

## DevOps: What's the Impact on the Support Team?

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### Session Description

One goal of DevOps is to break down the silo between development and operations. However, the movement towards Agile creates a bigger divide, especially when projects are thrown over the wall more frequently, creating more issues for operations. DevOps presents an opportunity to leverage ITSM's service framework by incorporating project teams into service-oriented teams where the same team owns the entire value stream. In this session, Sherry Chang will share Intel's DevOps journey toward evolving this team structure and discuss the impact on the support team.

### Speaker Background

**Sherry Chang** is the lead architect for Intel IT's DevOps initiative. She's been involved in software development for more than twenty years, and her professional interests include software patents, test-driven development, continuous delivery, and infrastructure as code. Sherry is a certified Scrum Master and holds eight software patents with Intel. She currently leads the Intel DevOps Community of Practice and is entrenched in coaching and leading DevOps implementations.



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Sherry Chang, Intel



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# Session Agenda

- A Little About Me
- Intro to Intel IT
- What is DevOps?
- Impact on Roles
- Team Structure Impact
- DevOps Benefits



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# About Me

## Sherry Chang



## Biography

- Chief Architect, DevOps & Continuous Delivery
  - Working at Intel IT
  - Leading DevOps Transformation MANDATE at Intel IT
- 20+ Years in Software Development
- ITIL V2 Certified
- Certified Scrum Master 
- BBA, Management Information Systems
  - University of Texas at Austin

# 2015-16 Intel IT Vital Statistics

**>6,300 IT employees**

71 global IT sites

**>104,000 Intel employees**

153 Intel sites in 72 Countries

**>140,000 Servers**

(Up from ~58K in 2013)

>80% of servers virtualized

(42% virtualized in 2010)

**>149,000+ Devices**

100% of laptops encrypted

100% of laptops with SSDs

>54,900 handheld devices

238 mobile applications developed



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# What is DevOps?

“Collaboration between **Development** and **Operations** professionals to optimize the quality, velocity and efficiency of Service Delivery”



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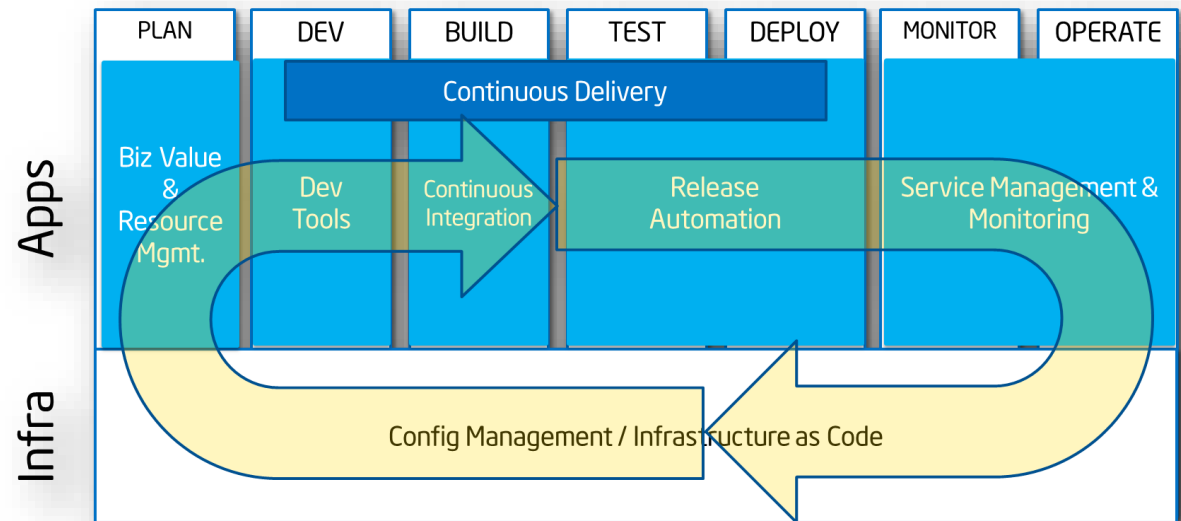
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# DevOps is Not Just About Bring Dev and Ops Together

Philosophy to Improve TTM, Quality, and Cost **Concurrently** by:

- Increasing flow of work from Development to Operation to Customers
- Amplifying Feedback Loop at all Stages
- Continually Improve and Experiment

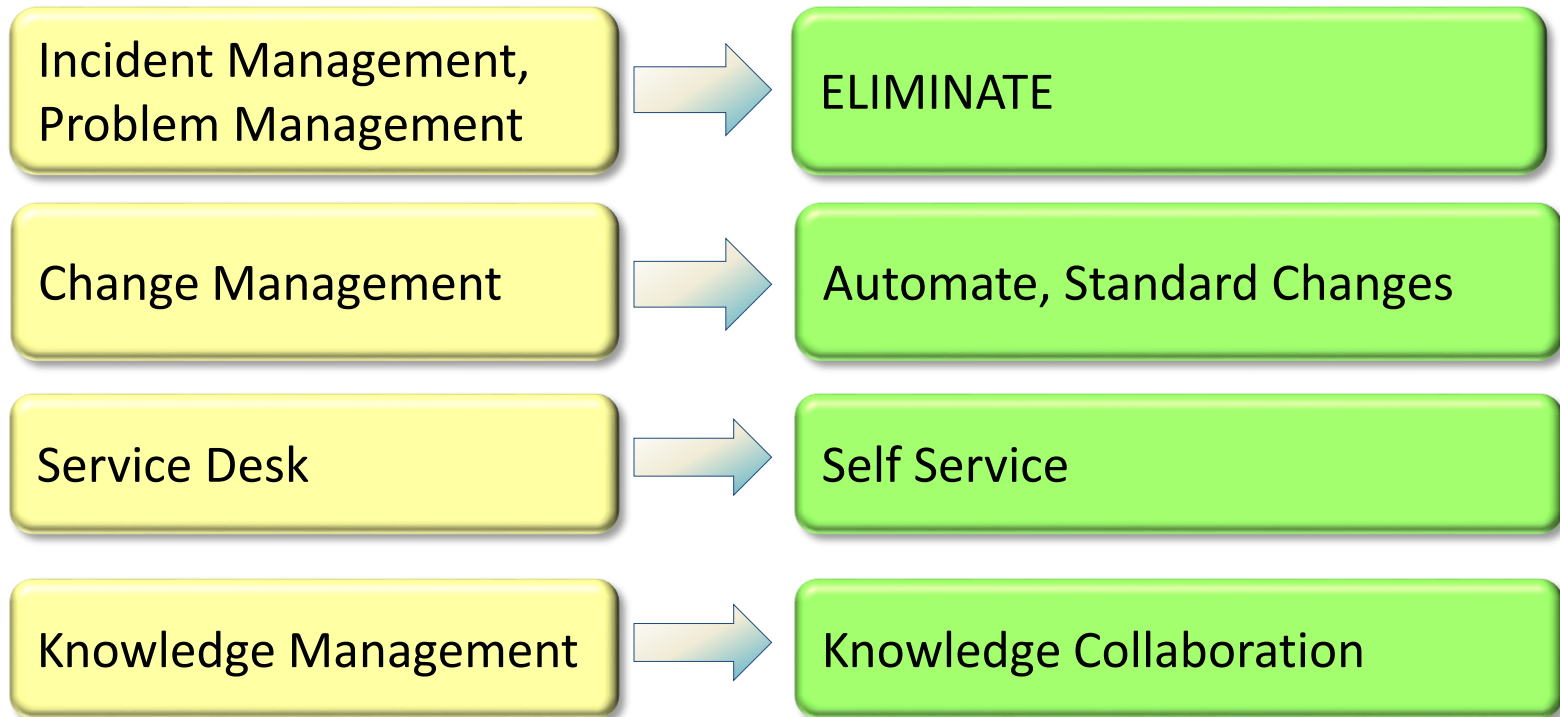




# Impact on Roles: DevOps = “No Ops”

## Current

## To Be



# New Skills For Support Team

- Automation
- User Experience
- Continuous Improvement
- Social Media



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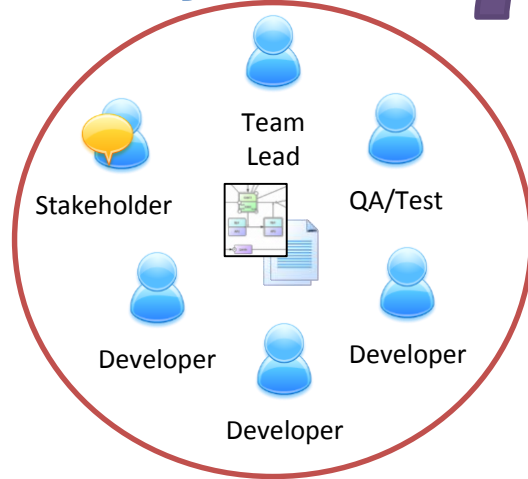
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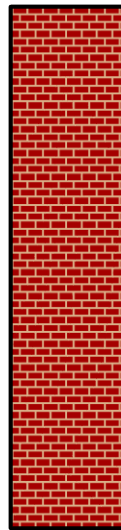
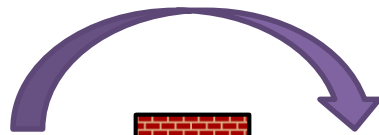
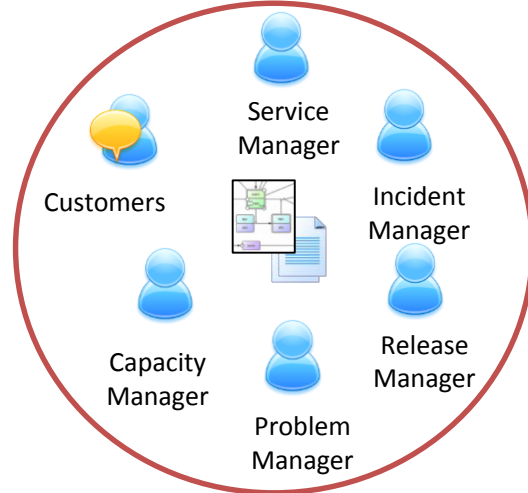
# DevOps Team Structure Impact

No More Dev & Ops Silo

## Dev: Agile Team for Projects



## Ops: ITSM Team for KTBR

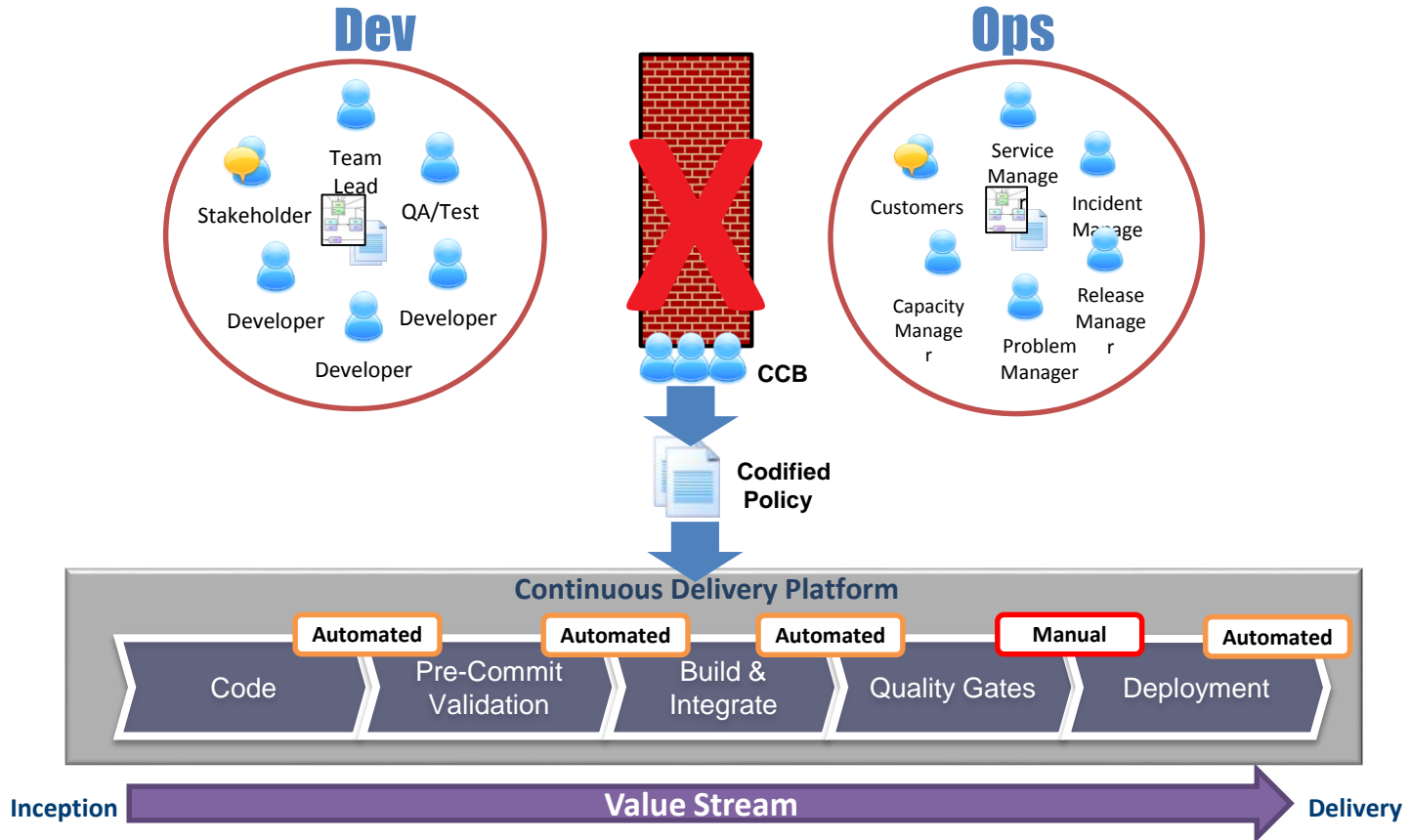


Inception

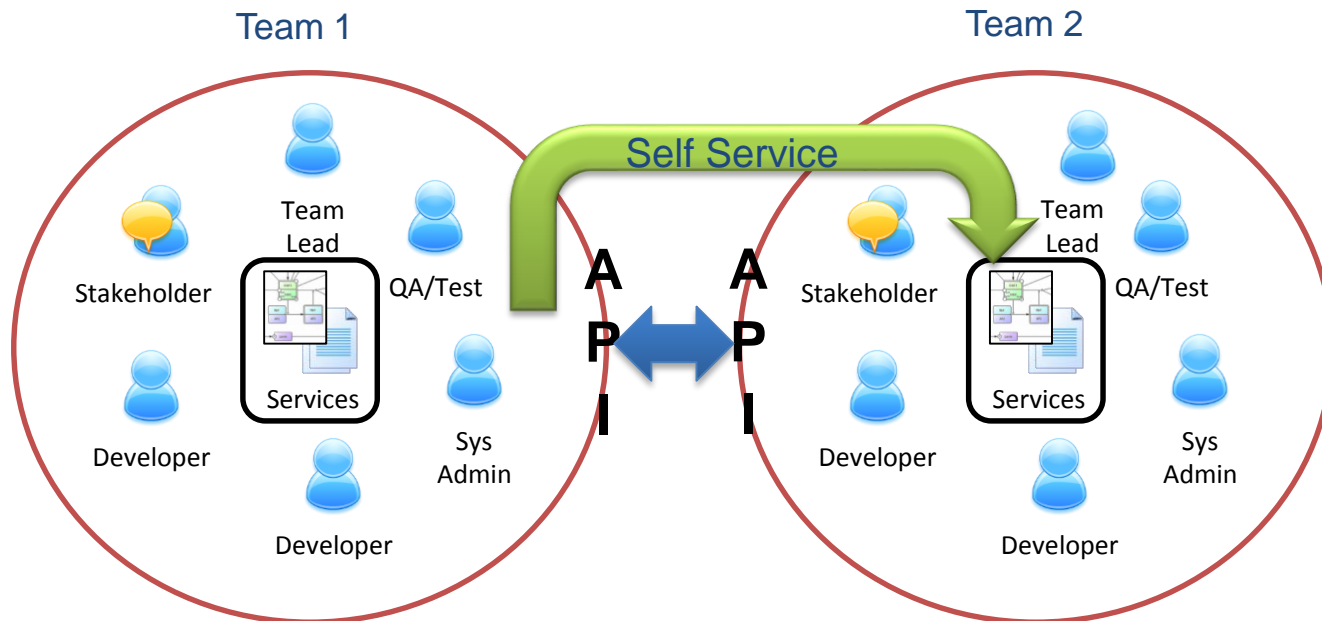


Delivery

# Automating CCB



# The New Service Delivery Team

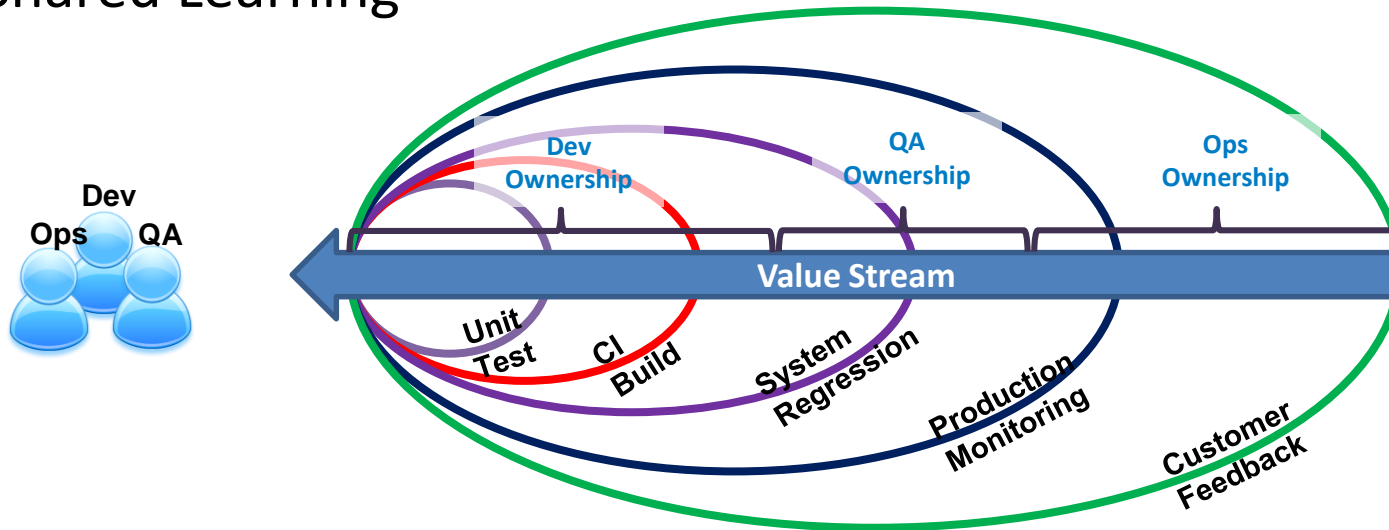


- Small (5-9 people)
- Persistent
- Self-Organizing
- Cross-Functional,
- Loosely Coupled

- Owns 1 or more services (or micro-services)
- All provided services are Self-Service
- All provided services have API

# Support Function Part of Value Stream

- Shared Tools
- Shared Pipeline
- Shared Learning





# Impact on Roles: DevOps = “Invisible Ops”



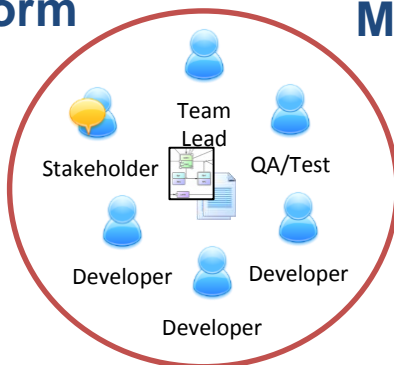
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**Self Service Platform**



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**Self Service Monitoring**



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**Self Service Infrastructure**



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**Self Service Quality Gates**

- Teams Delivering Self Service Ops Functions
- Eliminate Tickets
- Eliminate Wait on Resource Availability
- Provide API to Enable Automation

# DevOps Benefits for Service Delivery

**BETTER** Customer Experience

**FASTER** Delivery of Value

**LESS** Fire Fighting (Incidents, Outages, etc.)

**BETTER** Stability



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session.

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