

Changing The Way We Work Together: The “DevOps” Opportunity

Candid and insightful conversations between IT industry professionals in a dynamic, unpredictable talk-show format.

Thank you for joining talk show facilitator Peter McGarahan and industry expert William Keyworth as they discuss the elephant in the room – how Development and the Service and Support teams can work together for the better of the business.



Pete Talks

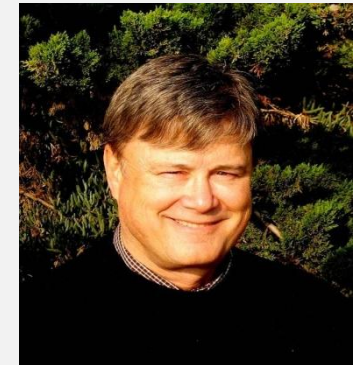
With Special Guest
“Bill Keyworth”

Thought Rock
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Brought to you by McGarahan & Associates



Peter McGarahan



Bill Keyworth

Our DevOps Program

Organizations rapidly implement technology change with a focus on minimizing the business impact and maximizing the productivity opportunity.

IT frameworks have provided guidelines for the Design, Development, Operations, Service and Support teams to work together for the betterment of the business, IT credibility and in delivering measurable business benefits.



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Our DevOps Program

- This “DevOps” movement assumes that we are starting from scratch and honestly asking ourselves if we could, would we.....?????????
- Design services from a business perspective with improved usability, navigation and business functionality.
- Design services to be maintained, supported and operated more cost-effectively.
- Build a two-way bridge of collaboration, communication and cooperation between the teams.
- Communicate to increase business buy-in, traction and continued adoption of technology change.
- Ensure the Service Desk is involved and engaged during the transition improving knowledge, First Call Resolution and decreasing reliance on development resources.



Our DevOps Program

Key take-aways:

- Understand how companies are using DevOps practices to improve the quality, cost-effectiveness, usability and support of enterprise services.
- The practical experiences of other organizations who have created a change culture where DevOps can be implemented successfully.
- Examples of DevOps goals, objectives and areas of focus that will return the time invested with measurable results.



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Questions for Mr. Keyworth

- What is the movement called DevOps and how are companies using it to improve the quality, cost-effectiveness, usability and support of enterprise services?
- From a past Service Desk perspective, the rest of the IT organization never owned its role in supporting the success of the Service Desk or impacting the ecosystem that would drive down call demand and customer complaints. Is DevOps the silver lining that all Service Desk managers have been patiently waiting for?



Questions for Mr. Keyworth

- How can DevOps best impact the positioning of the customer, business and Service Desk for success during any technology roll out?
- What recommendations would you make to Service Desk managers on the best ways to approach engaging the Development organization?



Questions for Mr. Keyworth

- What is the 'low-hanging' fruit that both teams can work together on?
- What should they measure to prove the impact of their efforts and share with others seeking their involvement as well?
- IT organizations have traditionally been known to have silo functions - not necessarily coordinating, cooperating, communicating and collaborating together - what's changed?



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Questions for Mr. Keyworth

- Is this something that has to happen at the CIO level to change the IT culture of old?
- If so, how does one get the attention of their CIO to present the concept and benefits of DevOps?
- What are some of the DevOps goals, objectives and measurable results you have seen in companies practicing DevOps?



Questions for Mr. Keyworth

- We hear of the eventual conversion of IT into the business. Are you seeing real-life signs of this happening in practice?
- If so, what are some of the drivers of this change / transformation?
- What are some of the best practices around designing IT services from a business and customer centric perspective?



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Questions for Mr. Keyworth

- Is there a IT business competitive advantage that is in play here with DevOps?
- How are the current trends in technology and business (mobility, social media, cloud computing and BYOD) impacting IT organizations structurally, skills set and service-wise?



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Thank You

A Big Thank You to Bill Keyworth, Thought Rock Productions and You, our audience.

Join us Tuesday, November 27th for our next conversation on Knowledge Management and how best to build a successful KM program and Learning culture.

Help us grow our community / audience!

Please pass the word to your colleagues!



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Thank You For Attending!

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We'd Love To Hear From You!



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