

10 Tips for DevOps Success in 2020

with Gene Kim & XebiaLabs



About the Authors

GENE KIM

Author, Researcher, and Founder of IT Revolution

Gene Kim is a multiple award-winning CTO, researcher and author, and has been studying high-performing technology organizations since 1999. He is the founder of the DevOps Enterprise Summit and he has written six books, including the recently released *The Unicorn Project*.



DEREK LANGONE

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Derek Langone is a strategic technology leader with a proven track record of growth and success. In addition to building XebiaLabs into a market-leading company, Derek has led Progress Software, SmartBear, Quest, and Telerik to successful outcomes.



T.J. RANDALL

Vice President of Customer Success, XebiaLabs

T.j. Randall has over 20 years of application development experience and several senior engineering roles under his belt. He's helped scores of IT professionals develop practical, cost-effective DevOps models to drive today's most innovative companies.





1

Embrace Cloud.

Carefully.

85%

of enterprises say HYBRID CLOUD is the ideal IT model for their organization.¹

Number of enterprises who say SECURITY is the biggest factor impacting their future cloud strategies.¹

60%

Cloud adoption has revolutionized the software delivery process and isn't going away any time soon. No matter the industry or organization size, for businesses that still want to be around next decade, leveraging the cloud is a must. And adherence to business, infosec, and compliance requirements is imperative for doing cloud right.

The CoE Is Back!

The Center of Excellence concept is shifting from an approval board model to more of a consultative approach.

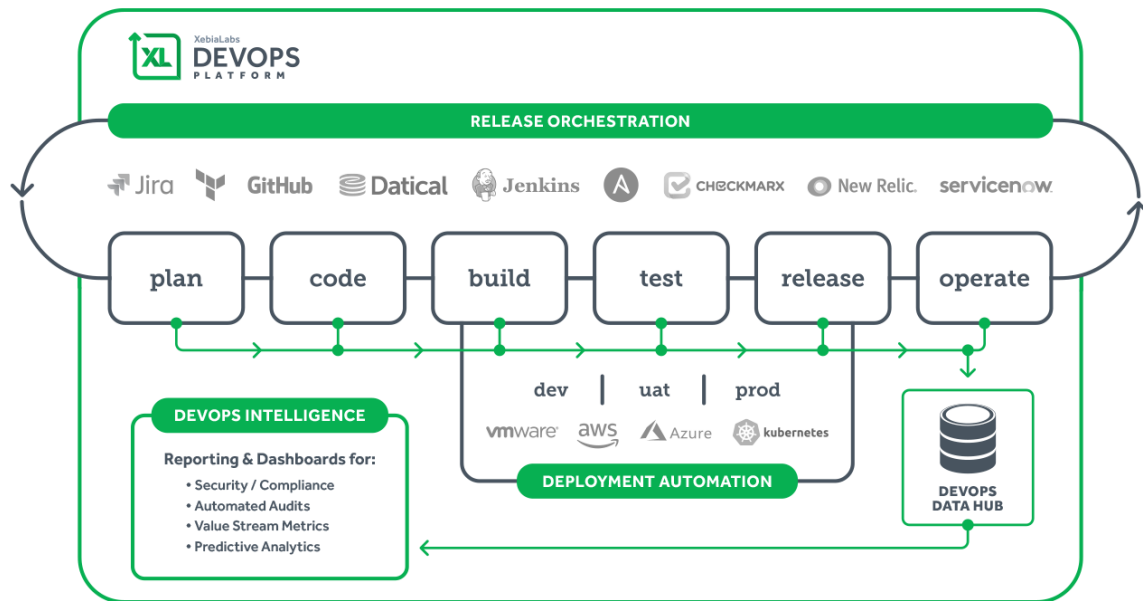
High performing DevOps organizations will focus on community of practice, or platform teams, that teach the rest of the organization best practices and how to roll out DevOps in a repeatable way.

“Many enterprises are establishing Centers of Excellence to help them achieve technology and transformational goals as efficiently and smoothly as possible.”²

Key Initiatives for CoE Investment:

1. Analytics/Big Data
2. Digital Transformation
3. Cloud
4. DevOps
5. AI/Machine Learning





3

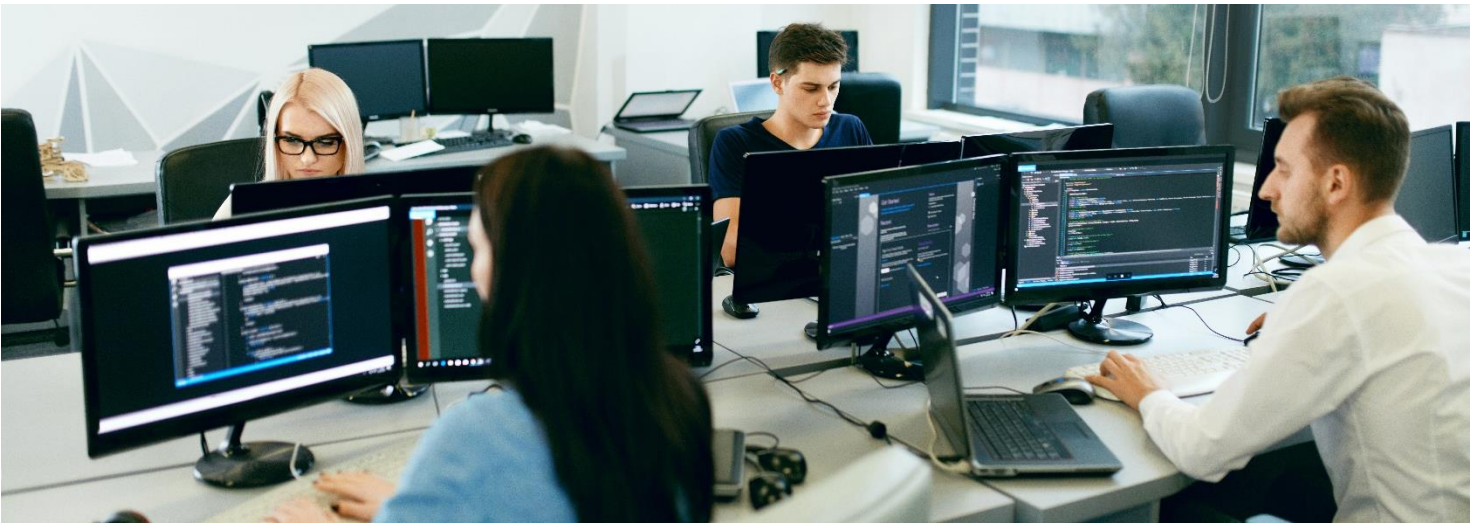
DevOps as a Service.

Yup, It's a thing.

DevOps as a Service provides a centralized, standardized template, so each team isn't doing their own thing.

To reap the benefits, organizations should create a two-to-five person team (sometimes referred to as a platform team) to manage DevOps — monitoring, CI/CD, release automation, orchestration, cloud — as an internal shared service. This also frees up developers, allowing them to focus their energy on solving business problems.

Learn more about DevOps as a Service by watching this [recent XebiaLabs webinar](#).



4

Let Developers Develop.

The demand for developers is on the rise. Keeping developers happy is not only essential for retaining top talent, but it also directly correlates with software delivery and organizational performance.

To foster job satisfaction, leaders must allow developers the freedom to work on the impactful elements of software production, instead of the “plumbing” and maintenance.

Read more about developer freedom in this [ZDNet article](#).

“By **2020**, the US Bureau of Labor estimates that there will be **1.4 million** new developer job openings and only **400,000** computer science graduates to fill them.”³

5

Security. Baked in.

48%

The number of developers who believe security is important but don't have enough time to spend on it.⁴

DevSecOps has become mainstream over the last year, meaning security can no longer be an option or an afterthought. It needs to be part of the full software delivery pipeline and not added on just before Production.

To help shift security earlier in the process, organizations are starting to implement an Authority to Operate (ATO) process, so that if code passes all the automated control scans, developers no longer have to wait for a stamp of approval to push it into Production.



6

Your Back-end Needs Love, Too.

Don't ignore back-end operations (e.g. applications and systems that customers don't see).

Organizations often become preoccupied with the customer-facing features and improvements, but it's the internal operations platforms that allow the organization to run smoothly.

Leaders should put their best engineers on these internal applications, and not just on building features.

Q. “What do you consider to be the most important elements of a successful DevOps implementation?”

A. “Coordination between upfront application delivery and backend infrastructure and security. IT and security are not up to date on the front-end development tools. There's a people problem with IT and security.”⁵

Know Your Value.

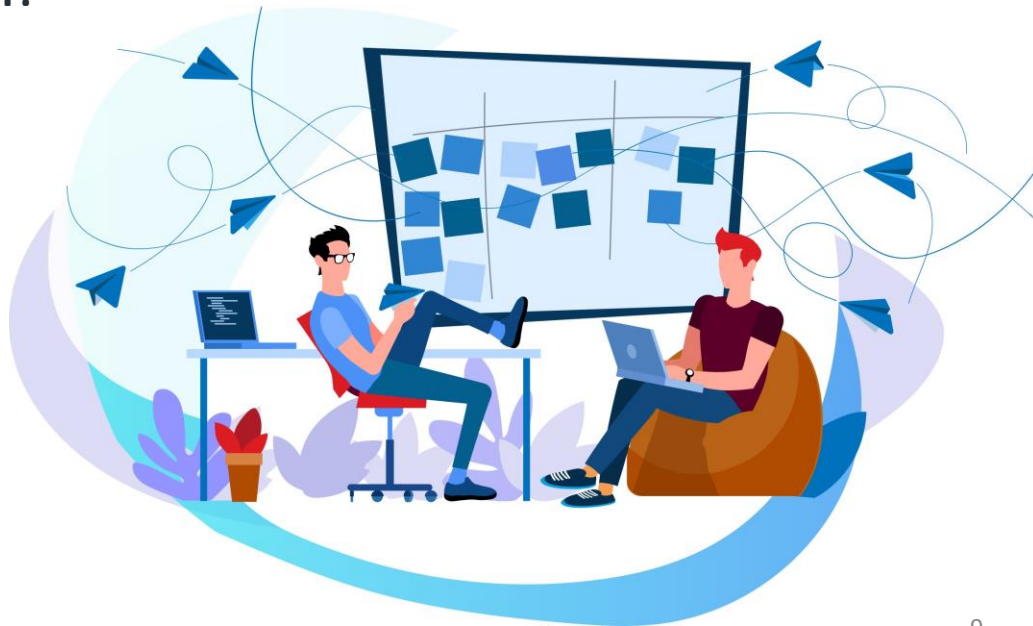
Data is a significant contributor to the success of Development teams. Determining how to obtain data instantly and use it to make decisions will be big in 2020.

More and more, we see organizations taking advantage of value stream mapping and management to generate data to answer questions around inefficiencies in the software delivery lifecycle and how long it takes to create value for the customers.

[Learn the basics of VSM.](#)

Value stream management enables teams to increase efficiency through better:

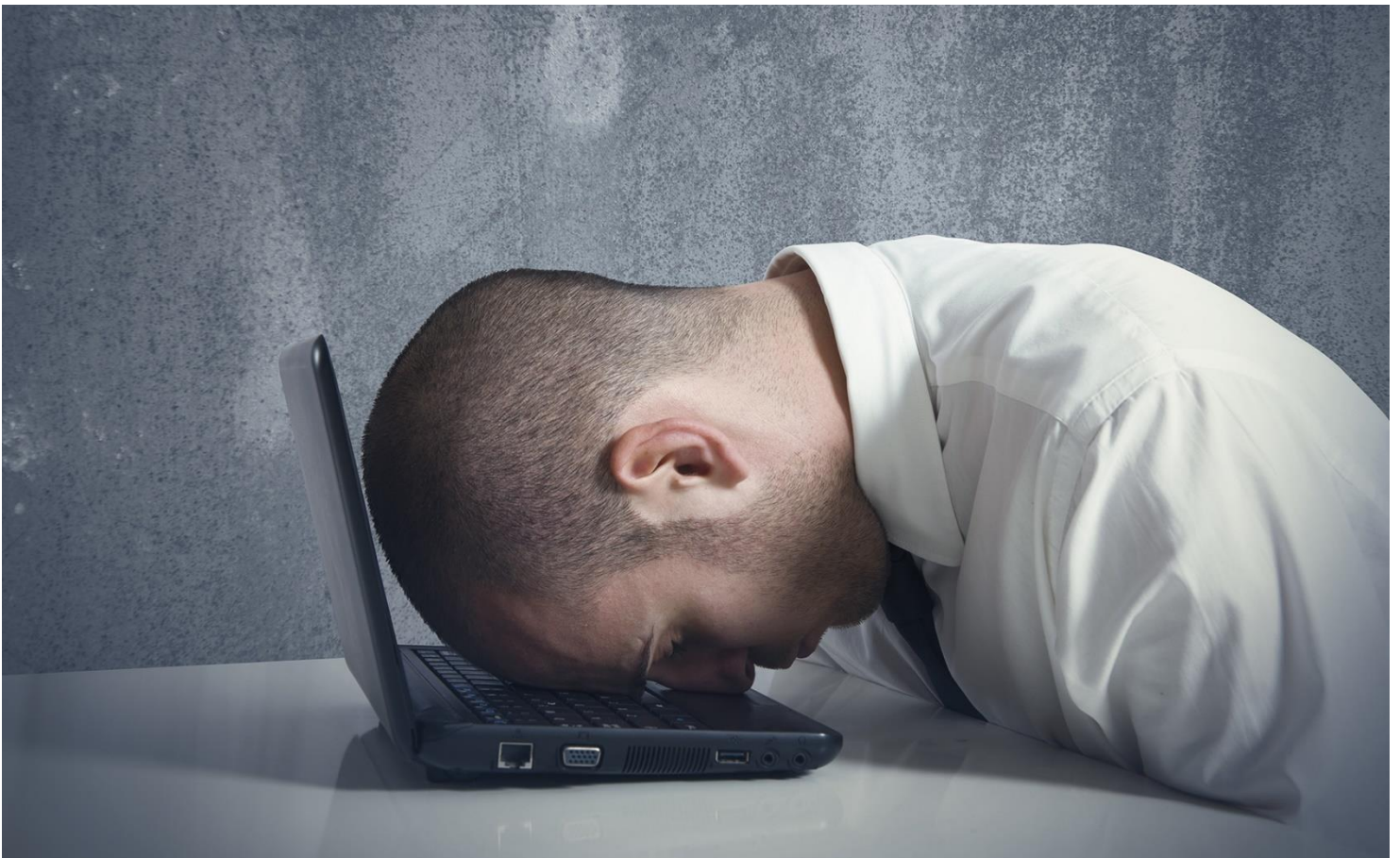
- ✓ **Visibility**
- ✓ **Data analytics**
- ✓ **Reporting**
- ✓ **Mapping**



Failure Is an Option.

It's important to understand how to recover from a failure because it's not a matter of *if* something will go wrong, but *when* it will happen. Teams should deliberately create failures and issues within the software delivery process to figure out a successful strategy for detection and recovery.

We cover the topic of chaos engineering in [our recent webinar](#) with Forrester's Charles Betz.



9

Safety First.



Psychological safety - one of the five ideals from Gene Kim's *The Unicorn Project* - is the biggest component in what makes great teams great.

In 2020, the hallmark of good leadership will be the ability to create a safe space to talk about failures in a non-accusatory way.

Get your copy of [*The Unicorn Project*](#).

“Psychological safety is one of the top predictors of team performance.”

– Google's Project Aristotle⁶



10

Automate that Audit.

What happens to your compliance and audit process when you go from deploying a couple times a year to a couple times a day? Manual processes of pulling data from disparate tools and documenting activities using screenshots no longer hold up.

Organizations should be automating the evidence collection and reporting of the end-to-end software delivery processes, so teams don't have to take time away from building and releasing software.

Discover how you can create your Software Chain of Custody and [fulfill compliance and governance requirements with the click of a button.](#)

About XebiaLabs

XebiaLabs develops enterprise-scale Continuous Delivery and DevOps software, providing companies with the visibility, automation and control to deliver software faster and with less risk. Global market leaders rely on XebiaLabs to meet the increasing demand for accelerated and more reliable software releases.

The XebiaLabs DevOps Platform for Continuous Delivery at Enterprise Scale



Release Orchestration

Orchestrate, automate, and get visibility into release pipelines



Deployment Automation

Automate and standardize complex application deployments



DevOps Intelligence

Get unprecedented insight and decision support for your software delivery process

For more information and a free trial, please visit www.xebialabs.com.

Sources:

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5. [Dzone – How Successful Companies Implement DevOps](#)
6. [NYTime.com - What Google Learned From Its Quest to Build the Perfect Team](#)



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