ENTERPRISE
DEVOPS
TECHCON

build software better

bring your software organization to a new level

Better software … and more

- Better practices
  - Balanced teams
  - Centralized knowledge
  - Shared tools and services
  - Community building

About me

- Sander Harrewijnen
    - Technologist Application Modernization at ITQ
    - Sr. Software developer
    - Labs facilitator

A known phenomenon

- Slow response to changes
- "Over the fence" processes
- Silo'd capabilities
- Toil and waste

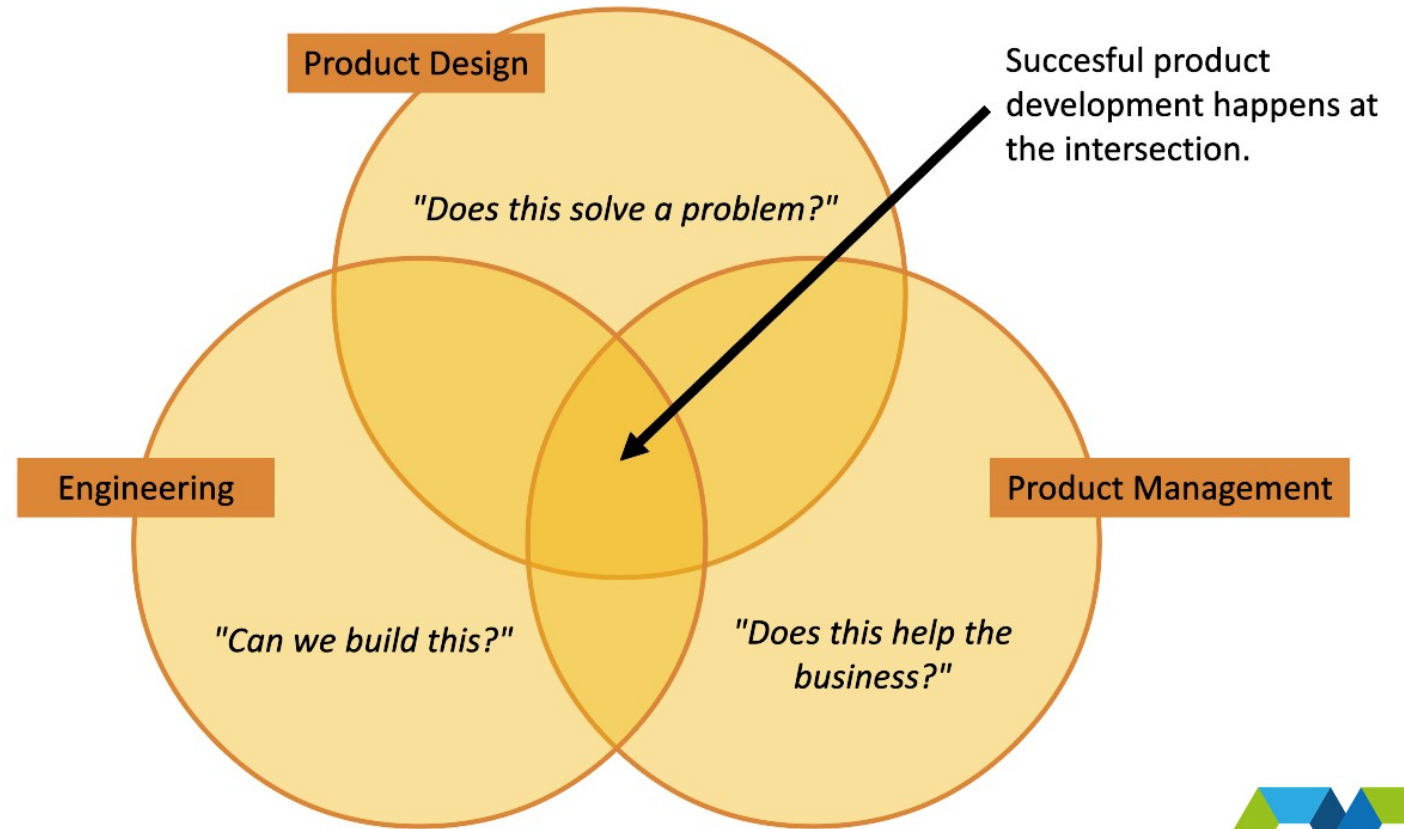- Tickets, tickets everywhere

A different approach

- Self-organizing ("2 pizza") teams
- Autonomy
- Responsibility
- Accountability

The balanced team

- Product Management
- Product Design
- Engineering

Way of working

- Product Management
  - Balance between business and users
  - The public representative of the product
- Product design
  - User-centered design
  - Finding the value
- Engineering
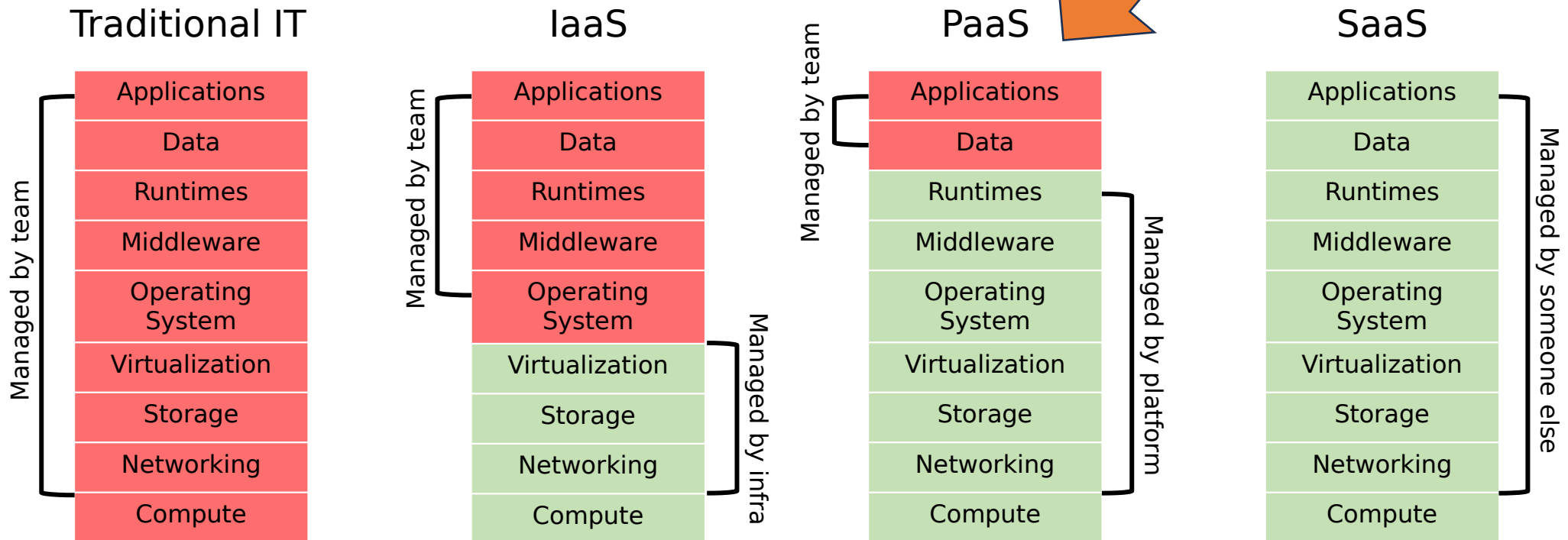 - Extreme programming
  - 12-Factor principles

Cognitive load

- Full stack
- Full lifecycle

- Can't do everything!

The Value line

Traditional IT

Managed by team

| Applications |
| Data |
| Runtimes |
| Middleware |
| Operating System |
| Virtualization |
| Storage |
| Networking |
| Compute |

IaaS

Managed by team

| Applications |
| Data |
| Runtimes |
| Middleware |
| Operating System |

Managed by infra

| Virtualization |
| Storage |
| Networking |
| Compute |

PaaS

Managed by team

| Applications |
| Data |

Managed by platform

| Runtimes |
| Middleware |
| Operating System |
| Virtualization |
| Storage |
| Networking |
| Compute |

SaaS

Managed by someone else

| Applications |
| Data |
| Runtimes |
| Middleware |
| Operating System |
| Virtualization |
| Storage |
| Networking |
| Compute |

The platform

- Is a product
- Aims to reduce cognitive load in product teams
- Provide self-service capabilities
- Platform-, tools-, services- and operations (balanced!) teams
- Internal marketing!

The enabling team

- Balanced team of experts
- Knowledge and skill transfer
- Introduction of new ways of working
- Onboarding to new platform

Golden Paths

- From idea to production in hours
- Well documented
- Easier to use than alternatives
- Owned and maintained

The cookbook

- Centralized knowledge
- Accessible to anyone

Developer experience

- The sum of a lot of things
- Lots of things-as-a-service
- Self-service and autonomy

- Onboarding experience is a useful indicator

Culture and community

- Fuzzy and squishy
- No hard-and-fast ways
- Must be nurtured and maintained
- Shared vision across the organization
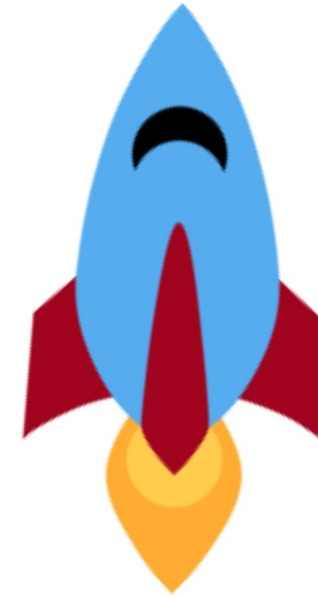
- Guilds (e.g., UX, Python, Front-end)

Why do all this?

- Reduce toil and waste
- Shorter time-to-production
- Robust solutions
- Better products!
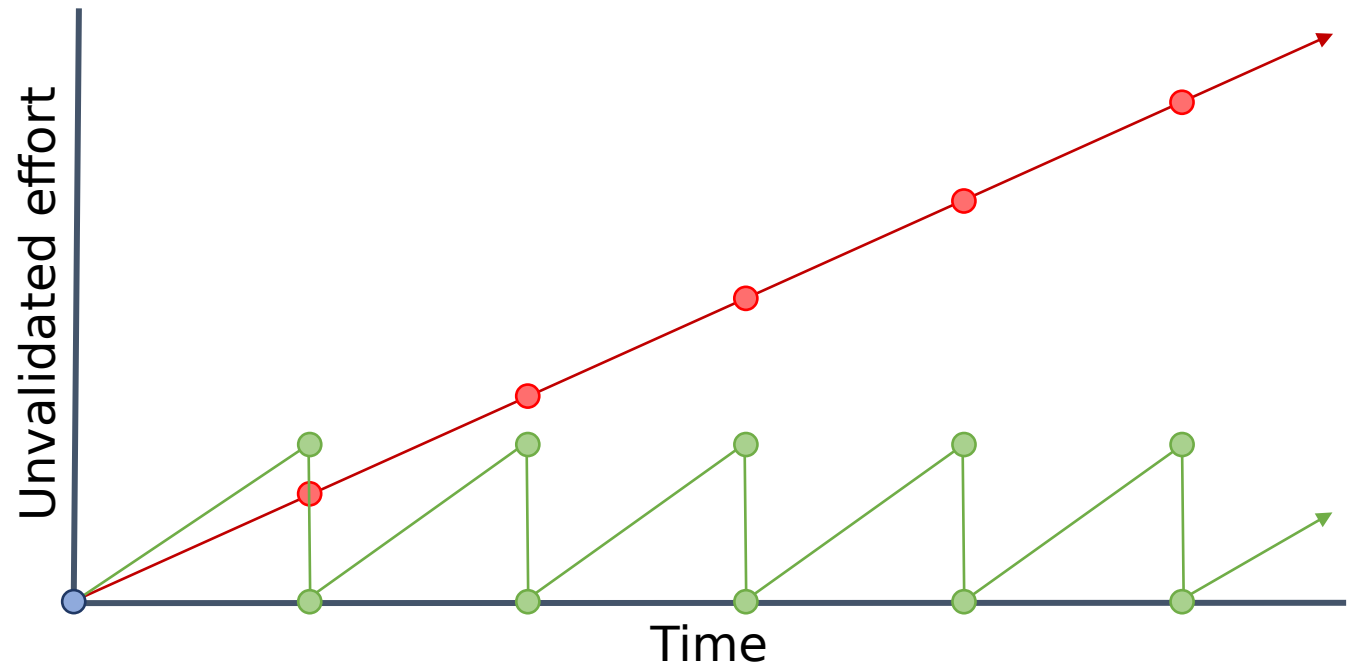
Day 0

- Innovation
- Experimentation

Day 481

- Beware of "big design up front"
- Maintain ways of working
- Allow space for innovation
- Standardization

Small steps!

- Change one thing and see what results you get
- Build-Measure-Learn – Minimize risk

Take-aways

- Balanced teams
- Golden paths
- Enabling team
- Internal developer platform
- Community
- Small steps!

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Build better software
eGuide