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
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!
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 turnover 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, identify the right alerts & develop the scripts
THEN WHAT?
TAILOR IT
OAC

- OUTCOME
- AUDIENCE
- CHANNEL
<table>
<thead>
<tr>
<th>OUTCOME</th>
<th>AUDIENCE</th>
<th>CHANNEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approval &amp; Prioritization</td>
<td>Business Impacts, Employee Turnover</td>
<td>Standing Meetings or One on One</td>
</tr>
<tr>
<td></td>
<td>Resolution Times</td>
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</tr>
<tr>
<td></td>
<td>Stabilty</td>
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</tr>
<tr>
<td></td>
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SUMMARY

CASE FOR CHANGE

• What’s Happening & Why
• Impacts
• Solution
• Benefits
• What’s Needed?

TAILOR IT - OAC

• Outcome
• Audience
• Channel
THANK YOU!

LOVE!