DevOps Battle Scars

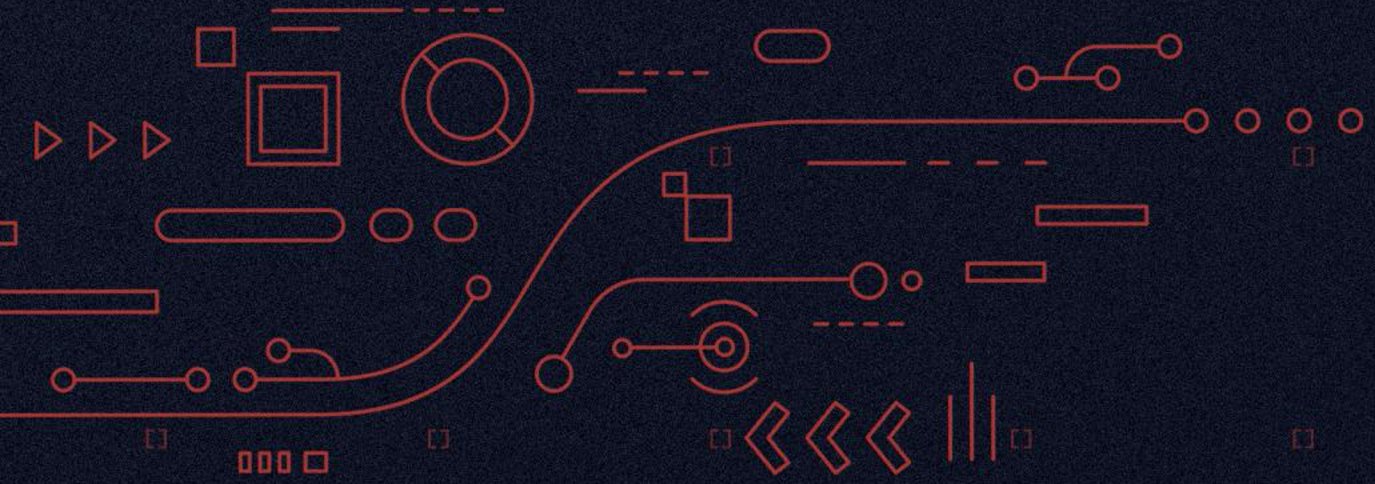
The Human Toll Measured

Shlomo Bielak & Matt Cole

Reviewing the data points

Sharing Great DevOps Numbers?

Understanding the source of your current success



DEVOPS WORLD
by CloudBees

The Common Success Numbers

- More code promotions - 90x!
- More code quality – 14% a month!
- Fast deployments – 200x!

- These numbers are good, but is ‘the how’ hurting anyone?

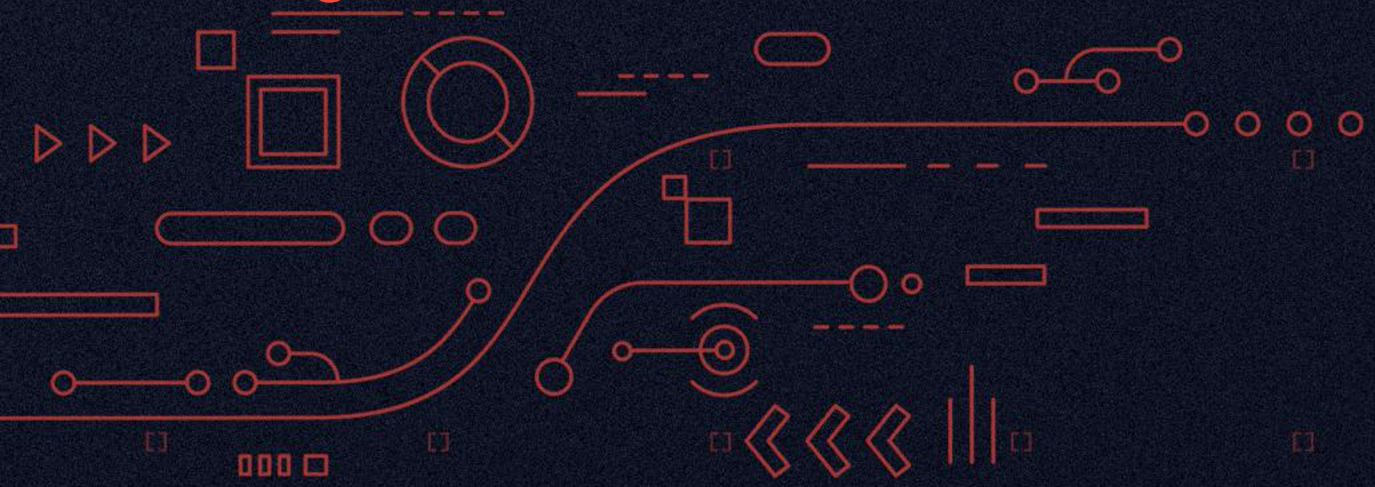
- Technical and Business benefits are great but are there underlying issues?
  - What is the human toll?
  - Is the talent seriously taxed?

© 2020 All Rights Reserved.

Finding the missing data points

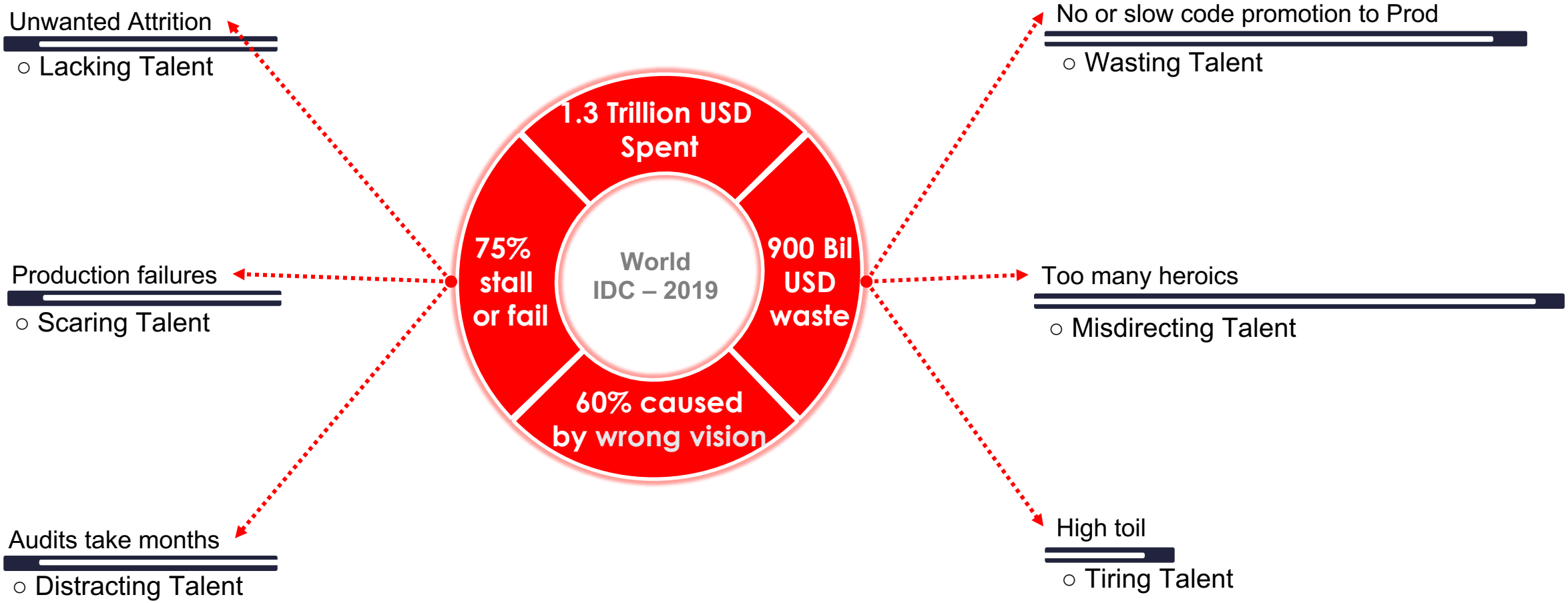
Which Metrics are Driven by Talent Heroics?

Digital Transformation Can’t Sustain Without Supporting Talent



DEVOPS WORLD
by CloudBees

What Hurts Your Talent Today? Protect Your TI drivers



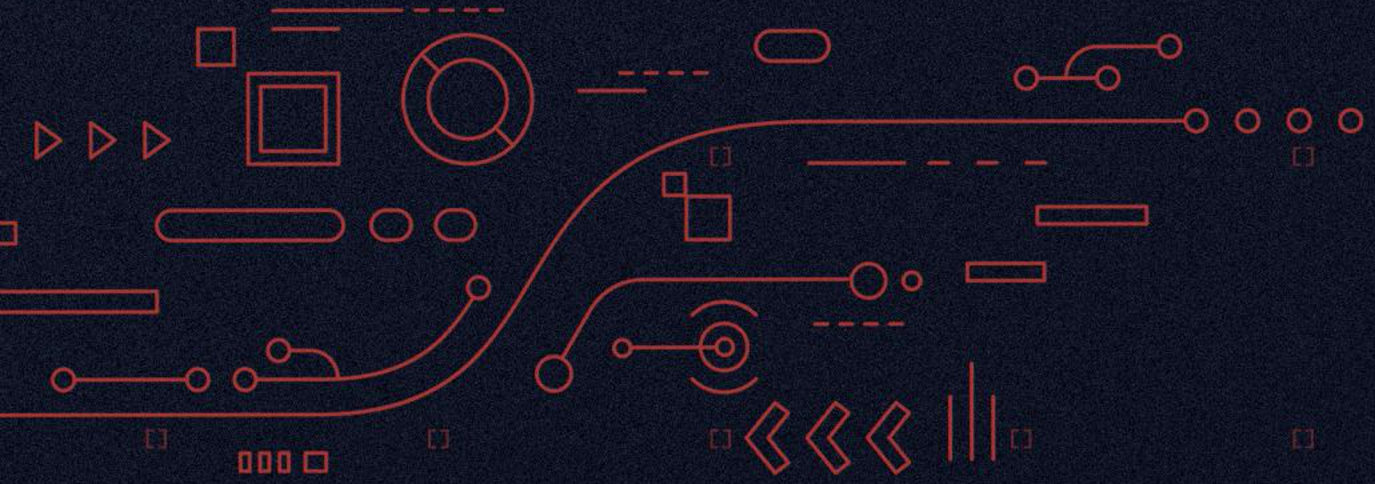
© 2020 All Rights Reserved.

TI = Transformational Initiatives

Finding the missing data points

What Should We Measure to Find the Pain?

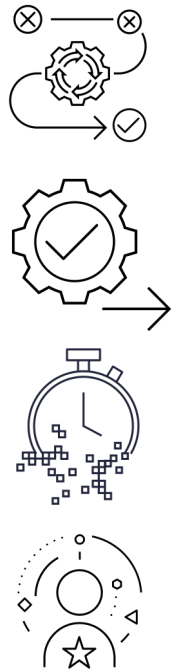
Helping Your Battle Scars Heal



DEVOPS WORLD
by CloudBees

Measurements to Protect Talent

- % of Failures in Production
- # of Production/Staging Retries
- % of SDLC inefficiencies (Human Toil)
- # of Hours of Production Heroics



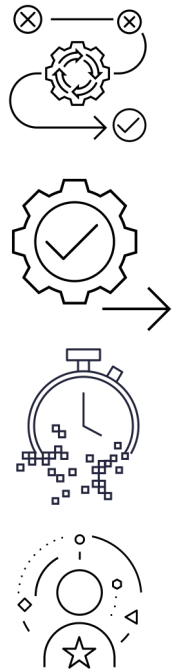
- # of Self Development Hours

© 2020 All Rights Reserved.

Values Protecting Talent

0

- % of Failures in Production
- # of Production/Staging Retries on Release
- % of SDLC inefficiencies (Human Toil)
- # of Hours of Production Heroics



- # of Self Development Hours

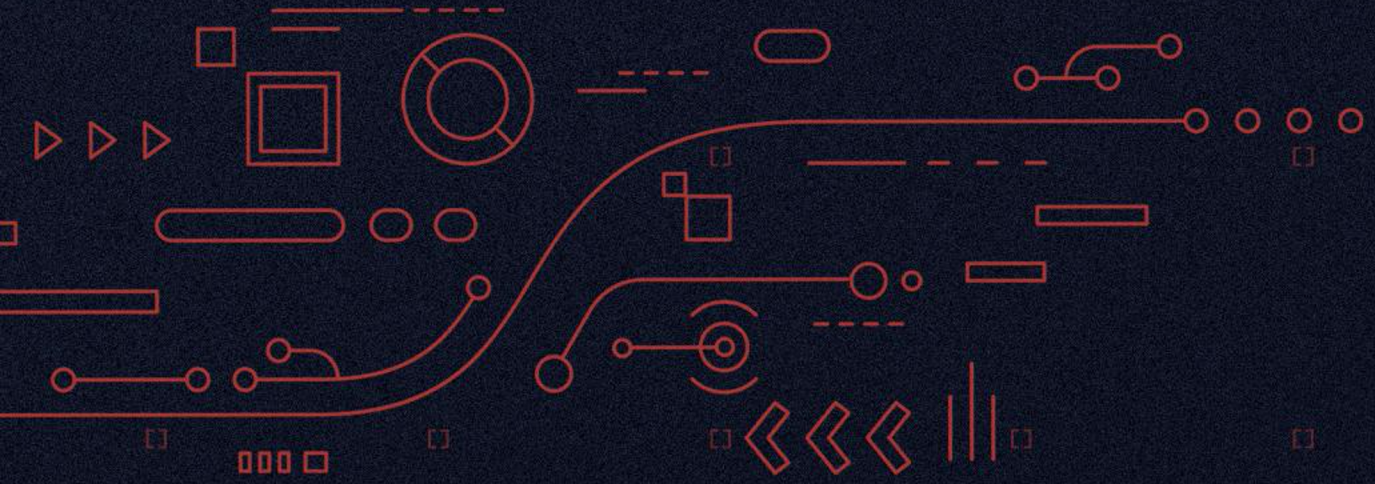
Lots

© 2020 All Rights Reserved.

Challenging the Numbers

Exploring Our Experience at NCR

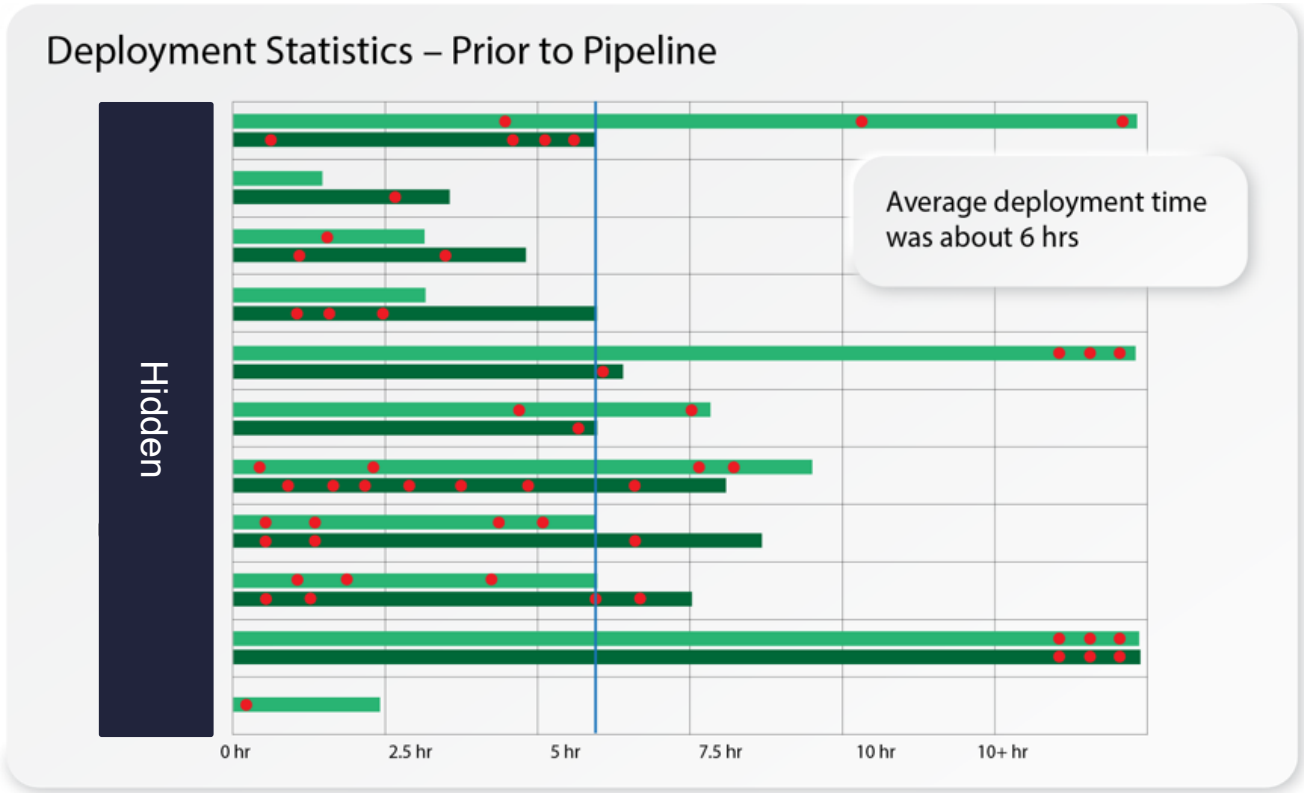
Battle Scars Measured



DEVOPS WORLD by CloudBees

Where Did we Start at NCR?

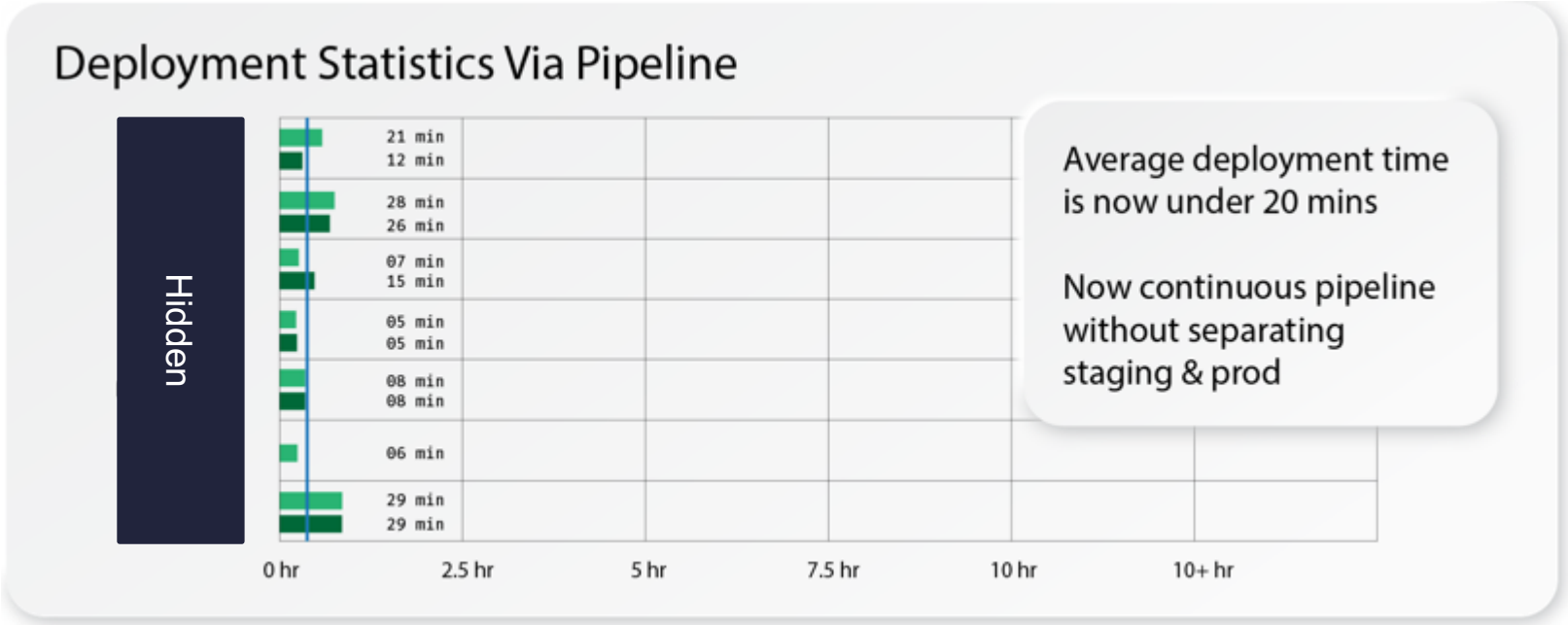
- Automation was not as advanced or orchestrated. How do you measure?
- Join the call and log events! **Find your epic failures!**



© 2020 All Rights Reserved.

Now Your Transformational Initiatives Begin

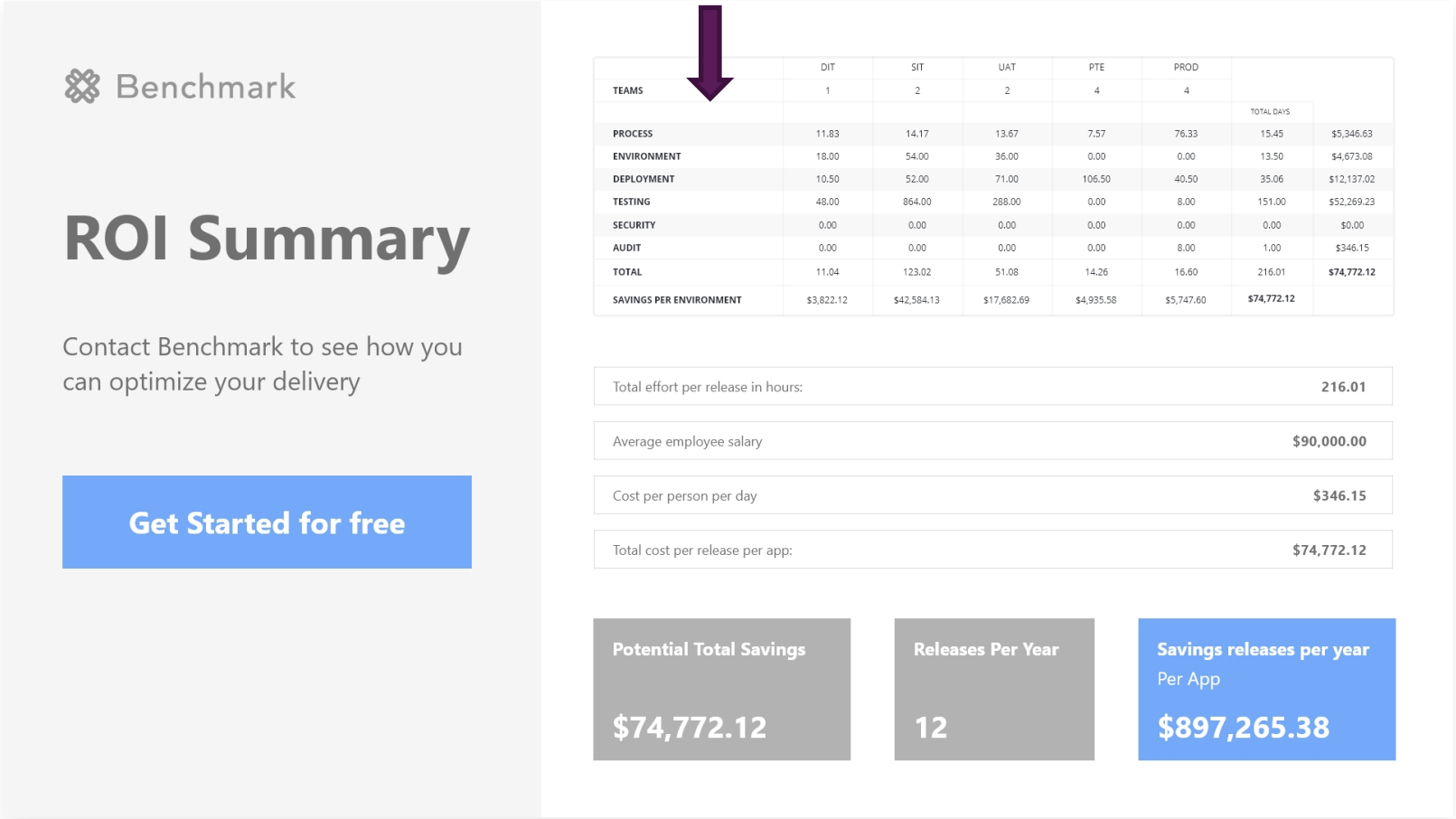
- Your battle scars can begin to heal as you are now targeting your talent pool
- Epic failures lead to success – Learn from our mistakes



© 2020 All Rights Reserved.

Measuring Inefficiency of Your SDLC

- Needed for things that are outside of deployments/releases
- Knowing where you spend your time due to ineffective process/methods
- Know where you can improve to help alleviate talent toil

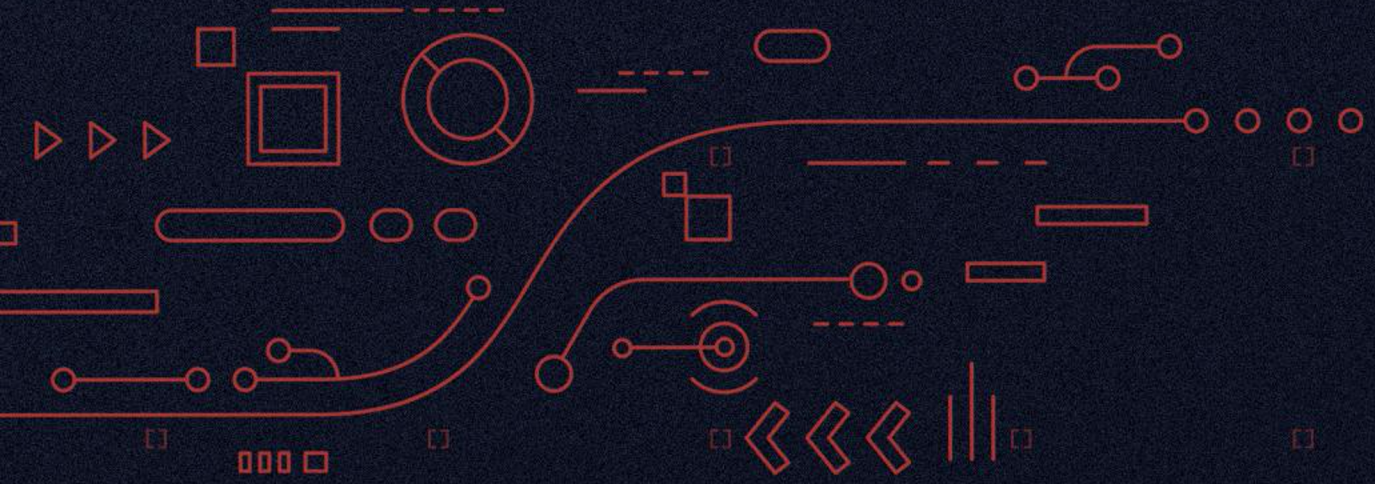


© 2020 All Rights Reserved.

Measuring the missing data points

Now That We Know What to Measure Show Us the Demo!

Helping Your Battle Scars Heal



DEVOPS WORLD
by CloudBees

Heal Your DevOps Battle Scars

– like we did

Thank you!

Shlomo Bielak & Matt Cole