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DevOps+

Delivering Services, Not Just Products

#DevOpsAwareness

Akshay Anand
Product Development Manager

AXELOS.com

AXELOS GLOBAL BEST PRACTICE

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My friend rode in a Rolls Royce

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AXELOS GLOBAL BEST PRACTICE

Why Am I Talking To You Today?

(Service) Development

+

Development

+

(Tech) Operations

+

(Service) Operations

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Let’s Get Started!

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We Talk about Goods or Services

Goods

Services

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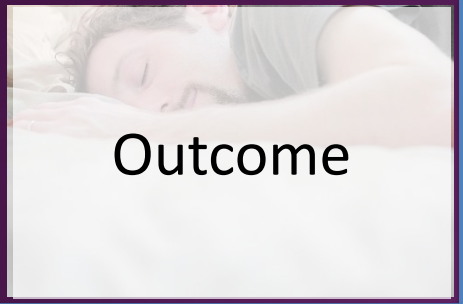
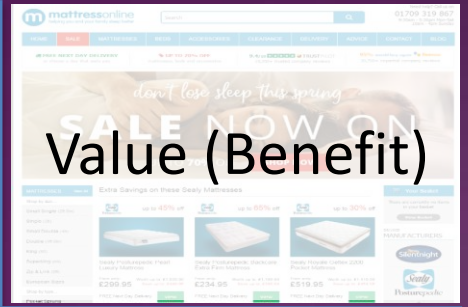
But What is a “Service”?





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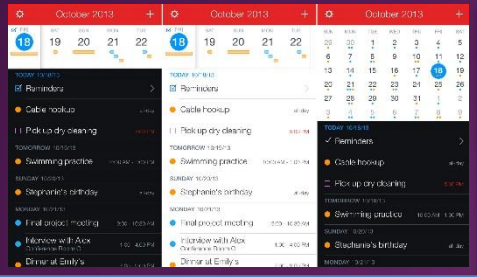
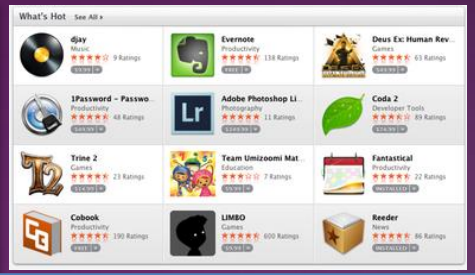
Scenario: Acquiring (Digital) Goods

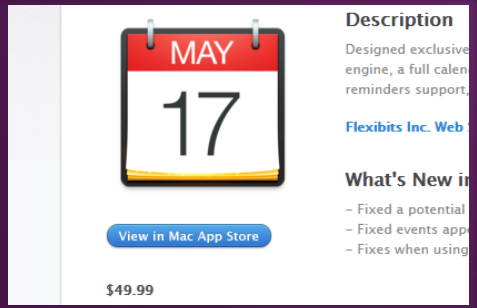
Outcomes

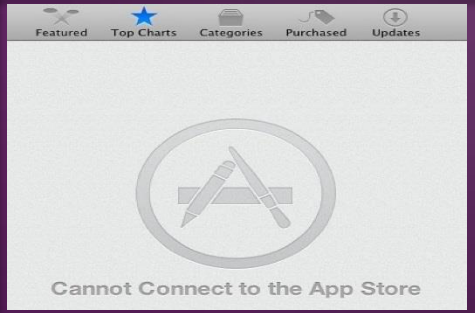




Value

Costs





Risks

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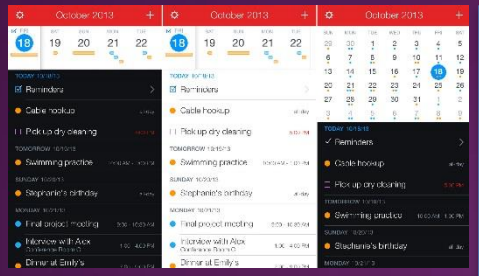
Scenario: Using (Digital) Goods

Outcomes



Value

Costs

Risks

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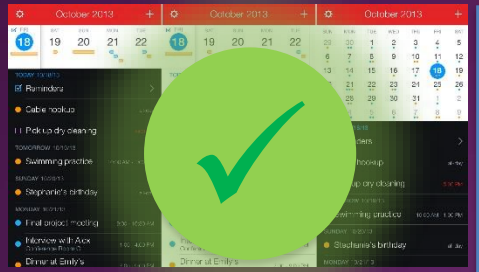
Scenario: Services Related To (Digital) Goods

Outcomes



Value

Costs

Risks

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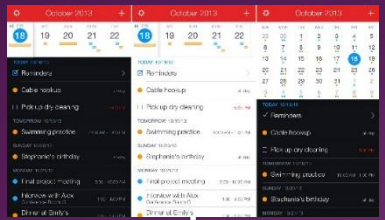
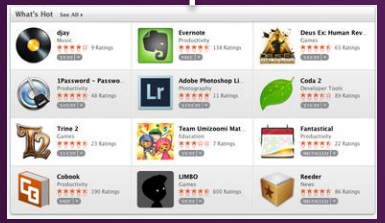
“Customer Value” Differs In Time





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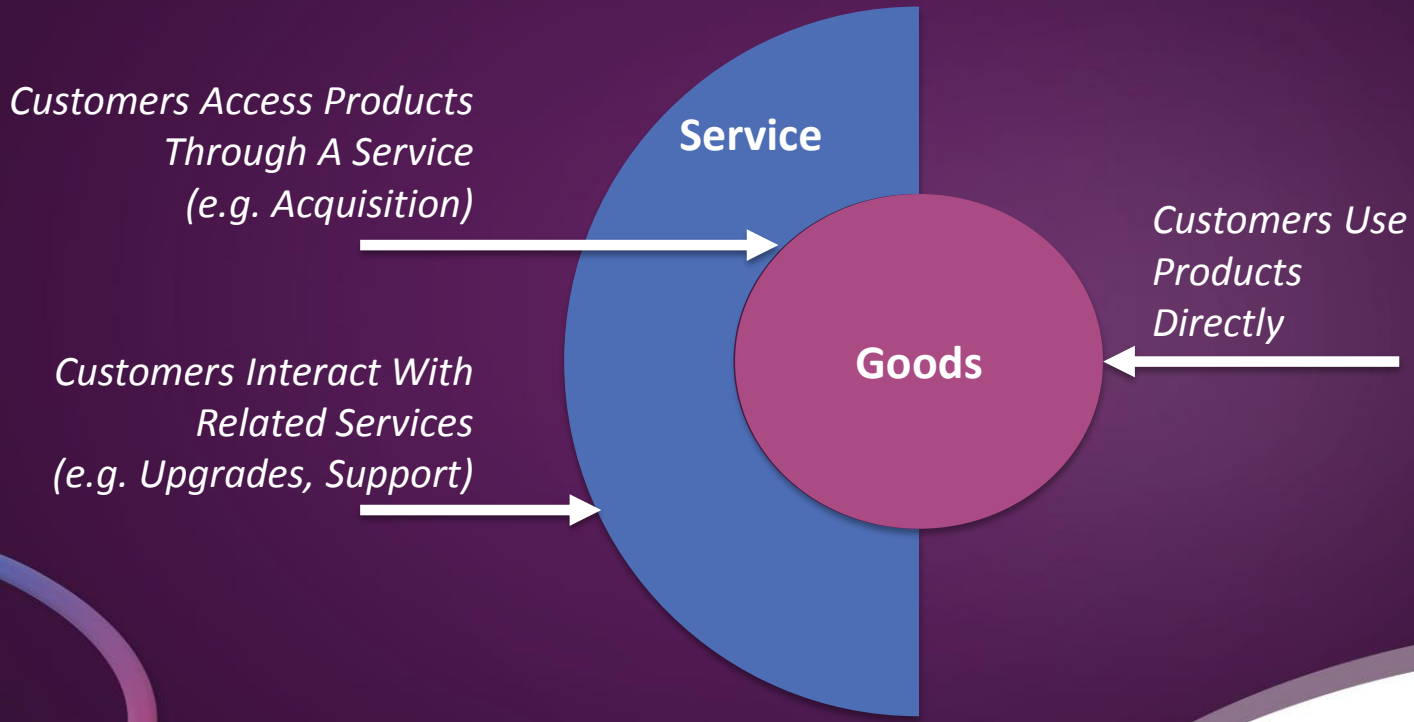
Value is Realised From Goods AND Services



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We have to extend “Minimum Viable”

Product	The “goods” that the customer is buying
Product Management	The minimum capability to manage the Product
Service	The benefit or outcome the customer is buying
Service Management	The minimum capability to manage the Service

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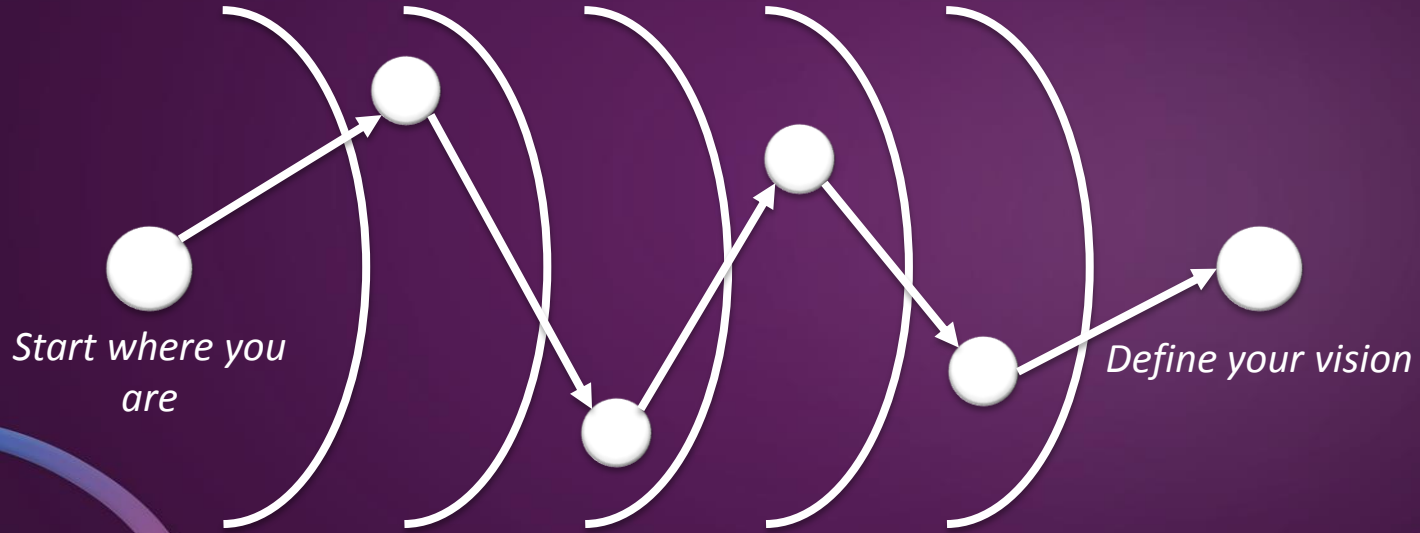
Iterate to the “right” Service/ Management



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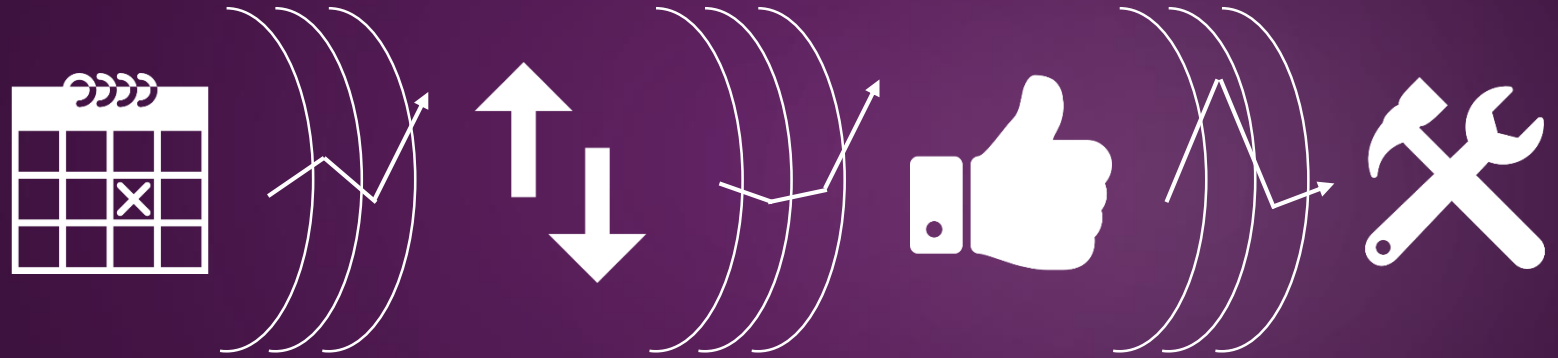
Example: Minimum Viable Change Management

Purpose: to enable beneficial changes with minimum disruption to live products & services



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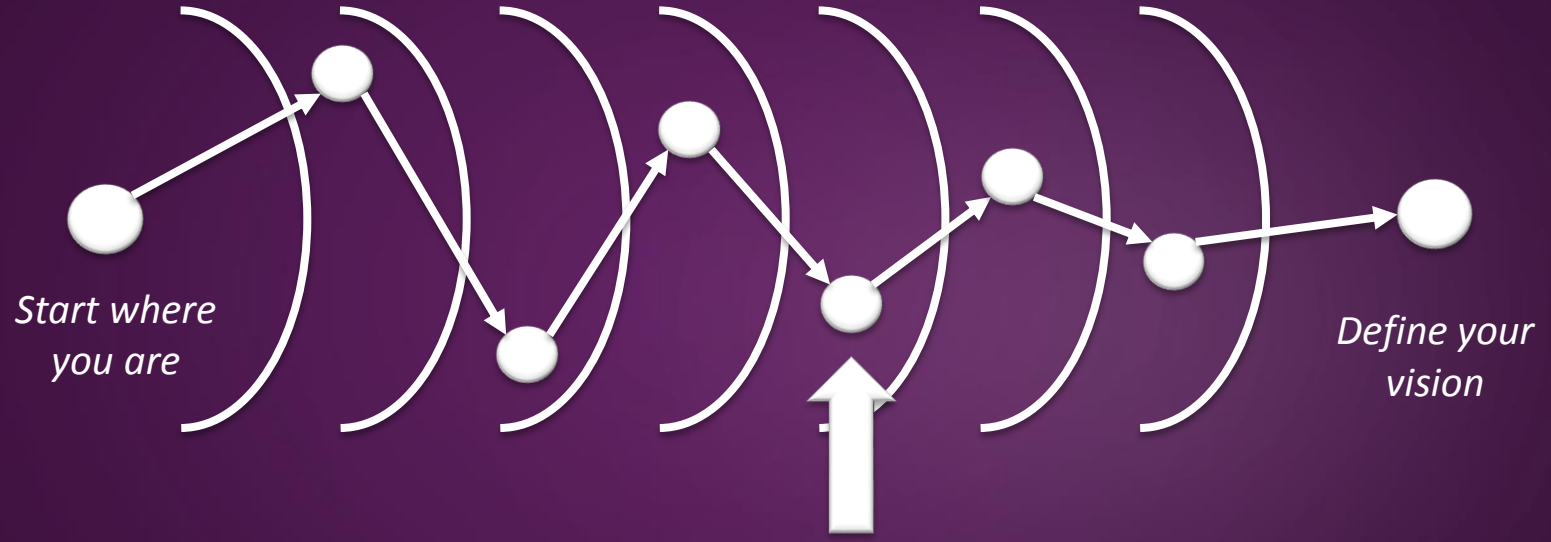
Learn Before You Automate



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How can DevOps Methods align with ITSM?

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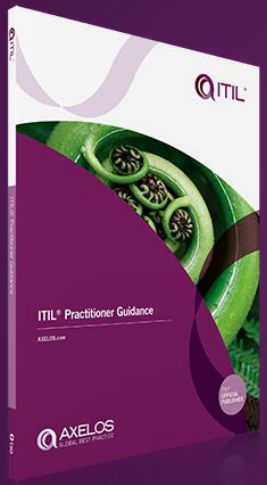
The Fine Print



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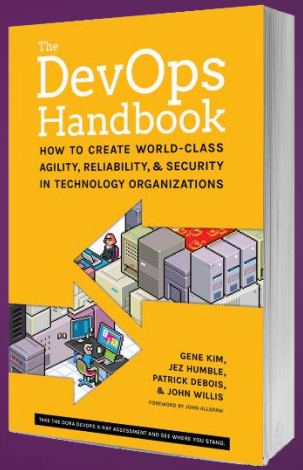

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The Big Question is …

Does the Product Team's capability to deliver __"X"_

align with

the Service Organisation's capability to manage __"X"__ ?

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Aligning DevOps With ITSM

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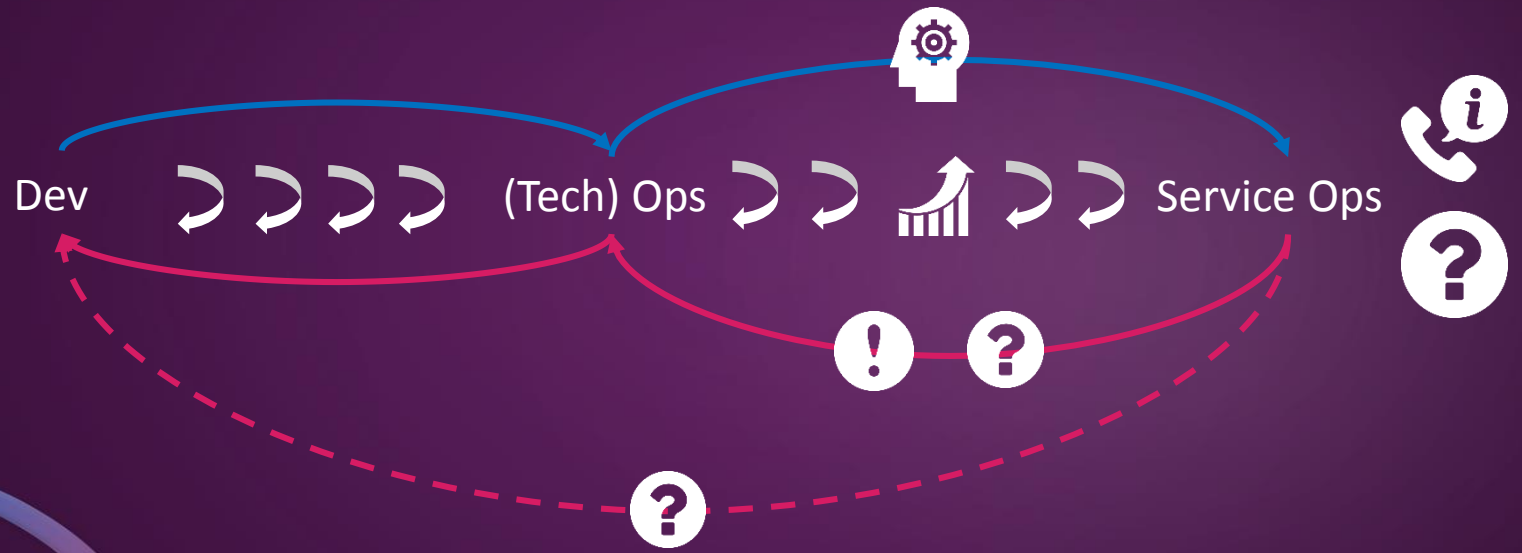
Aligning DevOps with Service Ops



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Aligning DevOps with “Service Dev”

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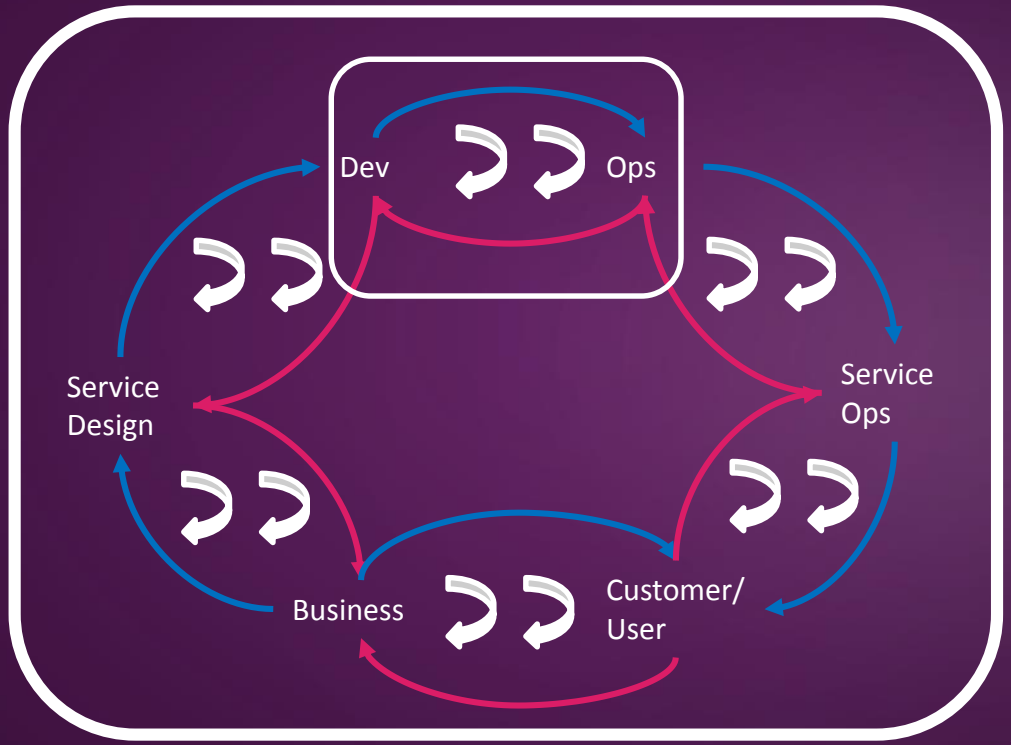
We Can Build A Service “Value Loop”



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Any Questions?

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References & Further Reading

- axelos.com – blogs, white papers, publications, audio interviews on ITIL, ITIL Practitioner
- itrevolution.com – blogs, papers, publications on DevOps
- Coming soon … DevOps Awareness learning on axelos.com
- Coming soon … updated version of the ITIL & DevOps discussion paper by Kaimar Karu

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In Conclusion …

Have your say!

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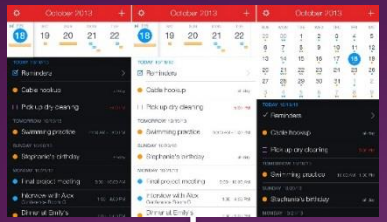
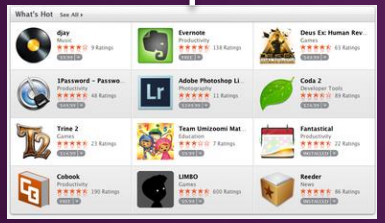
Key Takeaway: Value Has Many Definitions





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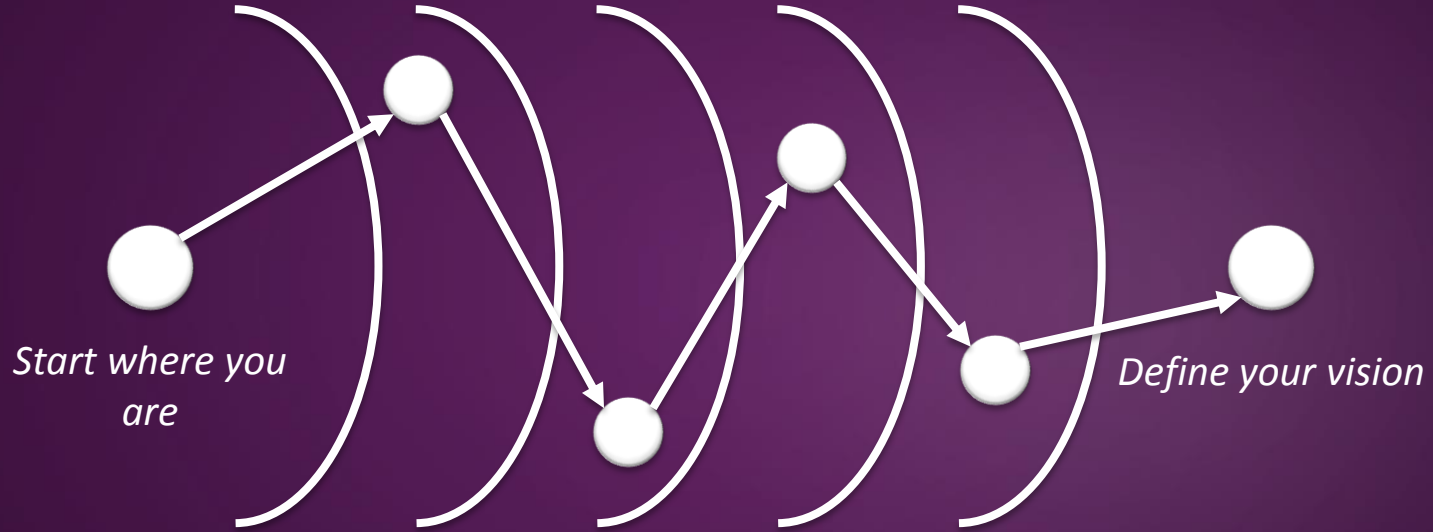
Key Takeaway: Iterate to “MVS/M”



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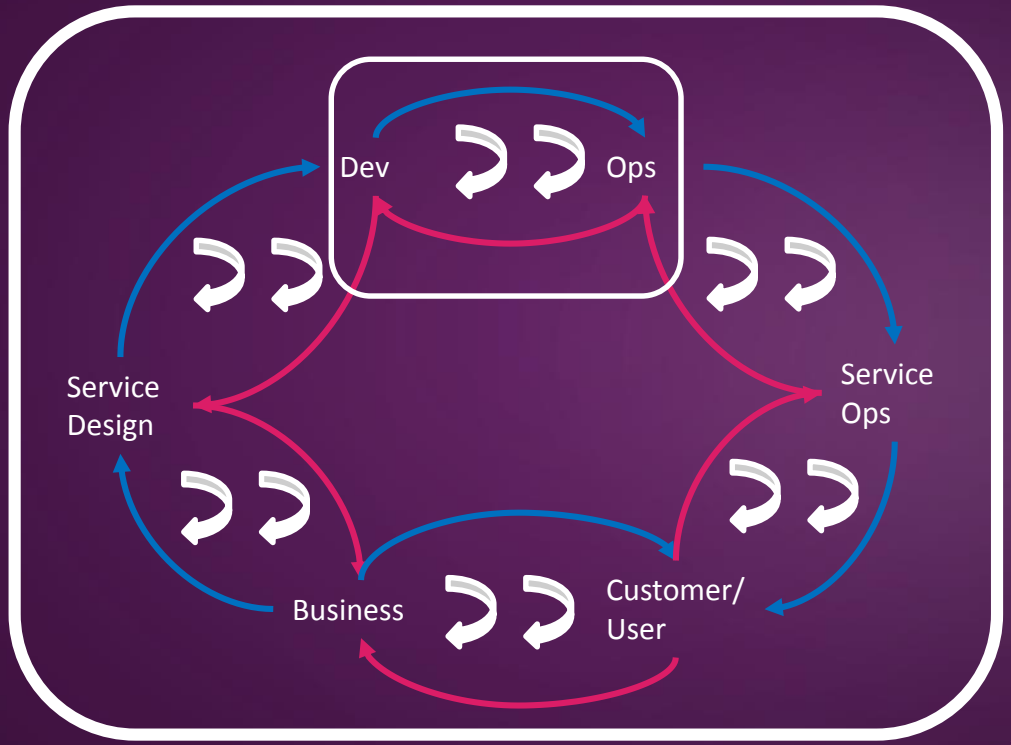
Key Takeaway: Be Aware of the Wider Context



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Drive A Rolls Royce, Not A Rickshaw!

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Thank You For Your Time

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