DevOps

Best Practices for DevOps

Bart de Best

Edited by
Louis van Hemmen

Colophon

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Introduction

DevOps is the new approach to unifying operations and development. A good idea to efficiently divide the efforts within organizations and thus have better grip and keep on the cost with a high-quality result. This is not a bad way of thinking! But reality shows that everyone gives a different meaning to DevOps. That is a natural process for such a large view change, mind-set and working method. But that does not mean that people cannot learn from each other. Available literature on this subject, however, is very diverse and very divergent. There is a risk that mistakes are repeated because previous lessons learned are overlooked. Let's re-use what went well!

Over the last few decades, various best practice models have emerged that everyone has mastered, all of these contain concepts that fit seamlessly within DevOps. The trick is to break these existing best practice models down into building blocks that give added value. To be in twined with DevOps in order to create a pragmatic approach. This is not or not enough emphasised in existing DevOps literature.

Fortunately, Bart has taken the initiative to view DevOps from a perspective of re-using the existing concepts. This book offers a series of best practices for DevOps that are based on the best practices of the last decades. This introduction is the first step towards a more well-founded framework of loosely coupled building blocks. Based on these building blocks, scenarios of DevOps applications can be constructed. Within a year, three more books will be compiled in which these DevOps scenarios will be fully elaborated and detailed.

Experts who have already been working with DevOps will get pointers to apply DevOps as intended.

Dr. Louis van Hemmen – BitAll b.v.

Preface

Over the past few decades, I have seen many methods and techniques come and go. But the arrival of DevOps (Development & Operations) is totally different. Instead of specifying exactly what needs to be done, as is common within the Infrastructure Technology Information Library® (ITIL), Application Services Library® (ASL) or Business Information Service Library® (BiSL), DevOps is all about storytelling. People share their experiences enabling others to benefit from them. This causes a major change in the way of working that we are accustomed to.

With this book, I would like to make a contribution to sharing of experiences. This book contains thirty articles I wrote in thirty days. The book is thus created in an incremental and iterative way. The individual articles are also published on www.ITpedia.nl.

The structure of the book is simple. The articles are numbered from one to thirty. The first two articles describe a framework that link the articles. Articles three to twenty-nine describe best practices. Finally, this book concludes with article thirty, which includes the business case of DevOps as well as an outlook to the future.

Each article has a similar structure. First, the relevant terms are defined, followed by an elaboration of the relevant concepts. The body of each article is very to the point therefore it is easy and quickly read. This book aims to prevent any form of waste.

I would like to thank the following persons for their inspiration and contribution to this book and appreciated their collaboration! My special gratitude goes out to Jane ten Have who reviewed the entire book.

• E. (Eric) Coenders	IanusWeb
• J.A.E. (Jane) ten Have	APG-AM
• J. (Jan-Willem) Hordijk	Cybercom
• W.J. (Wim) Hoogenraad	www.ITpedia.nl
• Dr. L.J.G.T. (Louis) van Hemmen	BitAll b.v.
• F.J. (Fred) Ros RE RA	Auditdienst Rijk, Ministerie van Financiën
• Drs. R. E. (Rene) Visser	2Improve-it
• E.M.J. (Lisette) Wingelaar-Lemmers	-

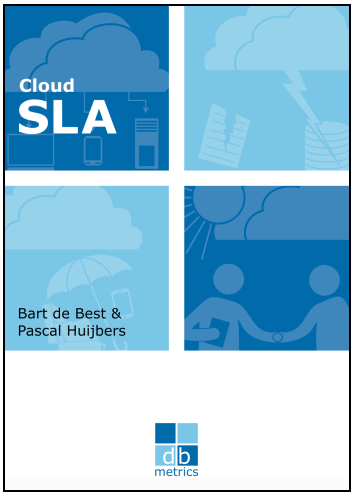
I wish you all the best with establishing your own DevOps teams. If you have any questions or comments, please do not hesitate to contact me. Much time has been spent in making this book as complete and consistent as possible. Should you find any shortcomings, I would like to hear from you, thus enabling me to correct items in the next edition.

Bart de Best (bartb@dbmetrics.nl), Zoetermeer.

About the author

Drs. Ing. B. de Best RI has been active in ICT since 1985. He worked primarily with the top 100 of Dutch business and government organizations. He has acquired experience in different roles within all aspects of system development, including operations for 12 years. After that, he focused on the subject of service management. Currently, as a consultant, he is active in all aspects of the knowledge management cycle of service management, such as training ICT managers and service managers, advising service management organisations, improving service management processes and outsourcing (parts of) service management organisations. He graduated at both the HTS and University level in the management field.

Other books by this author



Cloud SLA

The best practices of cloud service level agreements

More and more organisations choose to replace traditional ICT services by cloud services.

Setting up effective SLAs for traditional ICT services ia a real challenge for many organisations. With the arrival of cloud services, this seems to be much simpler at first, but soon the hard questions come up like data ownership, information links and security. This book describes what cloud services are. The risks involved in entering into contracts and SLAs are discussed. Based on a long list of risks and countermeasures, this book aslo provides recommandations for the design and content of the various service level management documents for cloud services.

This book first defines cloud and then describes various aspects like cloud patterns and the role of a cloud broker. The core of the book is the discussion of contract aspects, service documents, service design, risks, SLAs and cloud governance. In order to allow readers to get started with Cloud SLAs, the book also includes checklists of the following documents: Underpinning Contract (UC), Service Level Agreement (SLA), Document Financial Agreements (DFA), Document Agreement and Procedures (DAP), External SpecSheets (ESS) and Internal SpecSheets (ISS).

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SLA Templates

A complete set of SLA templates

The most important thing in providing a service Is that the customer is satisfied with the delivered performance. With this satisfaction, the supplier gets re-purchasing's, promotions in the market and is the continuity of the company ensured. Perhaps the most important aspect of this customer satisfaction for a supplier is that the employees in question get a drive to further develop their own knowledge and skills to satisfy even more customers. This book describes the templates for Service Level Agreements in order to agree with the customer on the required service levels.

This book gives both a template and an explanation for this template for all common service level management documents.

The following templates are included in this book:

- Service Level Agreement (SLA)
- Underpinning Contract (UC)
- Operational Level Agreement (OLA)
- Document Agreement and Procedures (DAP)
- Document Financial Agreements (DFA)
- Service Catalogue
- External Spec Sheet (ESS)
- Internal Spec Sheet (ISS)
- Service Quality Plan (SQP)
- Service Improvement Program (SQP)

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