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Culture Shock: Unlocking DevOps Through Collaboration and Communication

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Waterfall

- Requirements
- Design
- Implementation
- Verification
- Maintenance
Agile

Initial Planning

Planning

Requirements

Analysis & Design

Implementation

Evaluation

Deployment
Business

Research → Budget → Document

Water-

Jez Humble, https://youtu.be/L1w2_AY82WY
Business

Research → Budget → Document

Development

Water-Scrum-

Jez Humble, https://youtu.be/L1w2_AY82WY
Business

Research → Budget → Document

Development

QA & Operations

Integrate → Test → Release

Jez Humble, https://youtu.be/L1w2_AY82WY
DevOps Culture

No Blame
DevOps Culture

- No Blame
- Transparency
DevOps Culture

No Blame

Transparency

Reduce Waste
DevOps Culture

- No Blame
- Transparency
- Reduce Waste

Goals and Objectives aligned with Business Needs
DevOps Culture

- No Blame
- Transparency
- Reduce Waste
- Goals and Objectives aligned with Business Needs
- Integrated Efforts
DevOps ≠ docker
DevOps ≠

CHEF
CODE CAN

puppet labs
DevOps ≠ Jenkins
DevOps
is
People
People use tools
Global Vision

Project Management Tools
- Issue Tracker
- Wiki

Source Code Repository
- App Code
- Infrastructure code
- Documentation

Project Team

Status/Feedback

Build ➔ Automated Testing ➔ Automated Deployment

Production, Customer Visibility, QA Team
ChatOps

(11:47:26 AM) **TeamCity**: Build successful.

`PROJECT_NAME::TEST CONFIGURATION`, agent WinAgent

http://teamcity.url/viewLog.html?buildId=6677&buildTypeId=bt00
ChatOps

(10:37:15 AM) Aaron: The CSS style on the navbar is not overflowing correctly. I don’t see a scroll bar.

(10:37:26 AM) Todd: Hmmm… that’s weird. Let me check the div.

(10:38:58 AM) Todd: devbot newcase “No scrollbar on navbar overflow”


(11:42:06 AM) Todd: devbot start 6024

You can’t buy DevOps

- Existing team members should be part of it
- DevOps teams can create new silos
- People should continue to be experts in their fields
- Teams should have members who cross train to interface with the other side
DevOps Engineer

- Scrum Master-esque – but for tech side
- Help set up CI, CD
- Train team members
- How to convert legacy projects to new system
Shift Left

- Development Environment
- Test Environment
- Stage Environment
- Production Environment

Ops Team
Shift Left

Development Environment → Test Environment → Stage Environment → Production Environment

Ops Team
Org Structure
Culture Change is Hard

• Support from top leadership
• Identifying and addressing obstacles to adoption
• Rely on people closest to the work for guidance
Join the new SEI DevOps Forum on LinkedIn