



The Skillful DevOps Human: SKILup Your DevOps

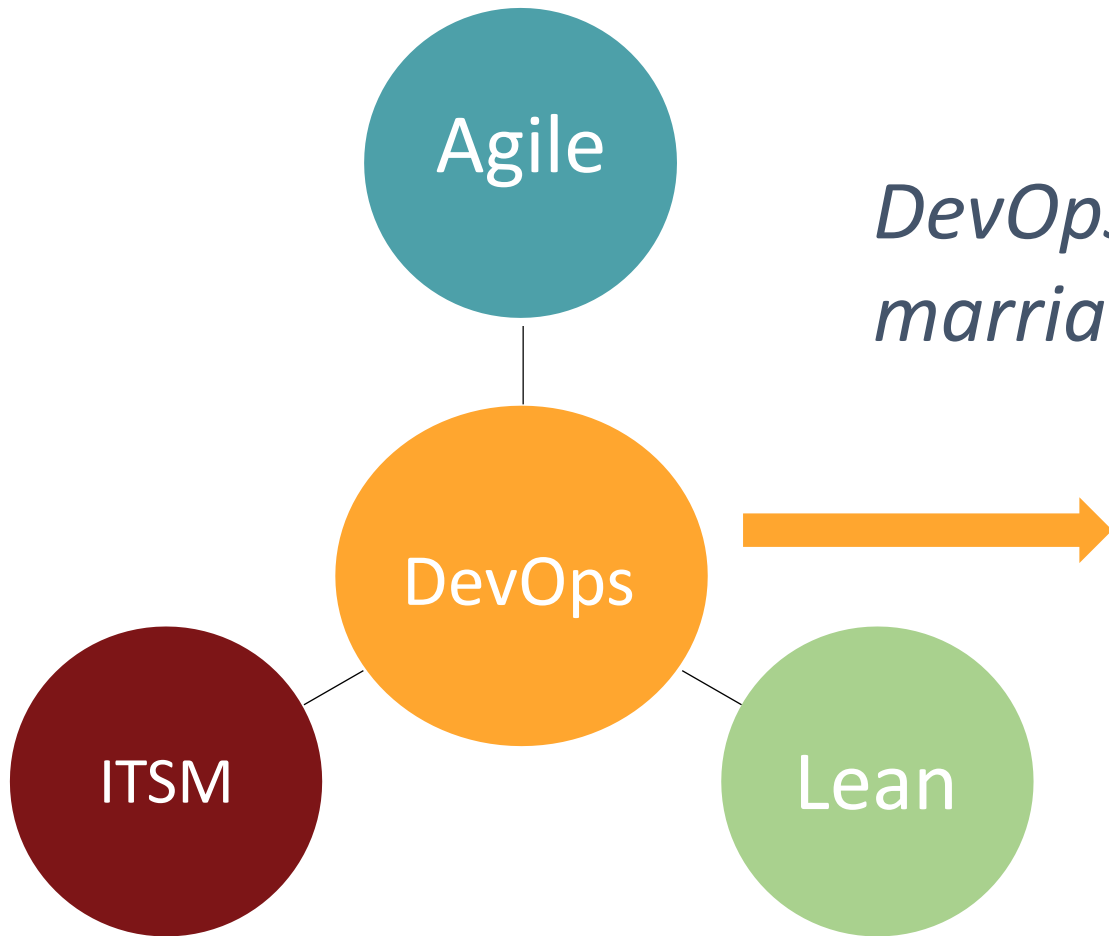


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Assessment of DevOps Capabilities



DevOps and frameworks

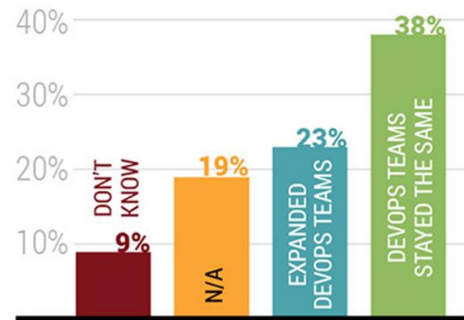


DevOps is the 'harmonious, polygamous marriage of ITSM, lean and agile'

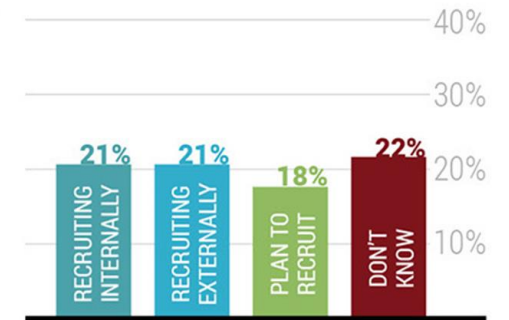
Successful DevOps relies on the adoption and integration of multiple frameworks and methodologies

DevOps Humans in High Demand

COVID19 has not stopped organizations from hiring into DevOps teams



60% of organizations are recruiting now or in the future



DevOps Challenges



People



Structure



Process



Technology

People Challenges



- No DevOps mindset
- Project vs. product mindset
- Fear and resistance to change
- Lack of training
- Generational and multicultural issues
- Communication and language issues
- Dependency on other teams
- Ingrained behavior

Structural Challenges



- Excessive layers of anxious middle management
- Pathologically siloed organizational structures
- Lack of skilled senior-level executives

Process Challenges



- Lack of discipline
- Complexity of existing processes
- Daily operations prohibits reengineering
- Don't know where to start
- Lack of end-to-end visibility of software development life cycle
- Existing compliance, governance, risk challenges
- Conflicting best practices
- Difficulty to leverage DevOps within regulated industries



Does your organization have a formal upskilling (training) program for IT/DevOps staff members?

39%

Of Respondents Say they Don't Have an Upskilling Program

Top 5 Must-Have Skill Domains



How would you rate the importance of the following major skill domains for a DevOps team member?

69%



**Human
Aspects**

55%



**Process and
Frameworks**

56%



**Functional
Composition**

72%/57%



**Automation Skills /
Specific Automation
Tool Knowledge**

65%



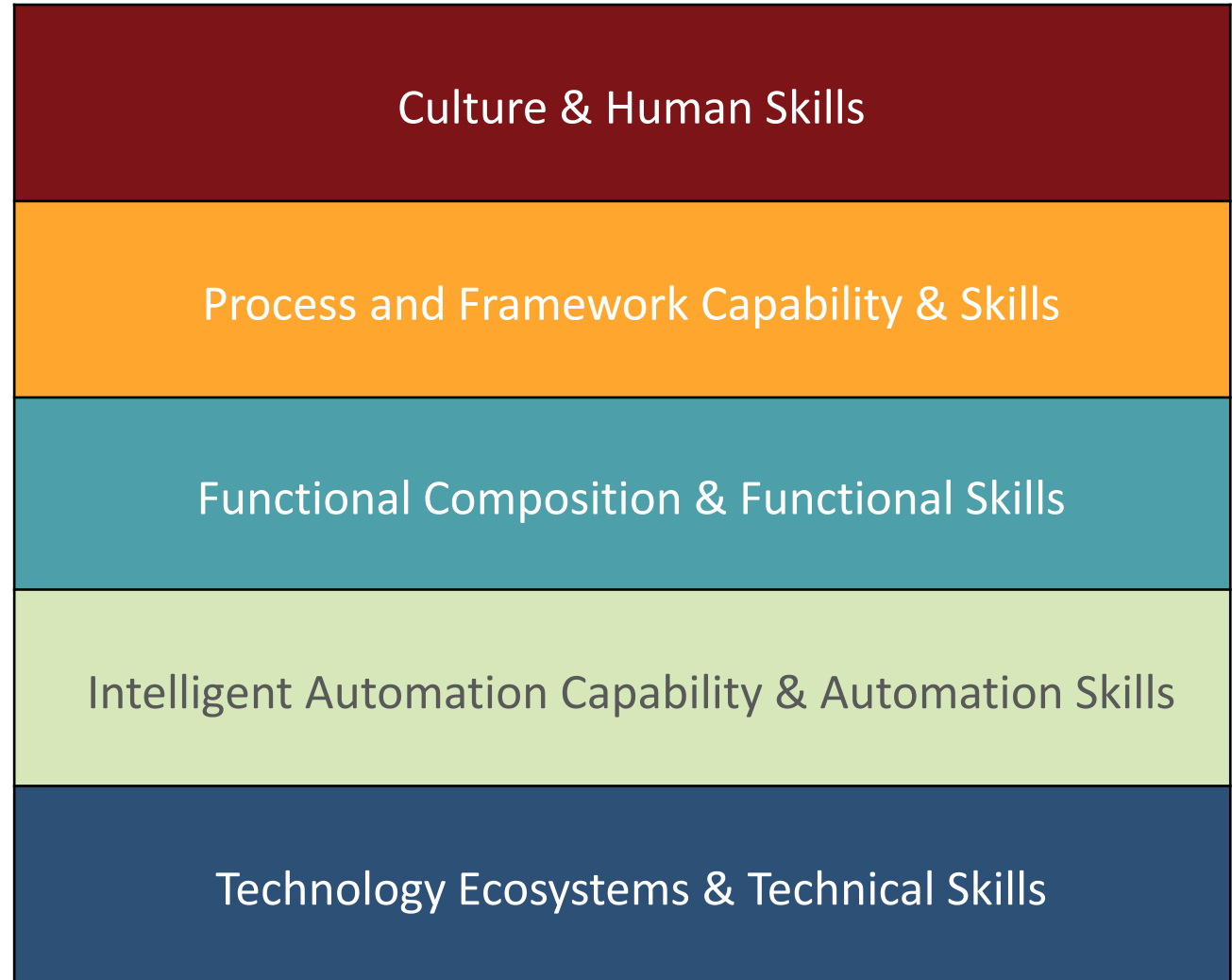
**Technology
Ecosystems**

Essential Capabilities and Skills Research



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Assessment of DevOps Capabilities



Glenfis Assessment Roadmap



- Baseline their current DevOps state
- Identify the next target state
- Gain insights into how to improve capabilities
- Measure and accelerate continuous improvement during their DevOps journey



Example Capability Distribution: Heatmap



Capability Distribution

Highlight Sub Capability

Teams

● Strongly Disagree (1 - 1.8)
 ● Disagree (1.9 - 2.6)
 ● Neither Agree Nor Disagree (2.7 - 3.4)
 ● Agree (3.5 - 4.2)
 ● Strongly Agree (>=4.3)

| | Human Aspects | Process & Frameworks | Functional Composition | Intelligent Automation | Technology Ecosystem |
|------------|---|--|--|-------------------------------------|--------------------------------------|
| Capability | 3.3 Alignment and Accountability | 4.3 Agile | 4.0 Architecture and Design | 1.0 Artifacts and Source Control | 3.0 APIs |
| | 4.7 Autonomy and Support | 3.3 Design and Systems Thinking | 3.0 Build, Develop and Integrate | 1.0 Collaboration | 3.0 Blockchain |
| | 3.3 Constructive Collaboration | 4.0 DevSecOps | 3.0 Change Management | 3.0 Continuous Compliance | 1.7 Containers |
| | 4.3 Culture of Safety and Trust | 3.0 Governance, Risk and Compliance | 3.7 Collaboration | 3.0 Continuous Delivery | 4.0 DevOps Toolchain |
| | 2.0 Customer Focus and Value Stream Thinking (1st Way) | 3.3 Holacracy/Humanocracy | 4.0 Data Management and Lakes | 3.7 Continuous Deployment | 2.0 Elastic Infrastructure |
| | 3.7 Diversity and Inclusion | 3.7 Immersive Learning | 3.0 Operate and Support | 4.3 Continuous Integration | 3.3 Microservices |
| | 4.3 Dynamic Learning Capability | 3.3 ITSM/Knowledge Centric Service | 4.0 Portfolio Management and Planning | 3.0 Continuous Testing | 3.3 Open and Innersource |
| | 3.0 Feedback and Retrospectives (2nd Way) | 4.0 Lean | 3.7 Product Management and Ownership | 3.3 Environment Management | 3.0 Robotics and RPA |
| | 3.0 Happiness and Joy at Work | 4.0 Project to Product Management | 3.7 Release and Deploy | 1.7 Observability and AIOps | 3.0 Route-to-Live |
| | 2.7 Innovation and Experimentation (3rd Way) | 4.0 Scaling Frameworks | 4.3 Reliability and Recovery | 2.7 Service and Support | 3.7 Secrets Management |
| | 3.0 Organizational Design and Team Topologies | 3.0 Site Reliability Engineering | 3.0 Security, InfoSec and Cybersecurity | 3.0 Unified Product Backlog | 4.0 Serverless |
| | 3.3 Transformational Leadership | 3.7 Value Stream Management | 4.0 Test and Validate | 3.3 Value Stream Management | 2.3 Virtual and Augmented Reality |

Key Takeaways... Where to Start?



Your Turn to Reflect, Plan, and Initiate a DevOps Upskilling Journey and Scale It Across the Organization

- **Assess your current DevOps capabilities** in terms of its current state
- **Reflect on your current DevOps skills** in terms of all five upskilling domains
- **Understand which skills** have helped you make an impact, why and what those impacts are
- **Honestly assess** your willingness to explore and change
- **Plan and prioritize** where you'd like to grow
- **Stay focused on value** leveraging VSM, OKRs, technology and business focused metrics
- **Continue your automation journey** reflecting current state vs. goals



Wir freuen uns jetzt auf eine
spannende
Podiumsdiskussion....

Euer Glenfis Team

