

Did DevOps Invent Information Management?

Session: 16405

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This session...

- First ITIL saved the world, now DEVOPS. And both have been hijacked to mean different things to different people, mostly depending on what is being sold. The fundamental issue is that business consumes information; it is acquired, transformed, stored and (should be) secured.

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So how do good practices address all of the components of the lifecycle? Mostly, they don't unless you know the big picture and go beyond the hype of whatever buzz words are being used to sell you the latest go-faster stripe that has been pasted on to last year's product or service (or more likely whatever was built ten years ago...).

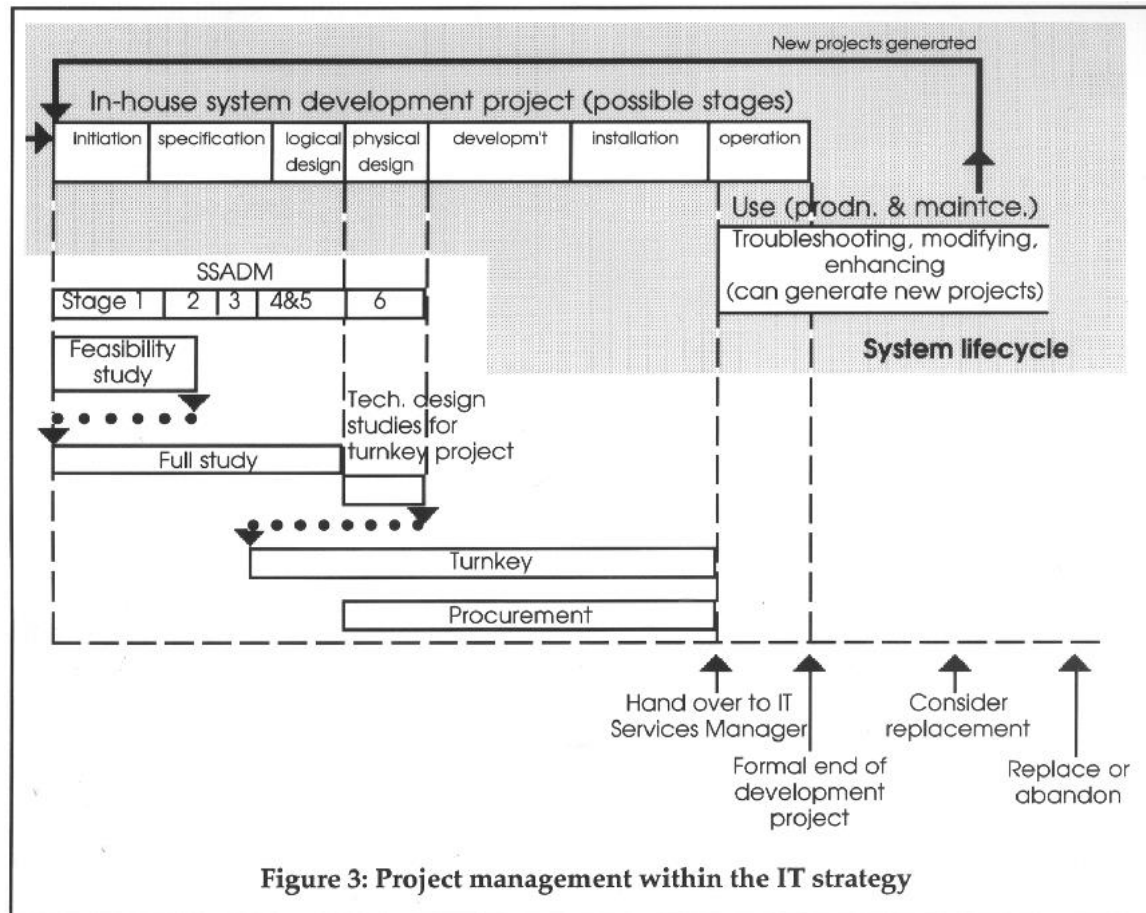
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This presentation is about the lifecycle of information (and data...) management and how so many disparate methods and relationships need to come together to make things work for the only people that matter; no, not 'certified' experts---the business

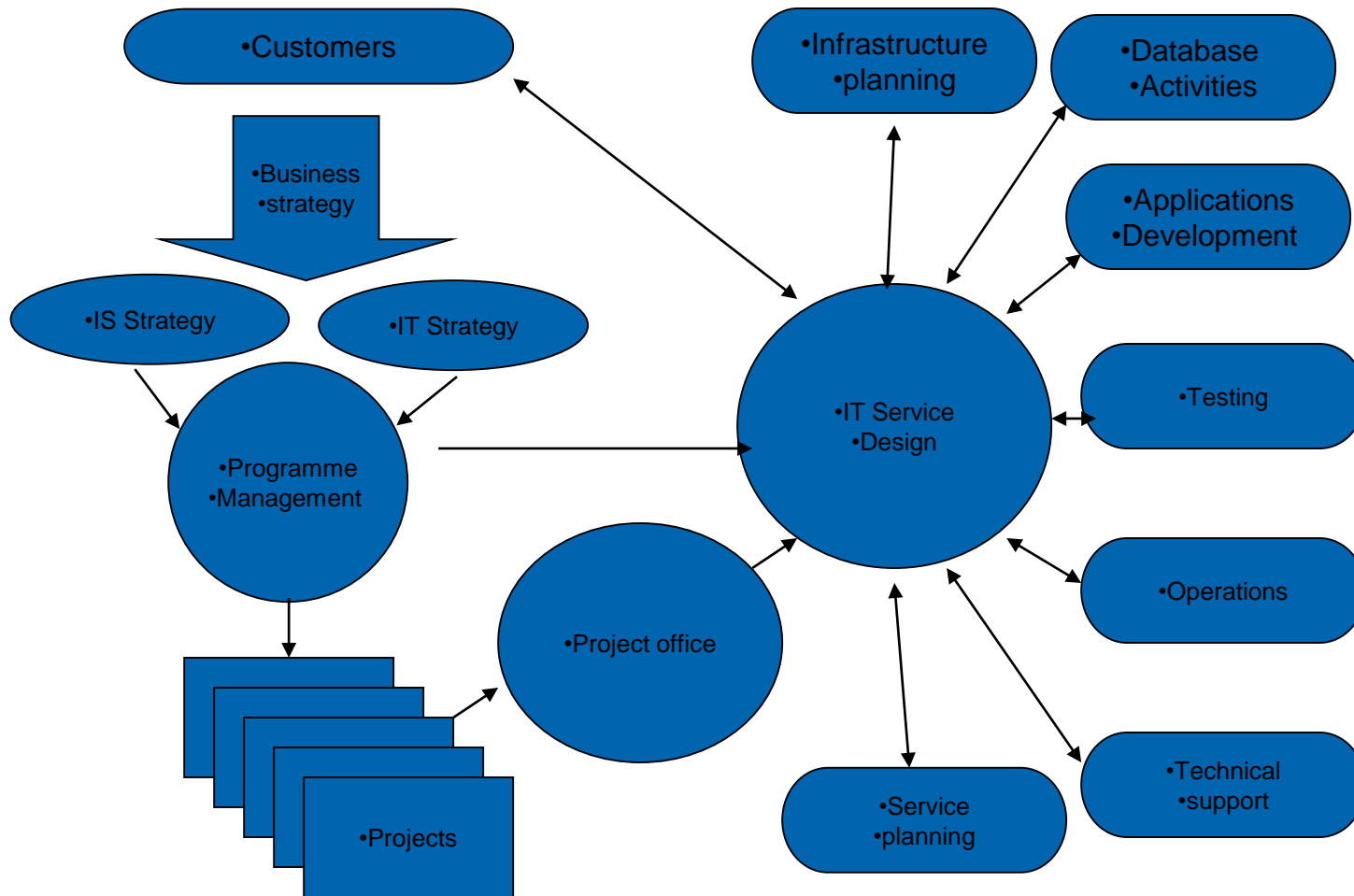
So did ITIL invent DevOps ?

- No.

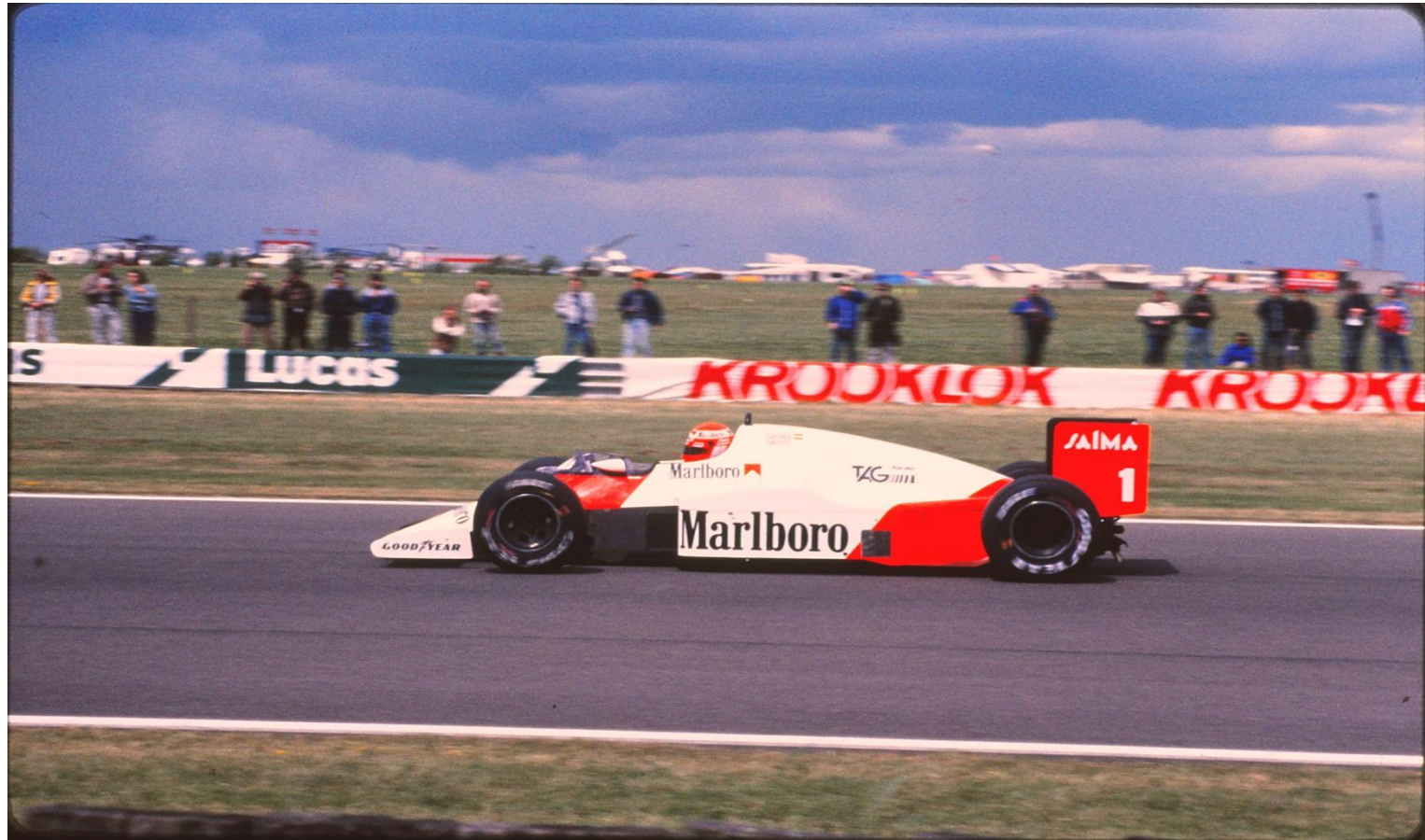
ITIL invented DEVOPS get over it.....



Why? Because this stuff was out of control.....



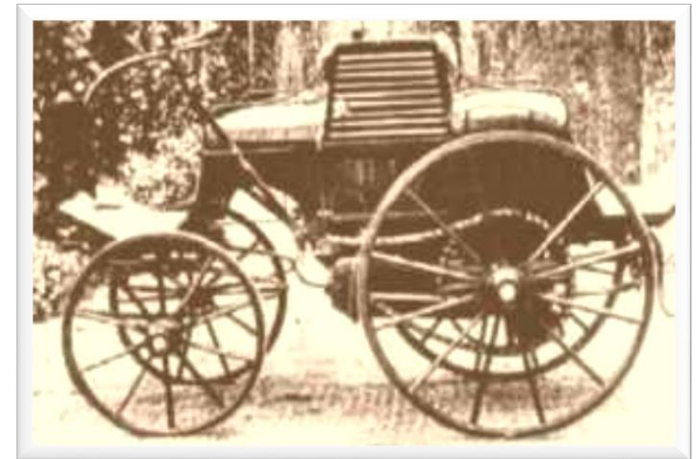
Lessons from a Different Industry (Not Nascar.....)



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Expensive Assets; The First Cars

- The first car manufacturers in the world were French: Panhard & Levassor (1889) and Peugeot (1891).
- Rene Panhard and Emile Levassor were partners in a woodworking machinery business, when they decided to become car manufacturers. They built their first car in 1890 using a Daimler engine.
- Early on, French manufacturers did not standardize car models - each car was different from the other. The first standardized car was the 1894, Benz Velo. One hundred and thirty four identical Velos were manufactured in 1895.



Assembly Line; making better use of Assets

- American car manufacturer, Henry Ford (1863-1947) invented an improved assembly line and installed the first conveyor belt-based assembly line in his car factory in Ford's Highland Park, Michigan plant, around 1913-14.
- The assembly line **reduced production** costs for cars by reducing assembly time. Ford's famous Model T was assembled in **ninety-three minutes**.



Production Line Principles; reused in ITIL

Ford and his team looked at other industries and found four principles that would further their goal:

- Interchangeable parts
- Continuous flow
- Division of labor
- Reducing wasted effort



Key Changes

INTERCHANGEABLE PARTS

Standard architecture

CONTINUOUS FLOW

“Value Chain”

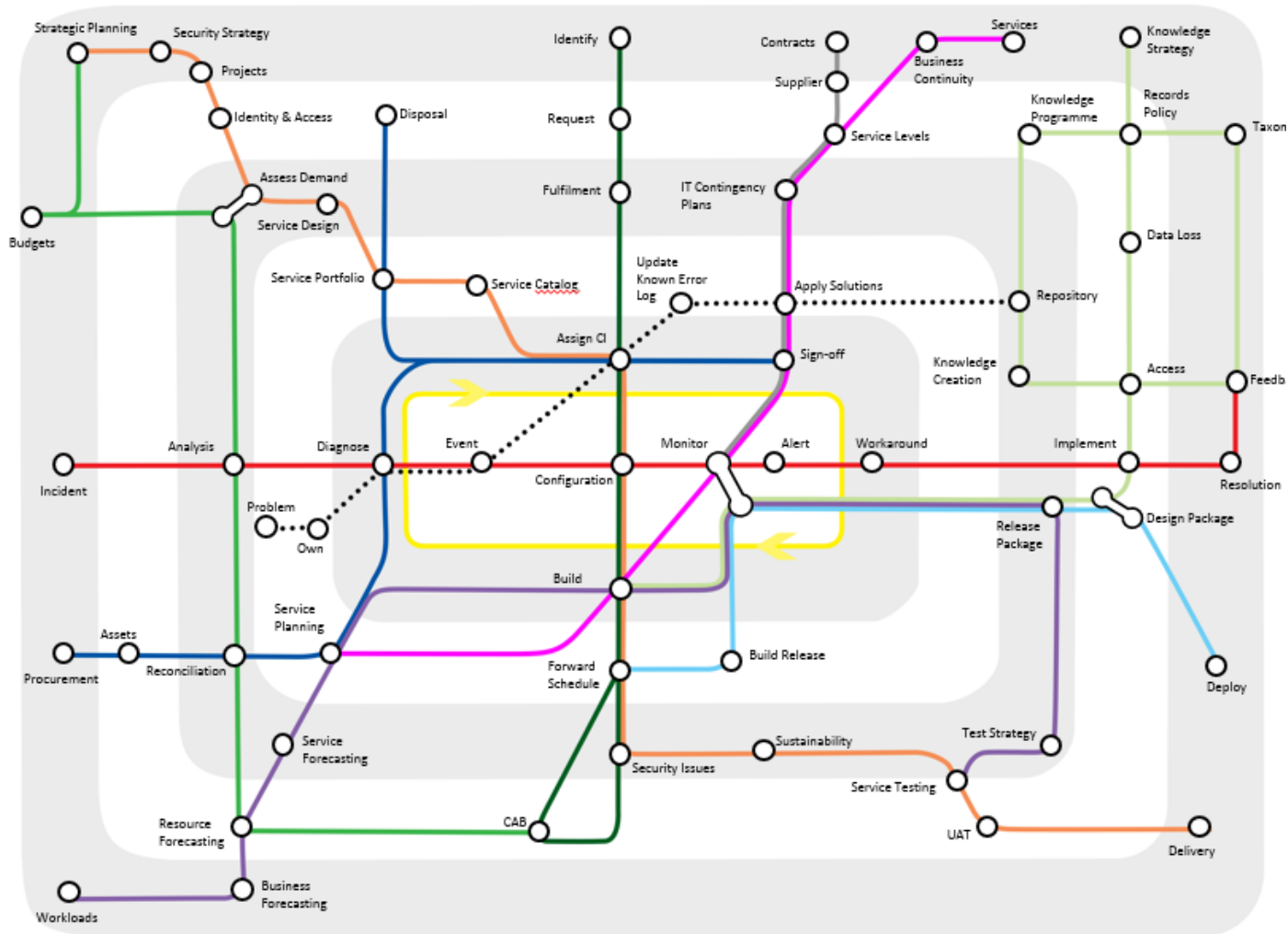
DIVISION OF LABOR

Specialization

REDUCE WASTED EFFORT

Process engineering/improvement

Subway Maps



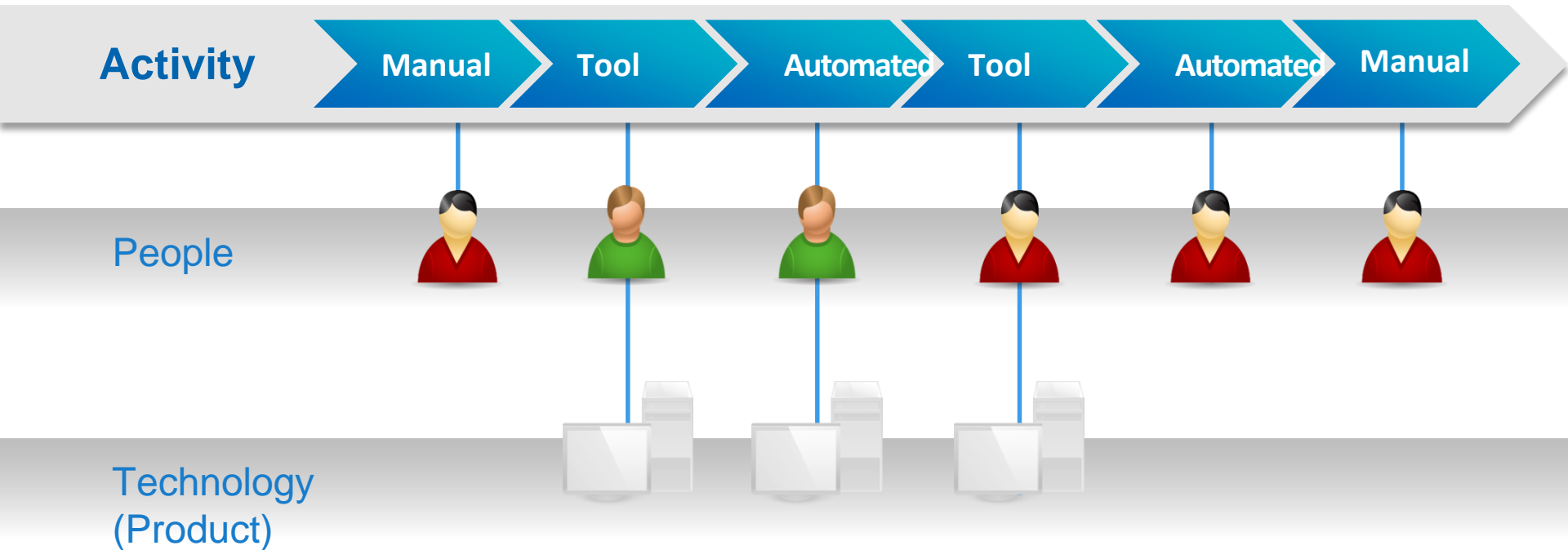
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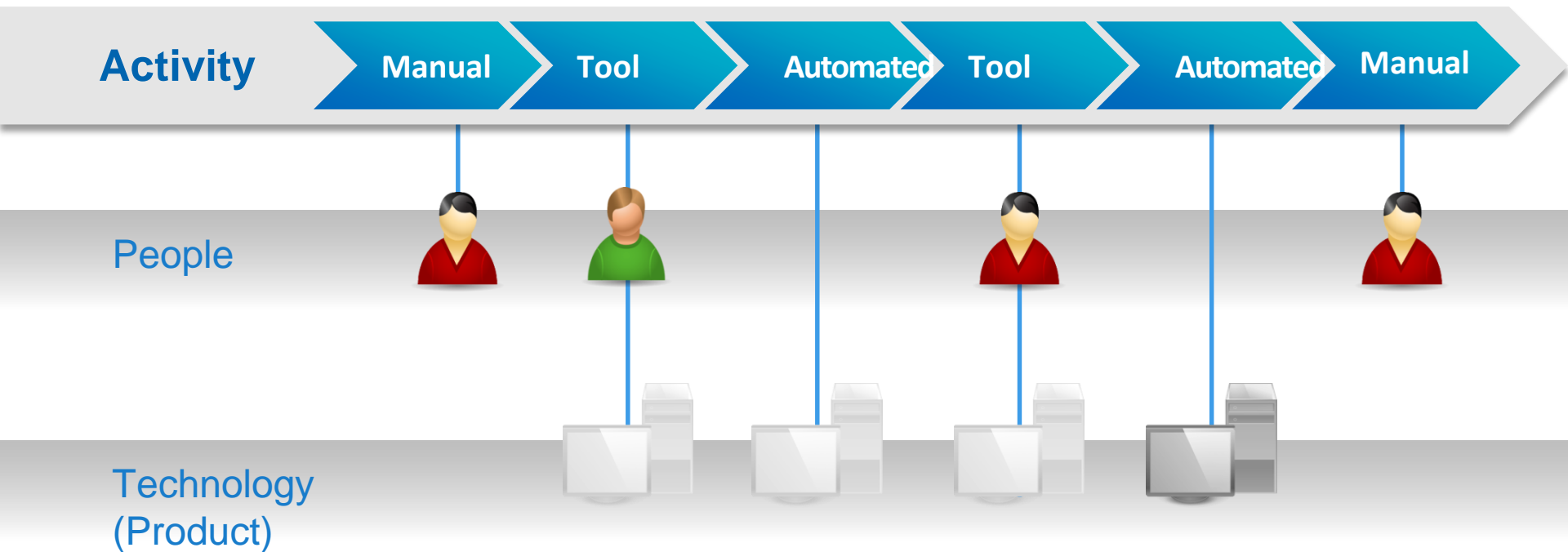
Discrete Activities



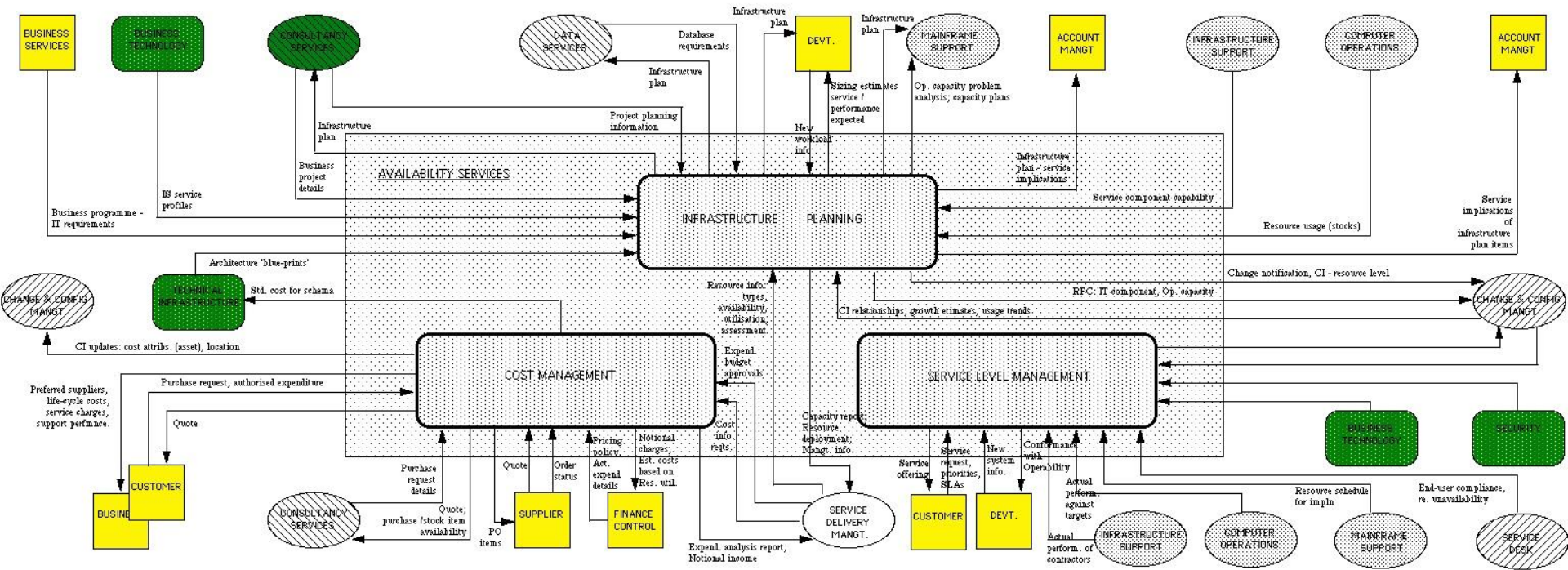
Process



Process; the Holy Grail for those who truly do not understand ITIL.....



High Availability Services (Blueprint, also misunderstood by ITIL process 'experts')



ITIL in the driving seat



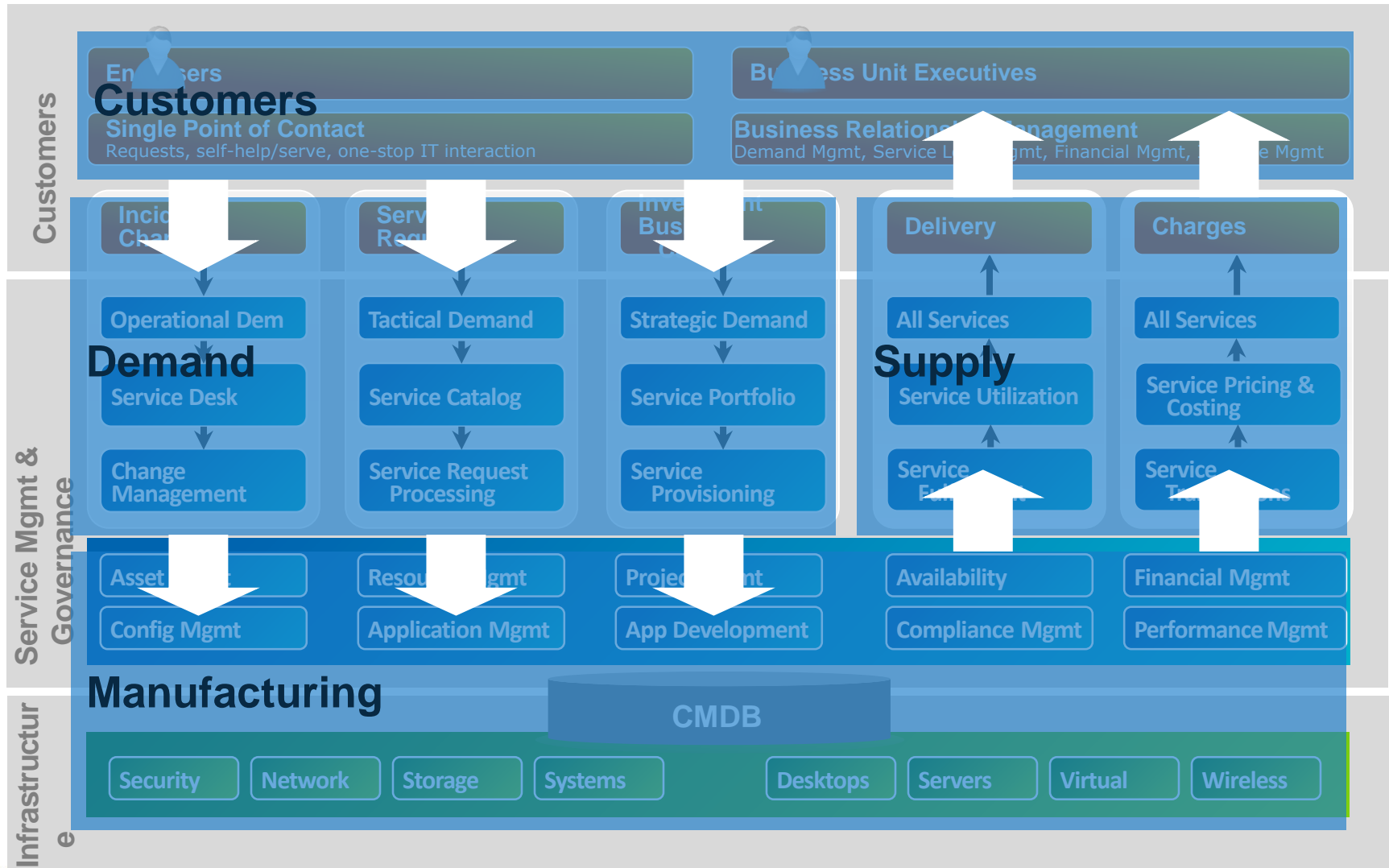
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And DEVOPS at the back.....

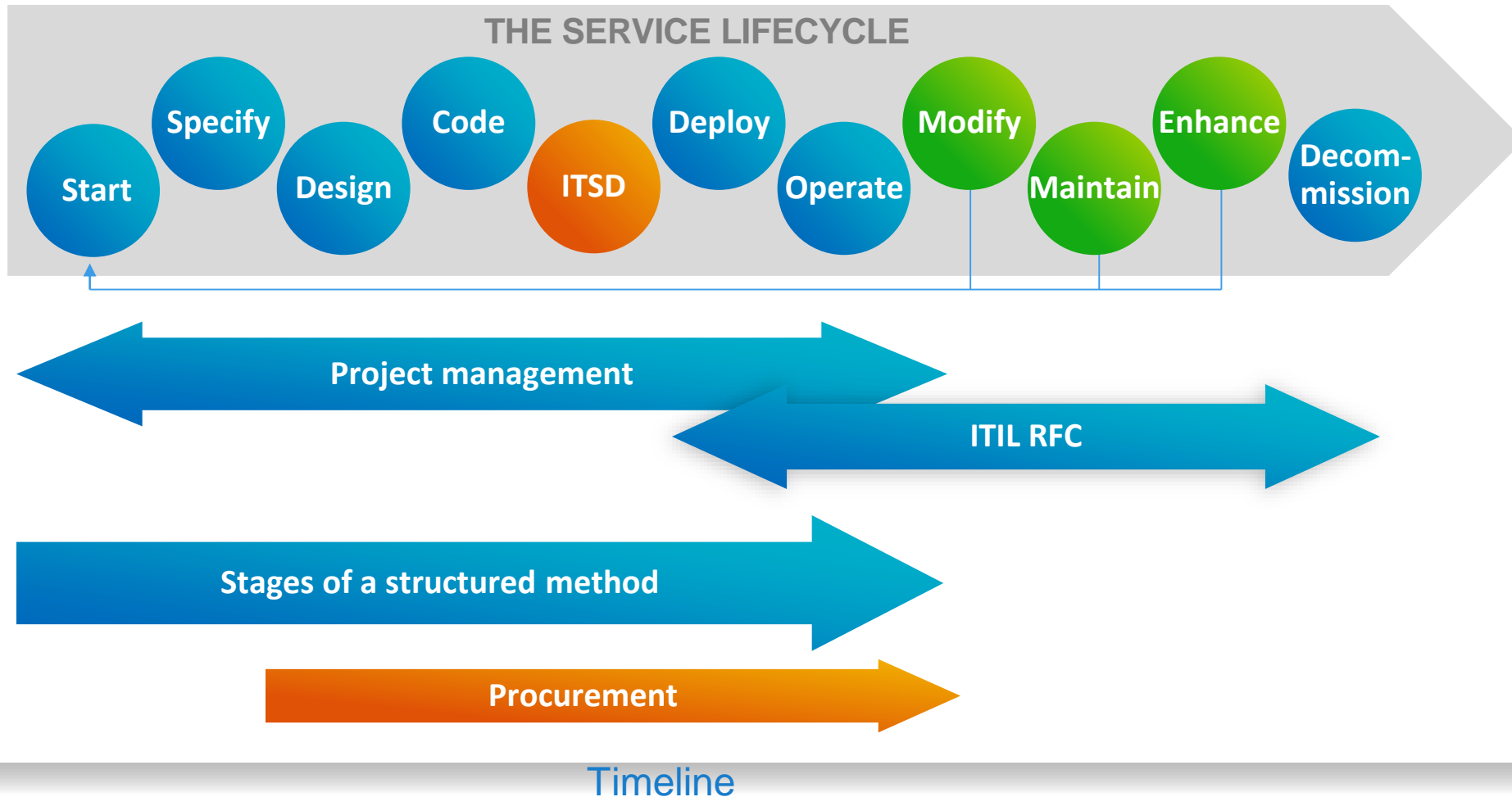


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Business Service Factory; and ITIL teams need other teams

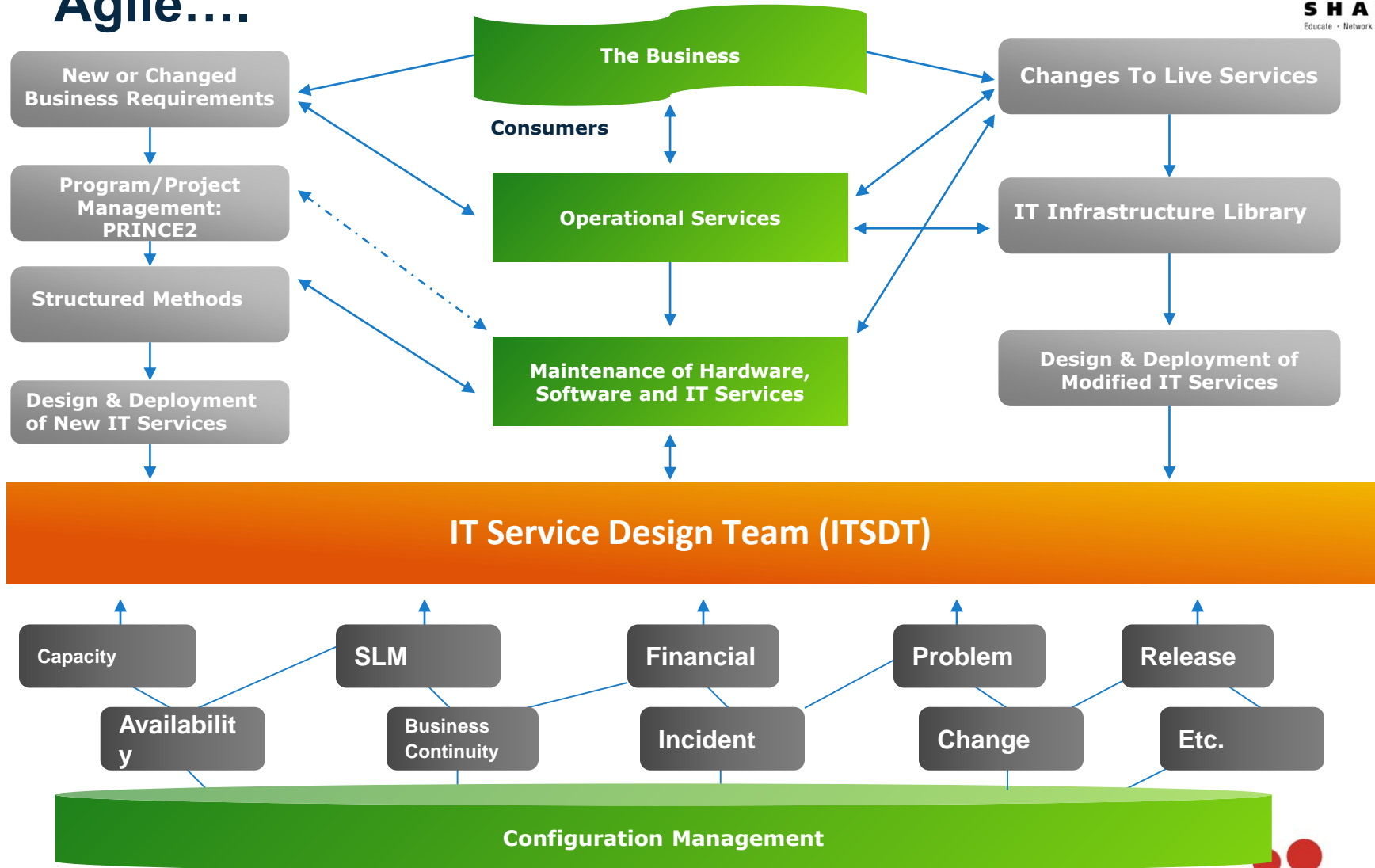


Project portfolio management and IT

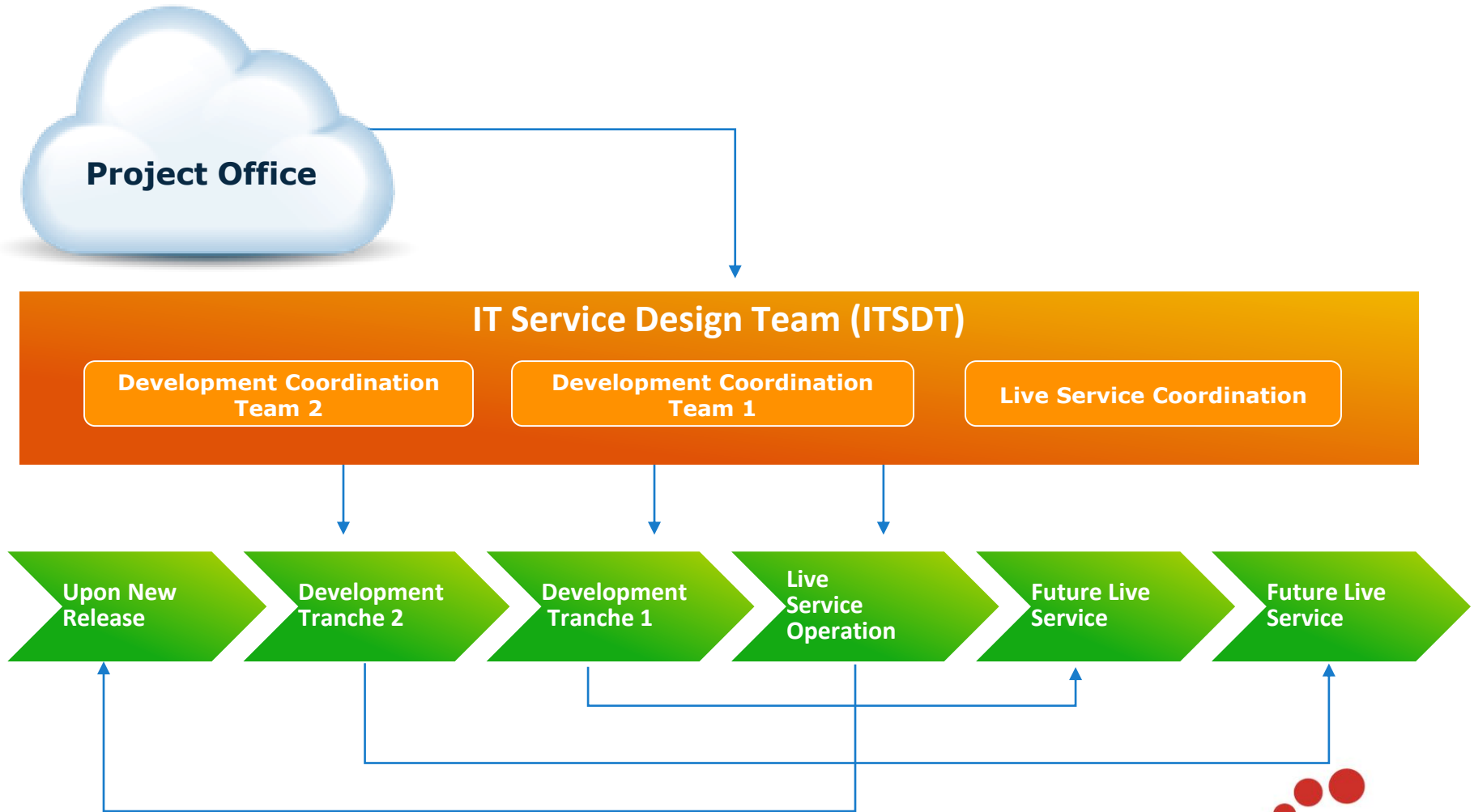


Note that the operations phases may generate RFCs that result in new projects (threshold criteria exceeded)

Infrastructure & Development Relationships; very Agile....



ITSD and Project Coordination



Staying in front....



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Make these mistakes....

- Declare DEVOPS the new ITIL
- ‘Implement’ DEVOPS with technology
- Tell everyone DEVOPS will solve all their problems
- Provide ‘metrics’ to ‘prove’ how wonderful it all is
- Write ‘meaningful’ words about how ‘the business’ has embraced DEVOPS
- Forget how ITIL and COBIT and SOA failed to change the world
- Create a universe of certified ‘experts’.....
- Make assumptions that other frameworks are inherently flawed rather than improperly understood

Finally.....

- DEVOPS did not invent information
- Or management
- Then again neither did ITIL....
- And neither one matters a **** to the business....
- Get over that