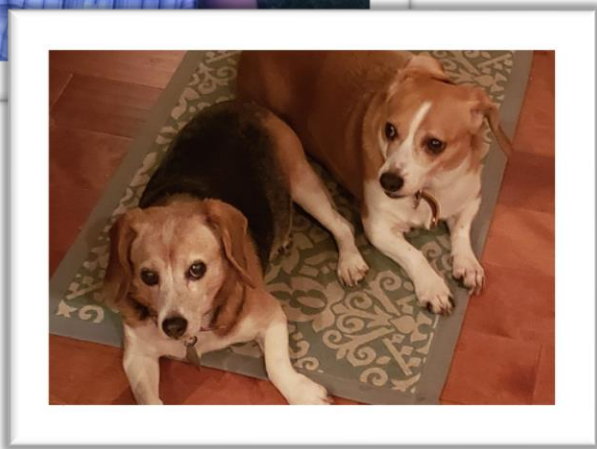
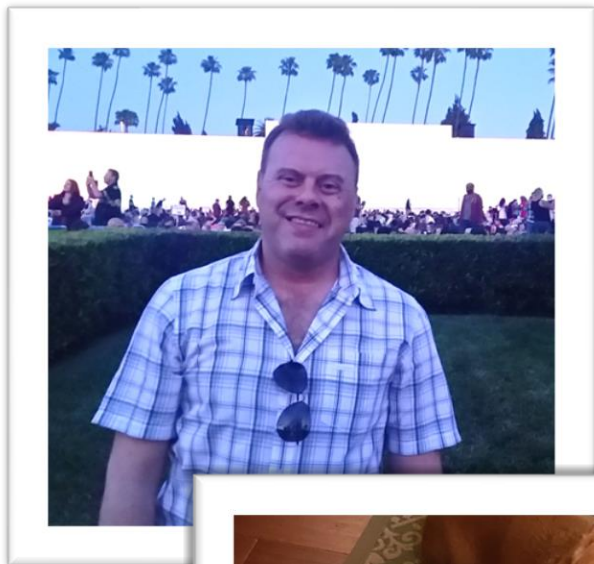




MAKING THE CASE FOR DEVOPS CULTURE:



*How to formulate your case for change
in your own organization*



HELLO THERE!

I'm Tony



YEARS in tech

Help people **COLLABORATE** 

Shorten the time from **IDEA** to **VALUE**

DOGGIE Papa

WHAT IS A CASE FOR CHANGE?



STORY TO HELP YOU ACHIEVE YOUR GOALS



What's Happening & Why

Be Specific, Facts not opinions



What the Impact Is

People, Process, Tech



Your Solution

Test Your Ideas



Benefits

Address Impacts + Gravy



What It Will Take

*Solution Support,
Price in \$, Time, Etc*

FREDDIE

- * Every deployment lately is a dumpster fire. Long lead times & hoop jumping just to ship.
- * Everyone is fried. We keep losing good people
- * We need to make a bunch of changes stat!
- * Stop losing people & stabilize deployments
- * Teamwork!



SAM



- * Our last 5 deployments failed. Despite the teams scrambling, we missed each of our release dates by an average of 3 days.
- * Customer complaints are up & our employee turn over has increased X over the last 6 months
- * Increase automated alerts & triage should include both developers and engineers
- * Reduce deployment failures & decrease resolution time – which will reduce frustrations impacting turnover as well as customer complaints
- * Commitment from both teams to look at our process, change it, id the right alerts & develop the scripts





like

THEN WHAT?



TAILOR IT

OAC

* OUTCOME

* AUDIENCE

* CHANNEL

OAC



Kurt
CTO

Sandy
Dev Lead

Mark
Engineering

Jade
Customer
Success

 OUTCOME

Approval &
Prioritization

Agree to Process
Review

Agree to Process
Review

Awareness


 AUDIENCE

Business Impacts,
Employee Turnover

Resolution Times

Stability

CX

 CHANNEL

Standing Meetings
or One on One

E-Mail Intro from
Kurt, Meeting w/
Mark

E-Mail Intro from
Kurt, Meeting w/
Sandy

E-Mail, Answer
Questions



SUMMARY



CASE FOR CHANGE

- What's Happening & Why
- Impacts
- Solution
- Benefits
- What's Needed?

TAILOR IT - OAC

- Outcome
- Audience
- Channel



LOVE!

THANK YOU!

