Top Lessons Learned from DevOps Enterprise Summit 2016
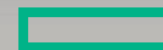## January 19, 2016

Today's Speakers:

Gene Kim
CTO, Researcher & Author
IT Revolution

Ashish Kuthiala
Sr. Director, Marketing and Strategy - DevOps
Hewlett Packard Enterprise

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The webinar will begin shortly.

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Top Lessons Learned from DevOps Enterprise Summit 2016

January 19, 2017

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Hosted By

Alvin Sumter
Atlanta LUG Leader
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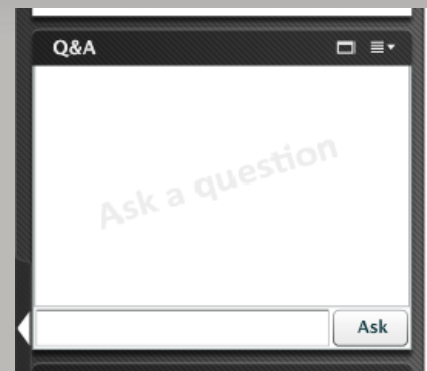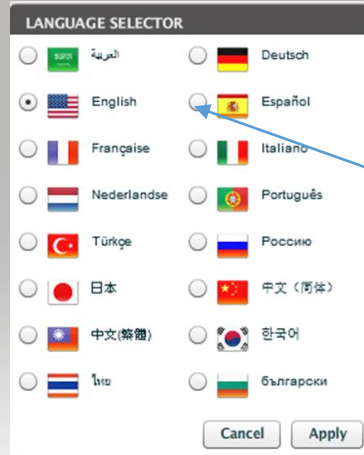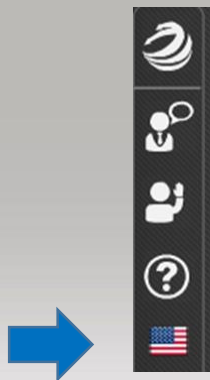
What is the business value of adopting DevOps?

The DevOps Handbook Is Here!

- ✦ 5+ years in the making
- ✦ 23 chapters
- ✦ 48 case studies
- ✦ 98,124 words
- ✦ 48 images
- ✦ 503 endnotes
- ✦ 192 footnotes

DevOps Handbook

HOW TO CREATE WORLD-CLASS
AGILITY, RELIABILITY, & SECURITY
IN TECHNOLOGY ORGANIZATIONS

GENE KIM,
JEZ HUMBLE,
PATRICK DEBOIS,
& JOHN WILLIS

FOREWORD
BY JOHN ALLSPAW

@RealGeneKim
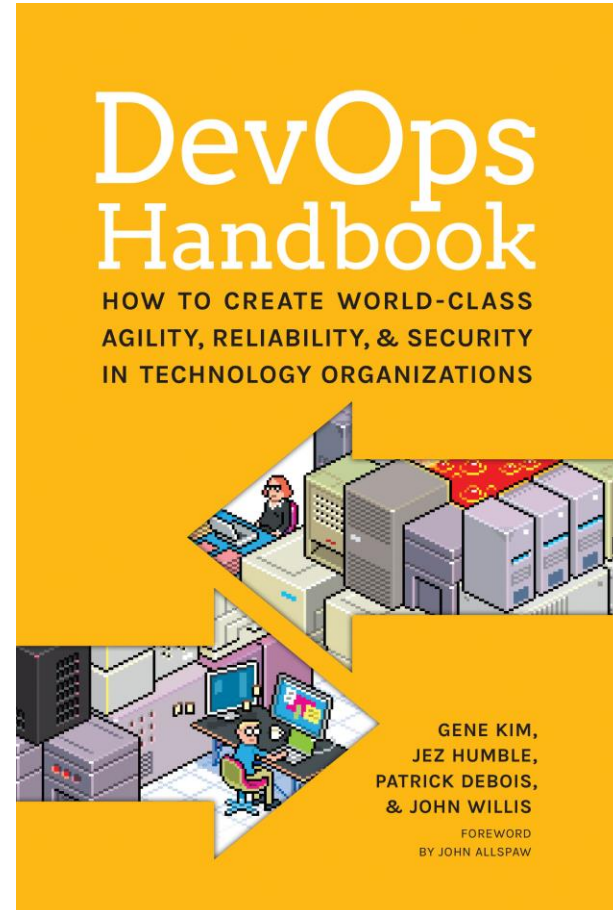
High Performers Are More Agile

200x
more frequent deployments

2,555x
faster lead times than their peers

High Performers Are More Reliable

3x
lower change failure rate

24x
faster mean time to recover (MTTR)

High Performers Are More Secure And Controlled

2x

less time spent remediating security issues

29%

more time spent on new work

High Performers Win In The Marketplace

2x

more likely to exceed profitability, market share & productivity goals

50%

higher market capitalization growth over 3 years*

DevOps Is For The Unicorns…

DevOps Is For The Unicorns…
…And The Horses, Too

DevOps Enterprise: Lessons Learned

✦ On Nov. 7-9, we held the third DevOps Enterprise Summit, a conference for horses, by horses

✦ Speakers included fifty leaders from:

✦ Barclays, ING Bank, UK HMRC, Zurich Insurance, LV, UK GDS, iTV, Unilever, SAP, Macy's, Disney, Target, GE Capital, Western Union, Sherwin Williams, Blackboard, Nordstrom, Telstra, US Department of Homeland Security, CSG, Raytheon, IBM, Ticketmaster, MITRE, Marks and Spencer, Barclays Capital, Microsoft, Nationwide Insurance, Capital One, Gov.UK, Fidelity, Rally Software, Neustar, Walmart, PNC, ADP, …

Specific Case Studies

✦Barclays
  ✦ Jonathan Smart, Head of Development Services

✦ING Bank
  ✦ Ron van Kemenade, CIO

✦UK HMRC
  ✦ Antony Collard, Deputy Director, Digital Delivery

✦HPE
 ✦ Rafael Garcia, Director, R&D IT
  ✦ Olivier Jacques, Distinguished Technologist, R&D IT
  ✦ Ashish Kuthiala, Sr. Director, Strategy and Marketing (HPE DevOps)

Observations

✦ They were using the same technical practices and getting the same sort of metrics as the unicorns

    ✦ Target: 100+ deploys per week, < 10 incidents per month, enabled 53 business initiatives

    ✦ Capital One: 100s of deploys per day, lead time of minutes

    ✦ Macy's: 1,500 manual tests every 10 days, now 100Ks automated tests run daily

    ✦ Disney: Has embedded nearly 100 Ops engineers into LOB teams across the enterprise

    ✦ Nationwide Insurance: Retirement Plans app (COBOL on mainframe)

    ✦ Raytheon: testing and certification from months to a day

    ✦ US CIS: security and compliance testing run every code commit

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Other Side Of Innovation

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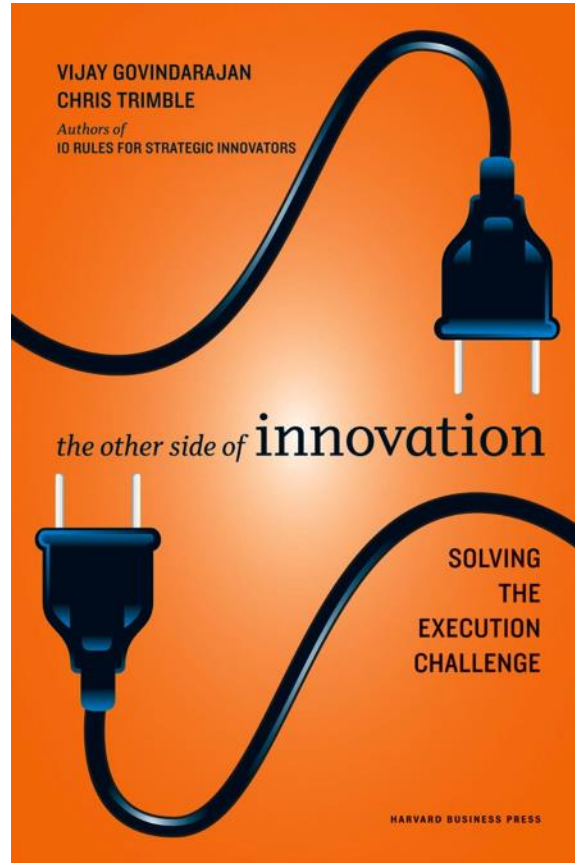
Getting Started

Case Study:

2005 Google Web Services Transformation

HPE IT's DevOps Manifesto

Optimized
More about accomplishing the goal rather than being prescriptive of how we achieve that

APIs
Resources are controlled by APIs
Everything is code

Inner Source
All of our code is Inner Source by default.

Pipelines
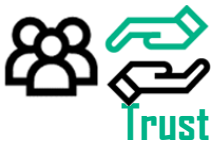We have all changes go through our continuous delivery pipelines: application, compute, storage, DB, network, OS

Scientific
We formulate hypotheses; validate them with experience and data

Teams
Integrated, empowered, self organizing teams
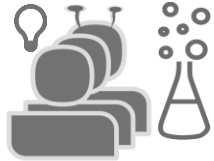
Trust
We value trust and responsibility

@RealGeneKim

Culture

Ownership

Autonomy

Business Outcome

Tech

The Pipeline(s)

Continuous delivery pipeline

Change in
- Executable code
- Configuration
- Infra / environment
- Data
- Monitoring

Ownership,
Autonomy,
Business Outcomes

Change

- Version controlled
- Peer reviewed
- Automated tests (lots)
- Manual tests (few)
- Gates (automated and manual)
- Automated deployment
- Feedback loop (monitoring, logs)
- Codified Operation Readiness

Continuous Delivery Pipeline

ChatOps

Pipeline has access to systems, **NOT** people
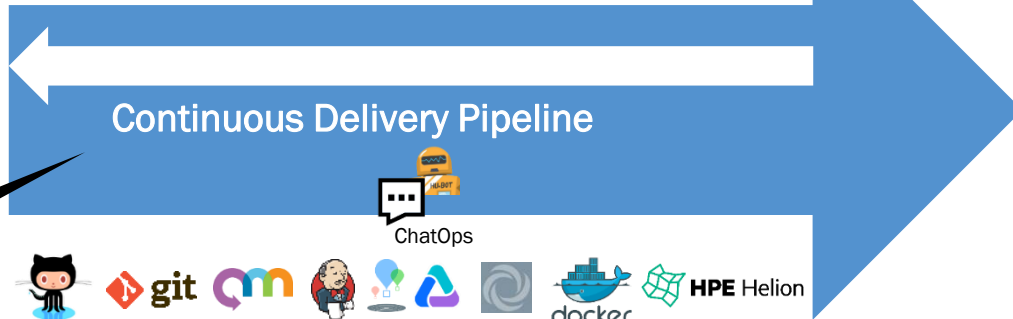
Infrastructure as code
Compute, DB, Storage, Network

Physical

Virtual

HPE Helion

IaaS/Helion OpenStack
PaaS/Helion Dev Plat
Containers/Docker

When we do Agile and DevOps

Fraud detection: implemented grouping fraud check in 6 weeks compared to original 12 weeks estimate.
Gain: 6 weeks worth of fraud reduction from 100k to 100s conditions.

Fraud detection: from 10h business downtime for upgrade to **0 downtime.**

Fraud detection: **1 user ticket** (97% decrease from FY14)

HPE micro services split: from 1 production instances to 3 with no additional personnel

Partner portal: **1 month turnaround** to stand up new v1 networking sub-portal

Employee survey: "My organization has implemented processes that effectively support our ability to be an innovative company. **+10%** to 75%" (source: RnD IT survey results)

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BLIND BIRD TICKETS: £550 +VAT (ENDS 3 FEB)

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events.itrevolution.com/eu

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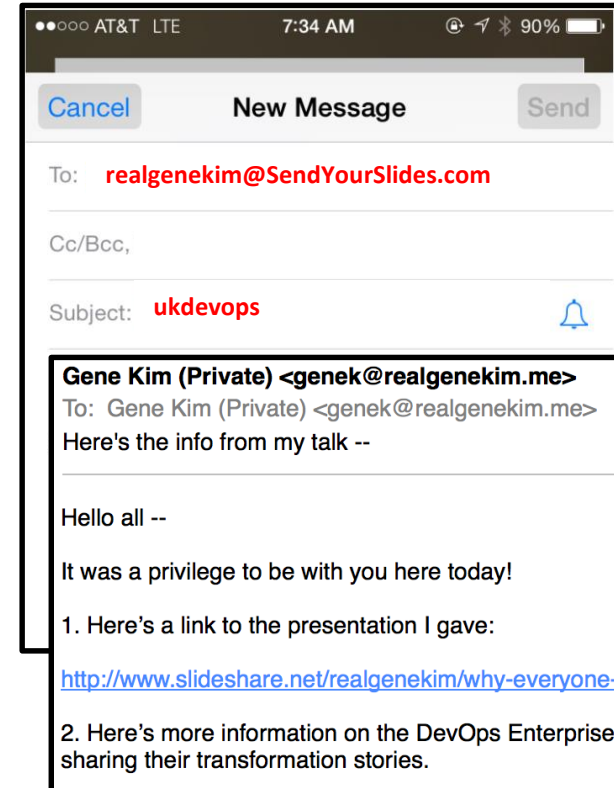
Interested In Learning More?

To receive the following:

- ✦ A copy of this presentation
- ✦ 20% discount to DevOps Enterprise Summit London
- ✦ All videos/slides from DevOps Enterprise 2014 & 2015
- ✦ The 140-page excerpt of *The Phoenix Project*
- ✦ One-hour excerpt of *The Phoenix Project* audiobook
- ✦ Link to the DevOps Audit Defense Toolkit
- ✦ See early drafts of our upcoming *DevOps Handbook*

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Gene Kim (Private) <genek@realgenekim.me>
To: Gene Kim (Private) <genek@realgenekim.me>
Here's the info from my talk --

Hello all --

It was a privilege to be with you here today!

1. Here's a link to the presentation I gave:

http://www.slideshare.net/realgenekim/why-everyone-

2. Here's more information on the DevOps Enterprise
sharing their transformation stories.

Post Discover Summit 2017

Accelerating next

Hewlett Packard Enterprise

POST-DISCOVER LONDON
SUMMIT 2017 31 JANUARY – 2 FEBRUARY

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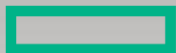http://www.vivit-worldwide.org/default.asp?page=LondonSummit2017

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