



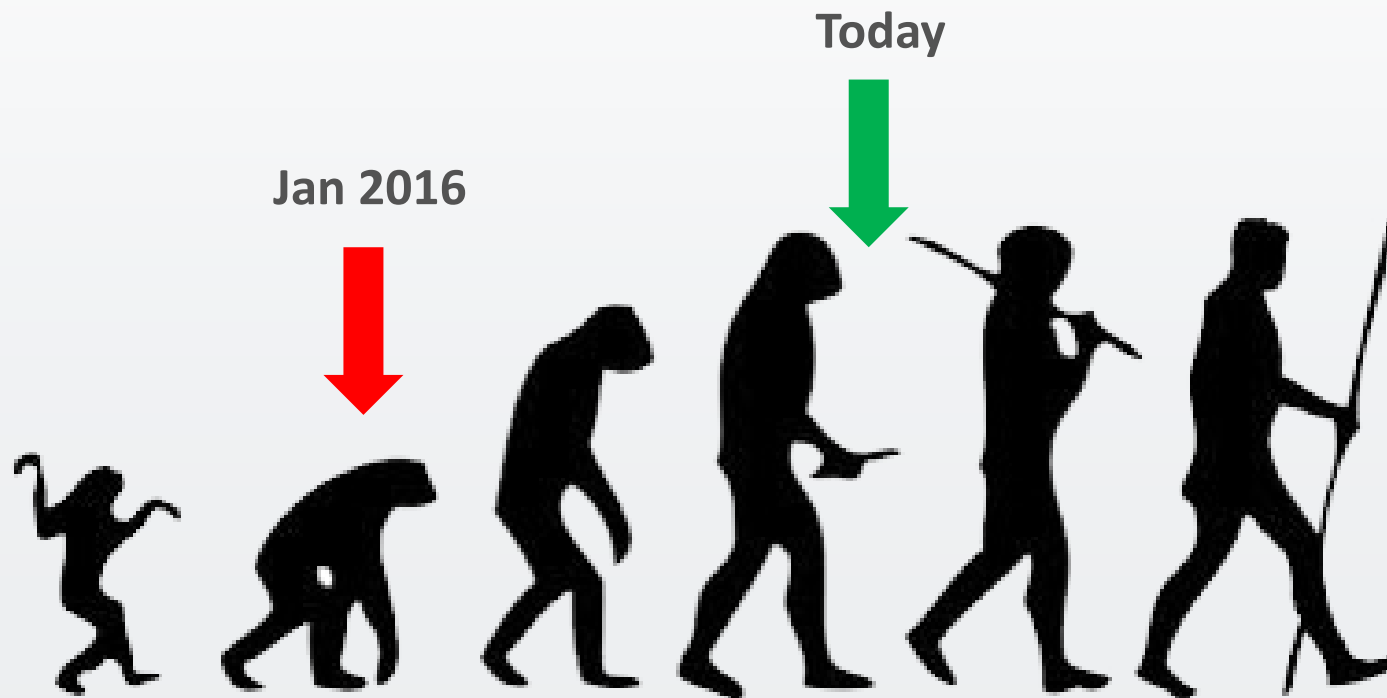
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IT Director, Enterprise Change and DevOps

The Business Case for DevOps – Justifying the Journey

Introduction

- Why I am the unlikely candidate for leading the DevOps charge – and how I've still managed to be successful
- Background on Freedom Mortgage (why DevOps became a need more than a luxury)



Defining your Business Case and Documenting the Course

- **What are you doing well** – it can't all be bad, can it?
- **What are you not doing well** – hopefully, this should be easy to define, but keep in mind that you or your team could be part of the problem.
- **What are your pain points** – get to the root of why this is causing problems for your organization.
- **Tying it all together** – where are you losing money under the status quo? Follow the money right to your CFO's heart.



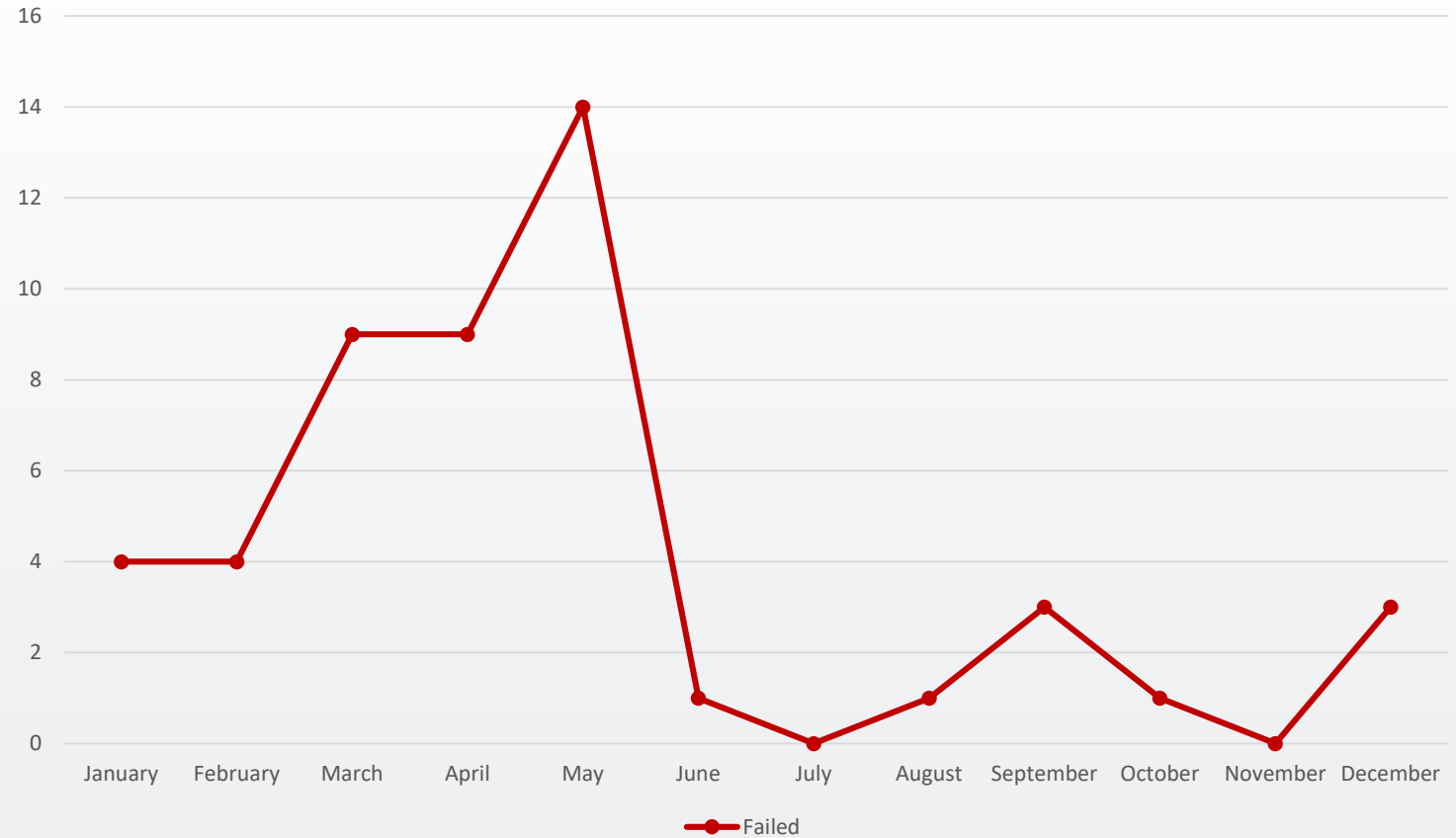
Driving Decisions Through Metrics

2016	Changes per Month	Failed Changes per Month
First 5 months	290	8
Last 7 months	308	1.3

*Changes released 3 weekends a month

2016	Resources per Weekend	Hours per Resource	Cost per Weekend
First 5 months	5	2	\$500
Last 7 months	25	3-5	\$6250

Failed Changes by Month



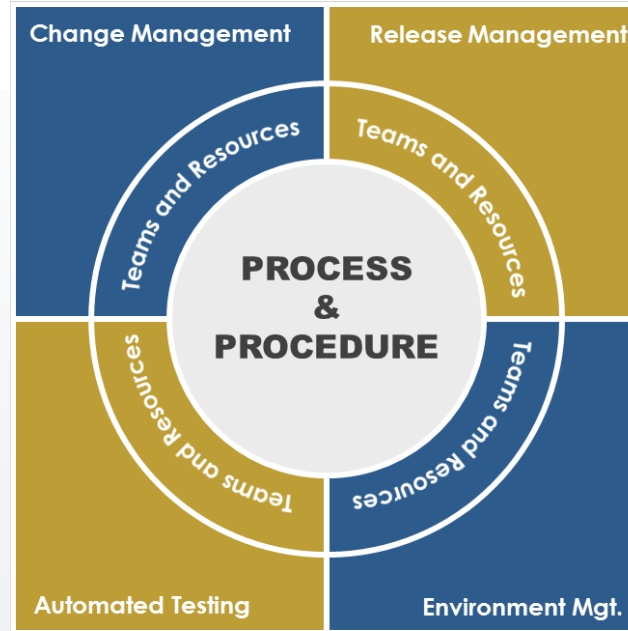
The Finance of Things

January thru May 2016 (Sunday Only)

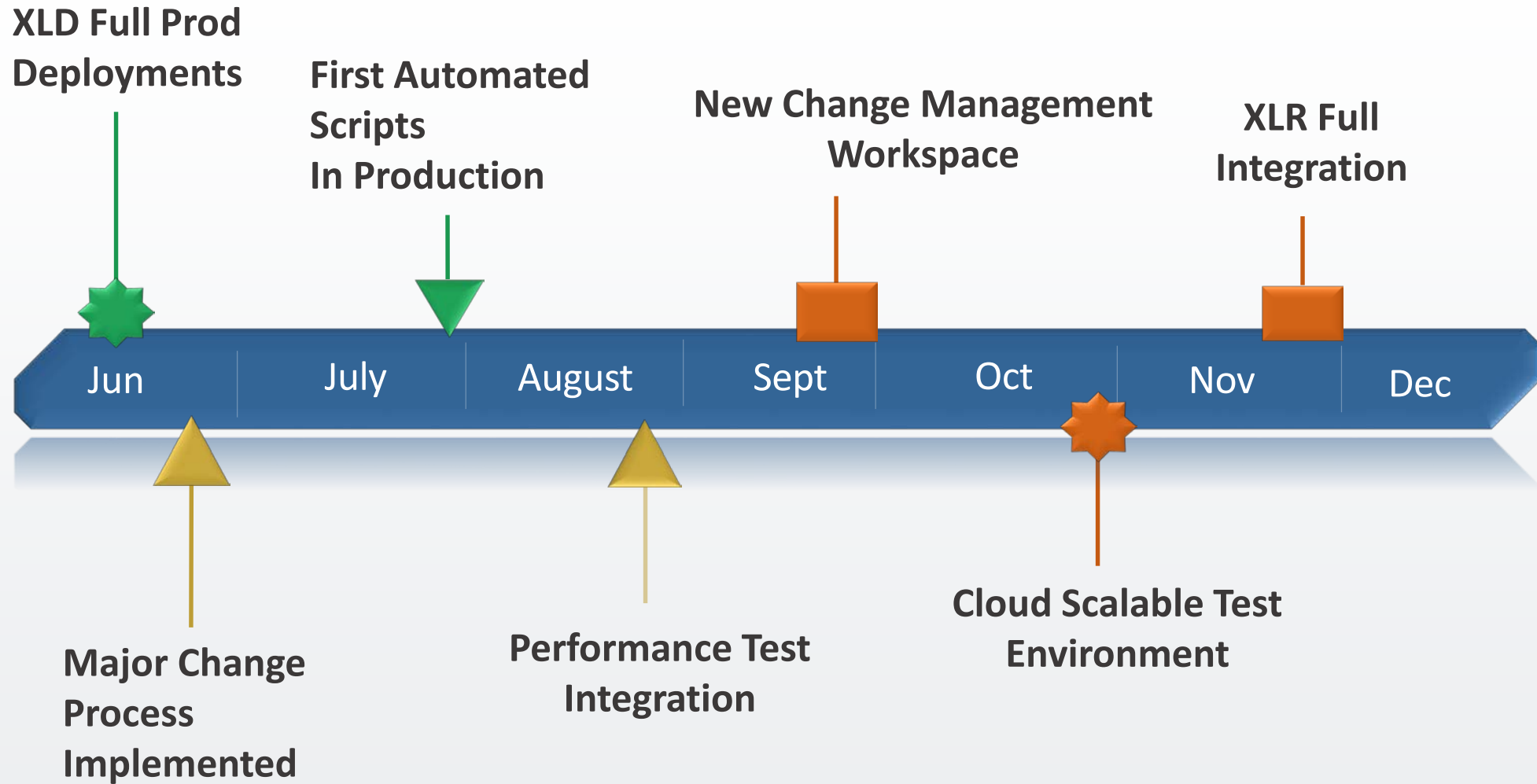
- 38 Deployment Windows per Year
- 5 Change Implementers per Deployment
- 2 Hour Deployment Window
- Average Resource cost = \$50/HR
- Cost per Weekend = \$500
- **Cost per Year = \$19,000**

June thru December 2016 (Saturday and Sunday)

- Same 38 Deployment Windows per Year
- Same 5 Change Implementers per Deployment
- 20 Additional resources – testers & support
- 2 Hour Deployment Window (Saturday Night)
- 3 Hour Validation Window (Sunday Morning)
- Average Resource cost = \$50/HR
- Cost per Weekend = \$6,250
- **Cost per Year = \$237,500**



Time to Deliver - 2017



Finding Success

- **Do...**
 - **prepare to be successful** – focus on the end result and how the investment will pay off in the long run.
 - **your homework and document everything** – you are going to have to explain yourself every step of the way.
 - **communicate and celebrate each milestone as a victory** – If you make it a big deal, so will everyone else.
 - **the financial analysis for everyone** – he who gathers the information decides how to tell the story.



STAYING THE COURSE

- **Don't...**
 - **be discouraged by setbacks** – not everything is going to go smoothly. Plan accordingly.
 - **expect overnight results, this is a journey** – be patient but consistent. The Grand Canyon was not carved in one fell swoop.
 - **bite off more than you can chew** – if you promise Maroon 5, but bring the Dave Clark 5... Set realistic expectations for accomplishment right from the start and live up to them.

