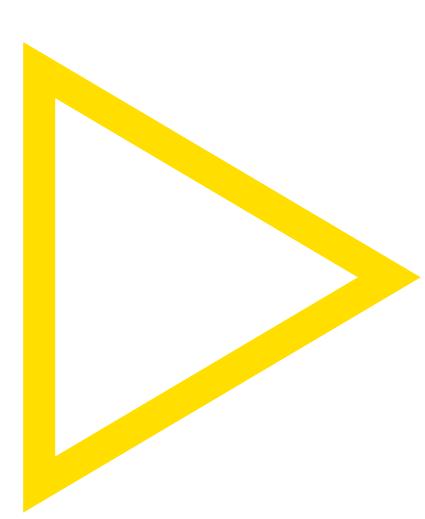


19 essential DevOps ingredients for SAP

PRACTICAL THINGS YOU CAN DO TODAY TO
ACCELERATE YOUR DEVOPS JOURNEY

Resulting
it





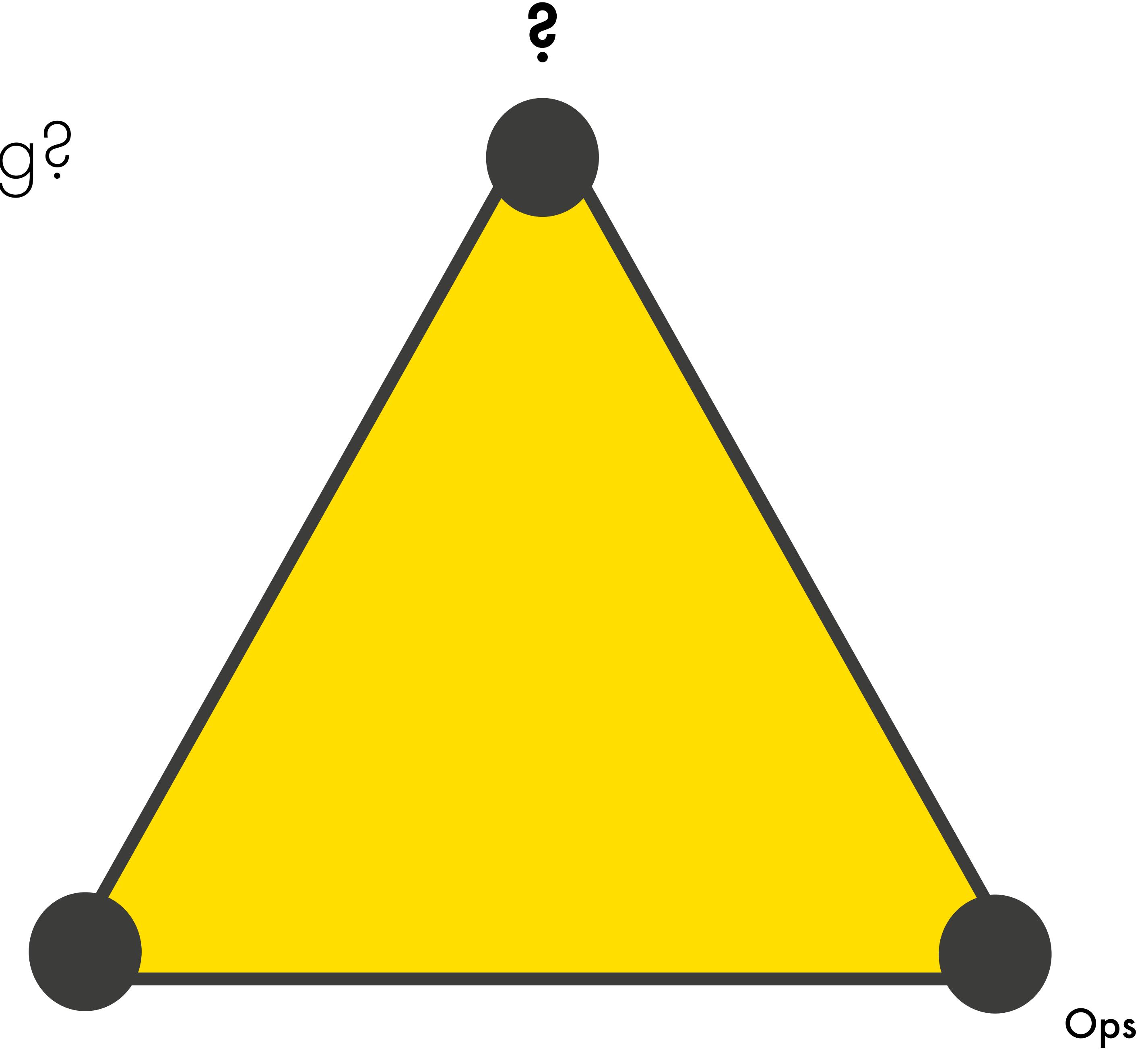
Something missing?

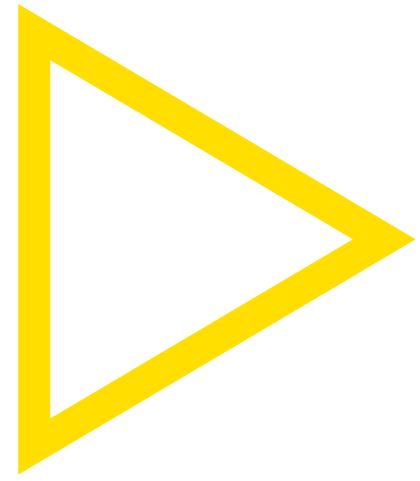
You know about Dev.

You know about Ops.

You might know about DevOps.

But something is missing...





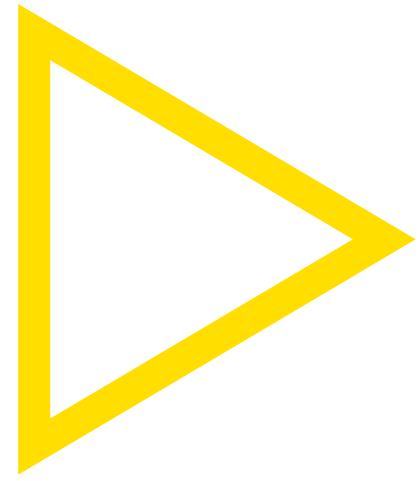
Introducing BusDevOps.

In any organisation, the Business, Development and Operations often sit as separate entities...

Dev

Business

Ops



Introducing BusDevOps.

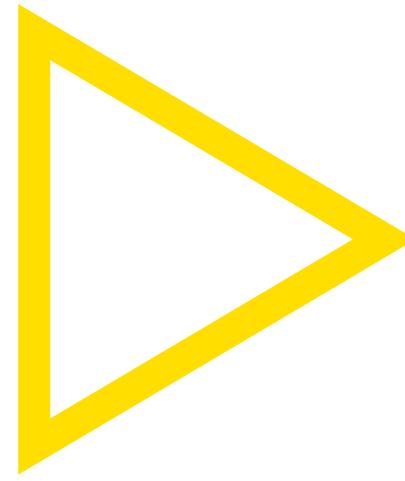
In any organisation, the Business, Development and Operations often sit as separate entities...

There's no understanding or rapport between the Dev team and the Business.

Dev

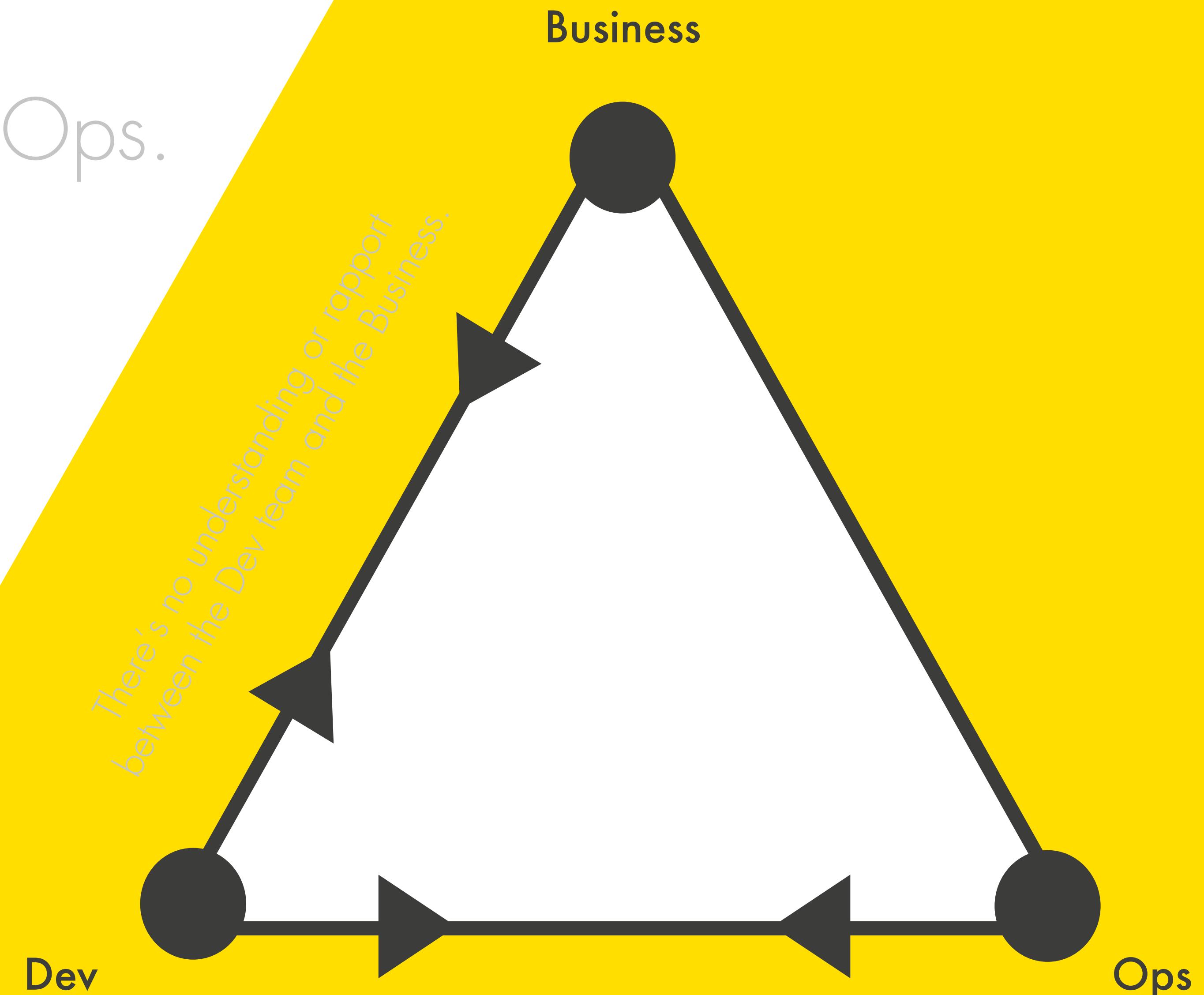
Business

Ops



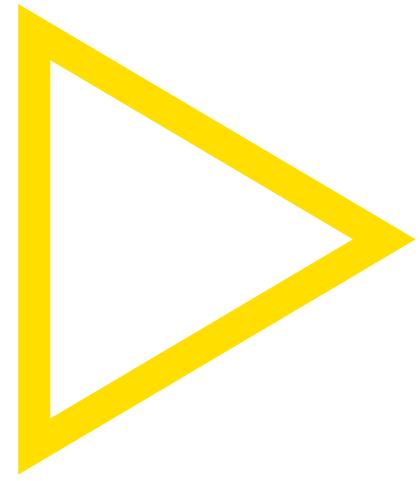
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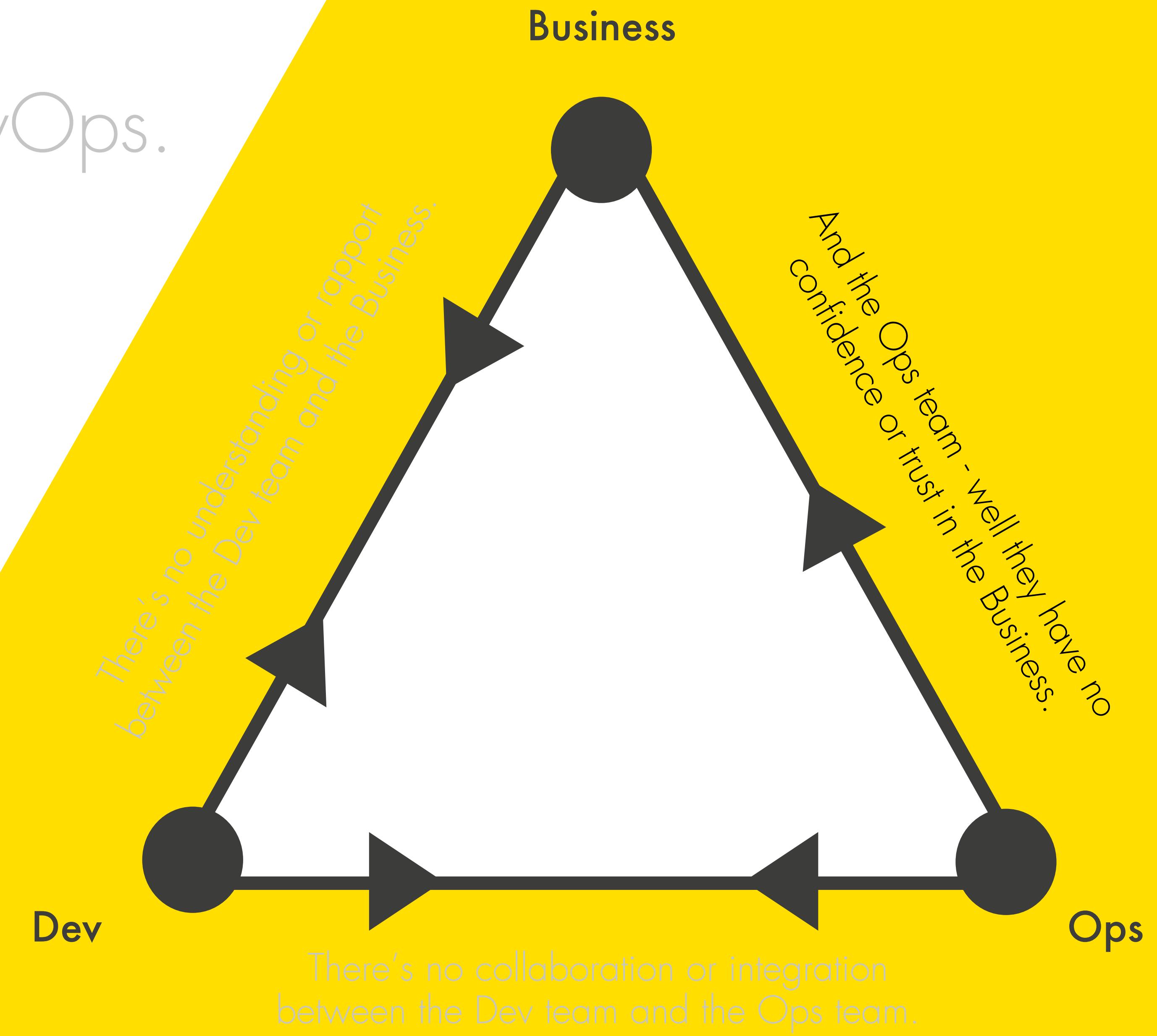
There's no collaboration or integration between the Dev team and the Ops team.

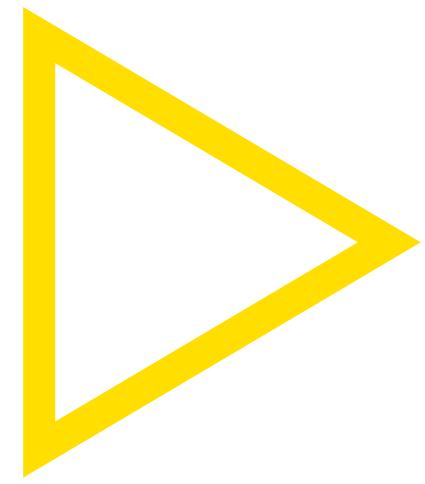
ACCELERATE YOUR DEVOPS JOURNEY



Introducing BusDevOps.

In any organisation, the Business, Development and Operations often sit as separate entities...





Make it happen.

If you run a complex solution like SAP that's viscerally connected to your business processes, these issues impact your strategy.

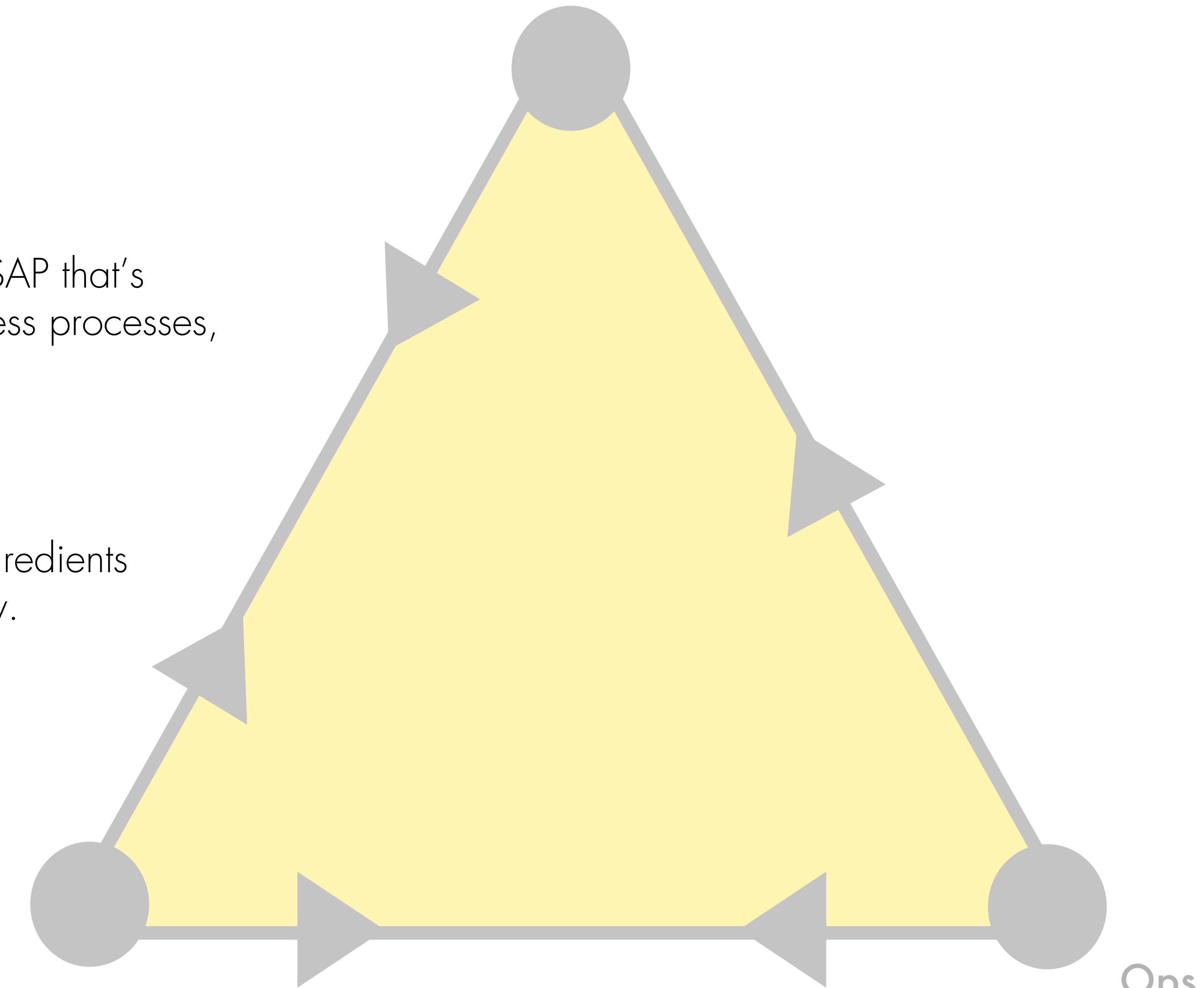
So, what can you do?

Here are 19 essential DevOps ingredients to accelerate your DevOps Journey.

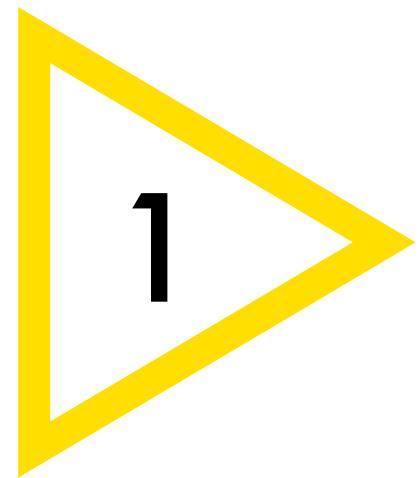
Dev

Business

Ops



UNDERSTANDING & RAPPORT

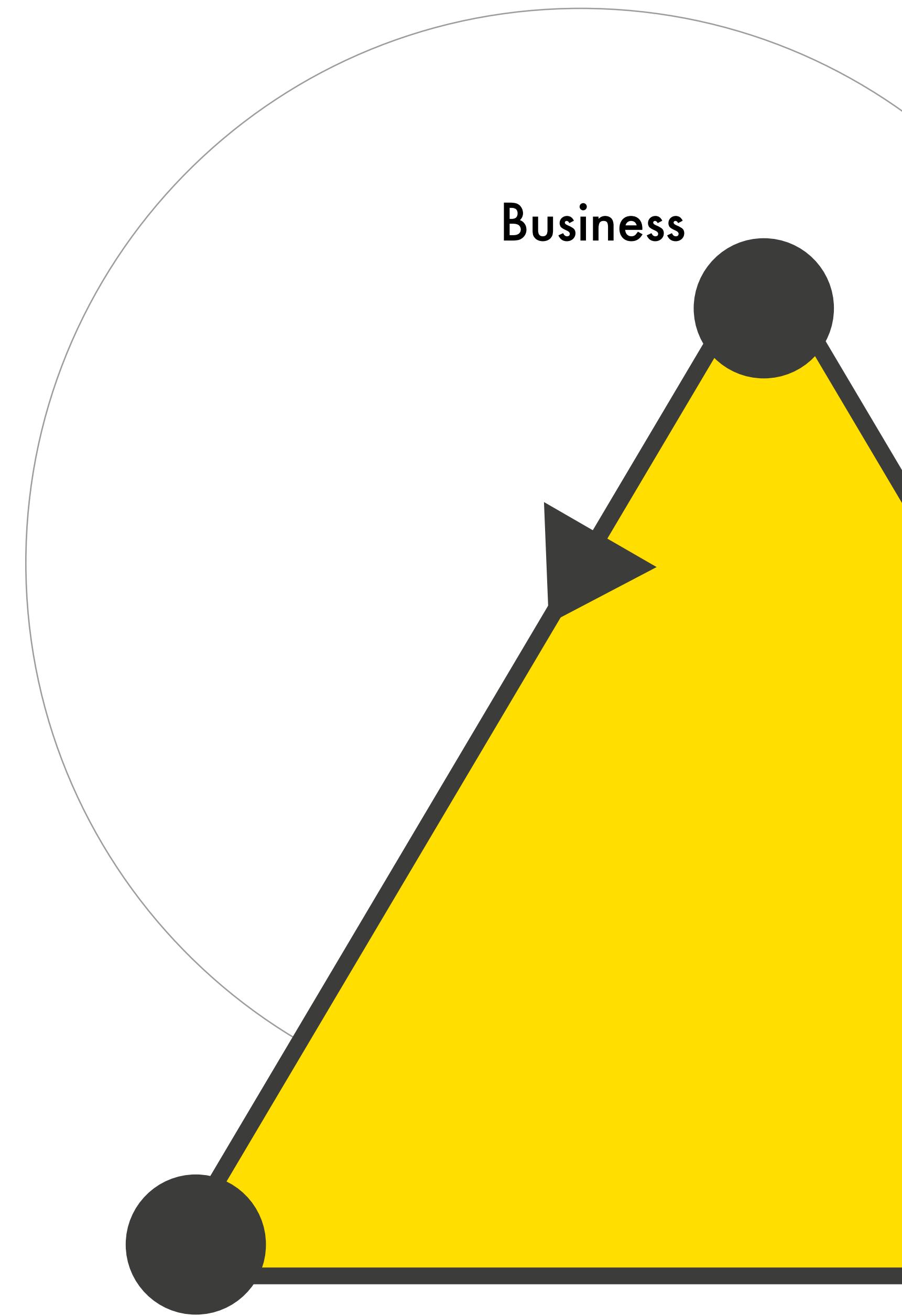


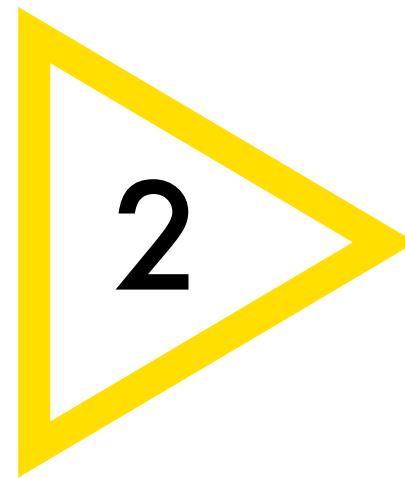
You need a clear, well articulated business vision

So that Dev know why you're trying to do what you're asking for.

Things get so much easier when Dev have the full context.

Dev

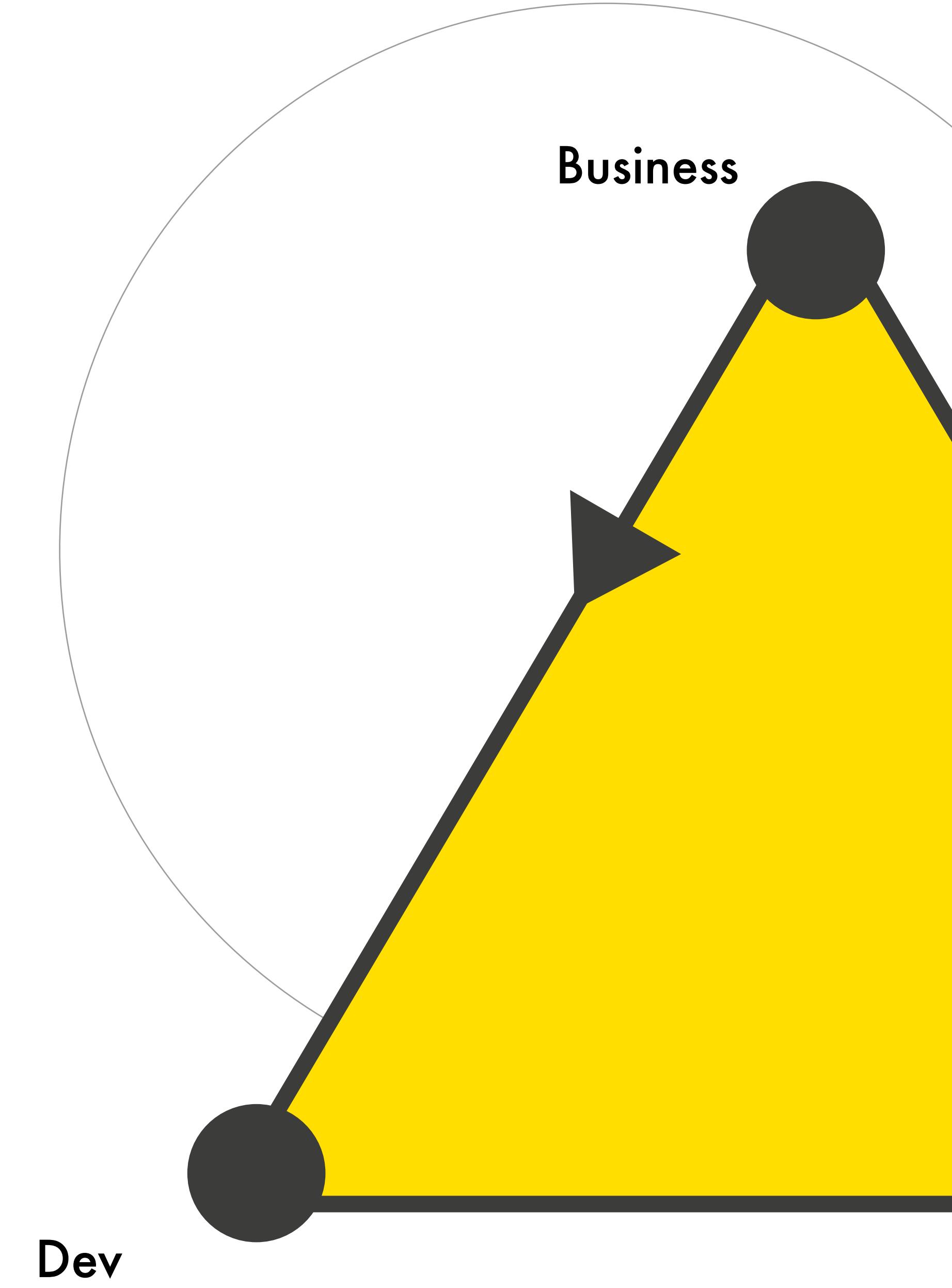




Know how to create a business roadmap for IT

So that Dev knows what's coming next and how it all fits together.

It's much easier creating today's stuff when you know what might be bolted on later.



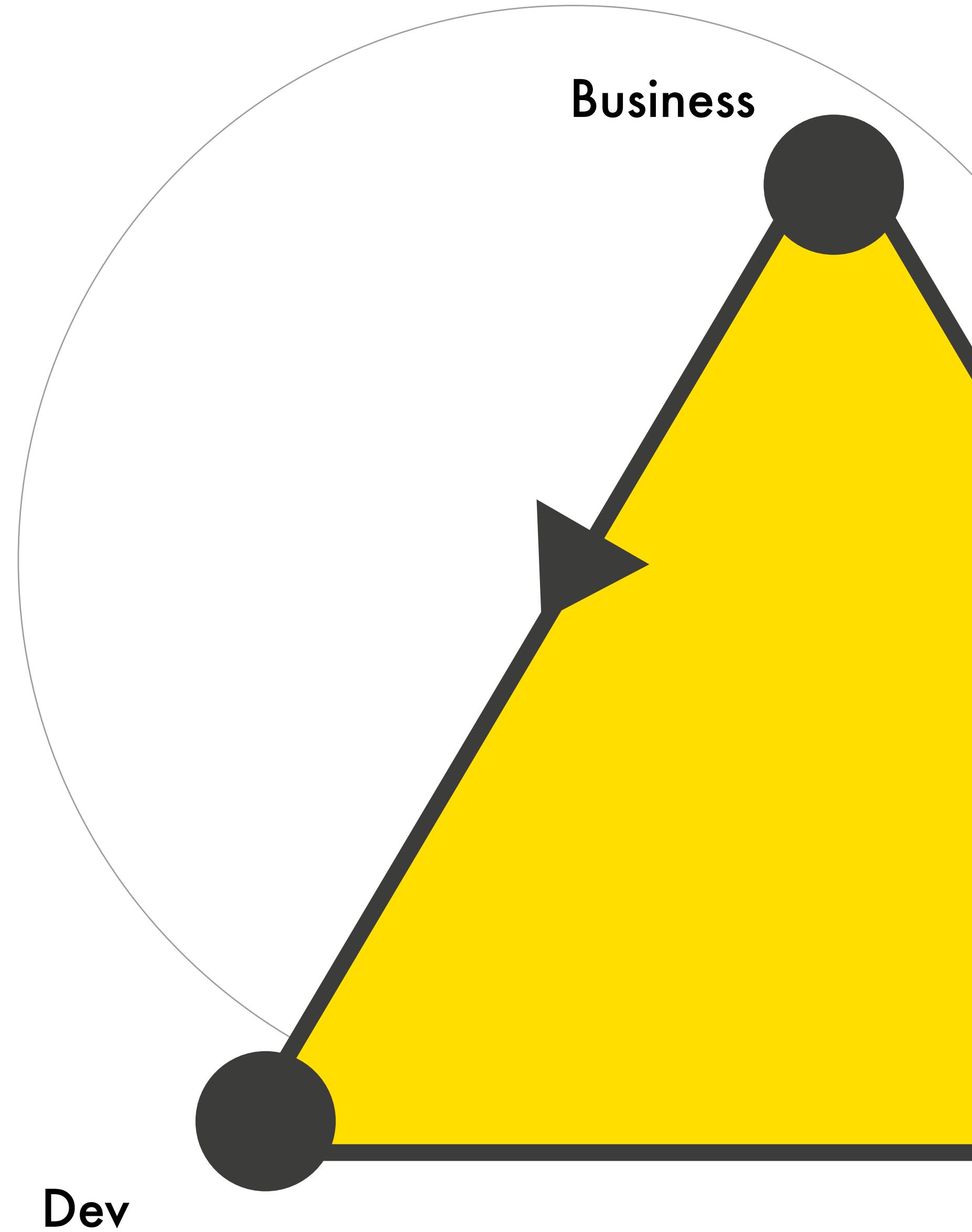
UNDERSTANDING & RAPPORT

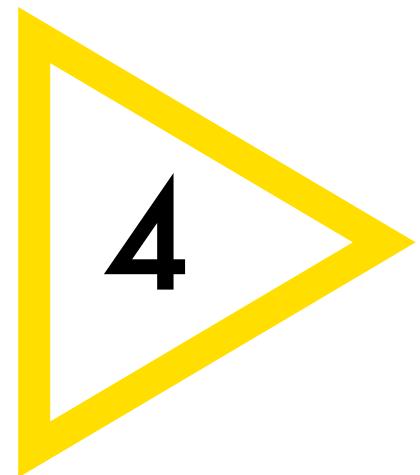
3

Don't be too prescriptive
on everything

Give Dev the ability to contribute the 'how' to
the Business 'why'.

Free-range, corn fed IT tastes so much
better than the battery variety.





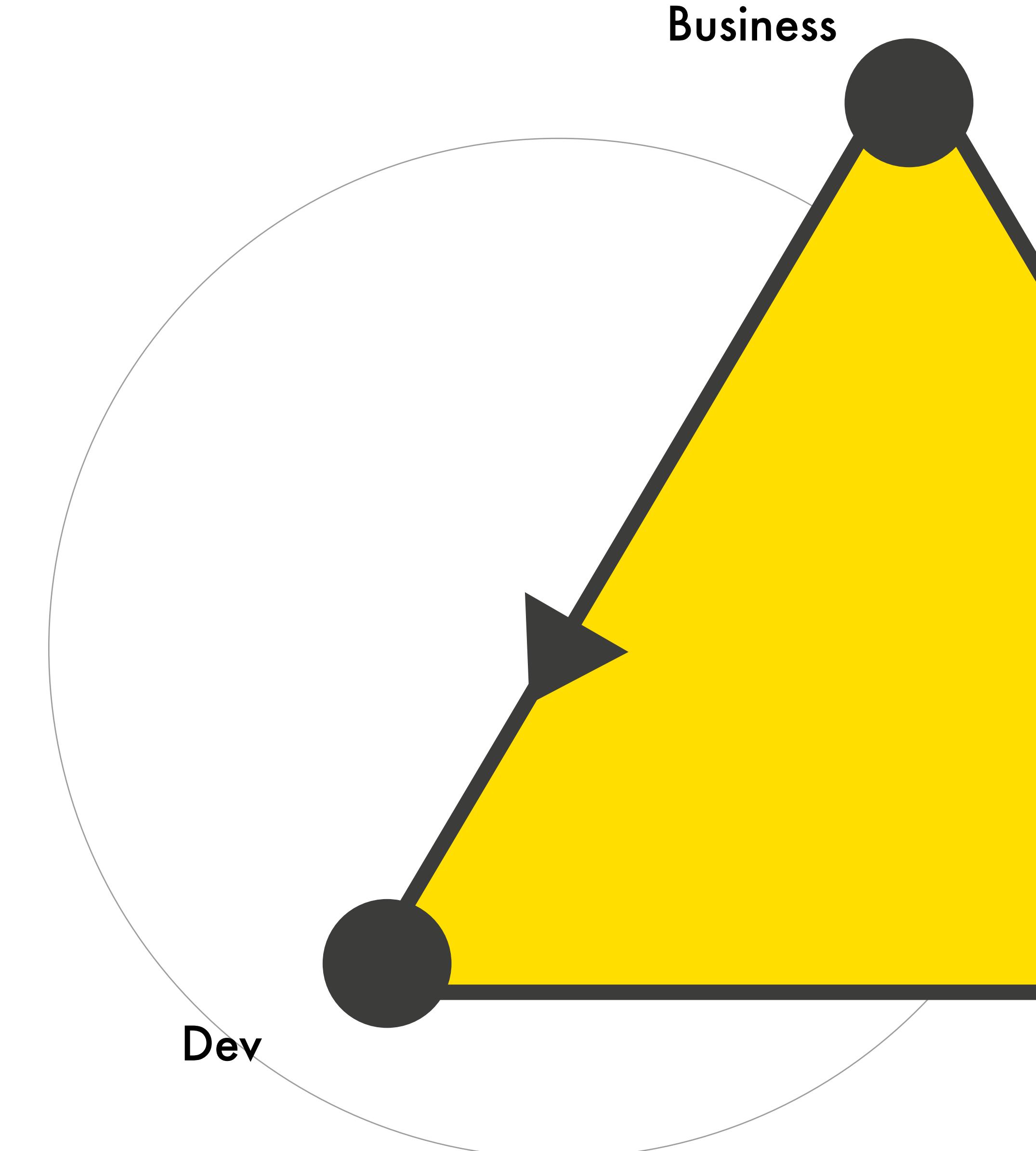
Stop changing your mind so much

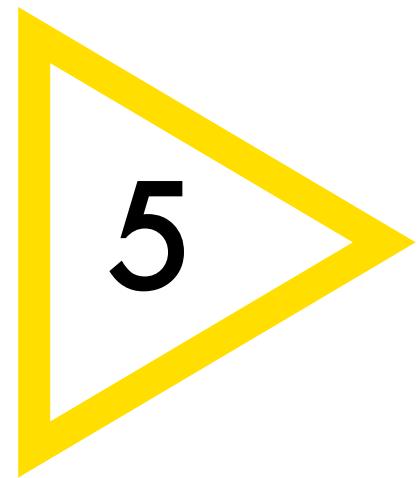
This will prevent Dev having to re-do code again and again.

If you don't you'll, wind up with code that's hard to maintain – which will make future releases slower and less reliable.

Some people call this 'technical debt', but we call it wasting money and time.

That's 'time' as in time-to-market. You know, the thing that gives your business its competitive edge.





Work out how to ask the right questions

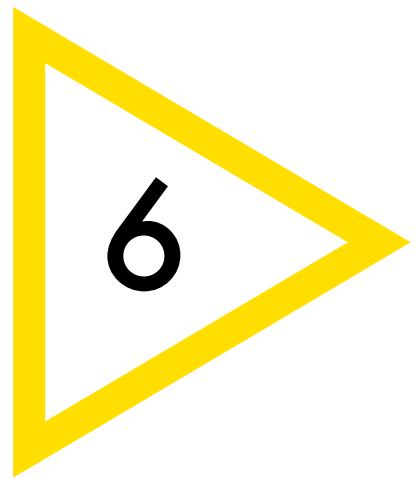
To elicit what the Business 'might' be thinking.

Sometimes asking the same thing in a different way and really listening can completely change the Dev approach to a Business problem.

Listening is a breakthrough cultural change - you have two ears and one mouth for a reason.

Dev

Business

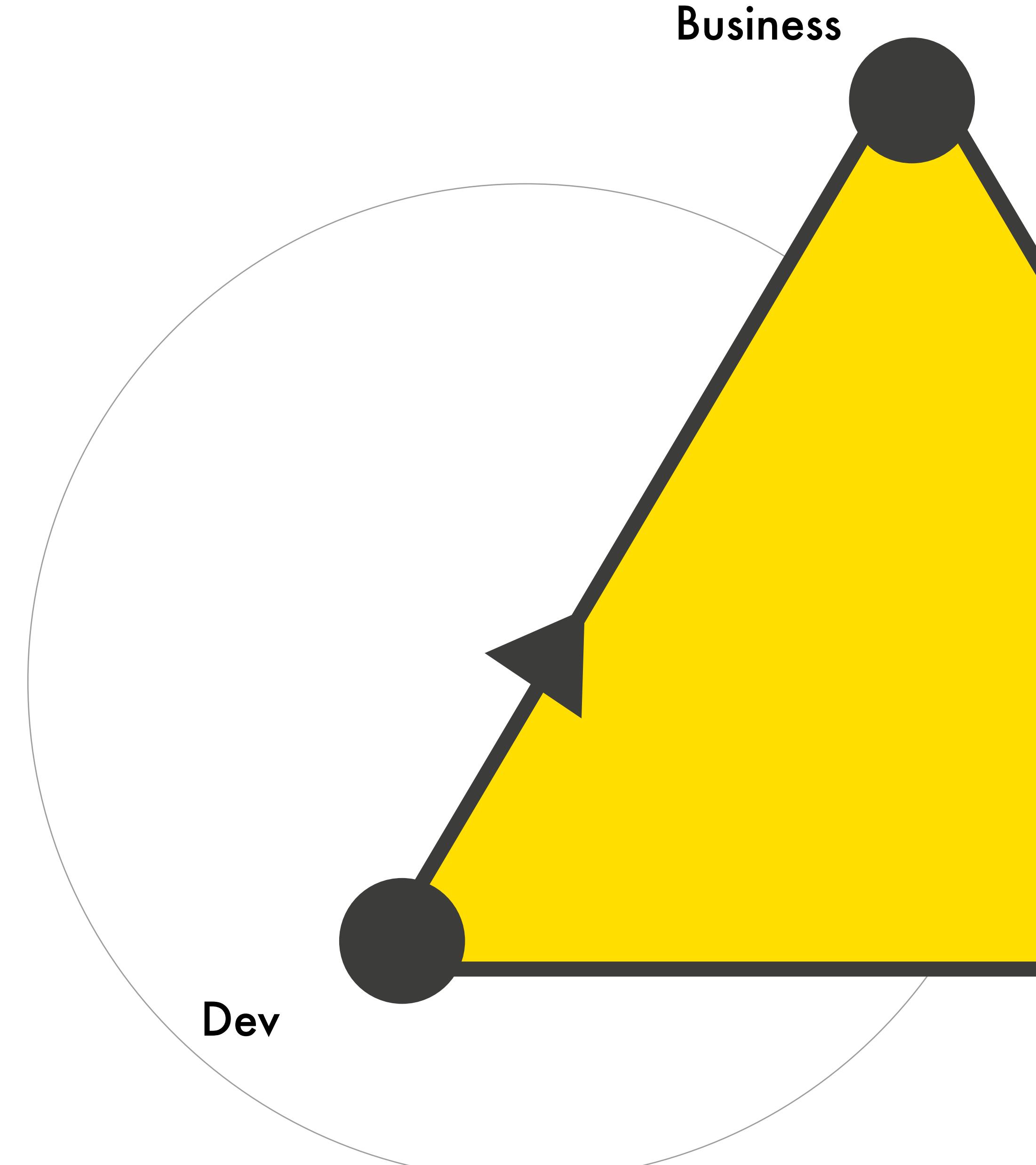


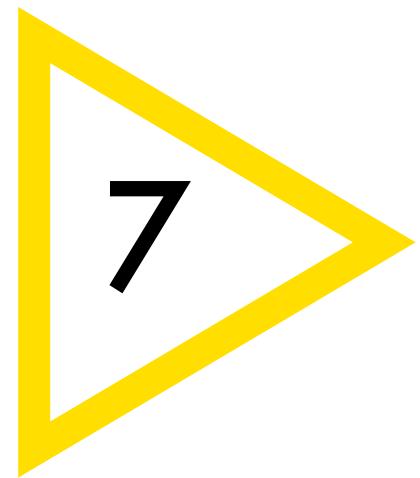
Use simple, non-technical language where possible

Technical jargon really alienates Business people – especially if it sounds like it's being used to show off.

If you can use simple language, do it.

Pretend you're explaining things to your grandmother.

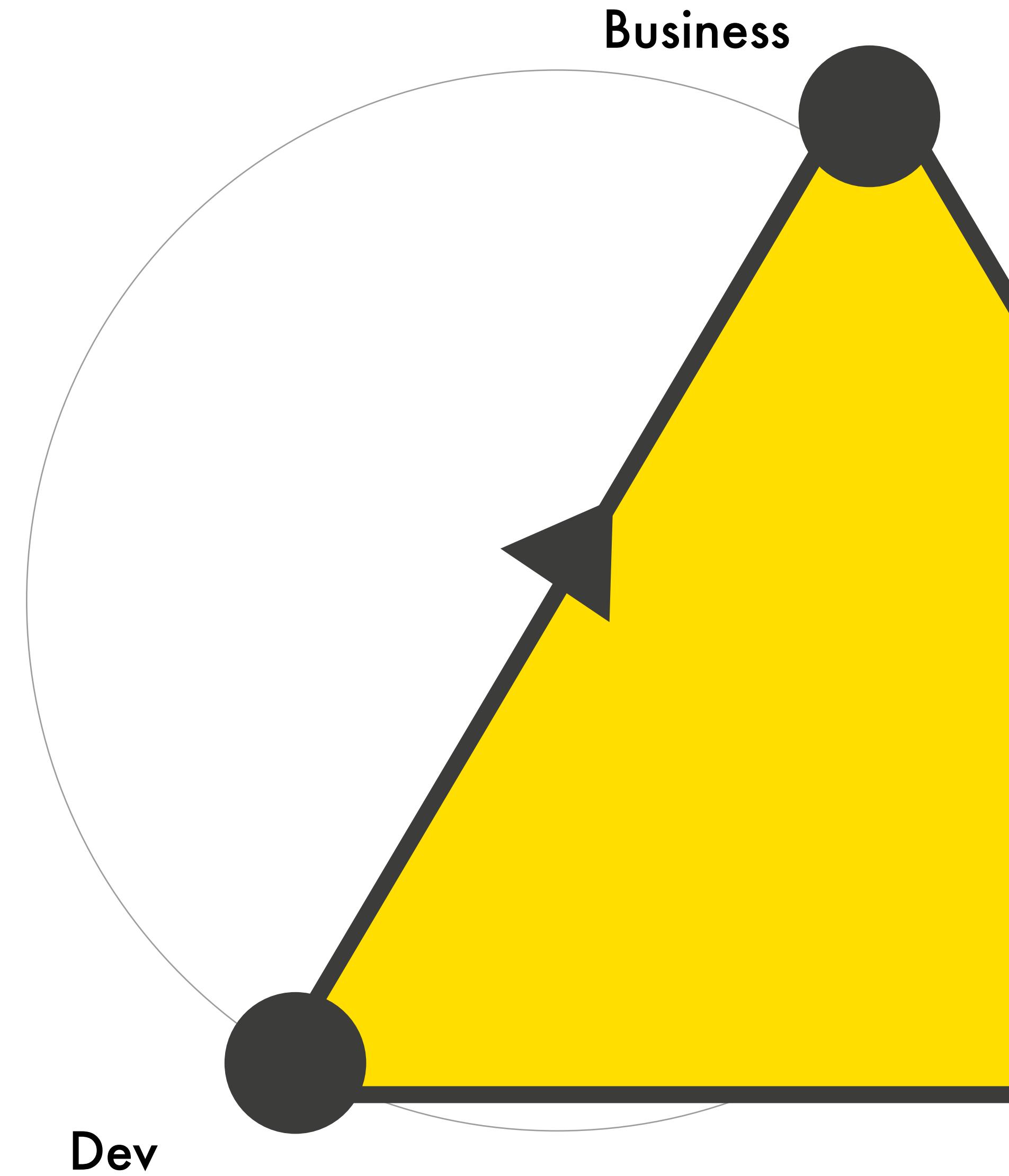


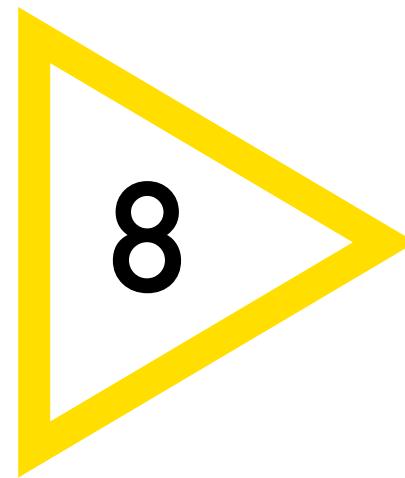


View your technology as the 'possible' and not fact

So that competitive advantage isn't constrained by out-of-the-box, vanilla functionality. If you use an ERP system, it's easy to say "but SAP doesn't work that way".

Every time you hear this, part of your competitive edge over every competitor running SAP dies.





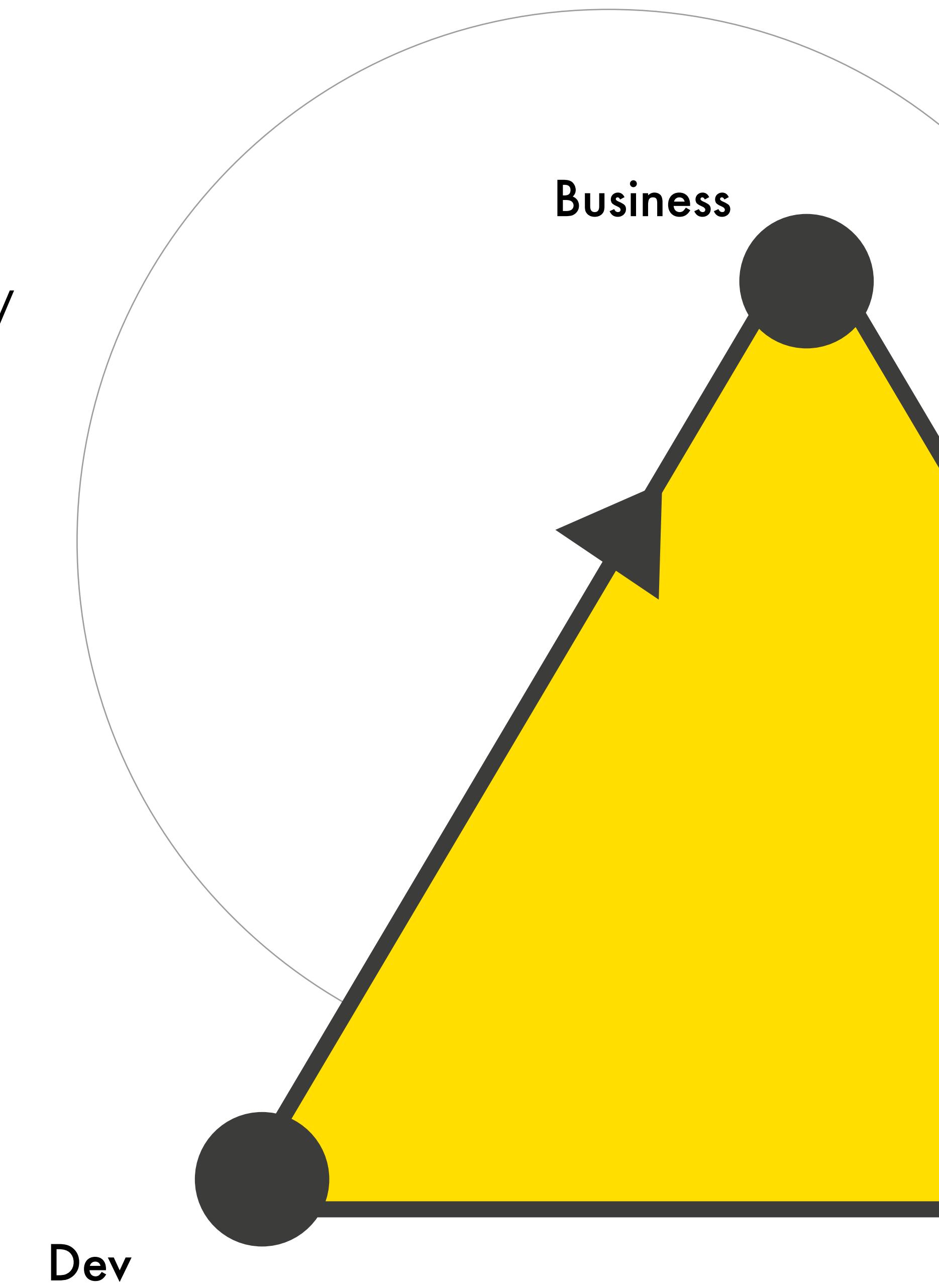
Stimulate innovation and improvement with new technology

Inform the innovation roadmap with the art-of-the-possible.

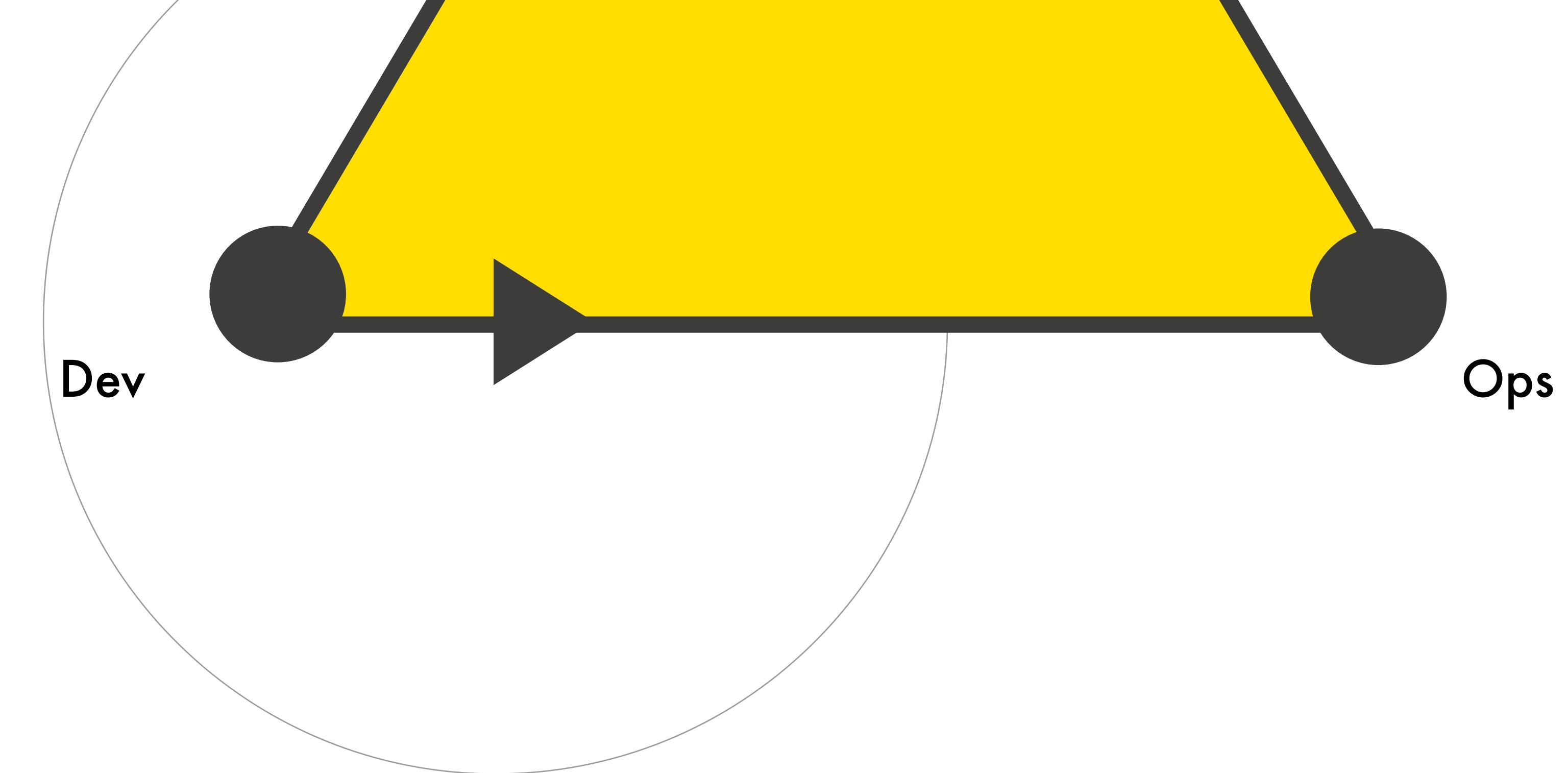
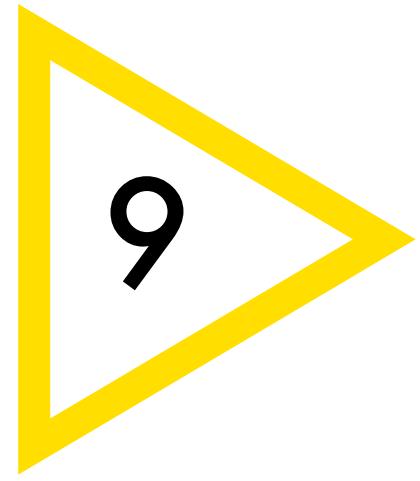
Your technophile Dev guys are much more up to speed on the latest tech than the Business – but they might not know how to apply what they know. So join the dots.

There's so much new, cool, exciting stuff out there.

Just because it's not on your approved architecture list doesn't mean you have to pretend it doesn't exist.



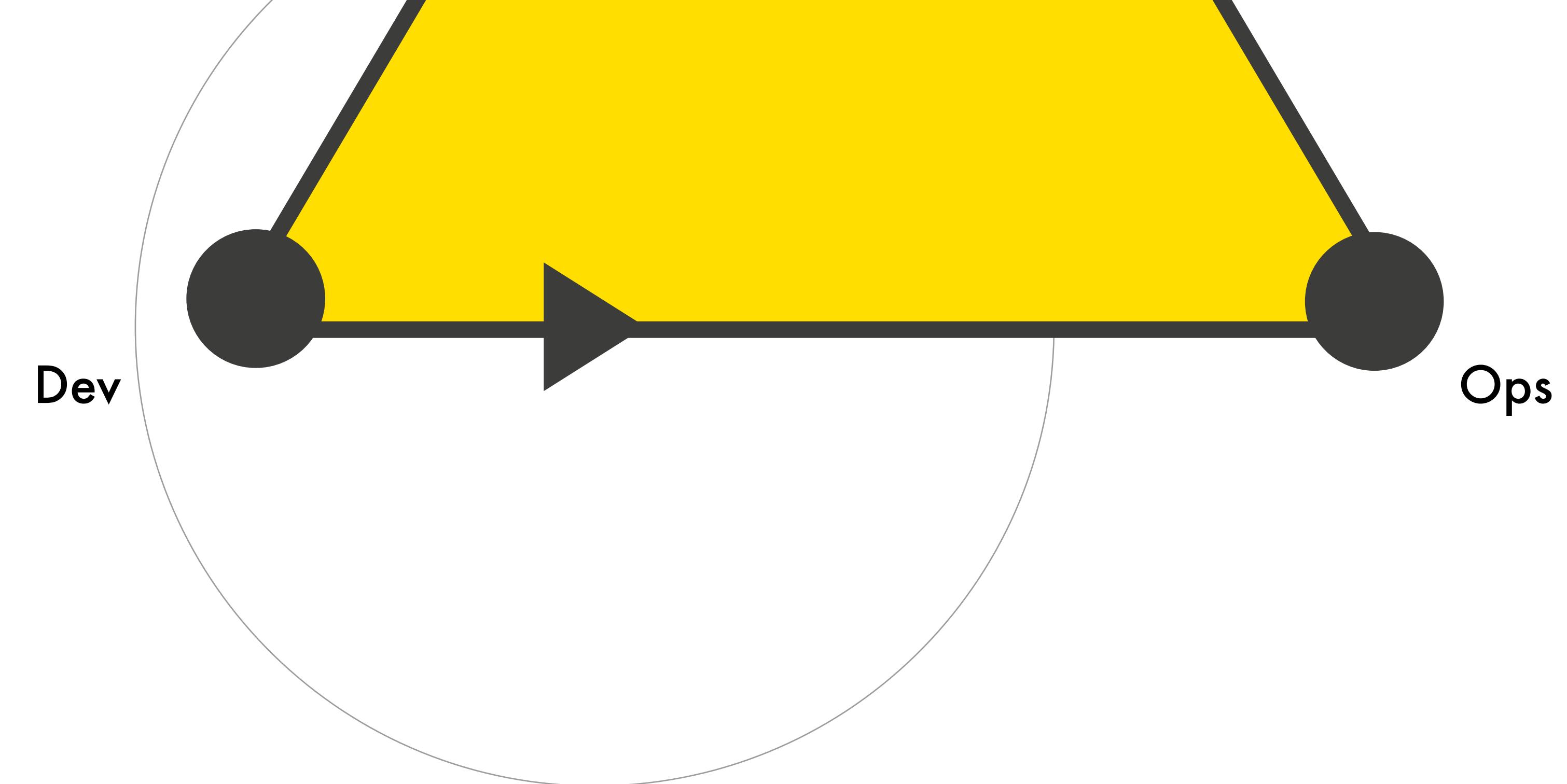
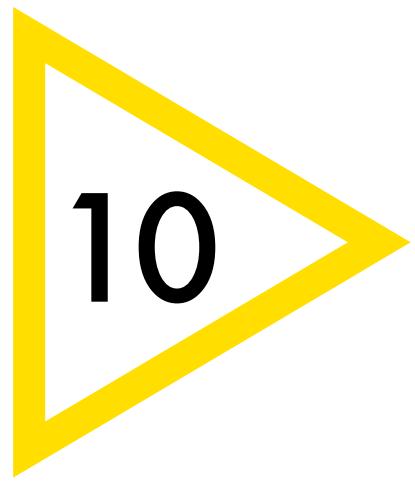
COLLABORATION & INTEGRATION



Forget there was ever a wall
between Dev & Ops

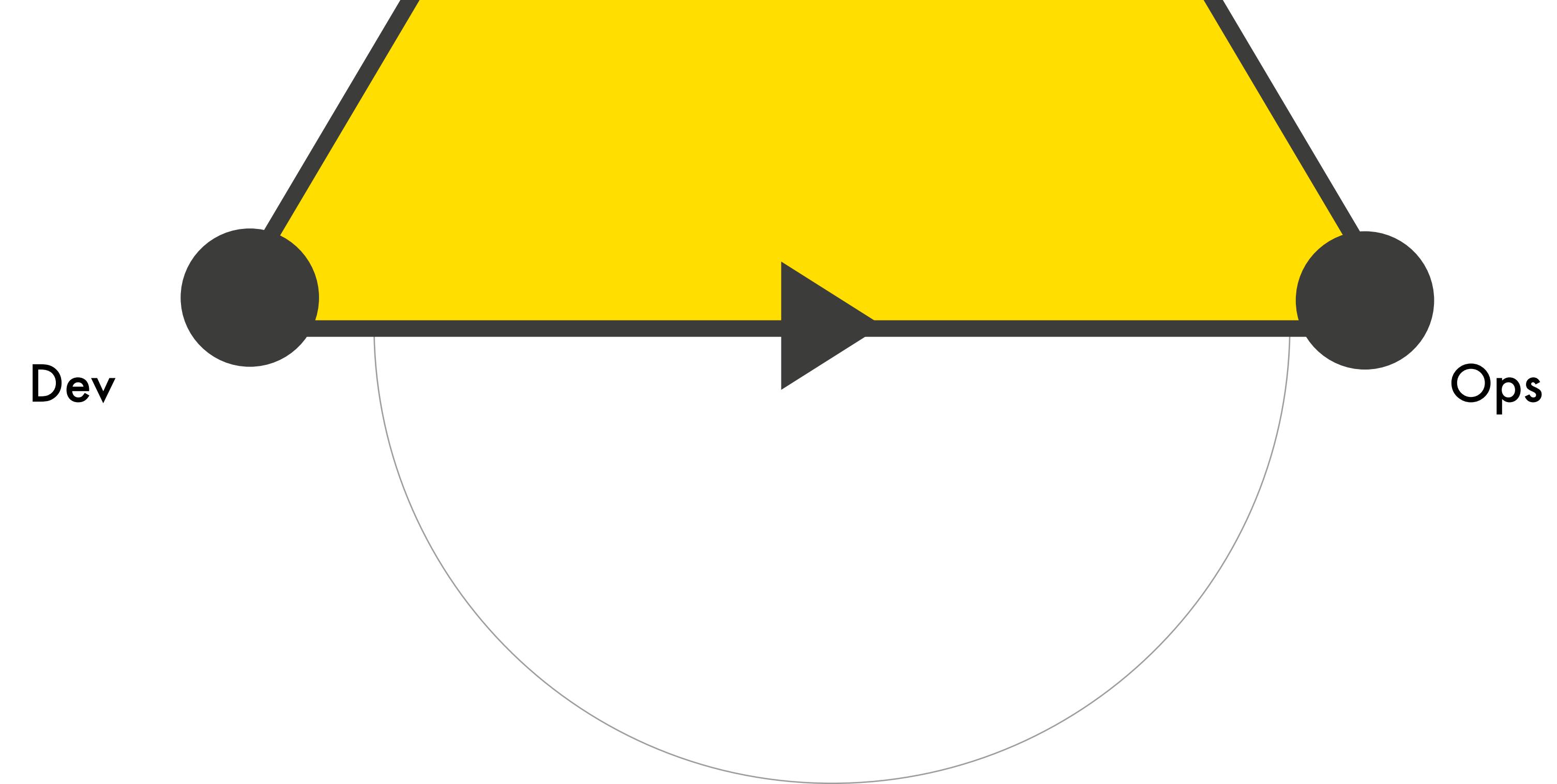
This way, Dev doesn't have something to throw stuff over.
Make 'wall' a banned word with a hefty fine (like doughnuts
or pizza...).

COLLABORATION & INTEGRATION



Take responsibility for performance,
availability and recoverability

So that Ops don't have to hope and guess what will
happen when things hit production. Or worse still,
when things go wrong in production.



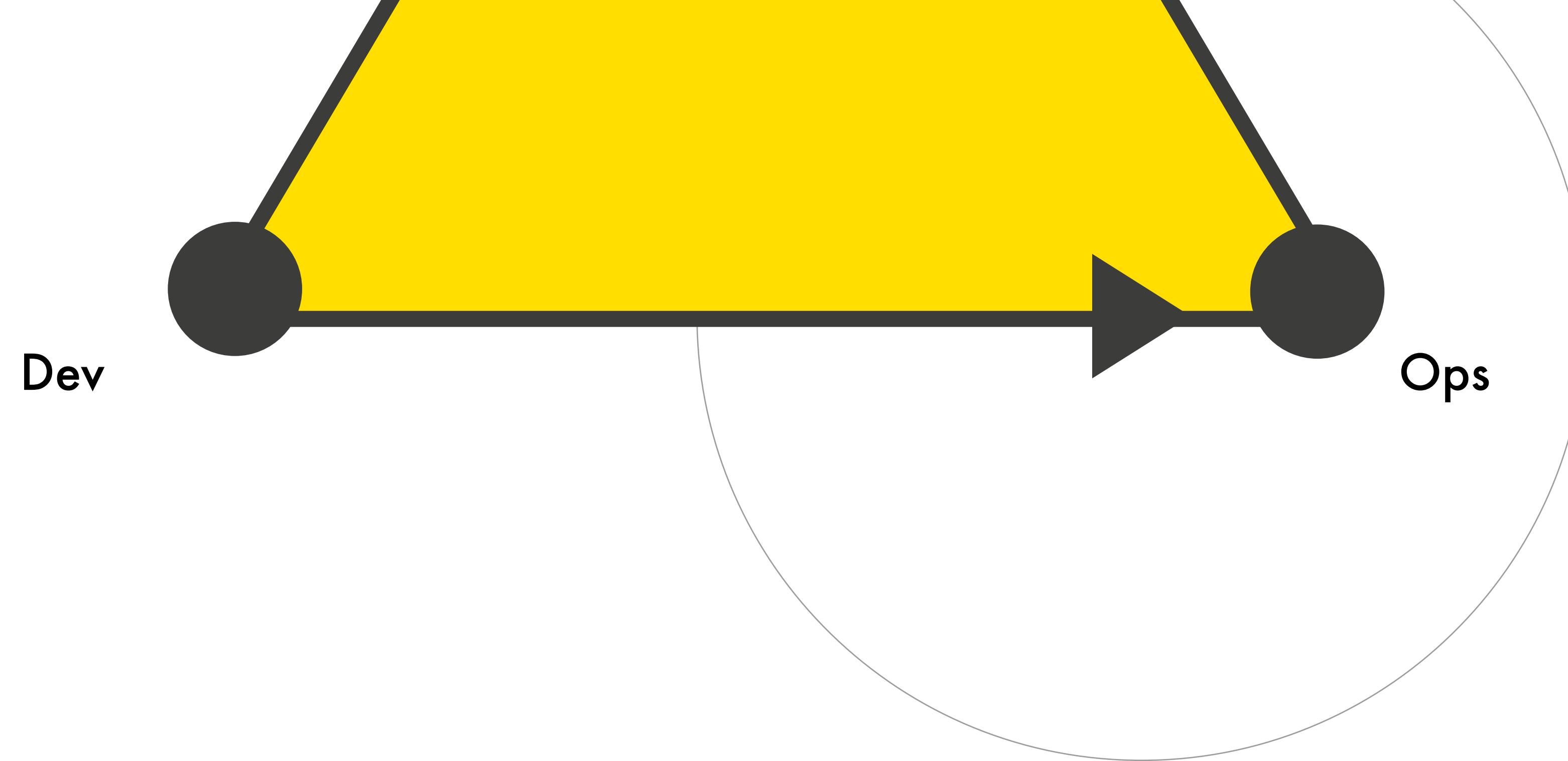
Assume Ops serve
the Business and not Dev

Pass Dev output through Ops to the Business and drive trust in IT on behalf of Ops.

Pretend Dev is Obi Wan and Ops is Luke Skywalker. To the audience, Luke is the hero, but he couldn't do it without the guidance of Obi Wan.

COLLABORATION & INTEGRATION

12



Lead Business interaction
but involve Ops

Ops can only gain confidence and build trust by
being present in BusDev conversations.

Use the force Luke.

COLLABORATION & INTEGRATION

13

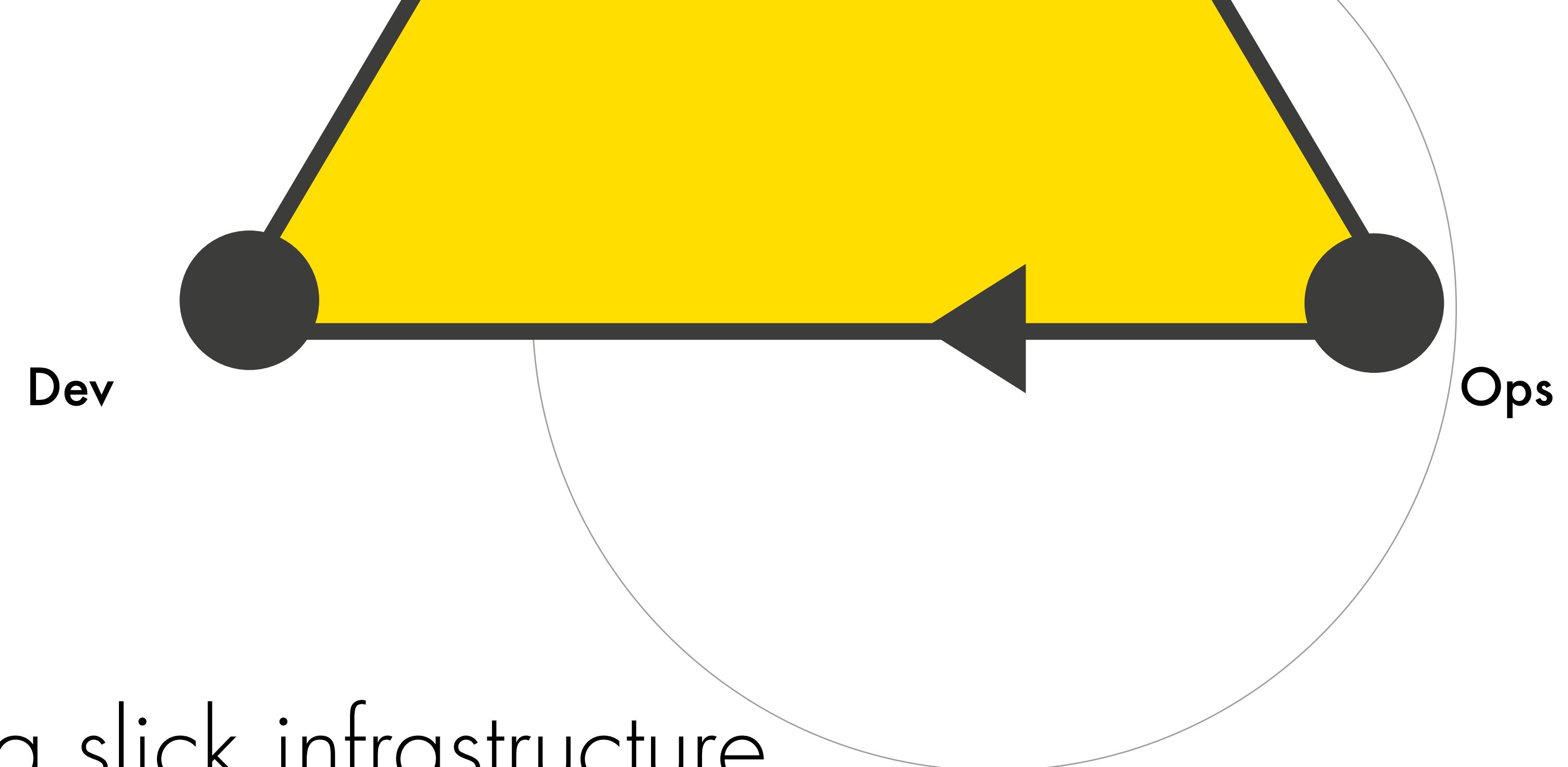


Forget there was ever a
wall between Ops & Dev

So that Ops can't blame Dev for throwing things over it.

And there isn't a wall. Seriously, forget it.

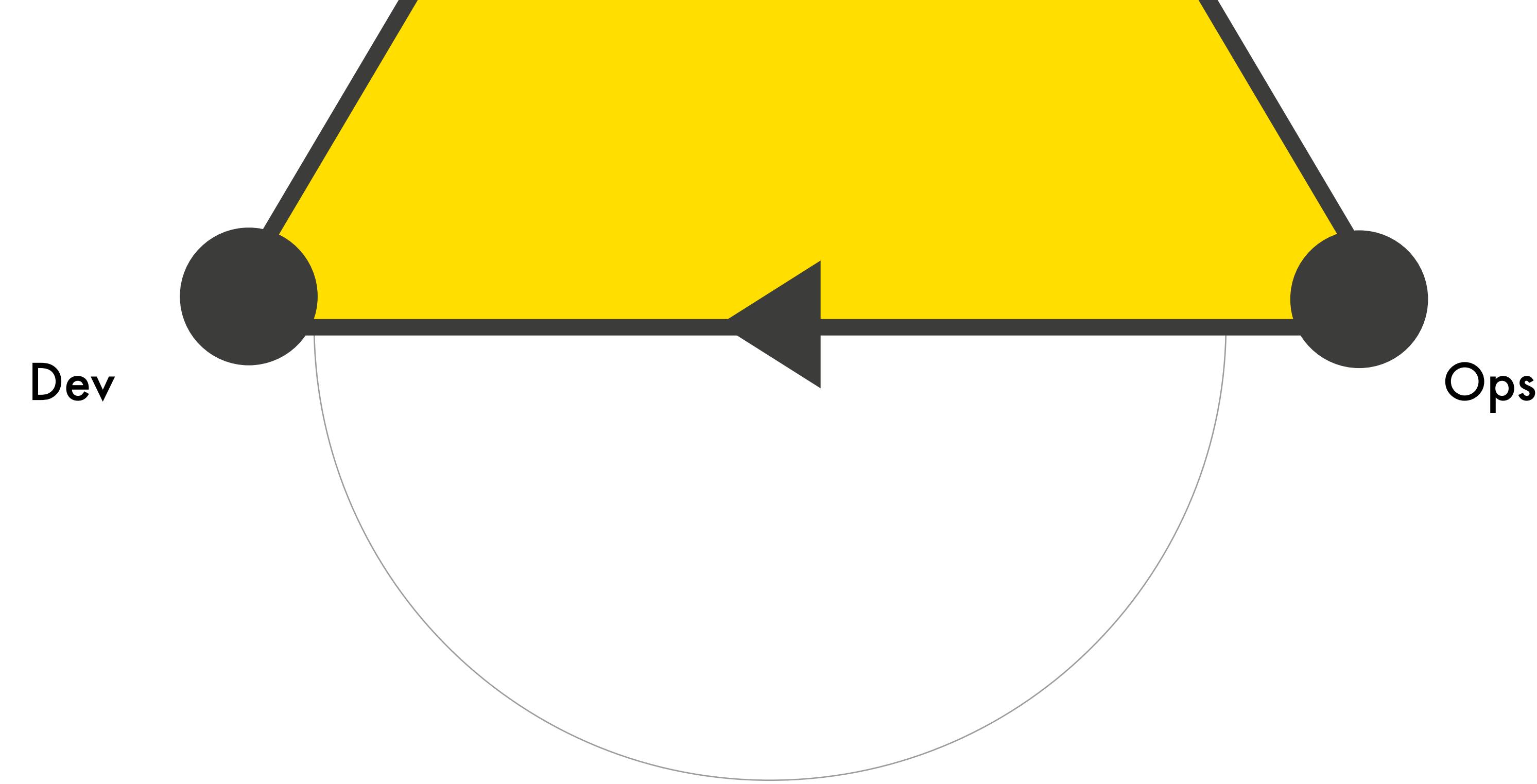
Sorry. This one is included twice, so technically there are 18 things you can do. But it is REALLY important.



Create a slick infrastructure during build – not at go-live

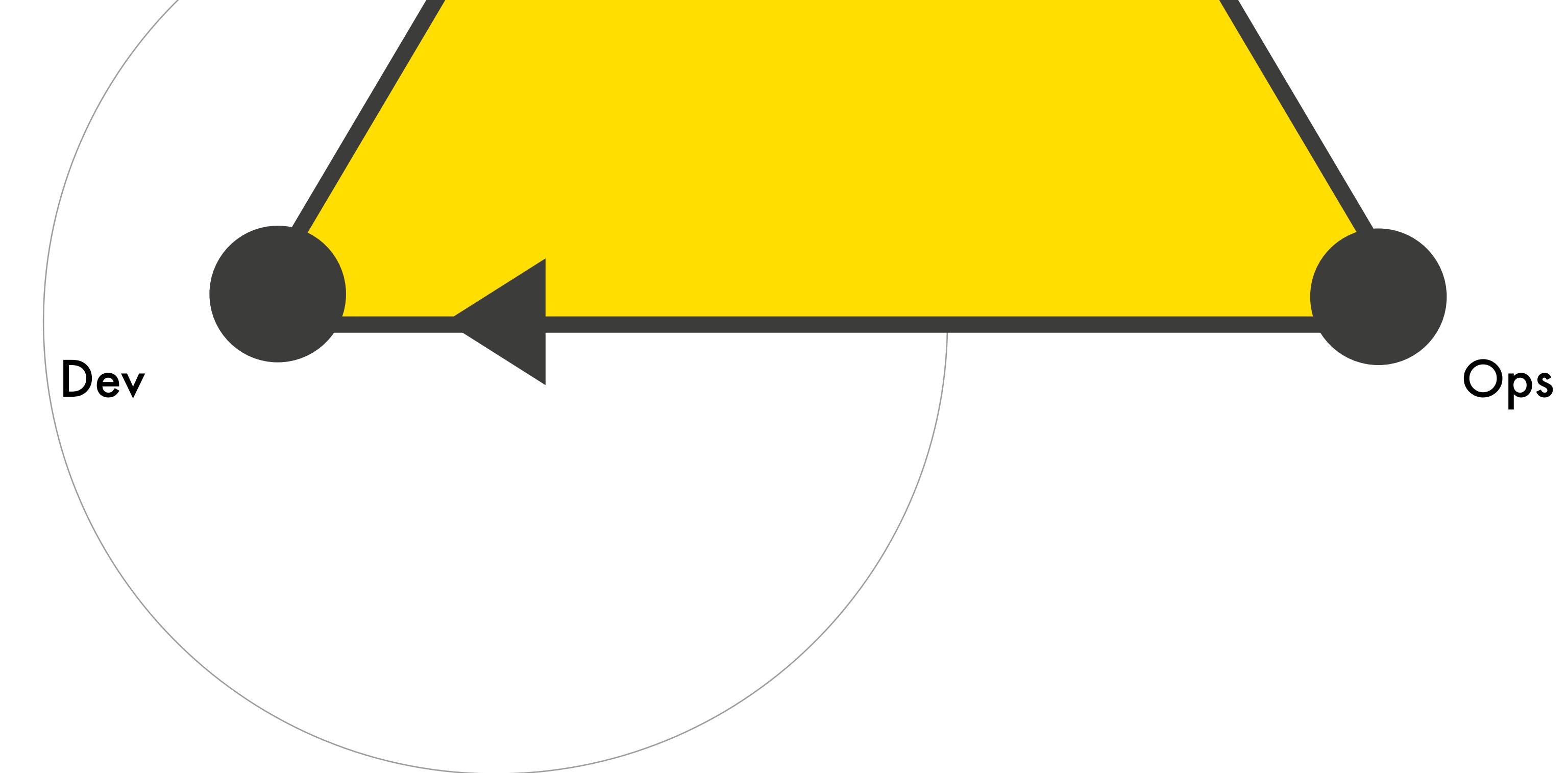
Do this to improve Dev cadence and enable a fast, smooth build. Sure, Prod infrastructure is important – but Dev and Test needs to be just as well thought out.

And your Dev > Test > Prod workflow will be there forever – so get it right at the start.



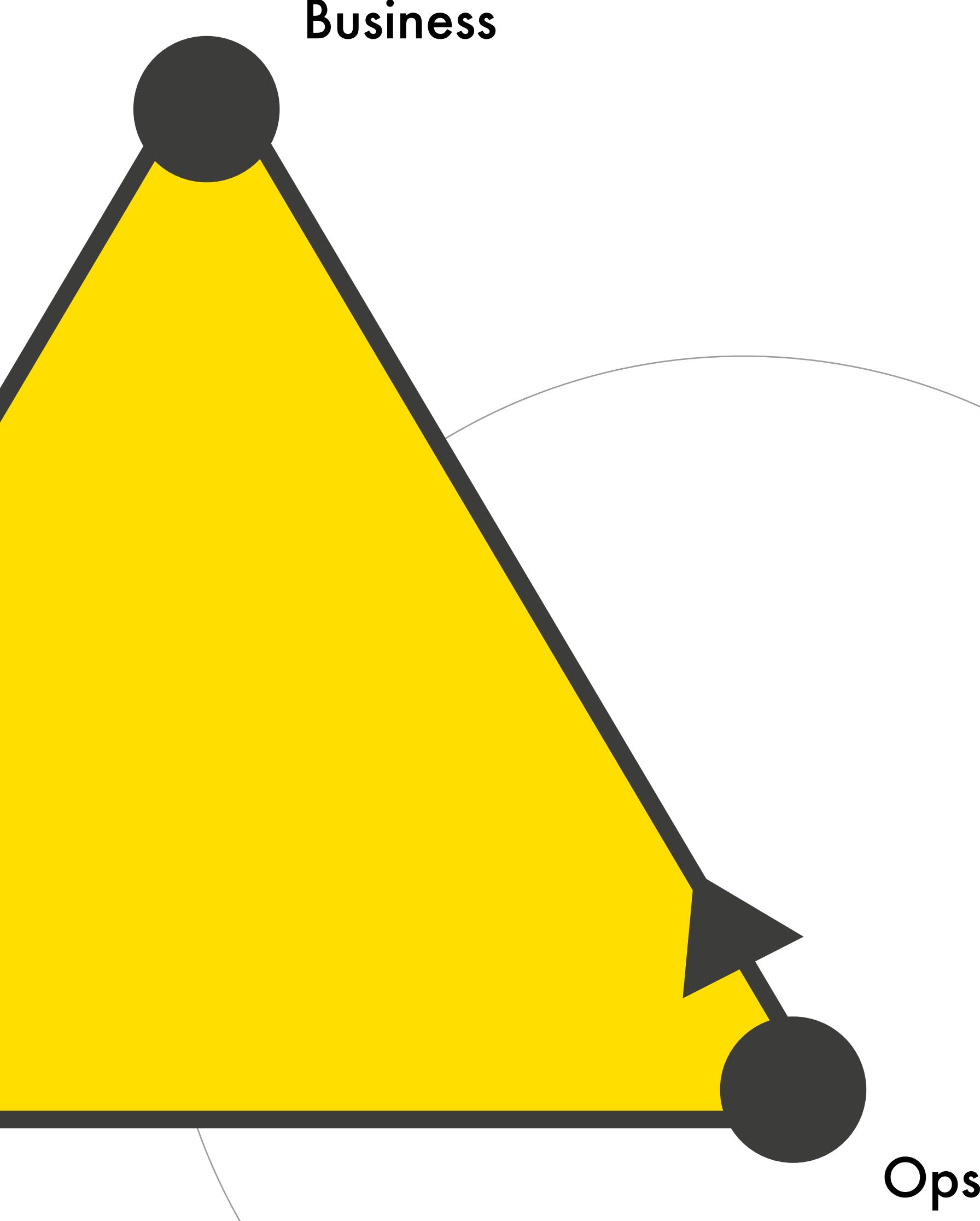
Learn to create fast,
production-like environments

This leads to faster, better testing – and therefore faster, better releases.
And, it also means that the Business gains confidence in early testing of
Dev builds - which helps everybody.



Pull builds towards the Business rather than pushing them back to Dev

Pushing back on Dev slows momentum and doesn't position Ops to be the trustworthy party. Ops concerns over LPARs and Blades don't correlate directly to business strategy – but on-time delivery does. So focus on what matters most to the Bus guys.



Rethink Non-Functional Requirements

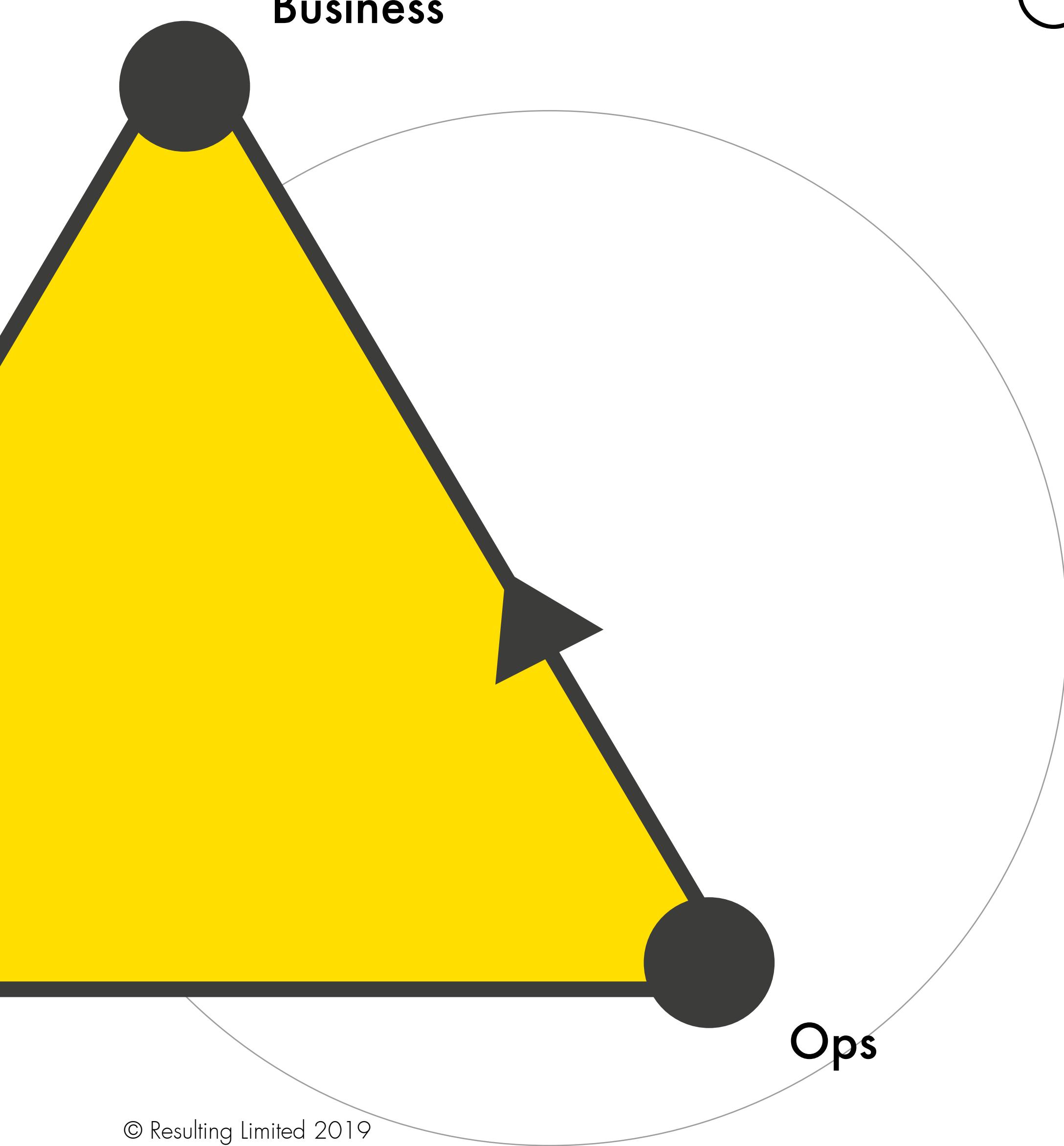
Because functional Business people
don't understand or value them.

Instead, find out what Business
people want and deliver it.

In practice – not on paper.

17

CONFIDENCE
& TRUST



Check-back from time-to-time.
Like a good waiter.

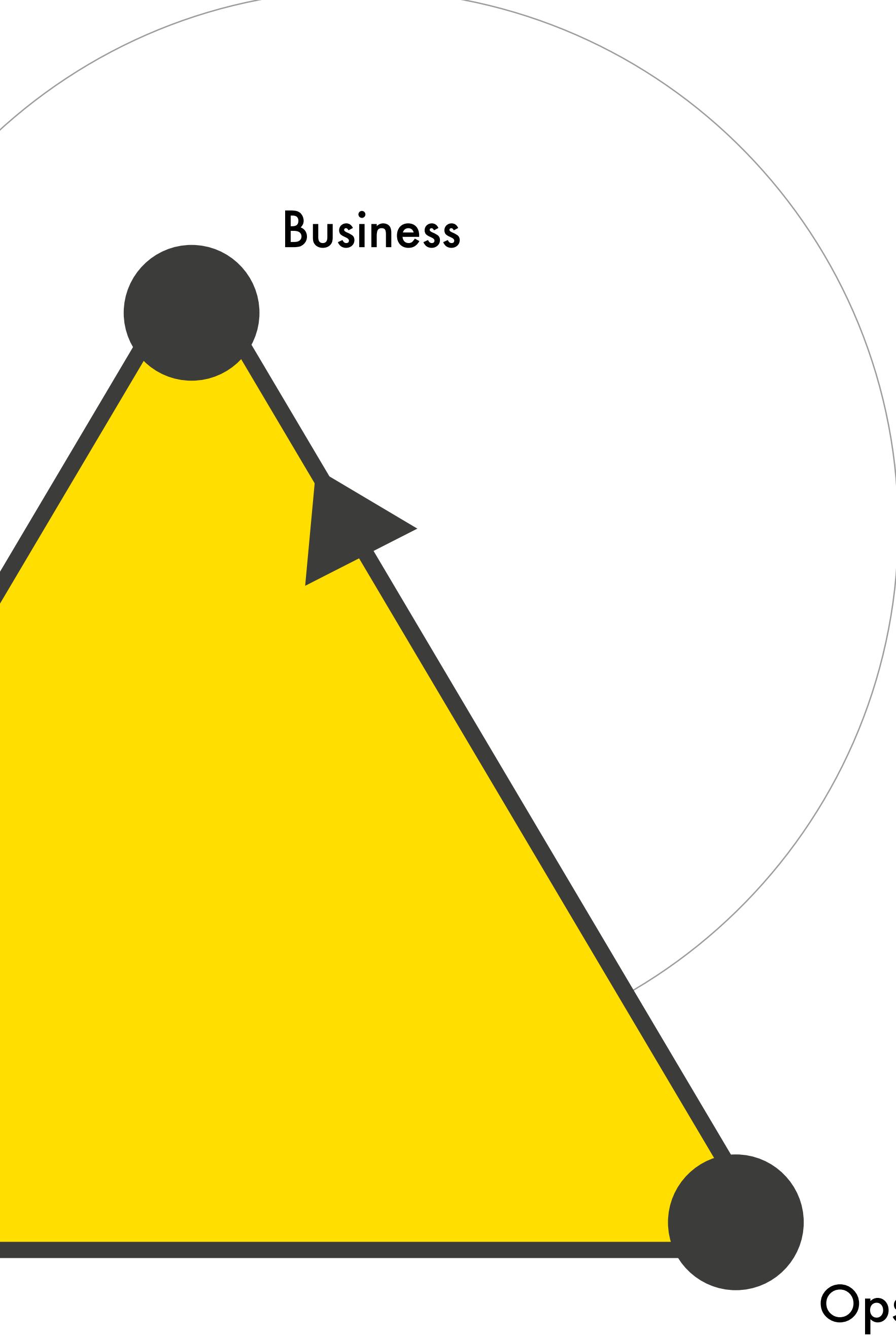
Don't wait for problems,
performance issues or outages.

Go on the front foot and ask
the Business how things are going
and what could be improved.

How's your meal by the way?

18

CONFIDENCE
& TRUST



Rethink SLAs and focus on what the Business needs

The best SLA is the heart rate of your Business people, not uptime stats or restoration targets.

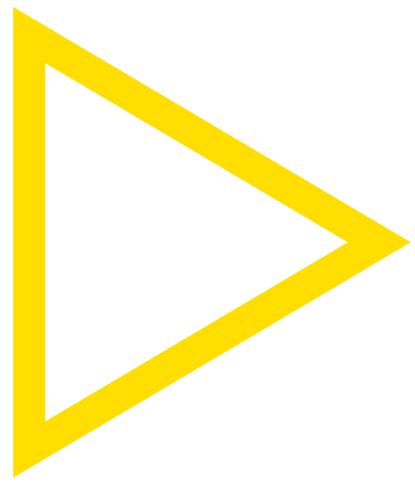
SLAs are an hallucination of reality – and rarely reflect what the Business actually needs today.

Instead – ask them what makes their blood boil, listen and deliver – the SLA will look after itself.

19

CONFIDENCE
& TRUST

START TODAY



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What next?

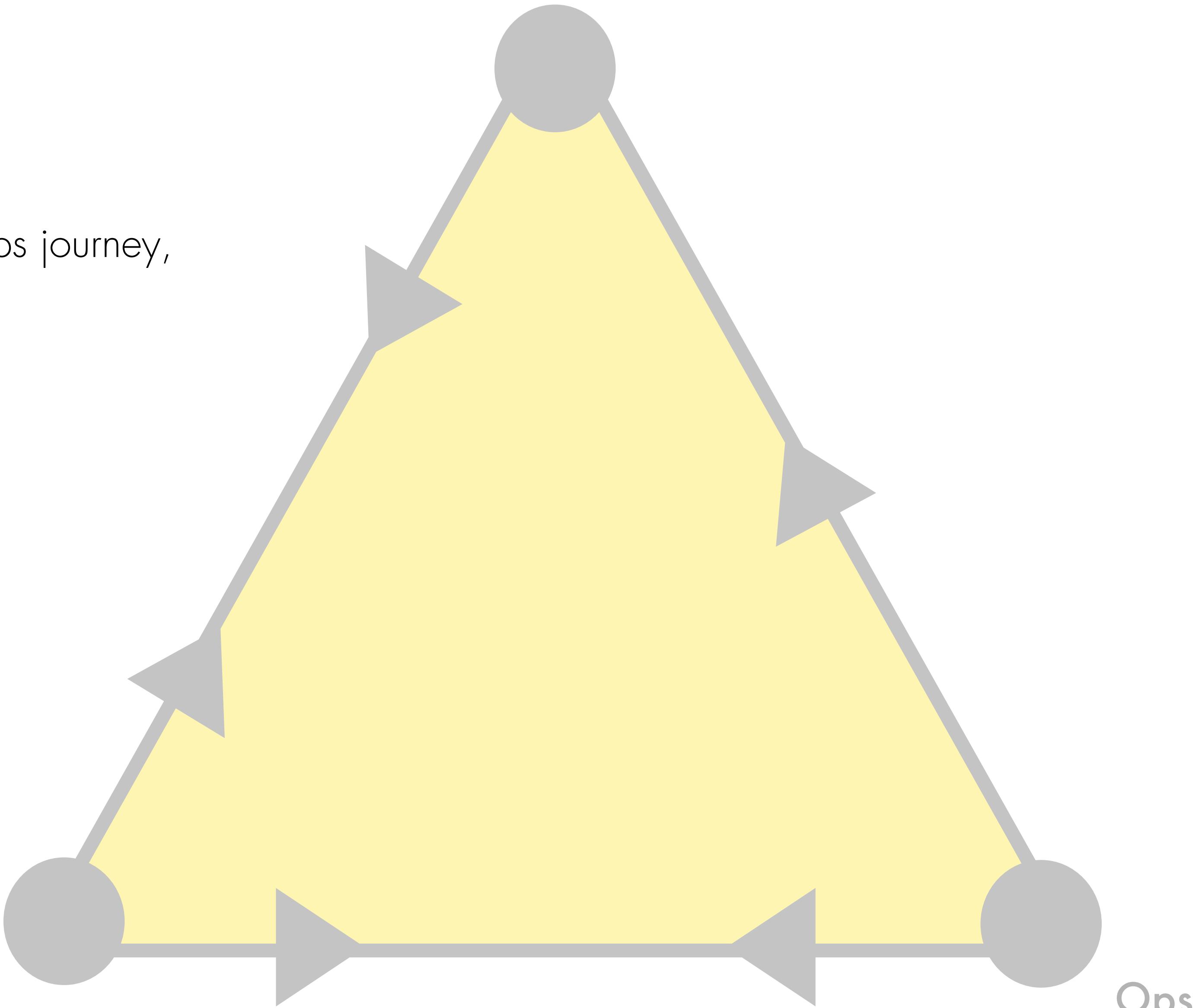
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Dev

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