



DEVOPS





HOW DEVOPS IS ENABLING LEAN APPLICATION DEVELOPMENT



CARMEN DEARDO

DEVOPS TECHNOLOGY LEADER,
NATIONWIDE INSURANCE





THRIVING IN A DYNAMIC, HIGHLY-REGULATED WORLD

16+
MILLION
POLICIES

\$195.2
BILLION
IN ASSETS

\$25.3 BILLION IN REVENUE FOR 2014

33,000 Nationwide associates
serve customers in every state



#1
CORPORATE LIFE
WRITER

#1
WRITER OF
FARMOWNERS

A+
STANDARD &
POOR'S

A1
MOODY'S

A+
A.M. BEST

FOUNDED IN 1926
BY MEMBERS OF
THE OHIO
FARM BUREAU

\$345
MILLION
CONTRIBUTED
TO NONPROFITS
AND COMMUNITIES
SINCE 2000

#1 PET & SMALL
BUSINESS
INSURER

8th
LARGEST
COMMERCIAL
INSURER

GALLUP®
GREAT
WORKPLACE
AWARD

FORTUNE
100
BEST
COMPANIES
TO WORK FOR
2015 **#91**
ON THE
FORTUNE
500 LIST

7th **8th**
LARGEST HOME INSURER LARGEST
AUTO INSURER
IN THE U.S.





INFORMATION TECHNOLOGY AT NATIONWIDE

20
INDIVIDUAL
IT UNITS

8000+
IT PROFESSIONALS

200+ AGILE / LEAN
STANDING TEAMS

800+ BUILD PROJECTS
EXECUTED ANNUALLY

FIRST PHASE: AGILE DEVELOPMENT

NEXT PHASE: APPLICATION OF LEAN
ACROSS THE DELIVERY LIFE CYCLE

35%

ANNUAL INCREASE
IN NUMBER OF
AGILE TEAMS

65%

OF ALL PROJECT
WORK DONE BY
AGILE TEAMS

ESTABLISHED

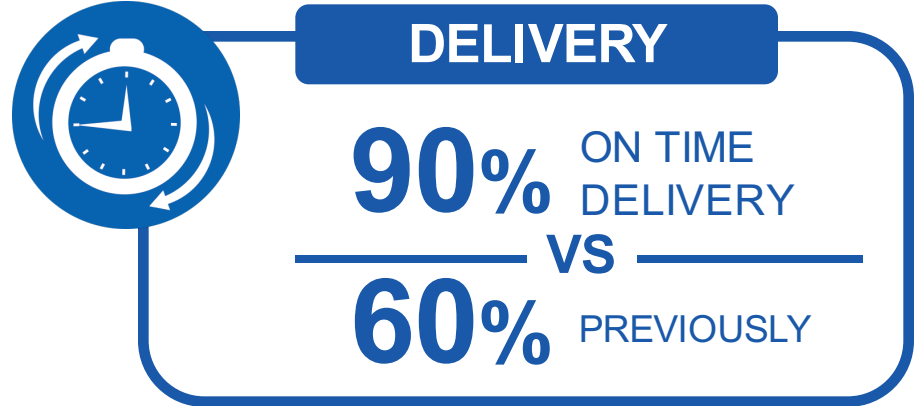
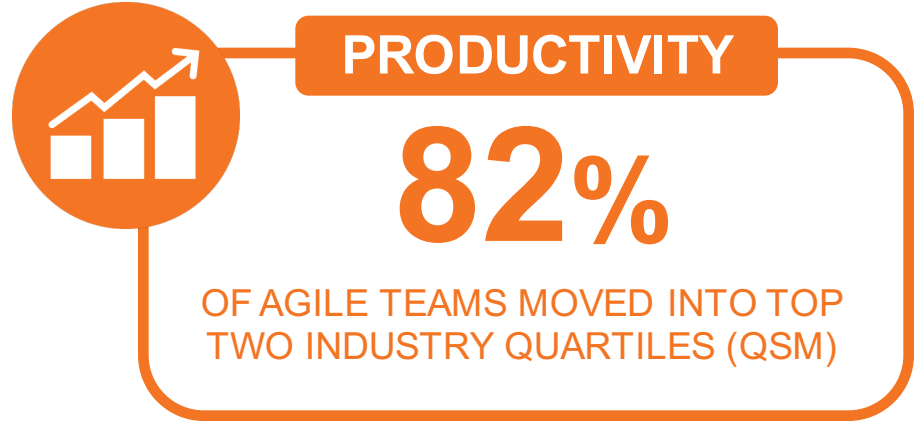


PRACTICES

BALANCE
— OF —
INNOVATION
— AND —
DISCIPLINE

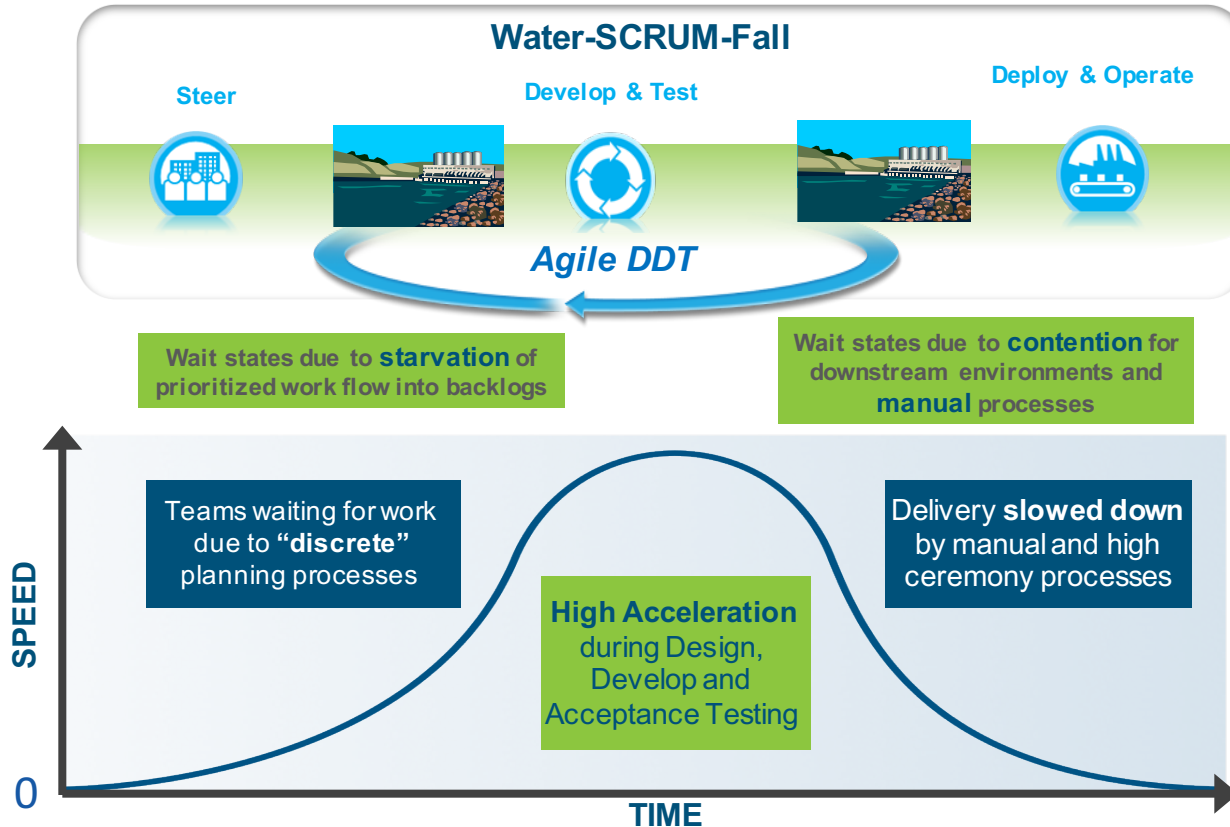


RESULTS / IMPACTS: SO FAR, SO GOOD



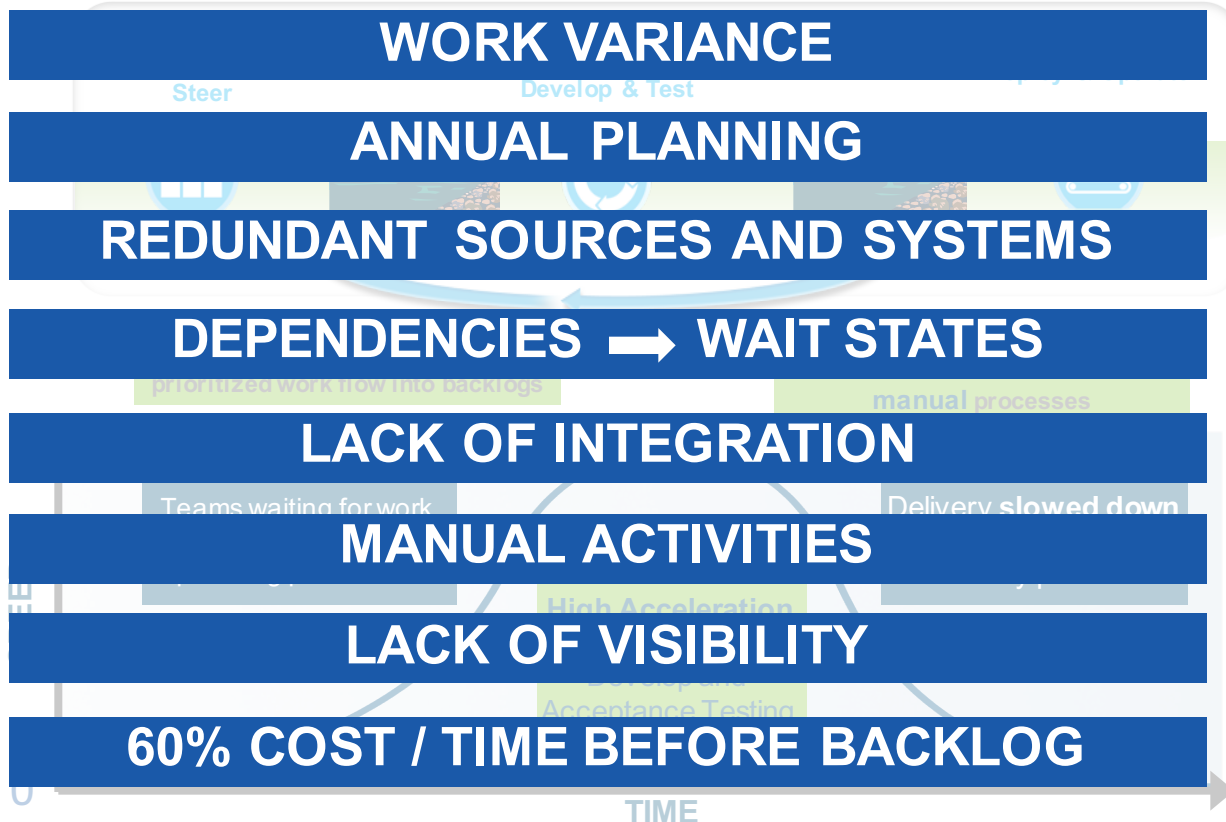


AGILE OPTIMIZES THE MIDDLE OF THE DELIVERY VALUE STREAM



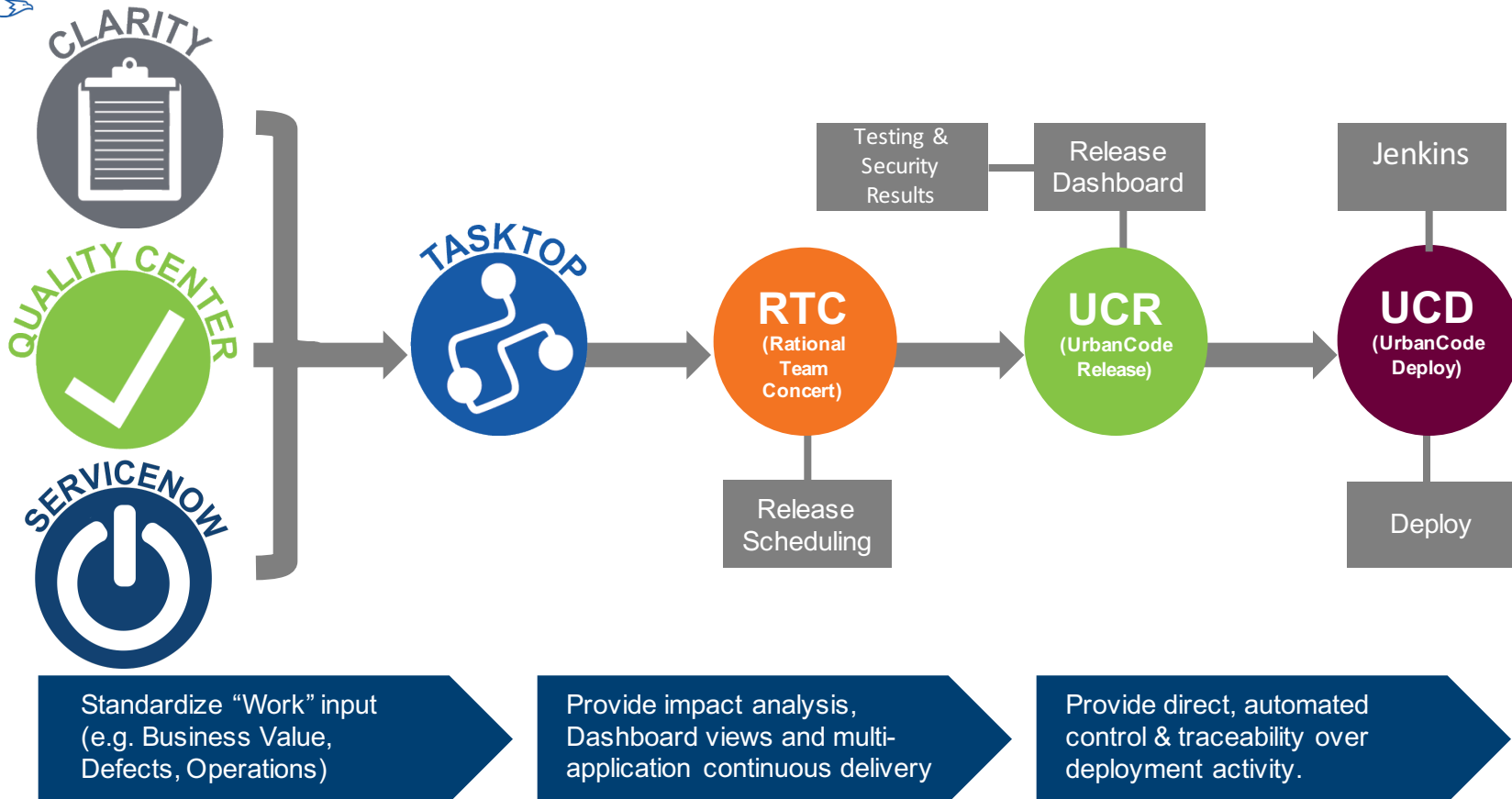


INHIBITORS TO LEAN DELIVERY



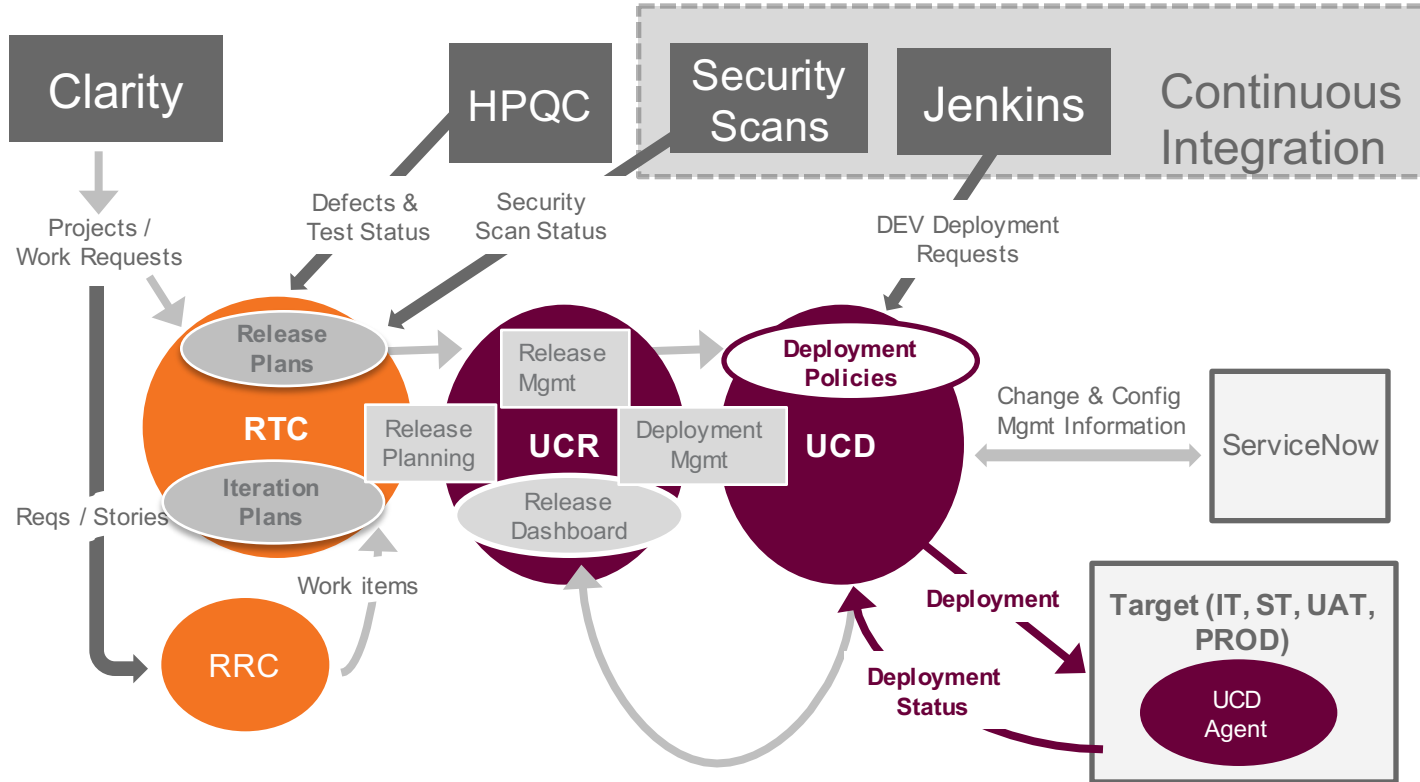


CD SOLUTION: CONTINUOUS DELIVERY PIPELINE





CD SOLUTION: CONTINUOUS DELIVERY PIPELINE





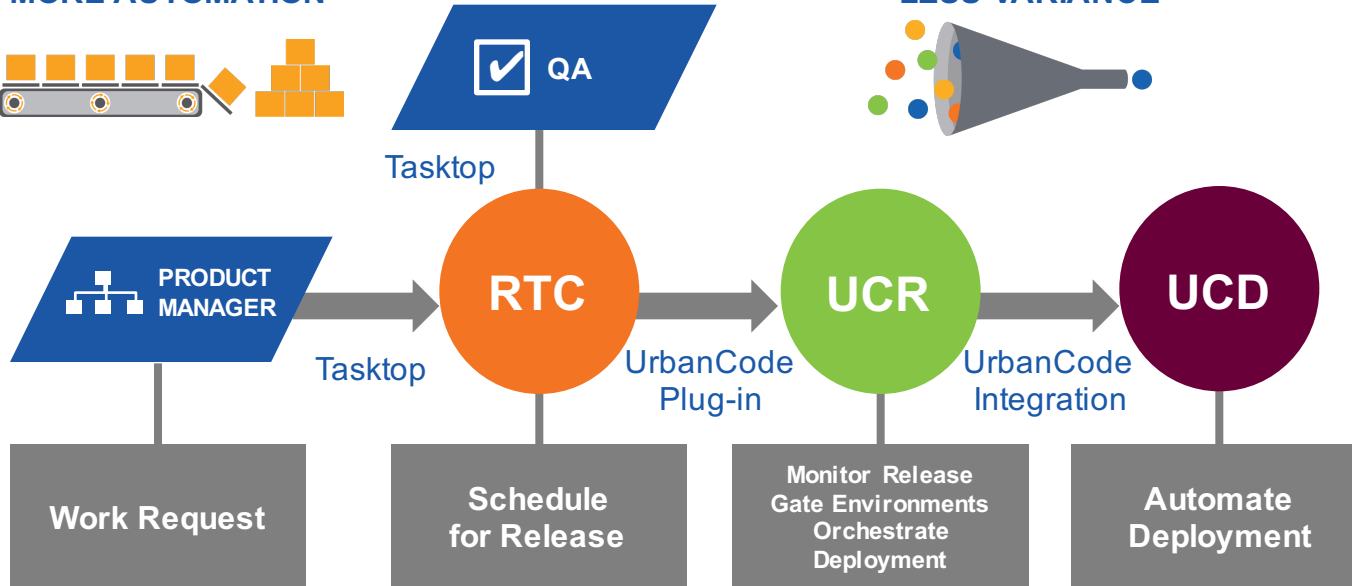
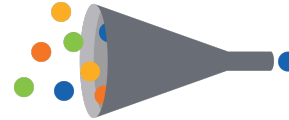
VISIBILITY VIA REAL TIME INFORMATION

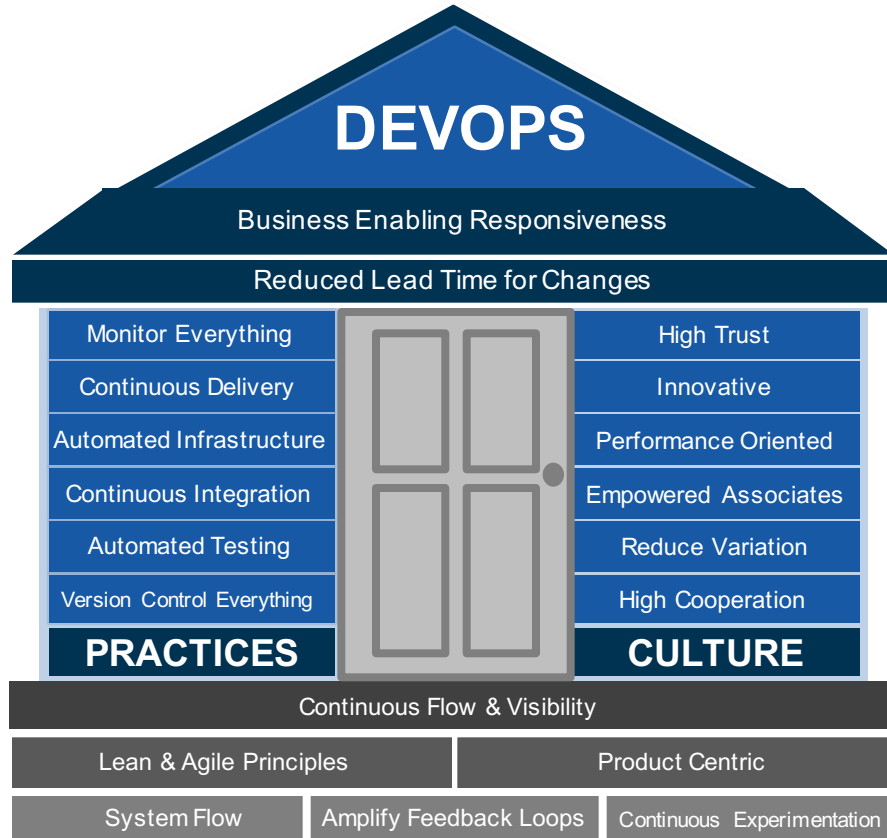
DELIVERY OPPORTUNITIES	QUALITY, SECURITY & TEST STATUS
ENTERPRISE AND SYSTEM VIEWS	AUTOMATION
DEPENDENCIES AND IMPACTS	DEPLOYMENT STATUS

MORE AUTOMATION



LESS VARIANCE







State of DevOps Report 2015

Key Findings:

- DevOps adoption was accelerating
 - High performing IT organizations were more agile and reliable
- High-performing IT organizations experience
- 60X fewer failures
 - recover from failure 168X faster than their lower-performing peers
 - deploy 30X more frequently with 200X shorter lead times



<https://puppetlabs.com/2015-devops-report>





GENERAL DEVOPS INDUSTRY THEMES

1. Much more investment from Industry Leaders in DevOps
2. Increased focus on applying Lean practices to the Delivery Value Stream
3. Technology is important but Culture is critical
4. Experimentation and Continuous Improvement are key success factors
5. Self-Service, Self-Service and more Self-Service
6. Focus on Reducing Lead Times
7. Agile and automated testing are table stakes practices
8. There is still very little focus on the beginning of the delivery value chain
9. Micro-services and Containers are coming but will take time for Large enterprises to determine how to adopt





DEVELOP A DEVOPS ROADMAP

EMPOWERMENT



HOLISTIC
FUNDING

LOOK FOR INTEGRATION
OPPORTUNITIES

EXPERIMENT

PRIORITIZE

MAP TO DELIVERY
VALUE STREAM

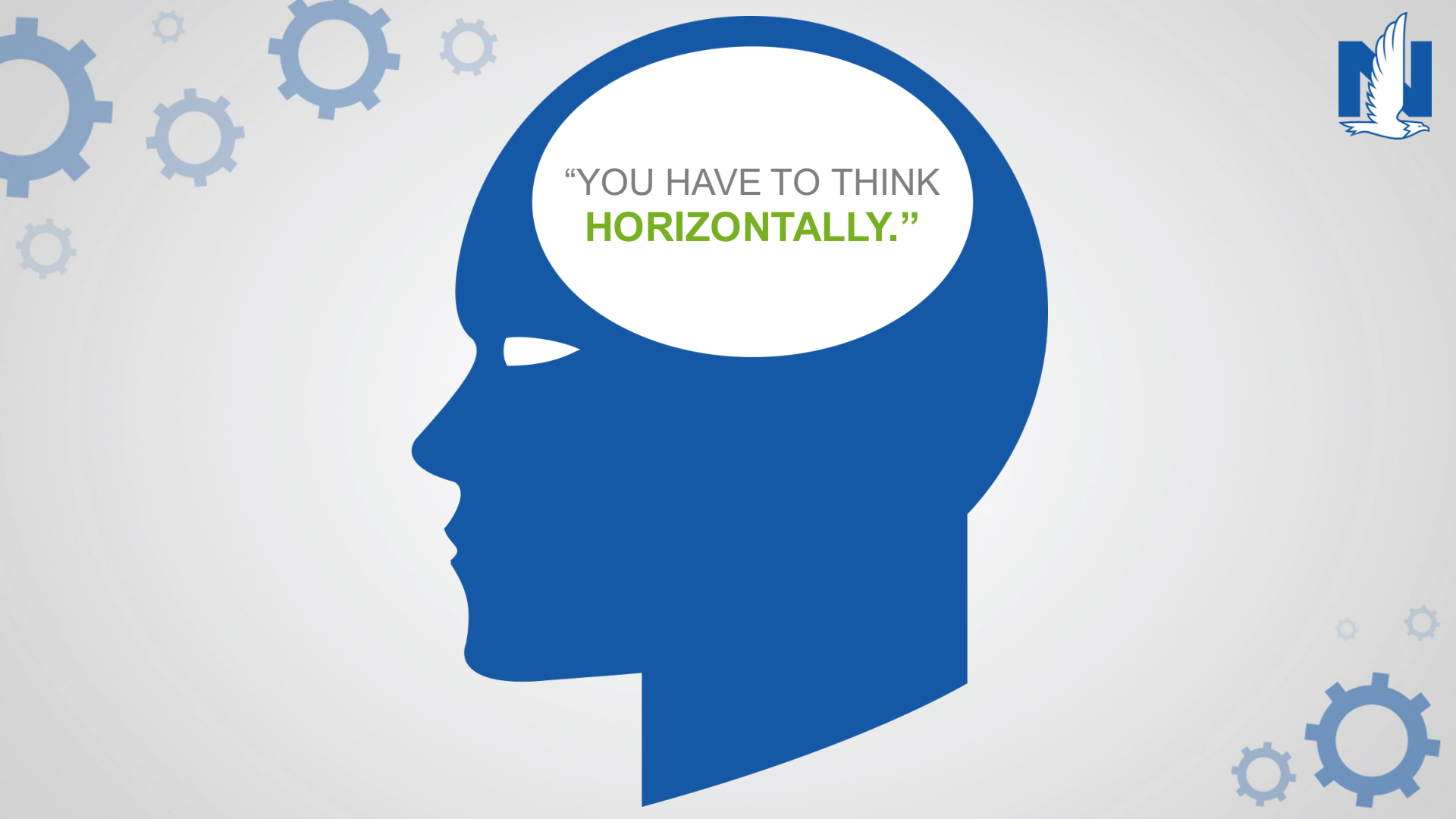


FINAL 5 THOUGHTS...





“YOU HAVE TO THINK
HORIZONTALLY.”





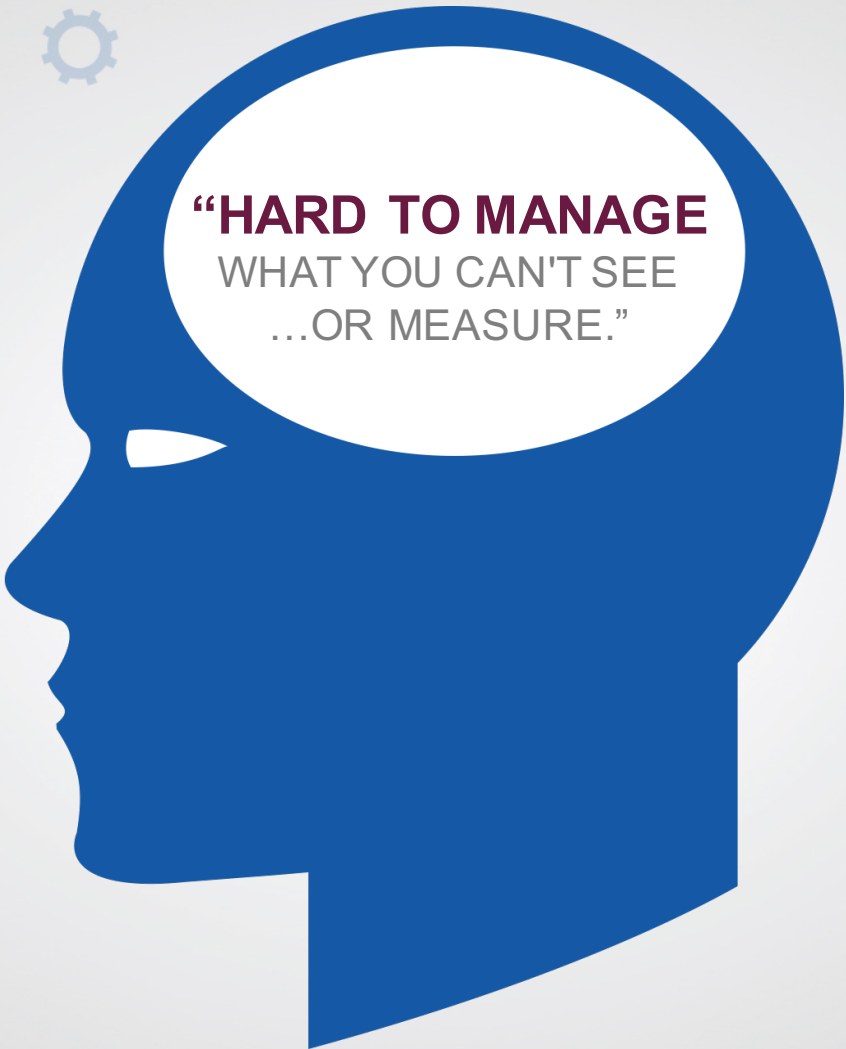
**“LOCAL OPTIMIZATION
IS THE ENEMY OF
LEAN DELIVERY.”**





“AUTOMATION
REQUIRES PATTERNS,
PATTERNS REQUIRES
ELIMINATING VARIANCE.”





“HARD TO MANAGE
WHAT YOU CAN'T SEE
...OR MEASURE.”



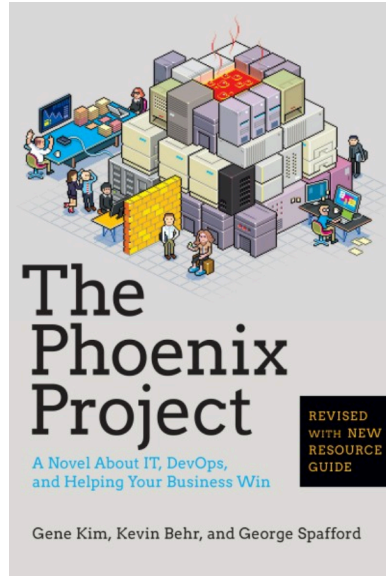


“TECHNOLOGY
IS THE FUN PART,
CULTURE
IS THE CHALLENGE.”

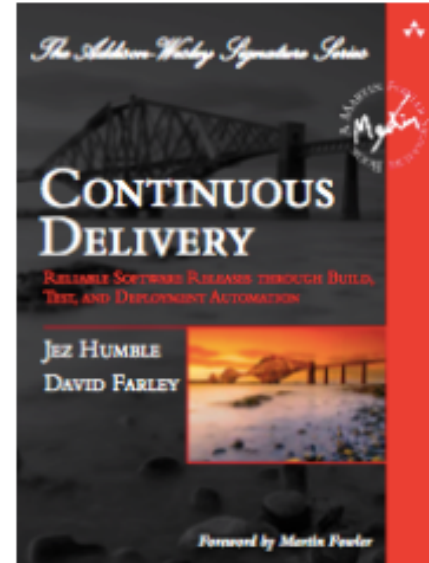




DEVOPS RESOURCES



<http://itrevolution.com>



<http://continuousdelivery.com>



THANK YOU!

