

# The G2G3 Why DevOps Handbook



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# Welcome

One of the key trends at the moment is the CIO's need to manage the **vastly different cultures** in their Applications Development team and their IT Operations team. To compete effectively, they are faced with bringing these two silos together to create an effective IT function.

**DevOps is the bringing together of those teams.** An effective DevOps program can increase your business agility, increase satisfaction of your customers, increase productivity and increase your speed to market through collaboration.

**Our DevOps Simulation will help you achieve these benefits, and fast.**



**Glenn Exton**  
Chief Technology Officer  
G2G3



# What is DevOps?

*As one of the trending topics of the moment, awareness of DevOps and intention to start using a DevOps approach is high among large organisations. 50% of organisations are either using or intending to use a DevOps approach this year (Gartner 2015). It is a concept that has really started to gain awareness at senior levels. But what exactly is it?*

**DevOps is a software development method of communication, collaboration and integration between developers, quality assurance and operations. The aim is to rapidly produce software and services in response to increasing customer demand while keeping the operations environment stable.**

Historically the emphasis when considering improving IT results has been on best practice and improvements in process execution. DevOps brings increased focus on the people factor, how we work, as well as what we do.

*It aims to break down silo working and increase speed and accuracy of delivery.*



# What can adopting a DevOps approach deliver for business?

## Improved business agility

Your ability to roll out *innovative technology-driven, customer focused services* rapidly is a key competitive advantage in today's business environment and the key way of dealing with the threat from new disruptive players. DevOps adoption fosters a **collaborative and communicative culture** between the business, development team and IT operations. This delivers the flexibility to adapt to rapidly changing business needs. Your business can be significantly more **responsive** utilizing a DevOps approach.

## Improved business satisfaction

Each time that new software changes hit the production environment, **operational stability** is at risk. If these software changes are unexpected or not properly anticipated, that risk is even higher.

A DevOps culture ensures a **shared responsibility** for pre-deployment testing and post-deployment support. If you can get these teams working together, you will ensure that minimal defects are released into production. **They are in it together.**

The two teams now share in the improved service reliability, which leads to better **customer** outcomes.



## Improved productivity

In today's rapidly changing IT environment, it is difficult for service owners to maintain and measure end-to-end service performance. Adopting DevOps provides a holistic approach to application performance management. The collaboration of a DevOps approach forces proactive performance management and improves productivity.

This moves you from firefighting to proactively managing application performance; which always takes less time and resources. Your employees are happier and more productive when the environment is less reactive.

## Increased collaboration

One common roadblock to release is the information security office. Usually, getting the office of information security sign-off on new code is a bottleneck for Agile software deployment. By breaking down the wall between development and operations, you engage security expertise earlier in the development lifecycle. Now your team can expose critical security dependencies earlier and consider these in testing, rather than waiting until later.

This streamlines the security approval process and maintains the confidentiality, integrity and availability of the product.



## What are the blockers?

So why isn't every organization with a sizeable IT function fully reaping the rewards of adopting a DevOps approach?

Over 50% of large IT enterprises are using or intending to use a DevOps approach (Gartner 2015). Less than half of them are reporting any level of success. The biggest hurdle to DevOps success is people.

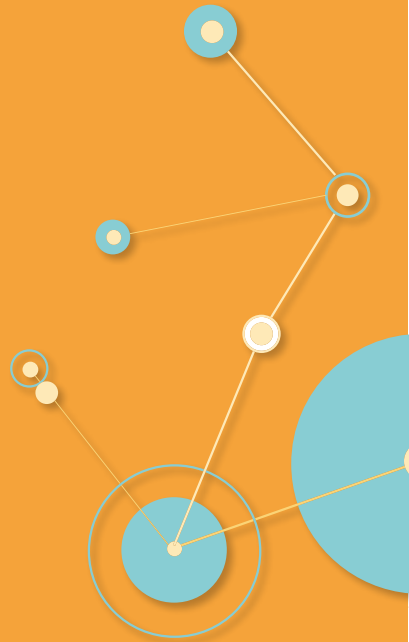
Bringing about the shift in behaviour among your people is the most important and perhaps most difficult hurdle. Getting your people on board quickly and keeping them there is vital to the success of adopting the DevOps approach and reaping the associated rewards. That is where the G2G3 DevOps simulation comes in.



# What is the G2G3 DevOps Simulation?

*The G2G3 DevOps Simulation is a highly interactive in-room cross functional learning workshop which demonstrates the business value and positive impact of a DevOps approach.*

*It is learning through experience.*



## How it works

The G2G3 DevOps Simulation is a half day, role based workshop focused on a software development and deployment lifecycle. The simulation is highly realistic and leverages game dynamics to empower cross functional teams with a shared vision of successful DevOps practices.

Participants from a variety of disciplines (Business, Development, Test, Quality Assurance and Operations) are immersed into a simulation environment whereby they are challenged to release new products whilst internal and external forces continually change.

This realistic approach delivers a level of tension and excitement that creates the 'a-ha' moment for all involved.

***The simulation is delivered over 3 rounds.***



# The rounds

## Round 1: CHAOS

Participants are quickly immersed into a real-life complex application development scenario. Chaos ensues, with poor communication and a lack of collaboration resulting in significant customer frustration, low trust between teams, lack of agility, poor business performance, higher development cost, longer testing times, lack of priority and more. As a result, opportunities are lost and revenues are negatively impacted with manual, time consuming processes highlighted.

*Following the first round a review is facilitated to identify the issues and to discuss how a DevOps approach could drive improvement.*

## Round 2: IMPROVED

Round 2 builds upon the learning outcomes from the previous round. Silos begin to break down and DevOps processes are introduced such as Automated Release, Fail Faster and more. This drives maturity and empowers the team towards automation, building a more collaborative culture, and ultimately improved business results. Team focus begins to switch towards a “Product” rather than a “Project” mind-set and the information stream starts to “Shift Left.” The importance of continuous integration and continuous delivery is introduced.

## Round 3: OPTIMIZATION

Building on the learning outcomes of Round 1 and 2, participants learn that instilling a DevOps culture is key to achieving operational excellence. The team experiences a pronounced shift in the reduction of development times and the number of errors each application had before reaching operations. The need for enhancements driven through analytics is highlighted. The effectiveness of Test and Behaviour Driven Development coupled with Continuous Testing is realized.

Through collaboration, streamlining, automation and repeatable practices, participants realize improved ROI and optimized business results.

Overall there is strong reinforcement in the desire to continuously refine the “way of doing things” to ensure quality is built in at the front of the product lifecycle.



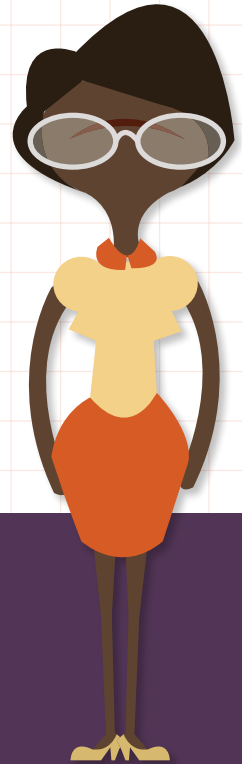


## Benefits of the G2G3s DevOps Simulation



- Accelerate adoption of DevOps across the enterprise
- Turns DevOps opponents into advocates
- Clearly communicates the DevOps case for change
- Accelerates a positive DevOps culture
- Creates a shared understanding for Development and Operations around how to work together as a high performing cross functional team
- Provides new practices that can be executed with immediate effect

*G2G3 has successfully delivered simulations to some of the world's leading organisations including Bank of Tokyo, Ford, Johnson & Johnson to name a few.*



# Services include

*Simulations*

*Communications Consulting*

*Contextual Education*

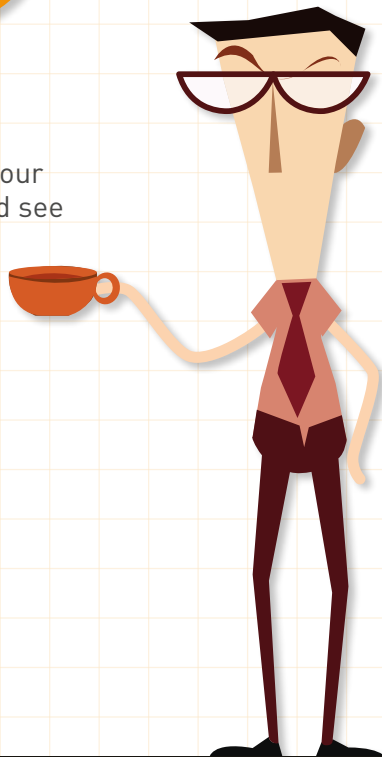
*Gamification & Serious Games*



For more information on how the G2G3 DevOps Simulation can help you achieve your organizational goals please contact us and see how we can help.

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# About G2G3

*G2G3 uses game science to engage, educate and enable people towards better business outcomes.*



Part of Capita plc

Sustainable change in this digital age isn't about technology or process maps. Sustainable change starts with people. That's why we take a human-centered approach to engaging individuals - and organizations - to drive long-term cost efficiencies and effectiveness.

Whether you are adopting a new tool, process or business strategy, or looking at mergers or acquisitions, we deliver engaging programs of change that ensure you meet your goals and time targets and accelerate return on your investment, all while reducing the risk of program failure.

G2G3 readiness programs drive progressive change through continuous stakeholder engagement. Our flexible approach allows you to create a cost-effective, tailor-made package in order to specifically meet your transformation needs.

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# The DevOps Simulation:

*Take the Ultimate  
Test Drive*



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 **DEVOPS**  
SIMULATION

