

# DevOps Değerlendirmeler

DevOps ekiplerinin yeteneklerini geliştirmek için  
kullanışlı bir araçtır.

Bart de Best

Edited by  
Louis van Hemmen

Translated by  
Nezaket Güneş

# Colophon

Bu ve dięer yayınlar hakkında daha fazla bilgiyi ařaęıdaki adresten alabilirsiniz:  
Leonon Media  
(0)572 - 851 104

Sık sorulan sorular : info@leonon.nl  
Satıř soruları : verkoop@leonon.nl  
Yazılar / Yazarlar : redactie@leonon.nl

© 2019 Leonon Media

Kapak tasarımı: : Eric Coenders, IanusWeb, Nijmegen  
Üretim: : Printforce B.V., Culemborg

Başlık : DevOps Assessments  
Alt yazı : A handy tool for DevOps teams to improve their skills  
Veri : 22 Aralık 2019  
Yazar : Bart de Best  
Çevirmen : Nezahat Güneř  
Yayımcı : Leonon Media  
ISBN13 : 978 94 92618 36 8  
Baskı : İlk baskı, ilk basın, 22 Aralık 2019

©2019, Leonon Media

Bu yayındaki hiçbir řey, yayıncının önceden yazılı izni alınmaksızın basım, fotokopi, mikrofilm veya başka herhangi bir yolla çoęaltılamaz ve kamuya açıklanamaz.

## TRADEMARK NOTICES

ArchiMate® ve TOGAF®, The Open Group'un tescilli ticari markalarıdır. ASL® ve BiSL®, ASL BiSL Foundation'in tescilli ticari markalarıdır. COBIT® Bilgi Sistemleri Denetim ve Kontrol Derneęi'nin tescilli ticari markasıdır (ISACA) / BT Yönetiřim Enstitüsü (ITGI). ITIL® ve PRINCE2®, Axelos Limited'in tescilli ticari markalarıdır. Scaled Agile Framework® ve SAFe®, Scaled Agile, Inc şirketinin tescilli ticari markalarıdır.

***Başkalarının hatalarından ders almalısın.  
Hepsini kendin yapacak kadar uzun  
yaşayamazsın.***

Sam Levensen



# İçindekiler

<b>1</b>	<b>GİRİŞ .....</b>	<b>1</b>
1.1	ARKA PLAN .....	1
1.2	HEDEF KİTLE .....	1
1.3	YAPISI .....	1
1.4	EKLER .....	1
1.5	OKUMA REHBERİ .....	1
<b>2</b>	<b>DEVOPS VADE .....</b>	<b>3</b>
2.1	KENDİNİ GELİŞTİRME .....	3
2.2	SIPARIŞ .....	3
2.3	BELIRSIZ SEÇİM.....	3
2.4	TEMEL ÖLÇÜM .....	3
2.5	YÖNETİM.....	3
<b>3</b>	<b>DEVOPS KÜP MODELİ .....</b>	<b>5</b>
3.1	DEVOPS KÜPÜ NEDİR? .....	5
3.2	TARAF 1 - AKIŞ .....	7
3.3	TARAF 2 – GERİBİLDİRİM.....	8
3.4	TARAF 3 – SÜREKLİ ÖĞRENME VE DENEME .....	9
3.5	SİDE 4 – GOVERNANCE .....	10
3.6	SİDE 5 – E2E DEPLOYMENT PIPELINE .....	11
3.7	SİDE 6 – QUALITY ASSURANCE .....	12
<b>4</b>	<b>DEVOPS CE MODEL.....</b>	<b>15</b>
4.1	CE MODELİ NEDİR? .....	15
4.2	VADE BOYUTLARI .....	17
4.3	DEVOPS CE MODEL, CI.....	18
4.4	DEVOPS CE MODEL, CD .....	20
4.5	DEVOPS CE MODEL, CT .....	23
4.6	DEVOPS CE MODEL.....	27
4.7	DEVOPS CE MODEL, CO .....	30
4.8	DEVOPS CE MODELİ, CL.....	33
4.9	EN BOY ALANINA GÖRE GENEL BAKIŞ.....	36
<b>EK A,</b>	<b>EDEBIYAT LİSTESİ.....</b>	<b>43</b>
<b>EK B,</b>	<b>SÖZLÜK.....</b>	<b>45</b>
<b>EK C,</b>	<b>KISALTMALAR.....</b>	<b>69</b>
<b>EK D,</b>	<b>DEVOPS ARAÇLARI .....</b>	<b>71</b>
<b>EK E,</b>	<b>WEB SİTELERİ .....</b>	<b>75</b>
<b>EK F,</b>	<b>DİZİN.....</b>	<b>77</b>



## Şekiller

ŞEKİL 3-1, NECKER KÜPÜ. ....	5
ŞEKİL 3-2, DEVOPS KÜP ÖN TARAF. ....	6
ŞEKİL 3-3, DEVOPS KÜP ARKA TARAF. ....	6
ŞEKİL 4-1, DEVOPS CE-SPIDER MODEL. ....	17
ŞEKİL 4-2, DEVOPS CI-SPIDER MODEL. ....	20
ŞEKİL 4-3, DEVOPS CD-SPIDER MODEL. ....	23
ŞEKİL 4-4, DEVOPS CT-SPIDER MODEL. ....	27
ŞEKİL 4-5, DEVOPS CM-SPIDER MODEL. ....	30
ŞEKİL 4-6, DEVOPS CO-SPIDER MODEL. ....	33
ŞEKİL 4-7, DEVOPS CL-SPIDER MODEL. ....	35

## Tablolalar

TABLÖLÖLER 1-1, EKLER. ....	1
TABLÖLÖLER 3-1, TARAF 1 SORULAR. ....	8
TABLÖLÖLER 3-2, TARAF 2 QUESTIONS. ....	9
TABLÖLÖLER 3-3, SIDE 3 QUESTIONS. ....	10
TABLÖLÖLER 3-4, TARAF 4 SORULAR. ....	11
TABLÖLÖLER 3-5, TARAF 5 QUESTIONS. ....	12
TABLÖLÖLER 3-6, TARAF 6 SORULAR. ....	13
TABLÖLÖLER 4-1, DEVOPS CE MODELİ. ....	15
TABLÖLÖLER 4-2, CONTINUOUS EVERYTHING. ....	16
TABLÖLÖLER 4-3, CMMI LEVELS FOR CONTINUOUS EVERYTHING. ....	17
TABLÖLÖLER 4-4, PR-ORG-009. OLGUNLUK SEVİYELERİ. ....	18
TABLÖLÖLER 4-5, CI MATURITY CHARACTERISTICS. ....	20
TABLÖLÖLER 4-6, CD MATURITY CHARACTERISTICS. ....	23
TABLÖLÖLER 4-7, CT MATURITY CHARACTERISTICS. ....	26
TABLÖLÖLER 4-8, CM MATURITY CHARACTERISTICS. ....	29
TABLÖLÖLER 4-9, CO MATURITY CHARACTERISTICS. ....	32
TABLÖLÖLER 4-10, CL MATURITY CHARACTERISTICS. ....	35
TABLÖLÖLER 4-11, TOPICS IN THE 'METHODOLOGY' ASPECT. ....	36
TABLÖLÖLER 4-12, TOPICS IN THE 'CONTROL MECHANISM / TOOLS' ASPECT. ....	37
TABLÖLÖLER 4-13, TOPICS IN THE 'MANAGEMENT' ASPECT. ....	37
TABLÖLÖLER 4-14, TOPICS IN THE 'DATA' ASPECT. ....	38
TABLÖLÖLER 4-15, TOPICS IN THE 'QUALITY' ASPECT. ....	38
TABLÖLÖLER 4-16, TOPICS IN THE 'STRATEGY' ASPECT. ....	39

## Ekler

EK A, EDEBİYAT LİSTESİ ....	43
EK B, SÖZLÜK. ....	45
EK C, KISALTMALAR. ....	69
EK D, DEVOPS ARAÇLARI ....	71
EK E, WEB SİTELERİ. ....	75
EK F, DİZİN ....	77





## Ek F, Dizin

### A

A / B testing · 16, 24, 45, 60, 63  
 A/B testing · 24  
 acceptance criteria · 22, 39  
 acceptance test · 45, 60, 65  
 ad hoc deployment · 21, 37  
 ad hoc monitoring · 27, 37  
 ad hoc testing · 24, 37  
 affinity · 45, 60, 64  
 Agile  
   - infrastructure · 45, 60, 64  
 alternate path · 45, 60, 63  
 Andon cord · 45, 60, 63  
 annotatie · 16  
 anomaly detection technique · 45, 60, 63  
 anti pattern · 46, 60, 63  
 antifragility · 45, 60, 63  
 Application Services Library · *See* ASL  
 architecture building block · 8  
 artefact · 46  
 artefact repository · 46, 60, 64  
 ASL · 69  
 auditability · 22, 38  
 automated regression testing · 25  
 automated sign off · 24, 37  
 automated test · 46, 60, 66  
 availability · 19, 28

### B

bad apple theory · 46, 60, 65  
 bad path · 25, 46, 60, 65  
 Bamboo · 71  
 baseline · 15, 18, 19, 25  
 BDD · 8, 12, 16, 36, 46, 60, 64, 69  
 Behavior Driven Development · 24, *See* BDD  
 binary · 46, 60, 65  
 BiSL · 69  
 blameless post mortem · 10, 16, 36, 46, 60, 66  
 blamelessness · 46, 60, 66  
 blue / green deployment · 46, 60, 65  
 blue / green environments · 15  
 branching · 15, 18, 19, 47  
 broken build · 15, 19, 46, 60, 65  
 build · 9, 15, 18, 19, 25, 26, 36, 38  
 build automation · 18  
 build meta data · 19, 38  
 build time · 19  
 build-in failure mode · 16, 19, 38, 39  
 Business Information Services Library · *See* BiSL  
 business value · 47, 60, 65

### C

C / A · 69  
 C/A · 19  
 CAB · 69  
 CAMS · 48, 60, 65, 69  
 canary releasing · 15, 21, 47, 60, 65  
 capacity · 19, 28  
 CCCQ · 71  
 CD · 15, 20, 23, 26, 36, 37, 38, 39, 69  
 CDAAS · 21, 23, 36  
 CE model · 15, 18, 20, 23, 30  
 CEMLI · 7, 69  
 Central Processing Unit · *See* CPU  
 chain management · 20, 37  
 change  
   - category · 47, 60, 65  
   - schedule · 47, 60, 66  
 Change Advisory Board · *See* CAB  
 check-in · 15, 18, 19, 31, 36, 37  
 check-out · 18  
 Cherwell · 72  
 Chief product owner · 10  
 CI · 15, 20, 21, 23, 27, 30, 36, 37, 38, 39, 69  
 CL · 15, 16, 33, 35, 36, 37, 38, 39, 69  
 clean deployment · 22  
 ClearCase · 71, 72  
 ClearQuest · 71  
 Clientele · 72  
 cloud configuration file · 47, 60, 64  
 cluster immune system release pattern · 47, 60, 65  
 CM · 15, 16, 29, 32, 36, 37, 38, 39, 69  
 CMDB · 21, 36, 69  
 CMMI · 17  
 CMS · 22, 69  
 CO · 15, 16, 30, 32, 33, 36, 37, 38, 39, 69  
 code branch · 47, 60, 65  
 code review form · 47, 60, 65  
 codified NFR · 47, 60, 65  
 collaborating tool · 31  
 collaboration · 47, 60, 65  
 commit code · 48, 60, 65  
 commit stage · 48, 60, 66  
 Completeness / Accurateness · *See* C / A  
 compliance checking · 47, 60, 67  
 compliancy · 19, 25  
 compliancy officer · 48, 60, 67  
 Component Test · *See* CT  
 Configuration Item · *See* CI  
 configuration management · 15, 48, 60, 65  
 Configuration Management DataBase · *See* CMDB  
 Configuration Management System · *See* CMS  
 Configuration, Extention, Modification, Localisation, Integration · *See* CEMLI

container · 48, 60, 65  
 continuity · 19, 53  
 Continuous Delivery · 21, *See* CD  
 Continuous Deployment · *See* CD  
 Continuous dOcumentation · *See* CO  
 Continuous Integration · *See* CI  
 Continuous Learning · *See* CL  
 Continuous Monitoring · *See* CM  
 Continuous Testing · 7, *See* CT  
 control · 36  
 Conway's law · 48, 60, 64  
 counter measure · 22  
 CPU · 27, 69  
 CT · 15, 16, 26, 36, 37, 38, 39, 69  
 cultural debt · 48, 60, 65  
 Culture, Automation, Measurement and Sharing · *See* CAMS  
 cycle time (flow time) · 48, 61, 64  
 cycle time (lean) · 48, 61, 64

---

## D

daily stand-up · 8  
 data driven testing · 25, 38  
 data masking · 25, 38  
 declarative programming · 48, 61, 64  
 defect · 19, 22, 26  
 defect management · 19, 37  
 defect record · 19, 26, 38  
 defect tracking · 48, 61, 63  
 Definite Media Library · *See* DML  
 Definition of Done · *See* DoD  
 Definition of Ready · *See* DoR  
 deployment · 21, 22, 26
 

- defect · 22, 38
- management · 22, 37
- pipeline · 23, 26
- script · 21
- strategy · 21, 39

 development · 48, 49, 61, 64, 69  
 Development & Operations · *See* DevOps  
 development rituals · 48, 61, 64  
 Development- Test- Acceptance- Production Environment · *See* DTAP  
 DevOps · 69  
 DevOps team · 20, 22, 23, 24, 26, 29, 34  
 DML · 21, 36, 69  
 DML control · 36  
 document lifecycle management · 31  
 documentation coverage · 31, 36  
 documentation generating tool · 31  
 DoD · 8, 19, 31, 32, 34, 38, 69  
 DoR · 8, 19, 31, 32, 34, 38, 69  
 downward spiral · 49, 61, 63  
 DTAP · 8, 9, 21, 22, 23, 26, 28, 37, 69  
 DTAP environments · 26  
 DTAP street · 8, 9, 23  
 Duration deployment · 22

---

## E

E2E · 11, 22, 25, 26, 28, 29, 36, 39, 69  
 E2E acceptance · 22, 39  
 e-mail pass around · 16, 49, 61, 64  
 End-to-End · *See* E2E  
 enterprise architect · 72  
 environment · 21, 22  
 epic · 8, 10  
 error path · 49, 61, 64  
 E-shaped · 13, 15, 16, 34, 38, 51, 61, 64  
 event · 8, 16, 27, 28, 29, 38  
 event analysis · 28  
 event catalogue · 28, 37  
 event correlation · 28, 37  
 exception · 28

---

## F

FAT · 12, 69  
 feature · 24  
 feature toggle · 15, 49, 61, 66  
 feed forward · 49, 61, 65  
 feedback · 6, 8, 18, 19, 21, 22, 24, 26, 35, 36, 37, 38, 49, 61, 64  
 FitNesse · 72  
 flow · 19, 28, 34, 48, 52, 53, 61, 64  
 four eye-principle · 21  
 Functional Acceptance Test · *See* FAT

---

## G

Gaussian distribution · 49, 61, 64  
 GIT · 72  
 Given When Then · 49, 61, 67  
 green build · 15, 19  
 green field · 49, 61, 67

---

## H

Hand-off Readiness Review · *See* HRR  
 happy path · 25, 50, 61, 65  
 health model definition · 28  
 health model usage · 28  
 holocrazy · 50, 61, 64  
 horizontal splitting of feature · 50, 61, 66  
 HP ALM · 72  
 HP QC · 72  
 HP SC · 72  
 HP Service Manager · 72  
 HRR · 15, 69  
 hypothesis driven development · 15

---

## I

IaC · 19, 21, 22, 38, 51, 61, 65, 69  
 IaC script · 21, 38

IBM Tivoli Service Management Suite · 72  
 Ice-Scrum · 72  
 ICT · 69  
 ID · 69  
 ideal test pyramid · 16, 24  
 idempotent · 50, 61, 64  
 identification · 18  
 IDentifier · *See* ID  
 imparative programming · 50, 61, 67  
 Independent, Negotiable, Valuable,  
 Estimable, Small, and Testable. · *See*  
 INVEST  
 Information Communication Technology ·  
*See* ICT  
 information radiator · 50, 61, 64  
 Information Technology · *See* IT  
 Information Technology Infrastructure  
 Library · *See* ITIL  
 Information Technology Service  
 Management · *See* ITSM  
 Infosec · 51, 61, 65  
 Infrastructure as Code · *See* IaC  
 infrastructure management · 51, 61, 63  
 Installshield · 72  
 integrated monitoring · 27  
 integrated pipeline · 20  
 integrated test tooling · 25  
 integrated VSM · 20, 23, 26, 29, 32, 35  
 INVEST · 50, 61, 64, 69  
 I-shaped · 13, 16, 51, 61, 64  
 issue-tracker · 71  
 IT · 53, 69  
 IT Service Management · 72  
 ITIL · 69  
 ITSM · 53, 62, 64, 69

---

## J

Jenkins · 72  
 Ji-Kotei-Kanketsu · *See, See* JKK  
 Jira · 72  
 JIT · 51, 61, 66, 69  
 JKK · 51, 61, 65, 69  
 JMeter · 72  
 Just In Time · *See* JIT

---

## K

Kaizen · 19, 22, 25, 29, 31, 34, 36, 51, 52,  
 61, 64  
 Kaizen Blitz (or Improvement Blitz) · 52,  
 61, 65  
 Kaizen in advance · 52, 61, 65  
 Kanban · 52, 61, 66  
 Key Performance Indicator · *See* KPI  
 kibana dashboard · 52, 61, 65  
 knowledge · 28, 33  
 KPI · 53, 69  
 KPI trend measurement · 23, 26, 29, 32,  
 35, 38

---

## L

L / T · 52, 61, 66, 69  
 latent defect · 52, 61, 64  
 lauching guidance · 52, 61, 66  
 Launch Readiness Review · 22, 52, 61, 64,  
*See* LRR  
 LCM · 29, 69  
 Lead Time · *See* L / T  
 lean tool · 52, 61, 67  
 Leankit · 72  
 learning culture · 52, 61, 66  
 LifeCycle Management · *See* LCM  
 local binary · 21  
 log · 16  
 log aggregation · 28  
 logging level · 53, 62, 64  
 loosely coupled architecture · 53, 62, 64  
 LRR · 15, 69  
 LT · 19

---

## M

manual
 

- action · 22
- architecture · 16, 39
- deployment · 21
- framework · 28
- management · 29, 37
- monitoring · 27, 36, 37
- provisioning · 28, 29, 32
- testing · 24, 36

 Maven · 72  
 Mavim · 72  
 max duration · 19  
 max latency · 29, 37  
 McAfee · 72  
 Mean Time To Repair · *See* MTTR  
 merging · 15, 18  
 meta data · 19, 21, 22, 25, 31, 38  
 methodology · 36  
 metrics · 16, 35  
 Mexon · 72  
 micro service · 53, 62, 65  
 micro service architecture · 53, 62, 65  
 mini pipeline · 53, 62, 65  
 Minimal Viable Metadata · 25  
 Minimal Viable Product · *See* MVP  
 Minimum Required Information · *See* MRI  
 monitoring · 15, 27, 28, 29, 36, 37, 39, 53,  
 62, 65  
 monitoring tool · 27, 37  
 monolithic · 54, 62, 67  
 MRI · 53, 70  
 MS Excel · 72  
 MTTR · 54, 70  
 muda · 54  
 MVP · 70

---

**N**

Nexus · 72  
 NFR · 54, 62, 65, 70  
 Non Functional Requirement · See NFR

---

**O**

obeya · 54, 62, 65  
 object code · 18  
 Octopus Deploy · 72  
 OLA · 70  
 Omnitacker · 72  
 one piece flow · 54, 62, 66  
 Operational Level Agreement · See OLA  
 operations · 54, 56, 62, 65, 66, 69  
 operations story · 54, 62, 65  
 Ops liaison · 54, 62, 66  
 organisational typology model · 54, 62, 66  
 organization archetype · 54, 62, 66  
 over-the-shoulder · 16, 54, 62, 66  
 ownership · 19

---

**P**

PAAS · 22, 70  
 package · 55, 62, 66  
 pair programming · 16, 24, 38, 47, 55, 62, 64  
 PAT · 70  
 patch · 7  
 PDCA · 53, 70  
 peer review · 24, 38, 55, 62, 63  
 performance · 19, 22, 25, 28, 35, 69  
 pipeline · 11, 20, 21, 22, 23, 25, 26, 36, 38, 59  
 pipeline phase · 25  
 Plan, Do, Check, Act · See PDCA  
 Platform As A Service · See PAAS  
 post mortem · 55, 62, 66  
 Powershell · 72  
 predictive monitoring · 29  
 Processing Time · See PT  
 product
 

- log file · 28
- owner · 55, 62, 67

 Production Acceptance Test · See PAT  
 production data · 25  
 programming paradigm · 55, 62, 66  
 ProgreSQL · See PSQL  
 PSQL · 70  
 PT · 19, 70  
 pull request process · 16, 55, 62, 64

---

**Q**

QA · 6, 55, 70  
 QC · 70  
 Quality Assurance · See QA

Quality Control · See QC

---

**R**

reactive monitoring · 27, 38  
 reduce batch size · 55, 62, 66  
 reduce number of handoffs · 55, 62, 64  
 refactoring · 19, 31, 38  
 regression testing · 25  
 release manager · 55, 62, 67  
 release pattern · 55, 62, 66  
 release strategy · 21, 39  
 ReportServer · 72  
 repository · 15, 18, 19, 21, 24, 28, 31, 36, 37, 38, 56, 62, 66  
 reproduceability · 22  
 requirement · 70  
 risico · 19, 22, 26, 29, 32  
 roadmap planning · 26  
 Robot Framework · 72  
 rollback technique · 15  
 root cause analysis · 53

---

**S**

sad path · 25, 55, 62, 67  
 safety check · 55, 62, 64  
 SBAR · 55, 70  
 S-CI · 25, 70  
 ScrumWise · 72  
 secure code review · 26  
 security · 18, 19, 24, 25, 26, 28, 29, 38, 56, 62, 64  
 Selenium · 72  
 Self service capability · 56, 62, 66  
 Serena Dimensions · 72  
 service · 70  
 Service Level Agreement · See SLA  
 service monitoring · 27, 36  
 service organisation · 32, 35  
 several strategy · 27, 39  
 shared deployment script · 21  
 shared goals · 56, 62, 66  
 Simian army · 16, 56, 58, 62, 63, 66  
 SIT · 12, 70  
 skill monitor information · 35, 38  
 skill partnership · 35, 39  
 SLA · 28, 29, 38, 70  
 SMART · 53, 70  
 Smoke testing · 56, 62, 64  
 SOAtest · 72  
 SoE · 56, 62, 65, 70  
 Software Configuration Item · See S-CI  
 SonarQube · 72  
 SoR · 57, 63, 65, 70  
 source code · 15, 16, 18, 19, 20, 24, 30, 31, 32, 36, 38  
 Specific, Measurable, Accountable, Realistic, Timely · See  
 SQL · 70  
 squad · 24, 25, 26

SRG · 15, 18, 19, 22, 25, 28, 31, 36, 38, 70  
 ST · 12, 70  
 standard deviation · 56, 62, 66  
 standard operations · 56, 62, 66  
 Standard Rules & Guidelines · *See* SRG  
 Static analysis · 56, 62, 66  
 story · 19, 25  
 strategy · 38  
 Structured Query Language · *See* SQL  
 Swarming · 57, 63, 65  
 System Integration Test · *See* SIT  
 System of Engagement · *See* SoE  
 System of Records · *See* SoR  
 System Test · *See* ST

---

## T

tag · 31, 36, 38  
 TDD · 8, 12, 16, 24, 36, 57, 63, 66, 70  
 technical debt · 19, 22, 32, 34  
 technical debt backlog · 19, 22, 37  
 technology adaption curve · 57, 63, 66  
 technology executive · 57, 63, 66  
 telemetry · 16  
 test
 

- automation · 24
- case · 24, 25, 26, 31, 38
- data · 25
- data generating tool · 25
- generation · 25
- harness · 57, 63, 66
- level · 25
- lifecycle · 25
- management · 11, 25, 26, 37
- object · 25
- pattern · 24, 25
- script · 24, 38
- strategy · 24, 26, 39
- type · 25

 Test Driven Development · *See* TDD  
 TestComplete · 72  
 TFS · 72  
 The Agile Manifesto · 58, 63, 64  
 the ideal testing automation pyramid · 57, 63, 64  
 The Lean movement · 58, 63, 67  
 the non-ideal testing automation inverted pyramid · 57, 63, 64  
 The Three Ways · 58, 63, 66  
 theory of constraints · 58, 63, 65  
 time traveling · 22, 38  
 tool · 73, 75  
 tool-assisted code review · 16, 58, 63, 66

TOPdesk · 73  
 Toyota Kata · 58, 63, 66  
 traceability · 8, 15, 19, 21, 32, 36, 38  
 traceerbaarheid · 15  
 Transact Structured Query Language · *See* TSQL  
 transformation team · 59, 63, 64  
 trendanalyse · 20  
 tribe · 24, 25  
 T-shaped · 13, 16, 51, 61, 64  
 TSQL · 70  
 Twist · 73

---

## U

UAT · 22, 70  
 uniform meta data · 25  
 uniform test terminology · 25, 37  
 uniform test tooling · 24, 37  
 uniform testproces · 25, 37  
 Unit Test · *See* UT  
 unit test case · 24  
 User Acceptance Test · *See* UAT  
 User eXperience design · 15, 70  
 UT · 26, 70

---

## V

valuable software · 12  
 value stream · 18, 34, 35, 36, 37, 53, 59, 63, 64  
 Value Stream Mapping · 18, 19, 36, *See* VSM  
 value streams · 20, 23, 26, 29, 32, 35  
 versiebeheer · 15  
 version control · 18, 36, 37  
 versioning · 18, 24  
 vertical splitting of feature · 59, 63, 66  
 virtualized environment · 59, 63, 66  
 visualization · 59, 63, 64  
 VSM · 53, 59, 63, 64

---

## W

walking skeleton · 59, 63, 67  
 waste · 19, 22, 38, 59, 63  
 waste record · 19, 38  
 waste reduction · 59, 63  
 WinMerge · 73  
 WIP · 59, 63, 67, 70  
 Work in Progress · *See* WIP

## Son söz

Tecrübelerime göre, bir makale veya kitapta yakaladığım fikirler sürekli geliyor. Bu kitaptan belirli bir konu üzerinde kendi DevOps organizasyonunuzda çalışacaksanız, benimle iletişime geçmenizi öneririm. Bu alanda sizinle paylaşabileceğim ek makaleler veya deneyimler olabilir. Aynı zamanda sizin bu kitapta anlatılanları tamamlayan belli deneyimleriniz varsa, benimle paylaşmaya davet ediyorum. Bana bartb@dbmetrics.nl e-posta adresimden ulaşabilirsiniz.

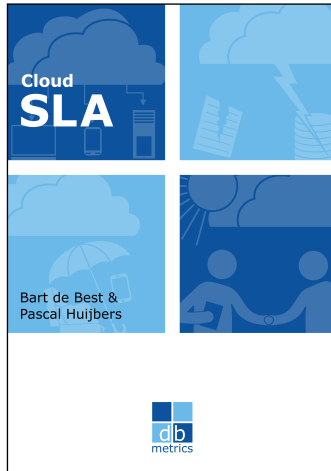
## Yazar hakkında



**Dr. Ing. B. de Best en iyi RI. 1985'ten beri BİT'de aktif.** Öncelikle Hollanda'nın en büyük 100 işletme ve devlet kuruluşu ile çalıştı. 12 yıllık operasyonlar da dahil olmak üzere, sistem geliştirmenin tüm yönlerinde, farklı rollerde tecrübe edinmiştir. Bundan sonra, servis yönetimi konusuna odaklandı.

Halen, bir danışman olarak, BİT yöneticilerini ve servis yöneticilerini eğitmek, hizmet yönetimi organizasyonlarına danışmanlık yapmak, hizmet yönetimi süreçlerini iyileştirmek ve hizmet yönetimi organizasyonlarını dış kaynaklardan geçirmek gibi hizmet yönetimi, bilgi yönetimi döngüsünün tüm alanlarında aktif olarak çalışmaktadır. Yönetim alanında hem HTS hem de Üniversite düzeyinde mezun oldu.

## Bu yazarın diğer kitapları



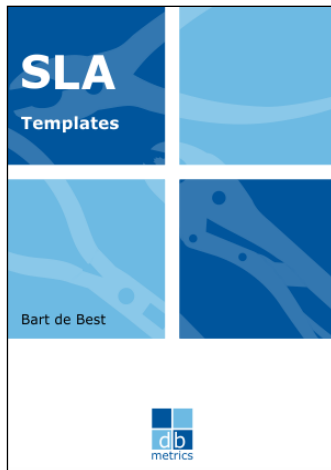
### Cloud SLA

*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 is 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 also provides recommendations 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 Spec Sheets (ESS) and Internal Spec Sheets (ISS).

Author : Bart de Best  
 Publisher : Leonon Media, 2017  
 ISBN (UK) : 978 94 92618 009  
 ISBN (NL) : 978 90 71501 739



### 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)

Author : Bart de Best  
 Publisher : Leonon Media, 2017  
 ISBN (UK) : 978 94 92618 030  
 ISBN (Pocket Guide) : 978 94 92618 320





### Agile Service Management with Scrum

*On the way to a healthy balance between the dynamics of developing and the stability of managing the information provision*

Using Agile software development is taking off. The terms Scrum and Kanban are already common to many organisations. Agile software development needs different requirements for the management of software. Many organisations are mastering this new challenge. In particular, the interaction between the Scrum development process and the support of the software that the Scrum development process has produced, is an important aspect. This book specifically discusses this interaction. Examples of topics that are discussed here are the service portfolio, SLAs and the handling of incident and change requests.

This book first defines the risk areas when implementing Scrum and Kanban. Next the various Agile terms and concepts are discussed. The content of Agile service management is described both at the organisational- as the process level. The relevant risks are specified for each of the service management processes. In addition, the implementation of each process within the context of Scrum is indicated.

Auteur : Bart de Best  
 Uitgever : Leonon Media, 2018  
 ISBN (NL) : 978 90 7150 1807  
 ISBN (UK) : 978 94 9261 8085



### Agile Service Management with Scrum Researched

*On the way to a healthy balance between the dynamics of developing and the stability of managing the information provisions*

Many companies are starting to apply Agile software development using Scrum or Kanban or have already implemented the new development process. Sooner or later the question arises how this development process relates to the service management processes. The book 'Agile Service Management with Scrum' has already addressed this interface and a number of risks per service management process have been identified. Countermeasures that can be taken are also defined. In a research at ten organisations these risks were presented, and they were asked how they deal with these risks. The research included the investigation into which Agile aspects are applied and in particular those of

Scrum or Kanban. Finally, each organisation has carried out a maturity assessment for both the Agile development process and the change management process.

This book is the report about the research of the collaboration of Agile software development and service management processes in practice. The target group of this book includes all parties involved in the application of Agile software development and who would like to know how colleagues have shaped this crucial interface for successful service provision. In this book a short description is given of each organisation about how the Agile development process has been designed.

Auteur : Bart de Best  
 Uitgever : Leonon Media, 2018  
 ISBN (NL) : 978 90 7150 1845  
 ISBN (UK) : 978 94 9261 8177





## DevOps Best Practices

*Best Practices for DevOps*

In recent years, many organisations have experienced the benefits of using Agile approaches such as Scrum and Kanban. The software is delivered faster whilst quality increases and costs decrease. The fact that many organisations that applied the Agile approach did not take into account the traditional service management techniques, in terms of information management, application management and infrastructure management, is a major disadvantage. The solution to this problem has been found in the Dev (Development) Ops (Operations) approach. Both worlds are merged into one team, thus sharing the knowledge and skills. This book is about sharing knowledge on how DevOps teams work together.

For each aspect of the DevOps process best practices are given in 30 separate articles. The covered aspects are: Plan, Code, Build, Test, Release, Deploy, Operate and Monitor. Each article starts with the definition of the specifically used terms and one or more concepts. The body of each article is kept simple, short and easy to read.

Author : Bart de Best  
 Publisher : Leonon Media, 2017  
 ISBN (UK) : 978 94 92618 078  
 ISBN (Pocket Guide) : 978 94 92618 306



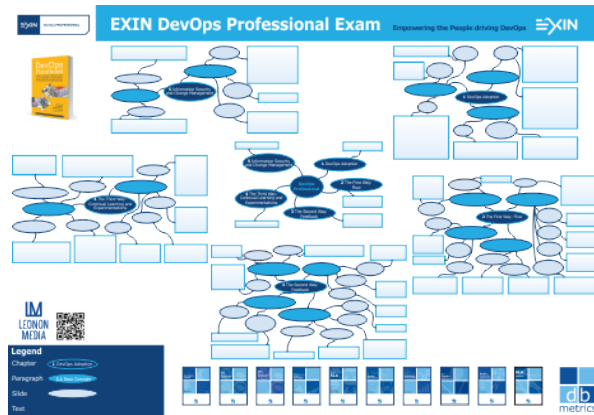
## DevOps Architecture

*DevOps Architecture Best Practices*

The world of system development is changing at a rapid pace. Development (Dev) and Operations (Ops) are being integrated more and more so that solutions can be offered to customers faster and with better quality. The question is how within this new view of DevOps there is room for Agile architecture. This book provides an answer to this question by giving many examples of architectural principles and models that give direction to the design and operation of a DevOps organization. Throughout the book an explanation is given as much as possible per paragraph based on an imaginary Assuritas company.

This book consists of various parts, which makes the book modular. So, it does not have to be read from A to Z. After the brief outline of the case company an explanation of how to construct the DevOps organization from an architectural perspective is given. The DevOps service management is then discussed. Both aspects are made clear on the basis of the case company. After explaining how the Dev and Ops roles can be integrated, two useful assessment tools to determine the maturity of DevOps are described. The book concludes with a case in which the choice for an Agile documentation is made based on architectural principles and models. This work on DevOps architecture is an indispensable tool in the design and implementation of a DevOps service organization.

Author : Bart de Best  
 Publisher : Leonon Media, 2019  
 ISBN (NL) : 978 94 92618 061  
 ISBN (UK) : 978 90 71501 579



### DevOps Poster

#### *DevOps Professional Exam Poster*

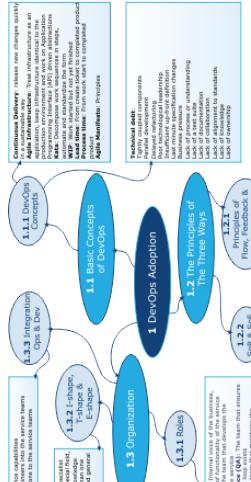
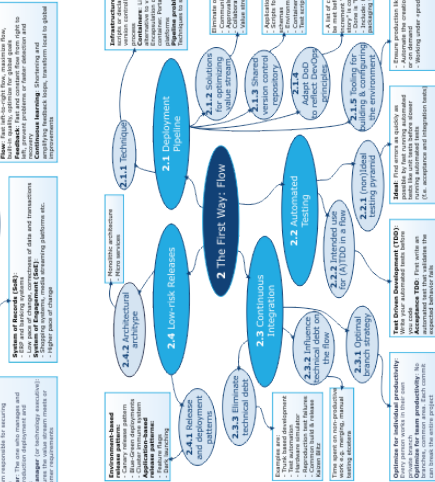
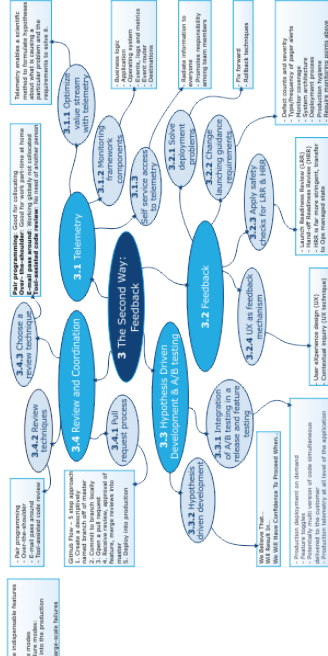
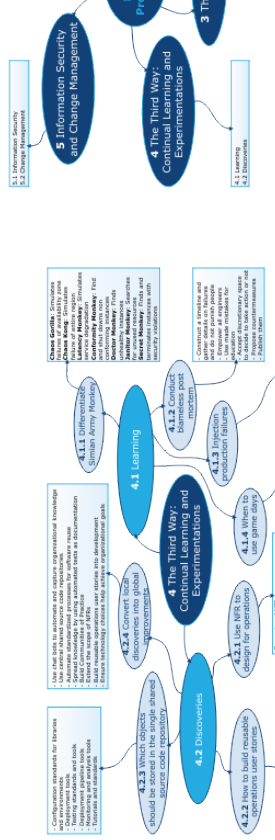
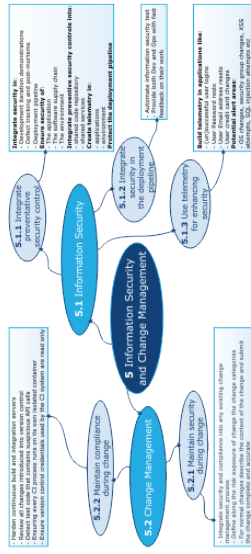
This poster lists all the DevOps terms that a student must learn in order to pass the exam of DevOps Professional of Exin. This poster can be ordered at [info@leonon.nl](mailto:info@leonon.nl).

The subjects on the poster are based on the basic training material of Exin. Since there are many terms to be learned, this poster will help to learn them by reviewing them all at once daily.

Author : Bart de Best  
 Publisher : Leonon Media, 2018  
 Ordering : [info@leonon.nl](mailto:info@leonon.nl)



ISBN 978-19-47860-0-3



**Legend**

- Chapter
- Paragraph
- Slide
- Text

**Abbreviations:**

- CD - Continuous Delivery
- Dev - Development
- Infra - Infrastructure
- LRR - Launch Readiness Review
- Ops - Operations
- Stk - Stakeholder
- SPR - System of Engagement
- UX - User Experience
- WIP - Work In Progress
- NIST - NIST Special Publication 800-137

