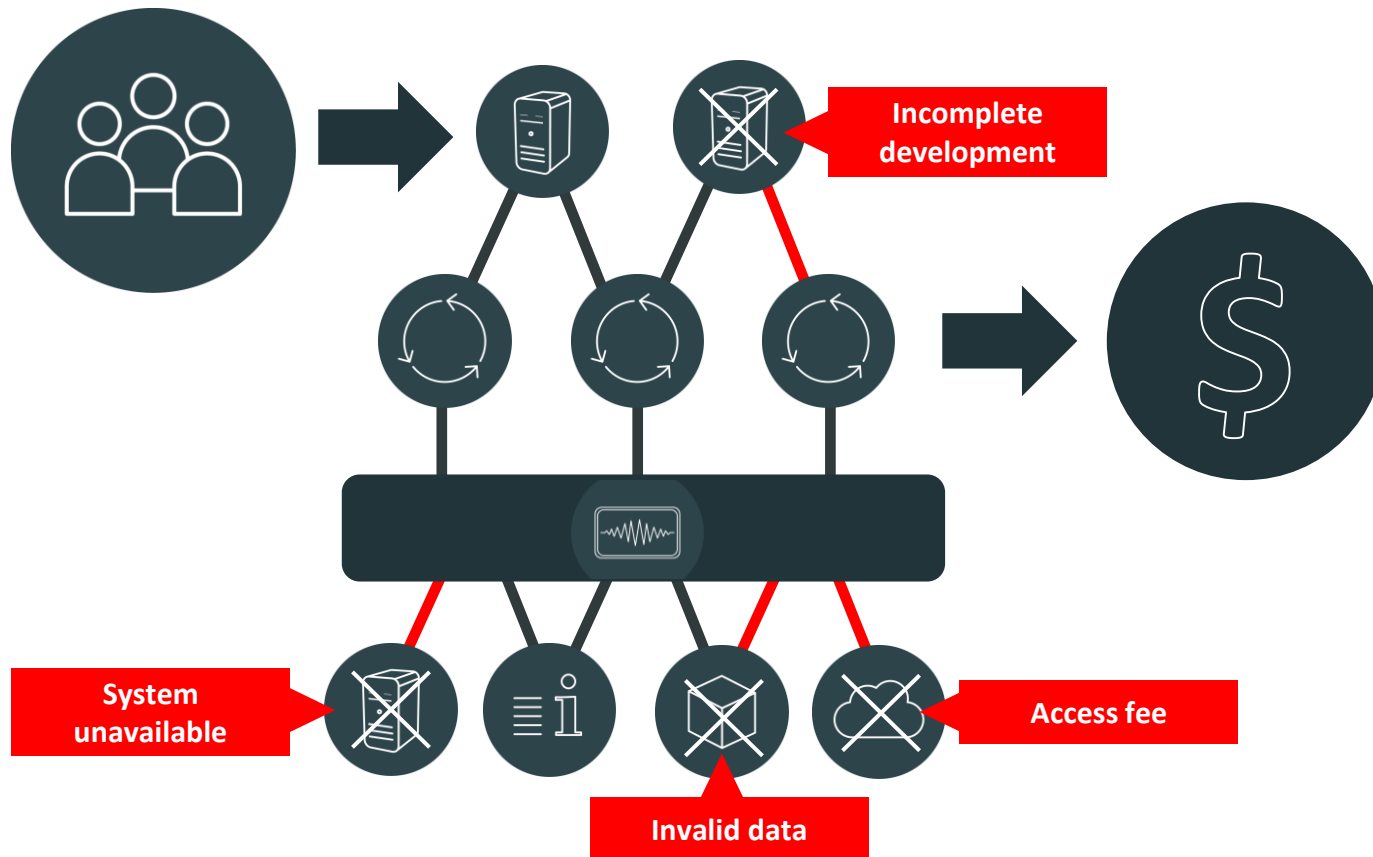
Do you have an Agile development strategy?



Kanban principles #1

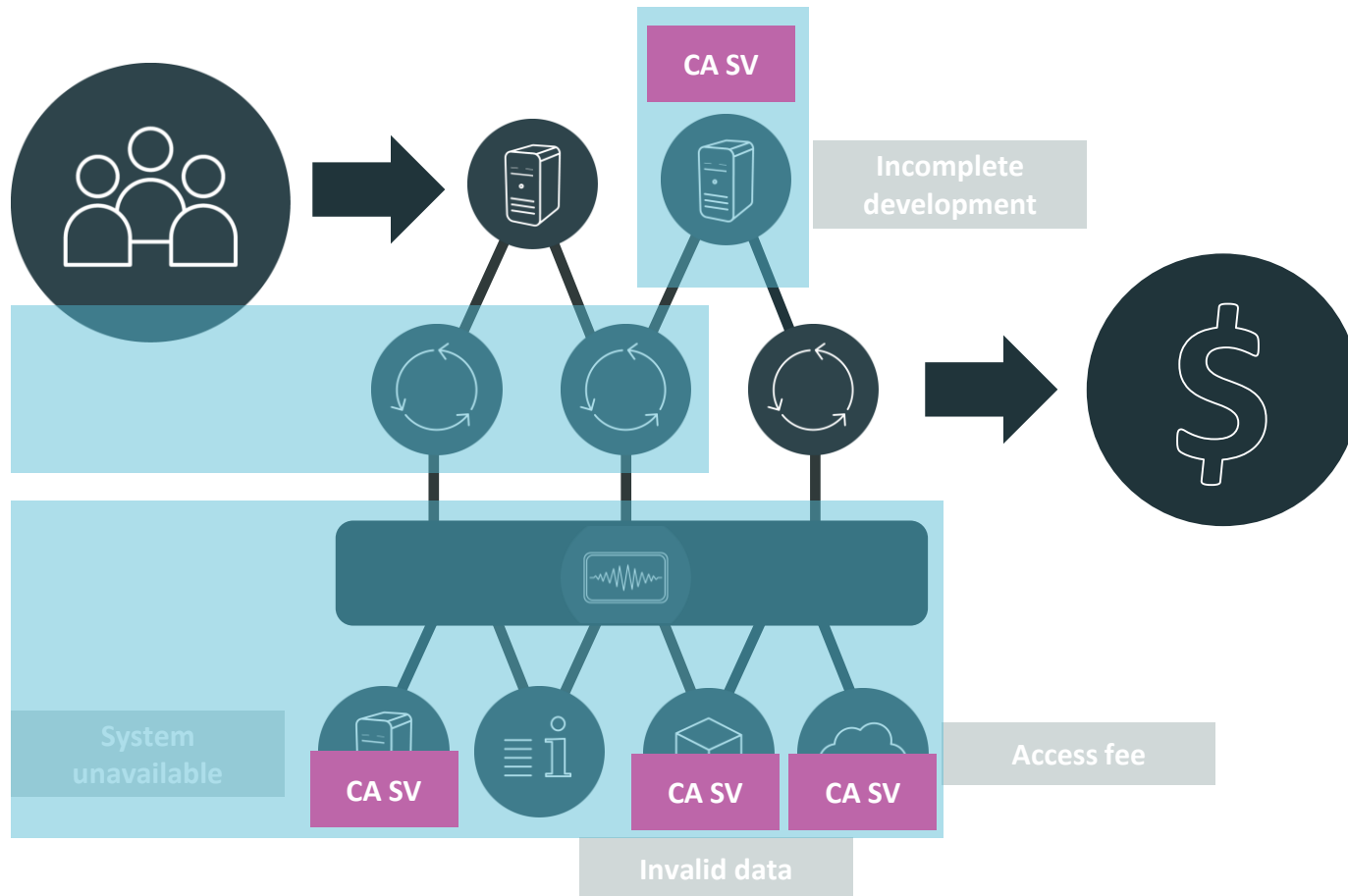


Constraints for Agile Development



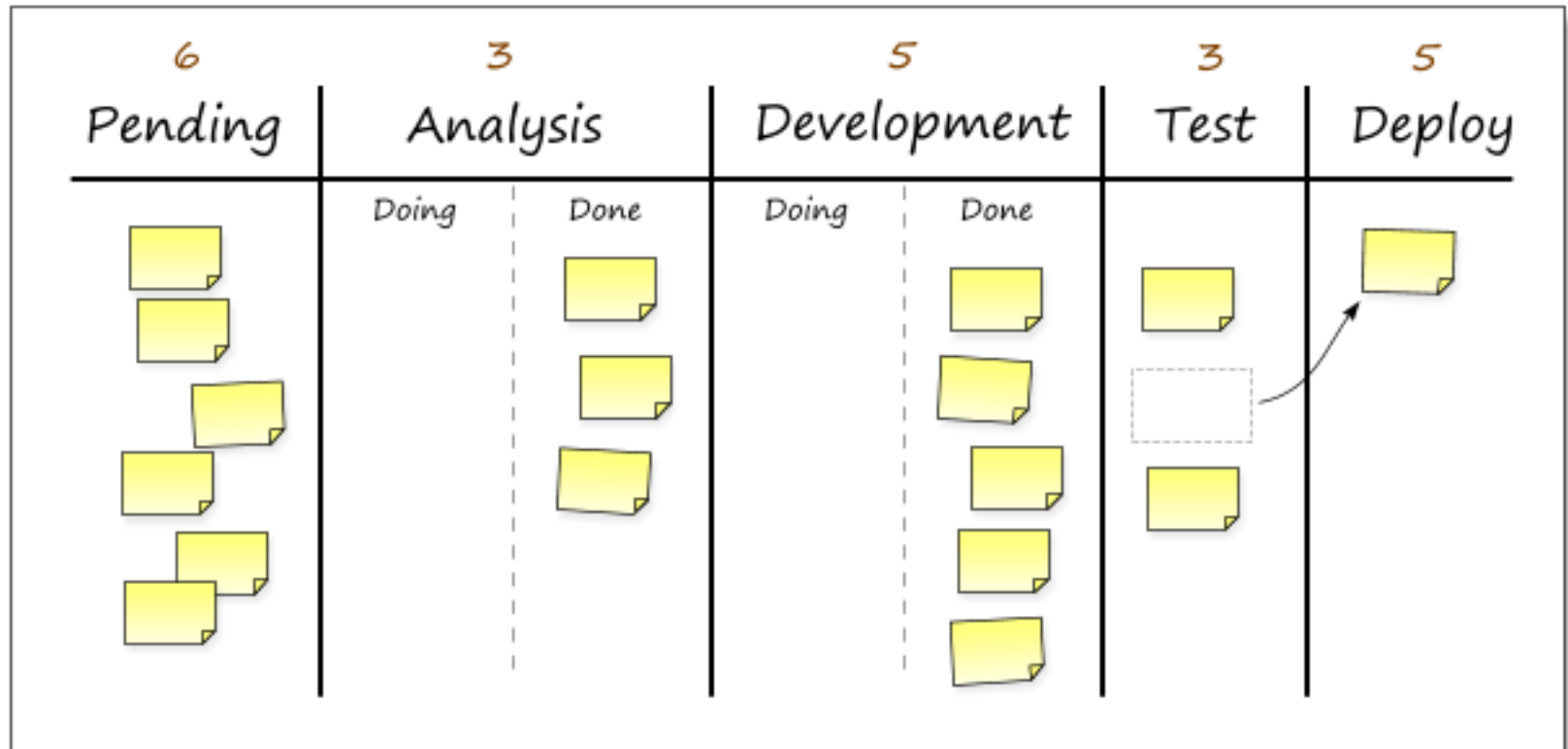
“I can’t do anything until I have everything... and I never have everything!”

Service Virtualization



"I have everything I need, when I need it!"

Kanban principles #2

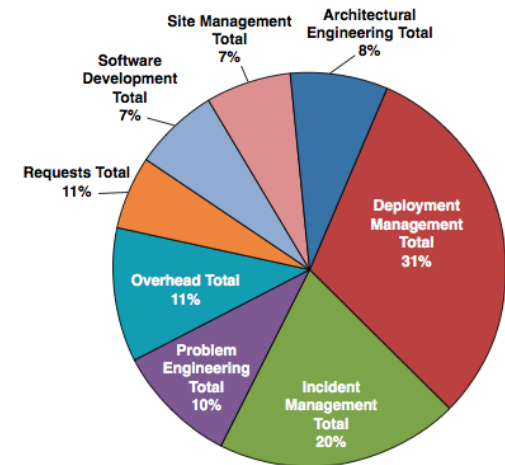


High release volumes also bring challenges

Gartner®

“Gartner believes that more than 80% of all mission-critical IT service outages result from people and process errors and failures, and of those outages, more than **50% result from a lack of coordination between change, release and configuration management processes.**”

G00258557 Four Steps to Optimize Configuration Management Process and Tools | Published: 31 October 2013 | Analyst(s): Ronni J. Colville



Data Source: Deepak Patil, Microsoft Global Foundation Services via James Hamilton (Amazon Web Services)
http://mvlirona.com/rh/TalksAndPapers/JamesHamilton_POA20090226.pdf

High Costs

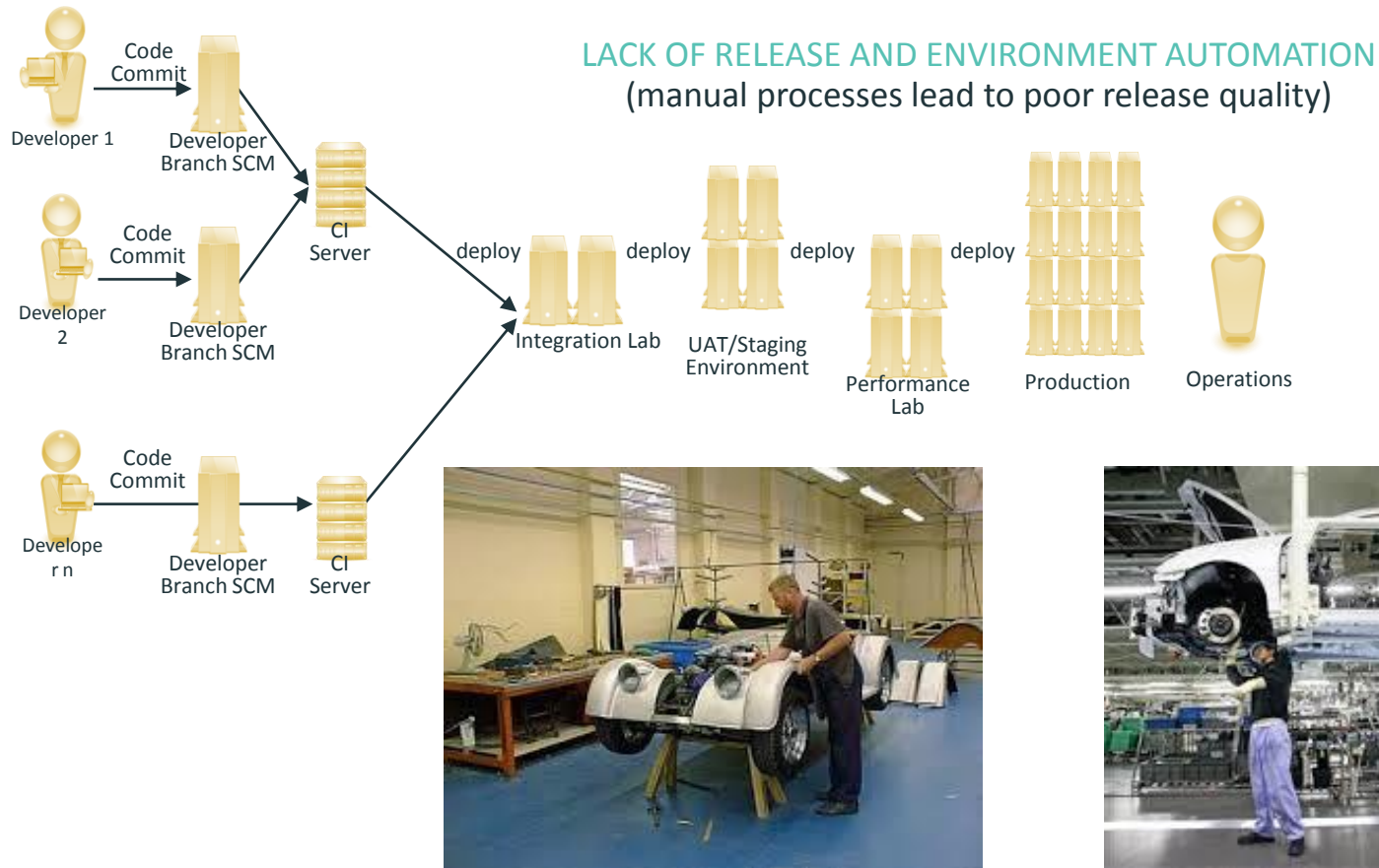
75% of IT operation teams' is spent on application release.
(Forrester, 2009)

60%

Release Failures

60% of application failure & downtime is release related.
(IDC Survey 2009)

Automate where you can – process not a project

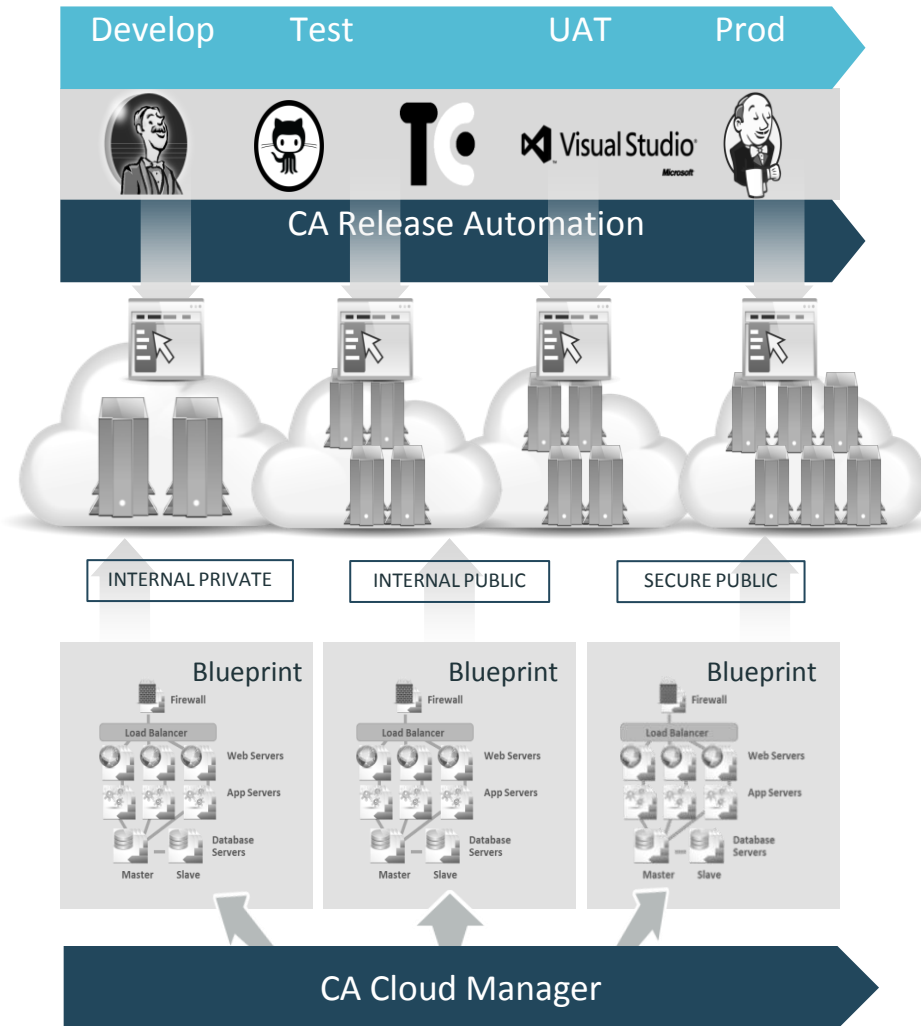


Release Automation

Automating the Steps Required to Deploy the Software Package



CA's Continuous Delivery



Total Integrated Solution - Orchestrating and Accelerating the Software Development Lifecycle

Increase speed/frequency of software releases
Automate workflow across existing tool chains
Automate application release and promotion

On-demand platforms and environments that end-users need

Governance, visibility, and cost transparency that managers require

Leverage hybrid clouds and enable cloud portability

What can you measure?

- Number and frequency of software releases
- Defect escape ratio
- Time/cost per release
- MTTR
- Outages / performance issues impact
- Cost of resources to deliver applications



ING Bank

App Store > Finance > ING BELGIUM



ING Smart Banking for Tablets 4+

ING BELGIUM >

Details Ratings and Reviews Related

iPad Screenshots

Welcome Robert Schuman, here is an overview of your situation on 24/07/2013

My current accounts €1,707.56 +

Account	Balance
Current account Robert Schuman	€ 102.00 +
Current account Robert Schuman	€ 785.24 +
Current account Robert Schuman	€ 820.32 +

My savings accounts €69,015.10 +

Account	Balance
Savings account Robert Schuman	€ 7.11 +
Savings account Robert Schuman	€ 7.00 +

My credit cards € 2.59 -

My income and expenses

My money per quarter

MR. SCHUMAN ROBERT Balance: € 13,350

Date	Description	Amount
18/07	European Transfer - see ap...	€ 120.00 -
17/07	European transaction	€ 55.00 -
14/07	From: Social security	€ 123.00 +
13/07	Transfer from MR SCHUMAN	€ 500.00 +
13/07	Self Bank withdrawal	€ 100.00 -
09/07	Bancoact/Mister Cash Pay...	€ 800.00 -
07/07	Transfer from Adam Adams	€ 500.00 +
05/07	Salary payment	€ 2,351.00 +
05/07	Maestro payment	€ 90.00 -
03/07	Maestro payment	€ 150.00 -

facebook

twitter

Tesco background

- **Global retailer**
- **530,000 employees** across 12 markets
- **75 million shopping trips/week**
- **Online grocery expansion** key to future growth



The business challenge

2.5 **Specialist
Skills**

Multiple
silo'd teams

IT not moving at speed of business

Significant Planning

Complex

1 deployment

2 weeks

Competitive Pressures

The ROI/business impact



Change the skills required to perform deployments.
“Lower the barrier to entry”



Allow collaboration between **geographically dispersed teams.**



Reduce deployment time from days to minutes

New state of IT



Zero touch
orchestration

IT extremely responsive to the business

Highly agile

Complex

4500+ deployments
per month

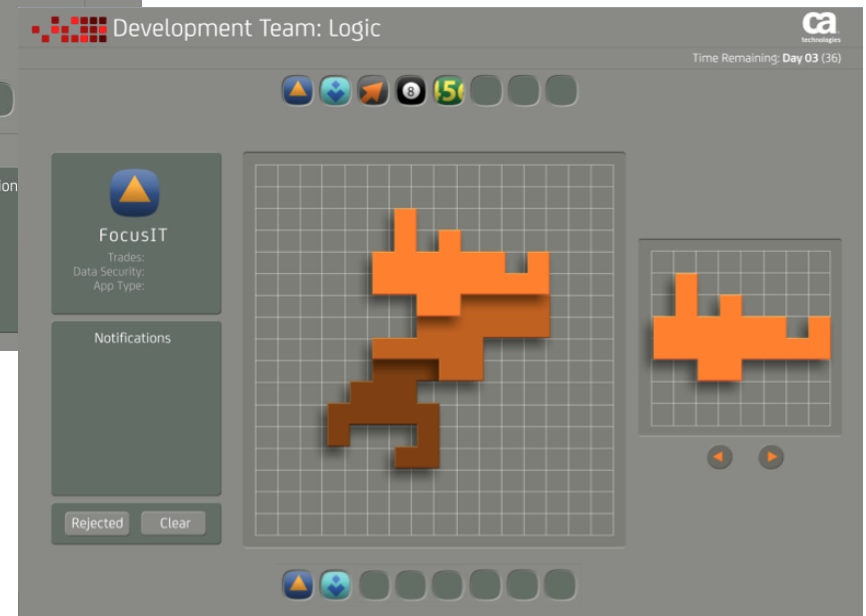
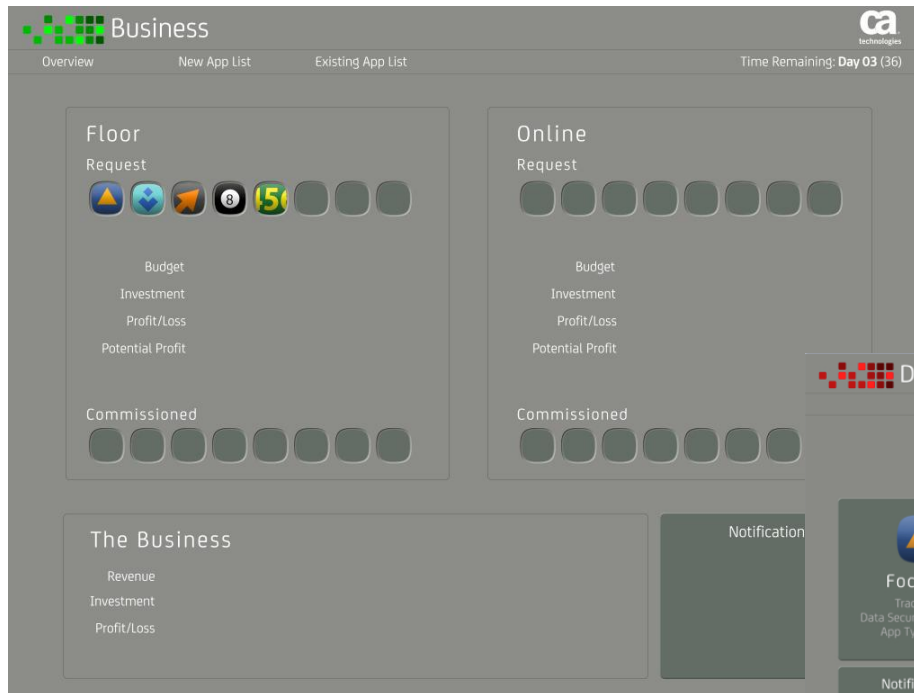
Enabling Rapid delivery of
services

Ask yourself these and more

1. Where are your “brake points”?
2. Is each release a project or a process?
3. Are you automating as much as you can?
4. How important is governance?
5. What do you measure and how often?



Come to the stand or ask to join the Sim Game





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