DevOps Principles
Quick reference card

Customer centric action

Putting the customer first and at the centre of everything you do: all the activities involved in the product development process should revolve around customers.

Mindset and Behaviour

► Curiosity in clients ánd users
► Direct contact with the business and users: ask open questions
► Investigate the 'question behind the question/request'.
► Curiosity in innovation
► Data-driven customer value testing (e.g. A/B testing)

## Possible Actions

► Curiosity in clients ánd users
► Direct contact with the business and users: ask open questions
► Investigate the 'question behind the question/request'.
► Curiosity in innovation
► Data-driven customer value testing (e.g. A/B testing)

And some cultural aspects

► How open are we to give and to receive feedback?
► What does "courage" mean with respect to our customer/user?
► How often do we discuss risks?
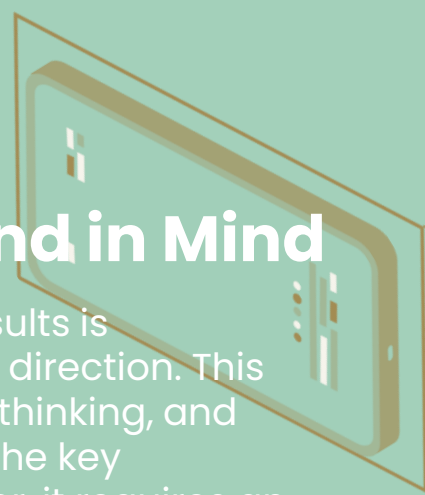
Create with the End in Mind

Having a clear vision of the results is necessary to move in the right direction. This will foster the product, service thinking, and collaboration, which is one of the key ingredients to DevOps. However, it requires an engineering mindset and mutual trust among different teams and team members.

Mindset and Behaviour

- ► Collaboration and trust
- ► Engineering mindset: quality design and quality code aimed at high performance, high availability and resilience of the product
- ► Engineering mindset: respect the policies and standards
- ► Early feedback

Possible Actions

- ► Do we know how our own software contributes to the end-product our customers/users use?
- ► Do we oversee the whole picture and do we take ownership of the whole or only of our own part?
- ► Do we know the other teams working on that end-product?
- ► How is the collaboration in our own team?
- ► How is the collaboration with the other teams?
- ► What is this "engineering mindset" in your opinion?
- ► How well is our software built (functionality, performance, security, resilience etc.). What are our main improvement area's?

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End-to-End Responsibility

Being end-to-end responsible for the quantity and quality of a product, might be the most crucial ingredient for DevOps and is essential for creating a positive customer experience.

Mindset and Behaviour

- ▶ Real ownership: you build it, you run it, you fix it, you own it
- ▶ Concept to Grave
- ▶ One Team, vertically orientated
- ▶ Willingness to take up each others role when needed
- ▶ Everyone willing to handle incidents and user-requests
- ▶ Willingness to have basic knowledge of every part of the IT Value Chain

Possible Actions

- ▶ Do we all feel accountable for the development, operational and maintenance aspects of our systems?
- ▶ Do we also feel responsible for understanding relevant technology innovations? And offering support to our business, documentation, etc?
- ▶ When are we done? When we finished our task? When the product is live? Or when the product is end-of-life?

Cross-Functional Autonomous Teams

Cross-functional teams consist of representatives from all disciplines responsible for developing and deploying an IT service. These teams are fully empowered and self-sufficient to design, build, test, deploy, and run the software. To be able to do this, a team needs a balanced set of skills and team members with T-shaped profile and complementary skills.

Mindset and Behaviour

► Learning mindset
► Readiness to invest in Basic soft- and hard skill (horizontal of the T-shape)
► Readiness to be a real expert in her or his expertise (vertical of the T-shape)
► Readiness to fill in expertise gaps in your team
► Collaboration within the team
► Dare to leave your comfort zone

Possible Actions

► How autonomous are we already? Which dependencies outside the team still exist?
► How autonomous is our team with respect to the product used by customer/user? Which dependencies outside the team still exist?
► Does the architecture of the system support team-autonomy?
► How strong is our culture related to feedback, trust, no finger-pointing?
► How far are we with respect to T-shaping our skills? Being both: sufficiently specialized and sufficiently all-round.
► Is a team allowed to fill its own vacancies?

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Continuous Improvement

It is an on-going improvement process to make breakthrough enhancements in products, services, and processes to generate the most value for your customer. Organizations can achieve it by identifying opportunities for streamlining work, minimizing waste, and optimizing speed, costs, and ease of delivery.

Mindset and Behaviour

- ► Asking for feedback
- ► Structured Problem Solving
- ► Measure only what you want to improve
- ► Curiosity (new developments)
- ► How often do we experiment?
- ► Learning from failures and "fail fast"
- ► "if it hurts, do it more often"

Possible Actions

- ► What opportunities do you see to minimize waste, optimize for speed, minimize cost, prevent incidents, ease of delivery.
- ► What are the main improvement areas for our team? Are they on the backlog?
- ► Do you feel empowered to continuously improve your way of working?
- ► Is there enough time for reflection?
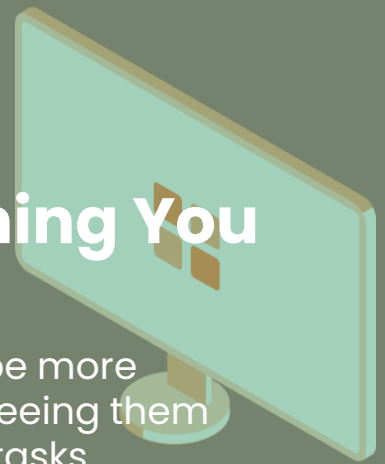
Automate Everything You Can

Automation enables teams to be more productive and innovative by freeing them from boring, repetitive manual tasks. Automating repetitive manual tasks helps reduce the number of errors (improve accuracy), improve speed to market (reduce delays), and minimize boredom.

Mindset and Behaviour

- ► Dislike of manual actions and recurring tasks
- ► Curiosity (state of the art automation)
- ► Willingness to invest in automation (the cost precedes the benefit)
- ► Awareness of the benefits of automation (speed, quality, repeatability)
- ► Scalability
- ► Laziness

Possible Actions

- ► What could you automate in each step of the development pipeline?
- ► What are currently our main manual repetitive actions? How could they be automated?
- ► What are the most blocking factors for a higher cycle rate? MVP: twice as often…
- ► How could we prevent manual hand-overs?
- ► How could automation help us in enhancing quality?