



Four Steps to Ensure Software Delivery Success in Today's Environment

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Today's Speakers



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Stress Test for Software Delivery?

F Forbes

What Does Covid-19 Mean For The Future Of Work?

There has been a lot of discussion around the impact technology and AI will have for the future of work, and yet, ever since Covid-19 swept the ...

1 week ago



T TechBeacon (blog)

Virtual software development teams: 4 challenges to overcome

The current public health crisis with COVID-19 has sent millions of ... Plus: Get the report "Agile and DevOps Reduces Volume, Cost, and ...

1 day ago



D DevOps.com

How to Reduce Engineer Burnout During COVID-19

An agile workflow can be a great way to do this. By incrementally releasing features and achieving milestones, the team can avoid an endless ...

8 hours ago



CIO UNITED STATES ▾ DIGITAL MAGAZINE EVENTS AWARDS IDG TECH(TALK) COMMUNITY RESOURCE LIBRARY NEWSLETTERS

Home > IT Leadership

INSIDER FEATURE

CIOs reshape IT priorities in wake of COVID-19

Surfing from crisis mode, CIOs find themselves redefining IT priorities, thanks to budgets in flux, a rising need to refine business processes, and new outlooks on the future of work.

[f](#) [t](#) [in](#) [re](#) [e](#) [m](#)

By **Stacy Collett**
Contributing Writer, CIO | MAY 18, 2020 3:00 AM PDT

COMPUTERWORLD UNITED STATES ▾ IDG TECH(TALK) COMMUNITY WINDOWS MOBILE OFFICE SOFTWARE APPLE SHARK TANK EVENT

Home > IT Leadership

INSIDER PRO FEATURE

Coronavirus: Managing (and pivoting) during a crisis

Updated: If you weren't entirely prepared for COVID-19, you're not alone. Ensuring business continuity in crisis management mode requires the right mix of technology, patience and agility. This collection of Insider Pro articles may help.

[f](#) [t](#) [in](#) [re](#) [e](#) [m](#)

By **Insider Pro staff**
| MAY 15, 2020 6:29 AM PDT

The Need for Speed: No Turning Back

Redeploying Talent

A global telco redeployed 1,000 store employees to inside sales and retrained them in three weeks

Launching new business models

A US-based retailer launched curbside delivery in two days versus the previously-planned 18 months.



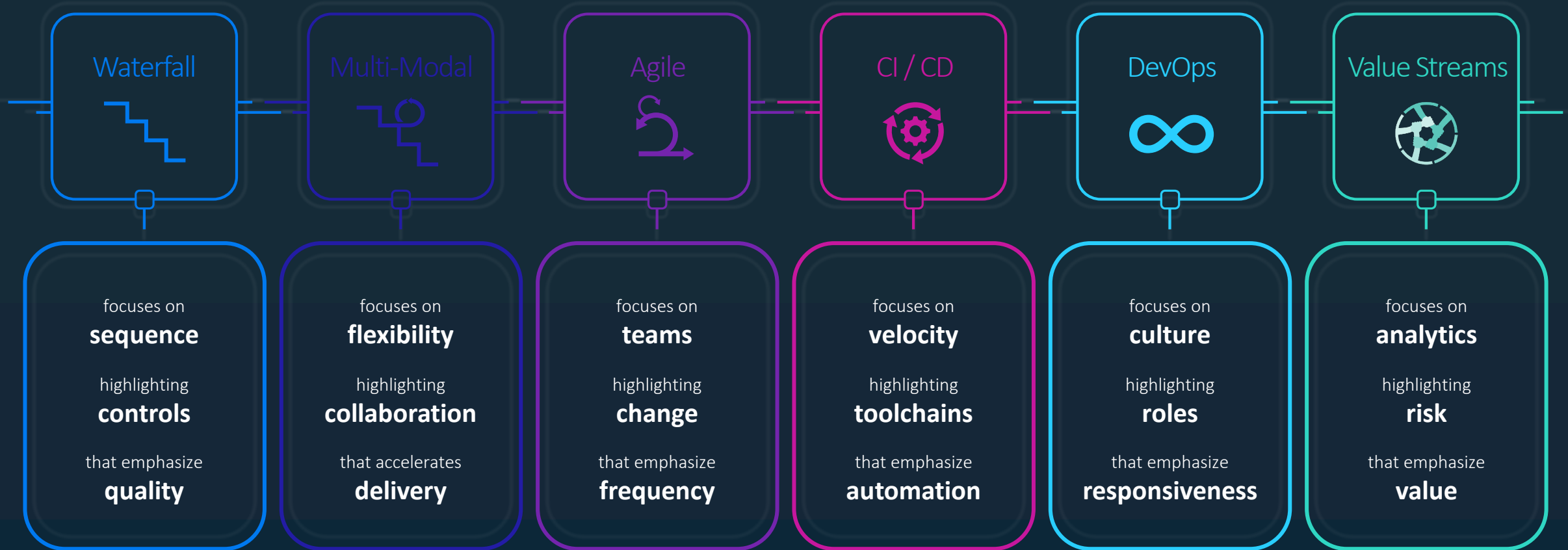
Improving productivity

An industrial factory runs at 90-percent-plus capacity with 40 percent of the workforce.

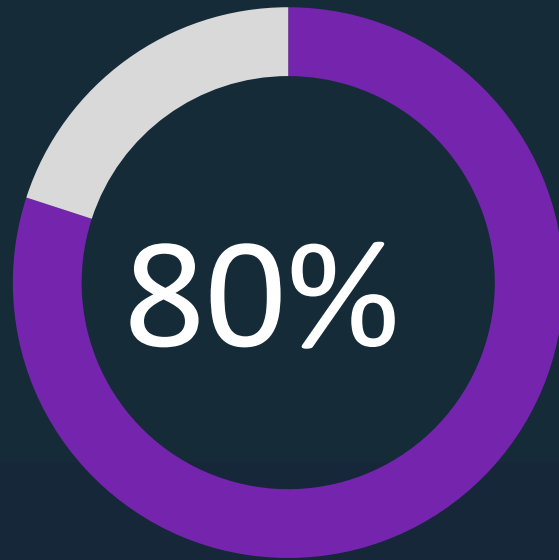
Developing new products

Developing new products. An engineering company designed and manufactured ventilators within a week.

Accelerate and transform to meet business demands

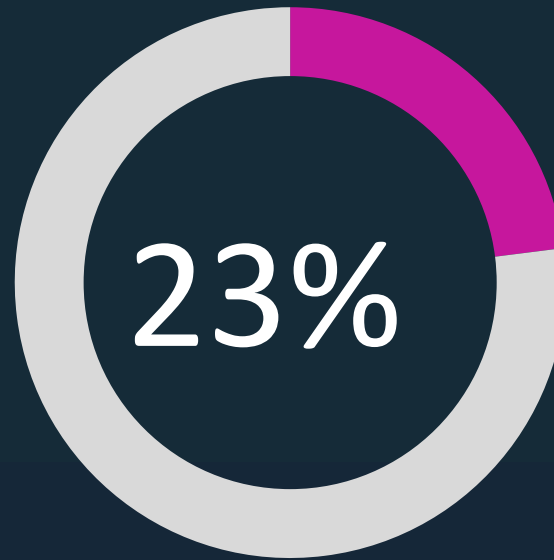


Are Agile and DevOps Efforts Delivering Value?



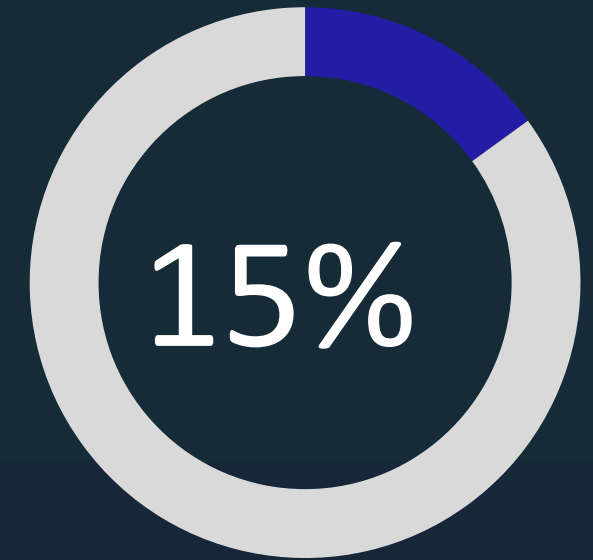
adoption

majority of enterprises have adopted Agile and DevOps



scale

only a quarter have scaled DevOps across the enterprise



value

most enterprise are not getting the value expected

Creating new challenges for organizations



No Alignment

Unable to Meet
Strategic Goals



Lack of Visibility

Can't Track
Progress and Costs



Slow Velocity

Bottlenecks
constrain delivery



Lost Productivity

Inability to Automate
Effectively



Failure to Measure

Difficult to Know
What Good Looks Like

Four Steps

To ensure software delivery success

Collaboration

Elevate visibility to create insight and better decision making

01

Alignment

Be willing to change the system of work

02

Toolchain

Develop a seamless integration bridge between the old and the new

03

Streamline

Remove the most important limiting factor that stands in the way of achieving the goal

04

Collaboration



A company could put a top man at every position and be swallowed by a competitor with people only half as good, but who are working together.

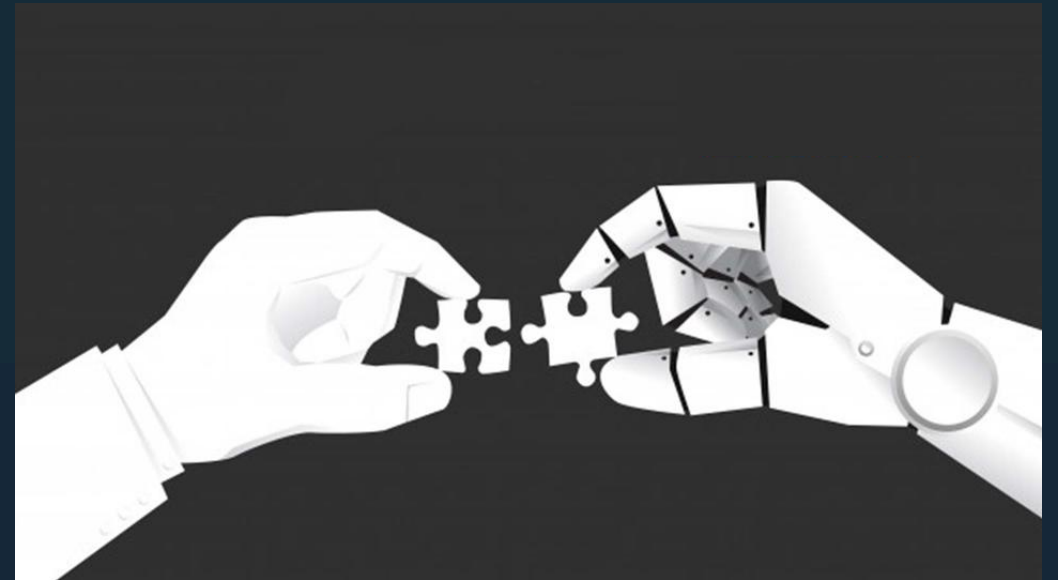
W. Edwards Deming

Collaboration

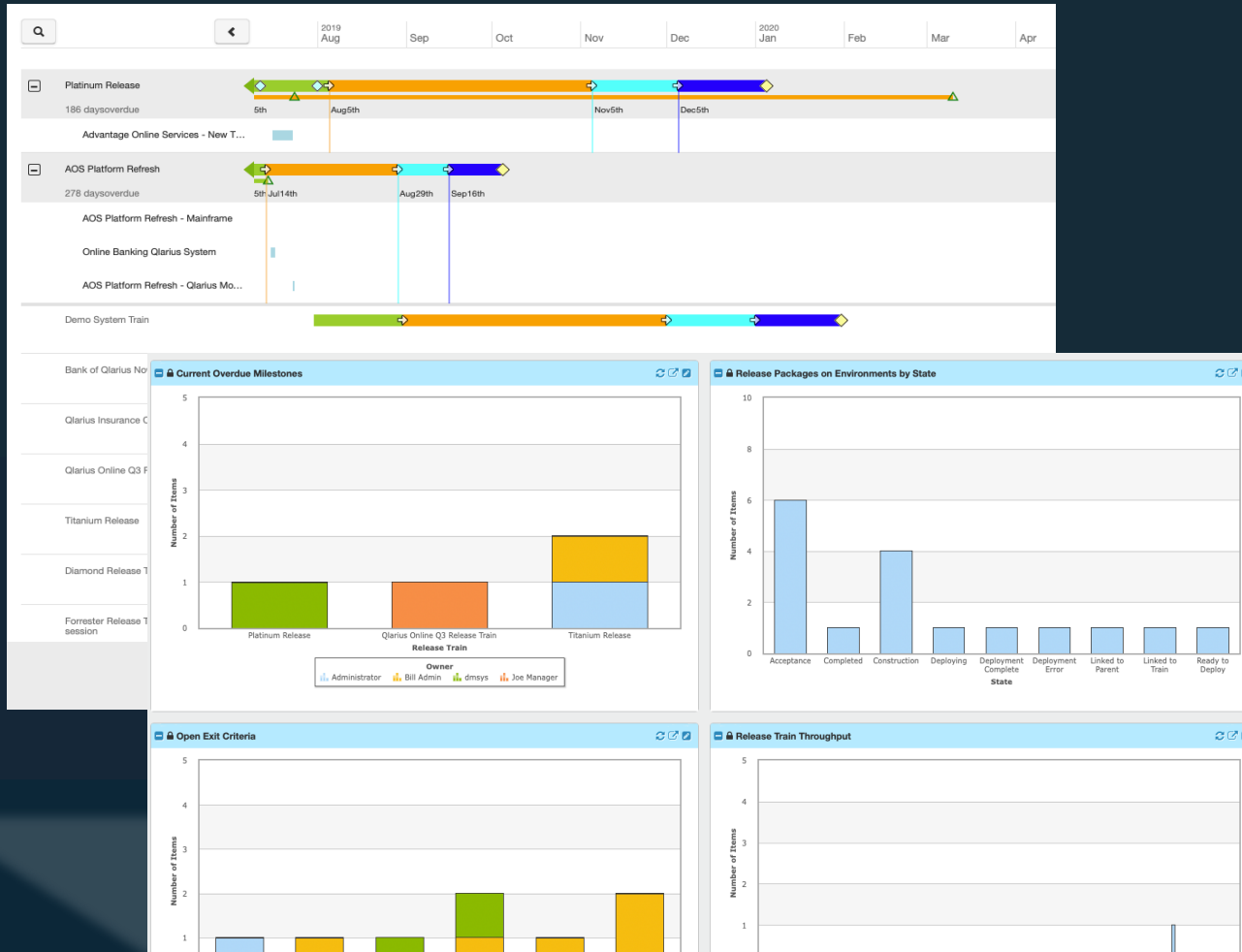
Aligning to corporate goals and providing visibility across all areas of an organization is key

Increased collaboration drives performance, predictability and consistency

Improved visibility ensures process, cultural and technology improvements are adding real value to an enterprise



Collaboration



Collaboration requires:

Visibility -> Insight -> Decision making in real time

Actionable insight requires integration and orchestration of multiple tools and technologies

Simplifying process handovers
Agile <> ITIL is critical to success



Alignment

A bad system will beat a
good person every time.

W. Edwards Deming

Alignment

All Change is inherently risky.

Align customer demands with organizational goals to deliver the most appropriate changes first.

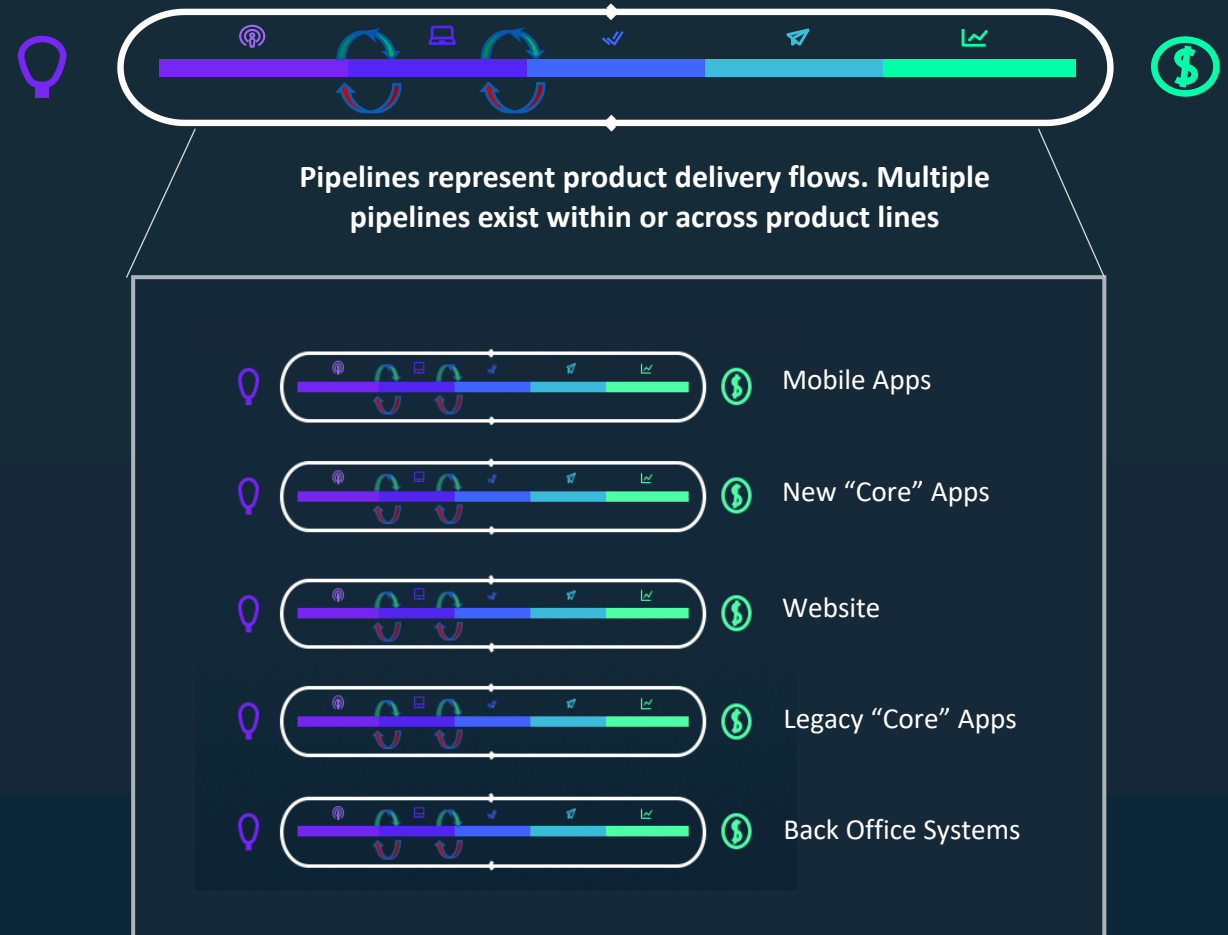
Implement repeatable process that orchestrate how teams and tools work together

Drive IT value via cultural change



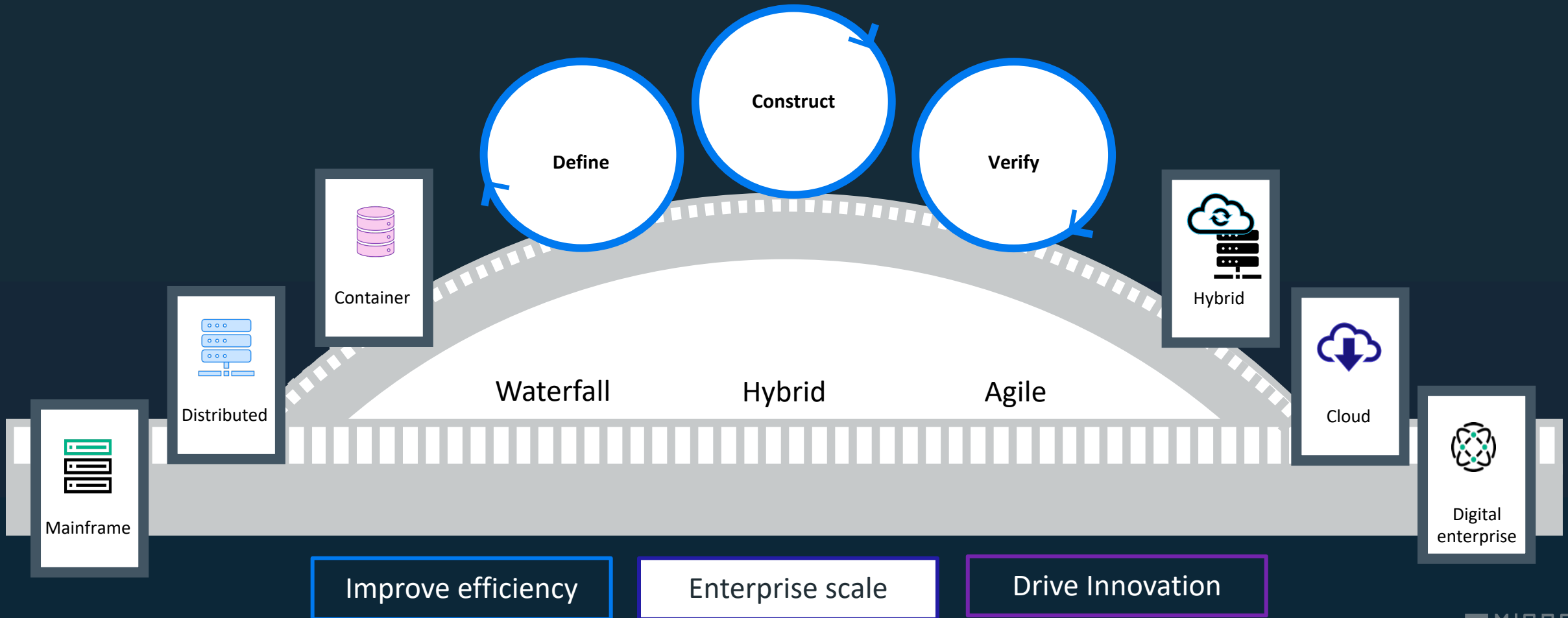
Toolchains

The Gartner 2019 DevOps Survey findings reveal that **72%** of respondents use between **five and 35** toolchains for their DevOps efforts. Seven percent of respondents' report between **51 and 100** toolchains.



Toolchains

Deliver seamless integration to bridge the old and the new for people, process and technology



Toolchains – how we do it

The screenshot shows a dashboard with a navigation bar at the top containing 'ACTIVITY', 'DETAILS', 'PROPERTIES', 'COMPONENTS', 'ENVIRONMENTS', 'PROCESSES', 'TASKS', 'SNAPSHOTS', 'HISTORY', and 'SECURITY'. Below the navigation bar, there are buttons for 'Show inactive', 'COMPARE', and 'ADD ENVIRONMENT'. The main area displays a grid of environment cards for DEV, SIT, UAT, PROD, STAGING, PAT, and Demo Pilot. Each card shows resource counts (e.g., 1 0 0) and component counts (e.g., 3). Below the environment cards is a 'Components' table with columns for AOS_APP, AOS_DB, and AOS_UI, and rows for different versions (v51.0, v4.0, v5.0) with their respective compliance and status.

Well defined pipelines and deployment paths allow alignment, collaboration and simplification of end to end product delivery.

Integration to existing or new toolchains allows reuse of current technology and practices where appropriate

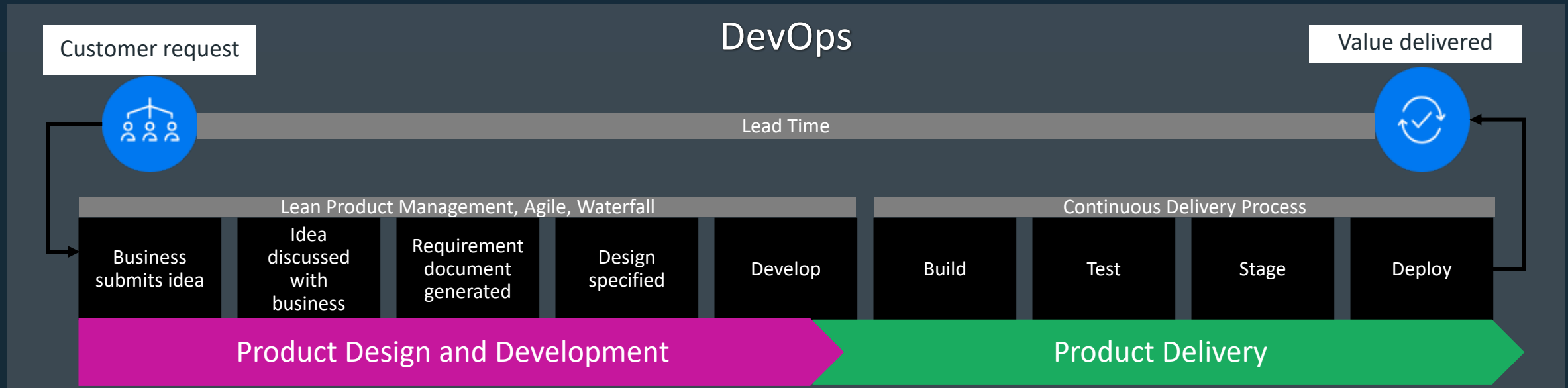
The screenshot shows a deployment pipeline interface. At the top, there are buttons for 'State' (Deploying), 'Environment' (000196: ENV2 - std - Sparta), and 'Time' (0 Day Deployment, 0 Days Until Start). Below this is a flow diagram with four stages: ENV1 - Sparta - maint, ENV2 - std - Sparta, ENV3 - rst - Sparta, and env 4 - comission. Below the flow diagram is a table of deployment runs with columns for Run, Environment, State, Time, and Legend. The table shows four runs with their respective statuses and times.

Run	Environment	State	Time	Legend
000195: ENV1 - Sparta - maint	Not scheduled			
000196: ENV2 - std - Sparta	02:18:2020 07:00:00 PM - 03:18:2020 07:00:00 PM	In Progress		
000197: ENV3 - rst - Sparta	Not scheduled			
000198: env 4 - comission	Not scheduled			

Complete Deployment History

Environment	Type	Execution Status	Start Time	End Time	Result	Result Time	Grp ID
ENV2 - std - Sparta	STANDARD	IN_PROGRESS	Feb 18, 2020 7:08:36 PM		NONE	NONE	5
env 4 - comission	FAILURE	SUCCEED	Feb 18, 2020 7:07:09 PM	Feb 18, 2020 7:07:20 PM	FAILURE COMPLETED	Feb 18, 2020 7:07:23 PM	4
env 4 - comission	STANDARD	FAILED	Feb 18, 2020 7:05:10 PM	Feb 18, 2020 7:06:37 PM	FAILED	Feb 18, 2020 7:06:51 PM	3
ENV3 - rst - Sparta	STANDARD	SUCCEED	Feb 18, 2020 7:02:19 PM	Feb 18, 2020 7:03:54 PM	COMPLETED	Feb 18, 2020 7:04:08 PM	2
ENV1 - Sparta - maint	STANDARD	SUCCEED	Feb 18, 2020 7:00:21 PM	Feb 18, 2020 7:00:24 PM	COMPLETED	Feb 18, 2020 7:01:49 PM	1

Streamline



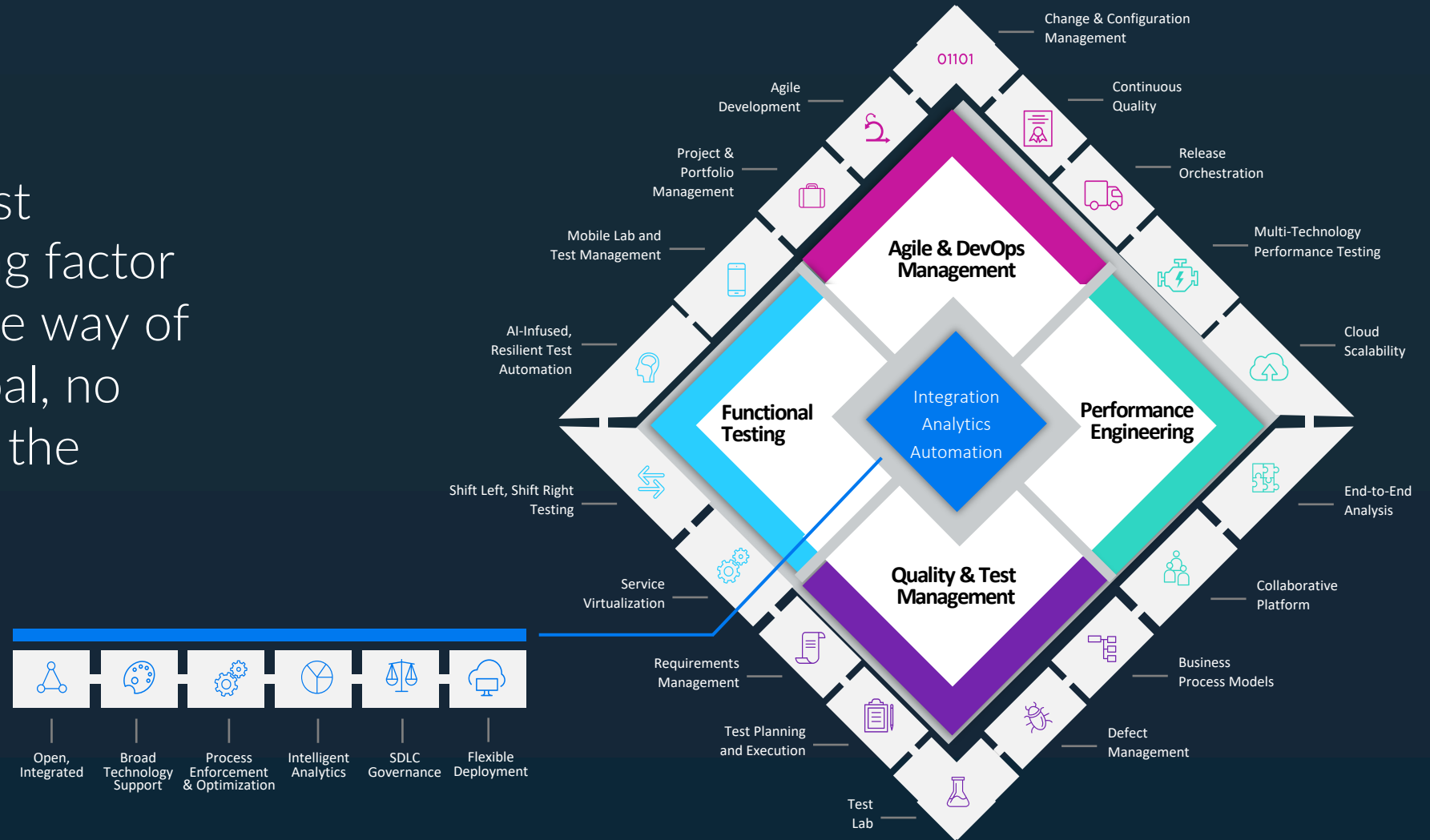
“If you can’t describe what you are doing as a value stream, you don’t know what you’re doing.”

Karen Martin and Mike Osterling,

Value Stream Mapping

Streamline

Remove the most important limiting factor that stands in the way of achieving the goal, no matter where in the lifecycle it exists



Streamline – how we do it

List **Distribution** **Duration** **Trend** **Dashboard** **Other**

Advanced Time In State
Advanced Time In State Duration reports show the amount of time primary items have spent in a collection of states over time using a Calendar to measure time. The output can be tabular or graphical.

Average Time to State
Average Time to State Duration reports show the amount of time primary items take to reach a selected state. The output can be tabular or graphical.

Elapsed Time
Elapsed Time Duration reports show the amount of time primary items have spent in a collection of states over time using a Calendar to measure time. The output can be tabular or graphical.

Time in State
Time in State Duration reports show the amount of time primary items have spent in each state. The output can be tabular or graphical.

Advanced Time In State report sample

Area Bar Doughnut Heatmap Horizontal Bar **Line** Percentile Stacked Bar Radar Scatter Stacked Bar Tabular Tape

Click the sample image above to use this report template

Functional Area	(None)	Critical	High	Low	Medium
(None)	0	0	0	0	0
Administrator	1	4	5	2	3
Help	1	1	4	1	2
Setup	1	1	4	1	2
User Interface	1	5	15	6	14

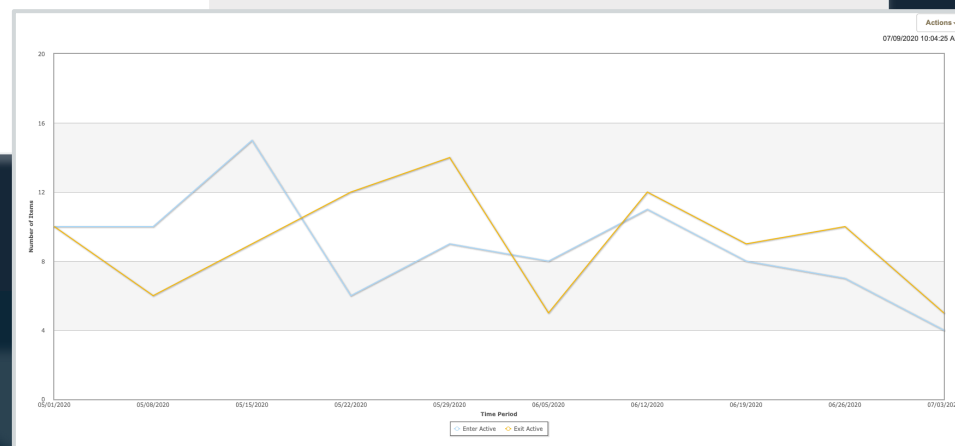
Identify problem areas of your digital value stream flow by tracking key metrics:

Time in state

Time through state

Time to resolution

Wait time



The Four Steps - Summary



C

Collaborate:

First you need visibility to gain insight to make decisions

Secondly you need to understand the current state of your entire lifecycle

Finally you need a identify system that will allow orchestrated control across all aspects of your system



A

Alignment:

First you need to align all collaborators and technology with the organizational goal

Secondly you need to align process and technical implementation

Finally you need to align all aspects of your system against your goals



T

Toolchain:

First you need to identify all of your toolchains and the value they add

Secondly look at current and future state requirements to ensure they align

Finally you need a system that will orchestrate, ensure collaboration and alignment across your toolchains



S

Streamline:

First you need to identify the end to end flow of your product delivery

Secondly apply lean and value stream mapping practices to identify and eliminate waste where possible

Finally repeat the process using to continuously improve your processes

THANK YOU!

Meet me in the Network
Chat Lounge for questions





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BACKUP / WORKING MATERIAL

The Four Steps

- Collaboration
 - First you need visibility to gain insight to make decisions
 - CTA –
- Alignment
 - Organizational / cultural / process / technical
- Toolchain???
- Integration, how they play nice together, orchestration..etc
- Streamline
 - Once in place, remove constraints/streamline..etc

Collaboration

- Collaboration
 - First you need visibility to gain insight to make decisions
 - CTA –
- Visibility -> Insight -> Decision making in real time
 - Show “Current State”, Show ”REAL” current state.
- Timing is everything
- Current state is key

Alignment

- Organizational
- Cultural
- Process
- Technical
- What does it mean and how do you do it.
- Aligning "The System"
- Aligning Collaboration/teams/etc with "Toolchain"/technology
- CTA -

Toolchains

- Integrated toolchains
- Modern, traditional, hybrid
- Up and down the stack
- Outside the enterprise
- CTA – You need to “xxxxxxxxxx” (orchestration message), dependencies, multiple pipelines..etc
- Update EDO pipelines slides

