

# DevOpsCon

DevOps Transformation  
the good, the bad  
and the *ugly*



Cloud principal engineer  
@ DELL Technologies

DevOps evangelist  
in way of thinking

Software developer  
by heart

Infrequent blogger  
at <https://todorov.bg>

but also...

- » clean code fanatic;
- » speaker;
- » father of 3 boys;
- » karaoke enthusiast;
- » casual gamer;







A photograph of two men in a dark room, possibly a server room or control room. The man on the left is shouting with his mouth wide open and eyes wide. The man on the right is screaming with his mouth wide open and hands clasped in front of his chest, looking upwards with a look of intense fear or panic. The background is dark and blurry, suggesting a technical environment.

**DEVOPS**

**DevOpsCon**


todor todorov | @totollygeek



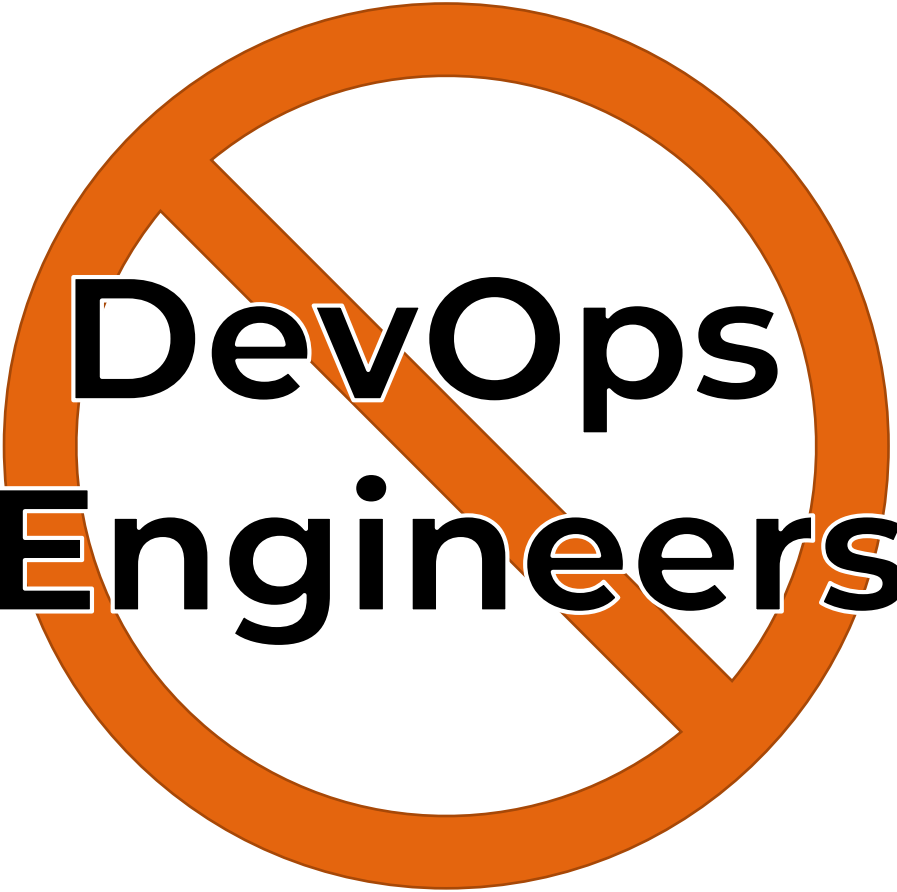


# What DevOps is NOT?



DevOps !=  DevOps Team

DevOps != DevOps Engineers







DevOps





Development

Operations







Operations

Security  
Development

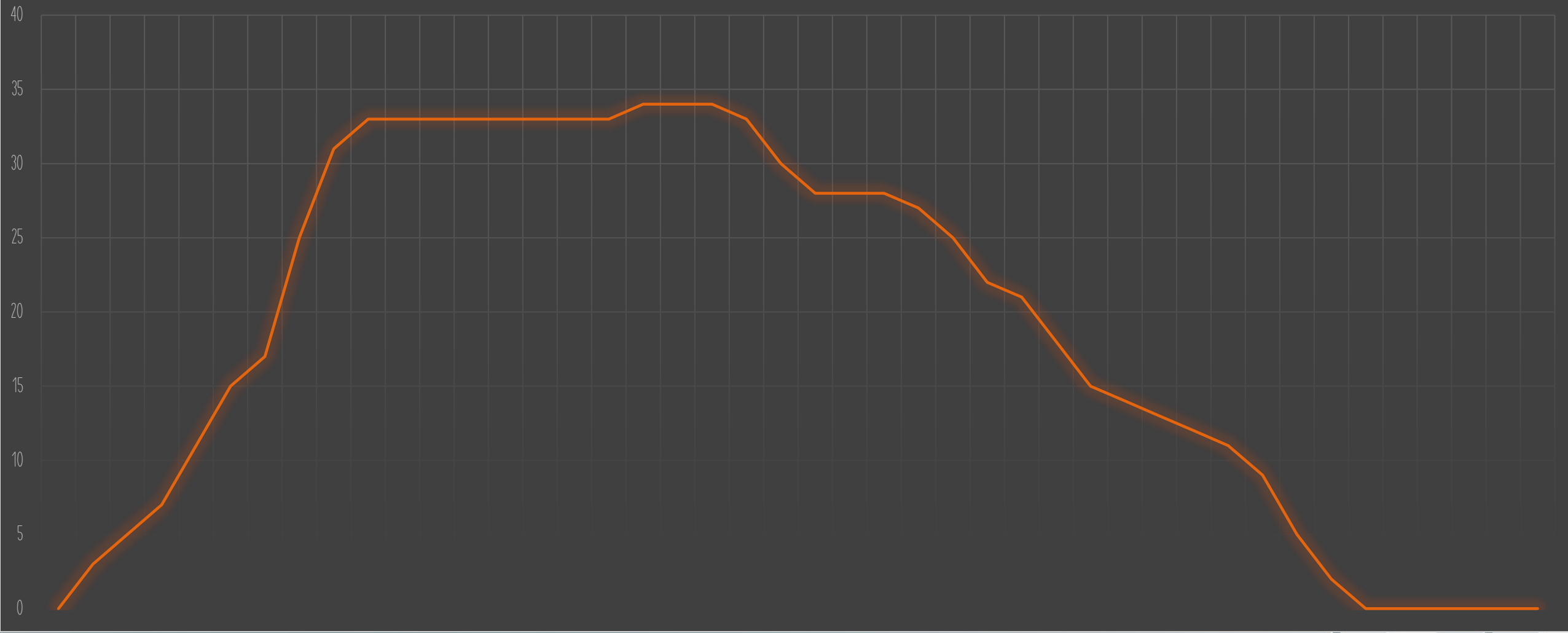






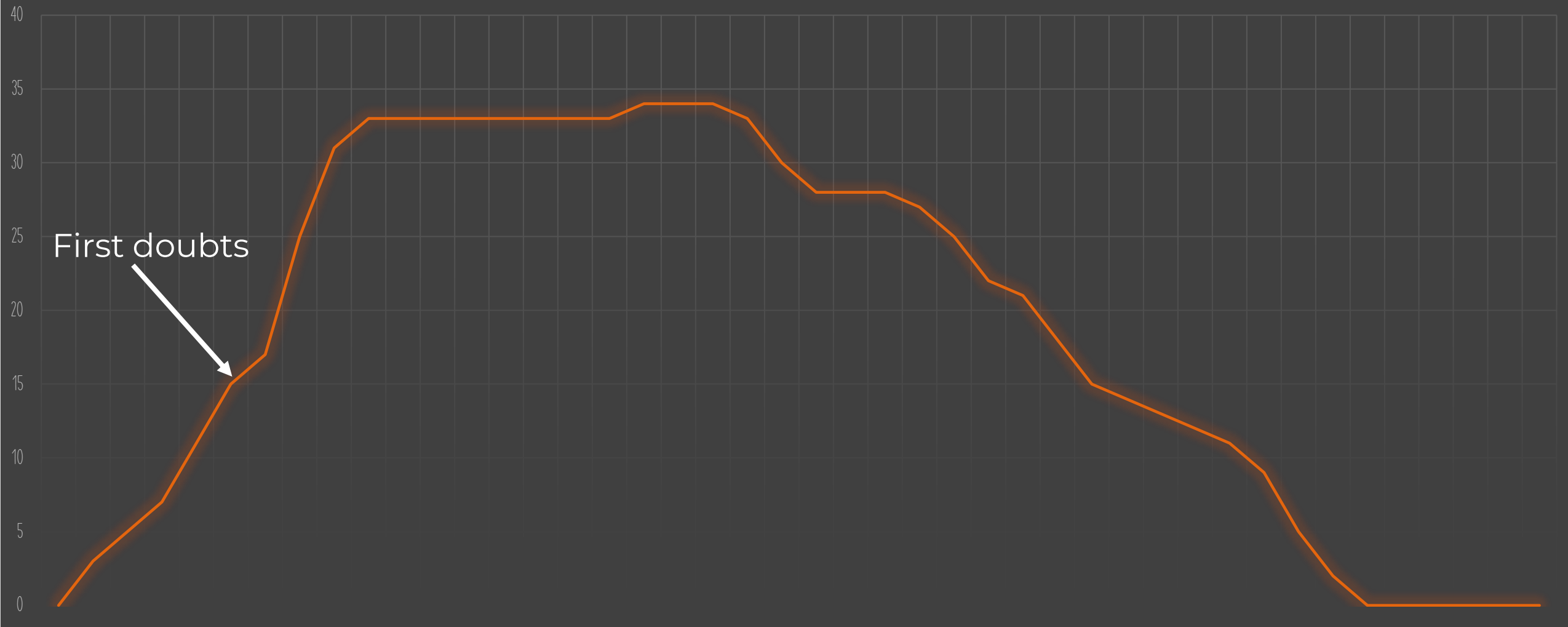
# My super scientific curve of DevOps transformation work to do <sup>®</sup><sub>©</sub>

— Work



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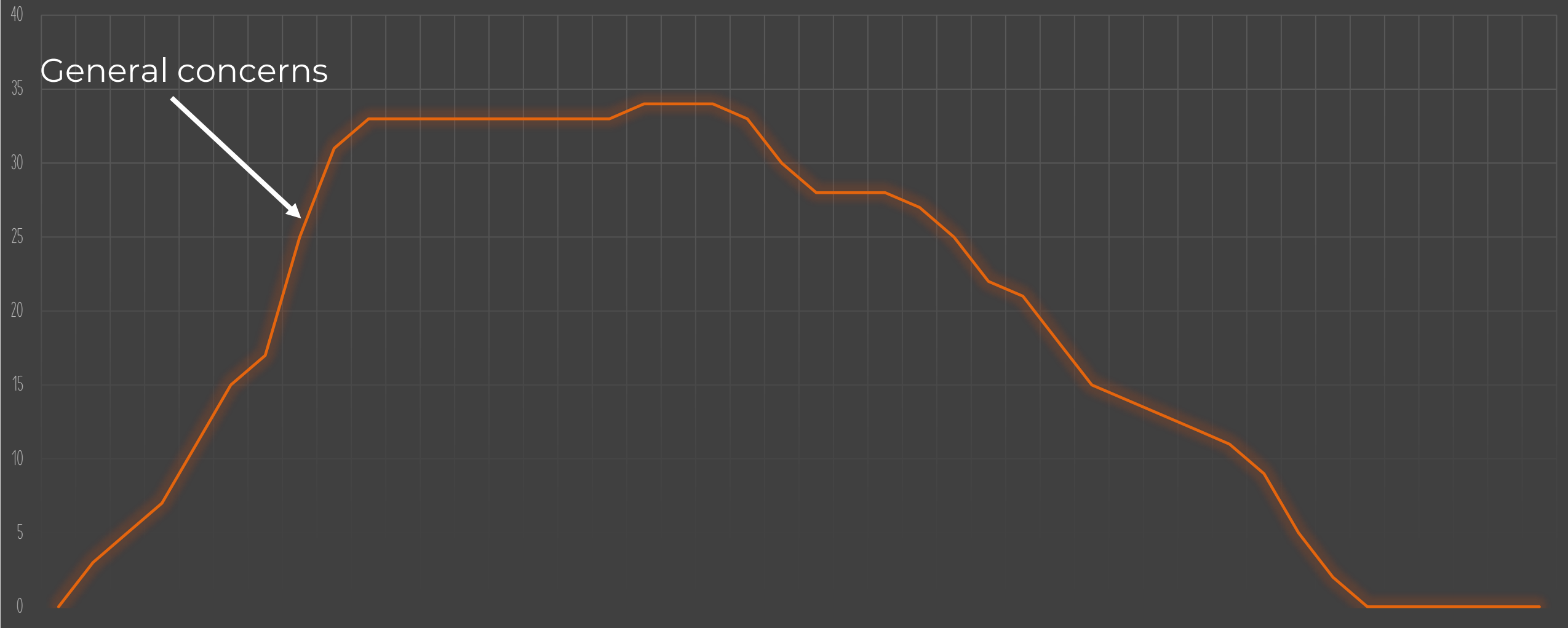




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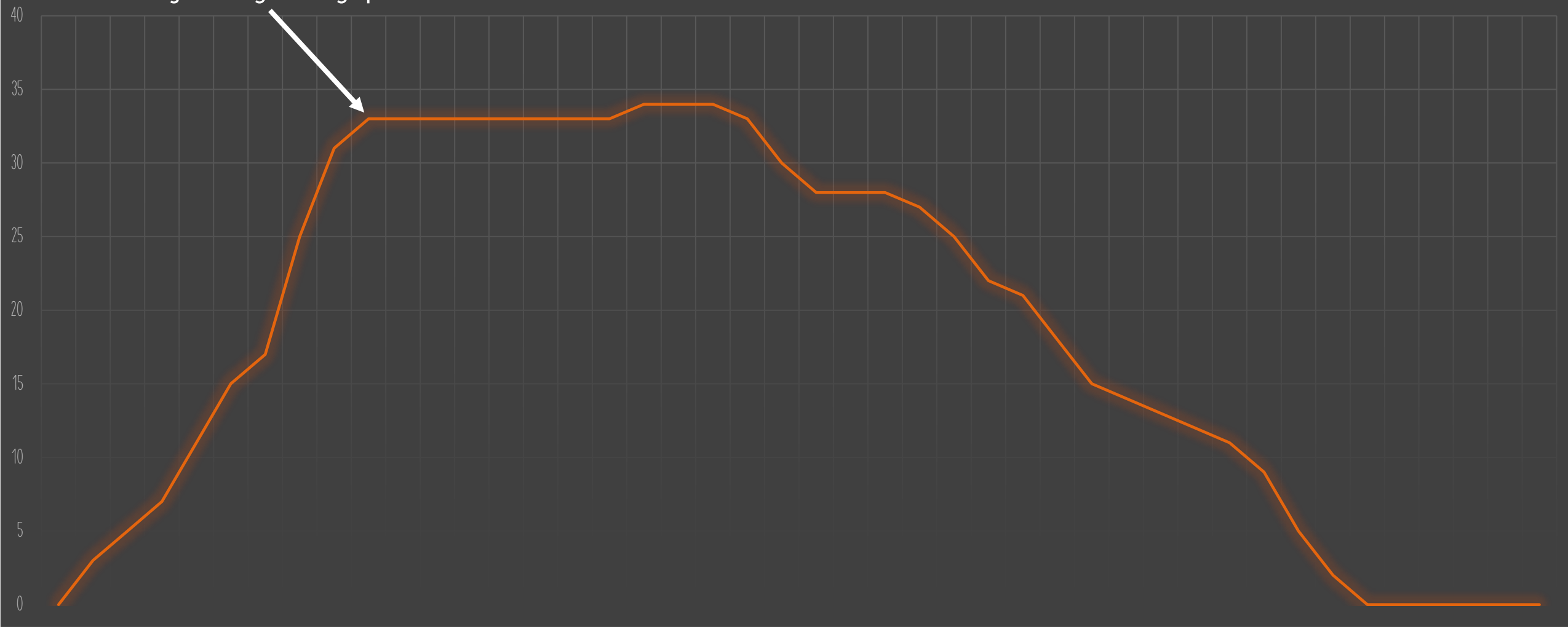
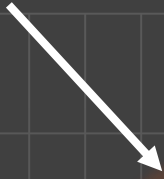
General concerns



# My super scientific curve of DevOps transformation work to do <sup>®</sup><sub>©</sub>

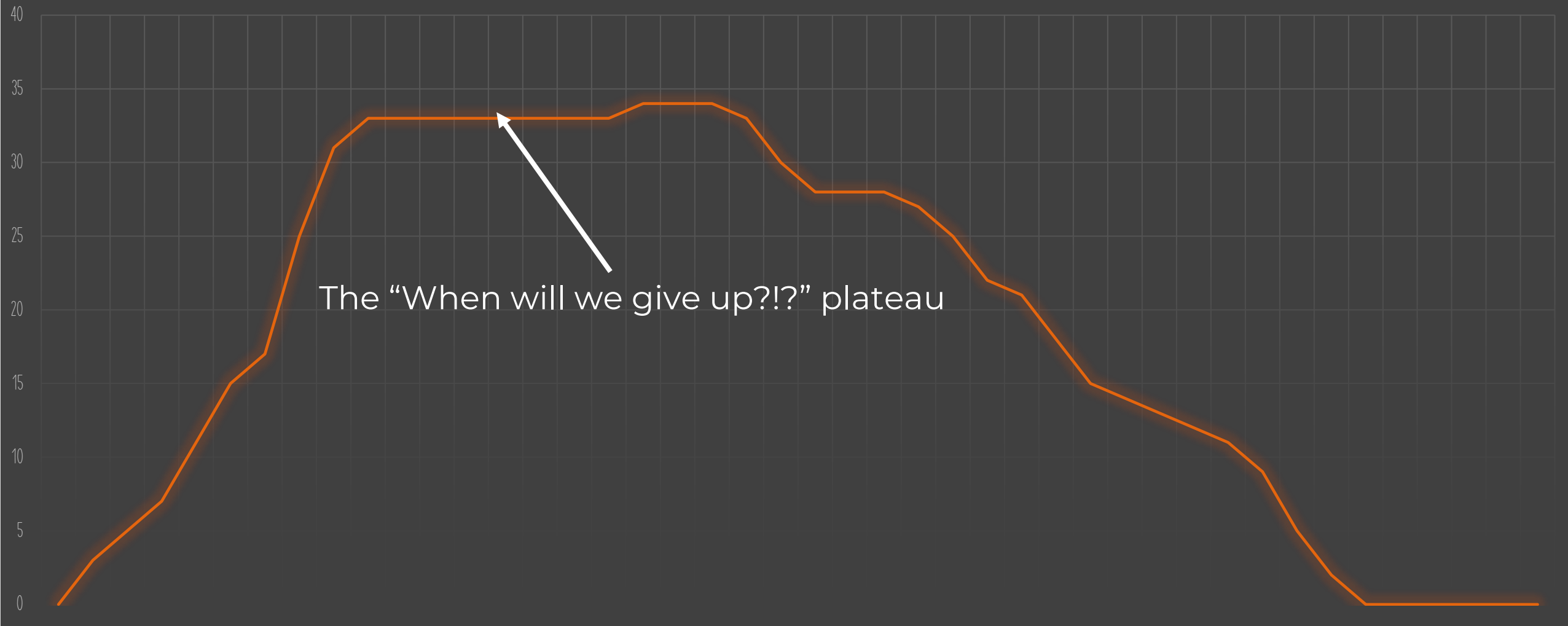
— Work

Major crybaby peak



# My super scientific curve of DevOps transformation work to do <sup>®</sup><sub>©</sub>

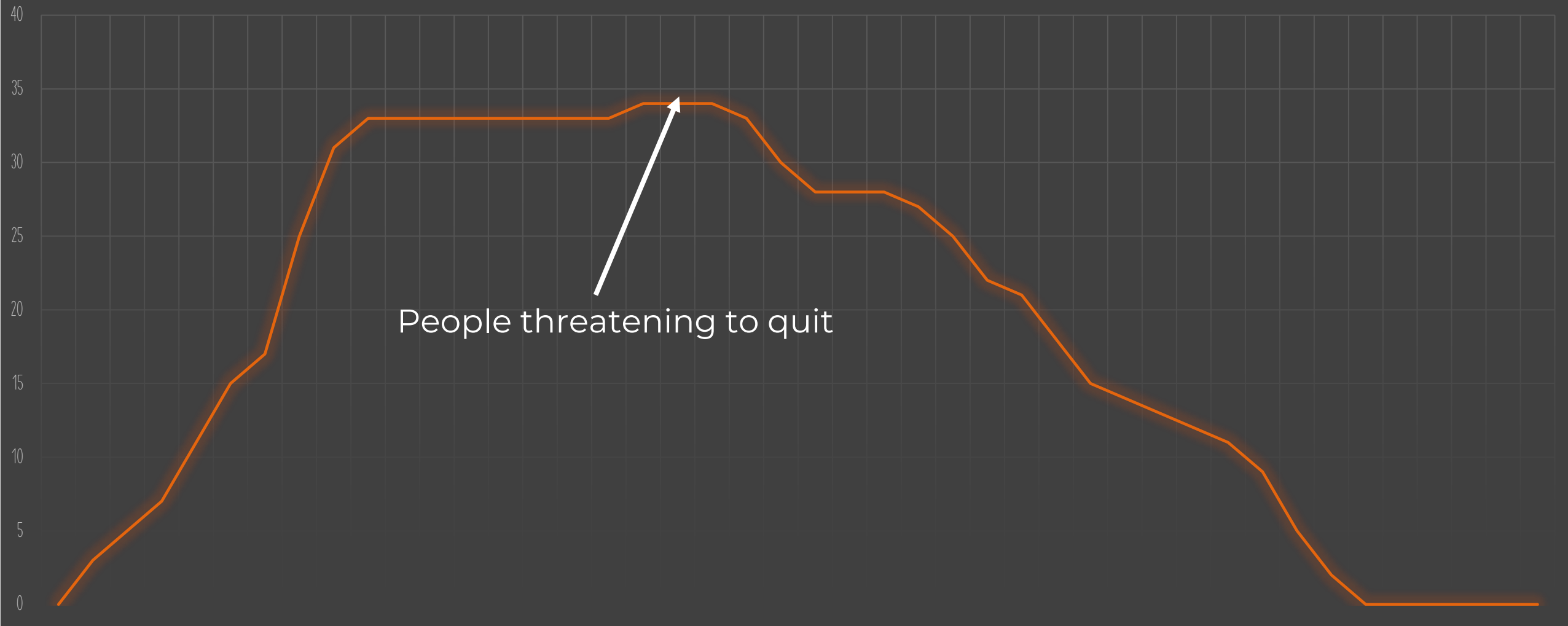
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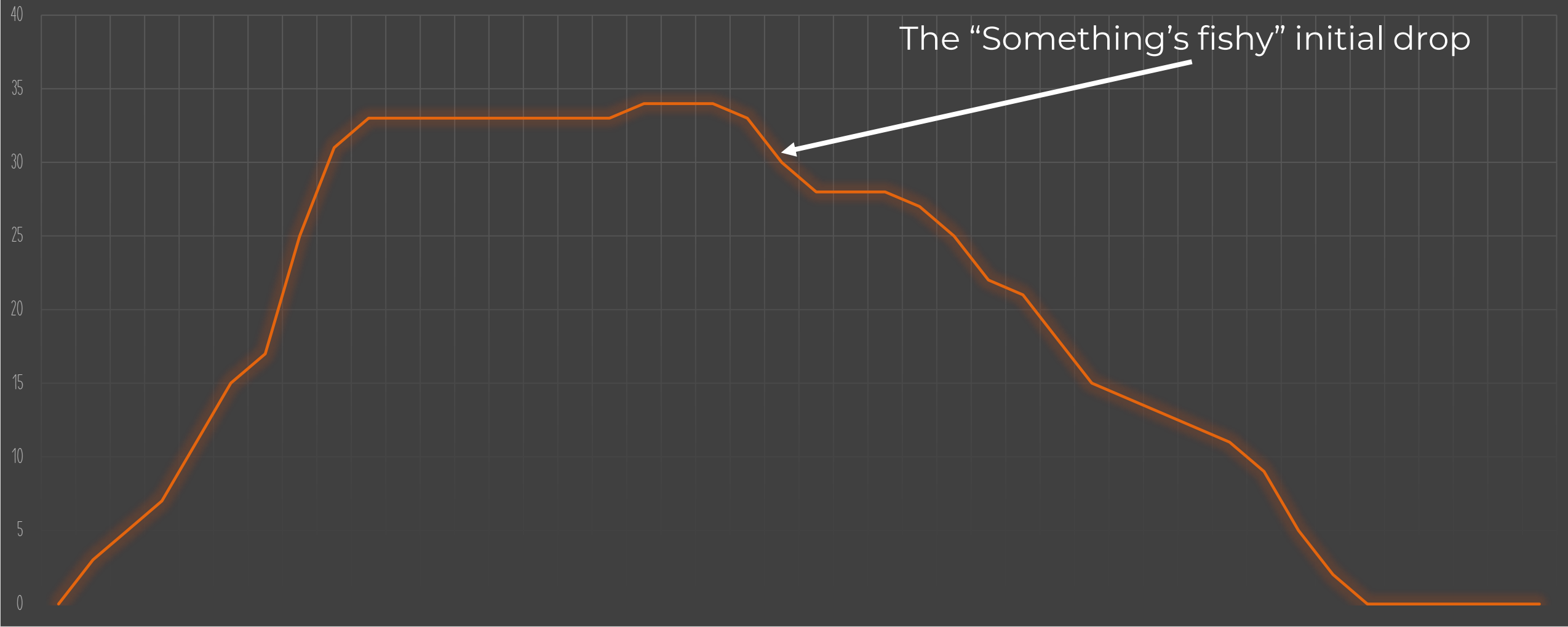
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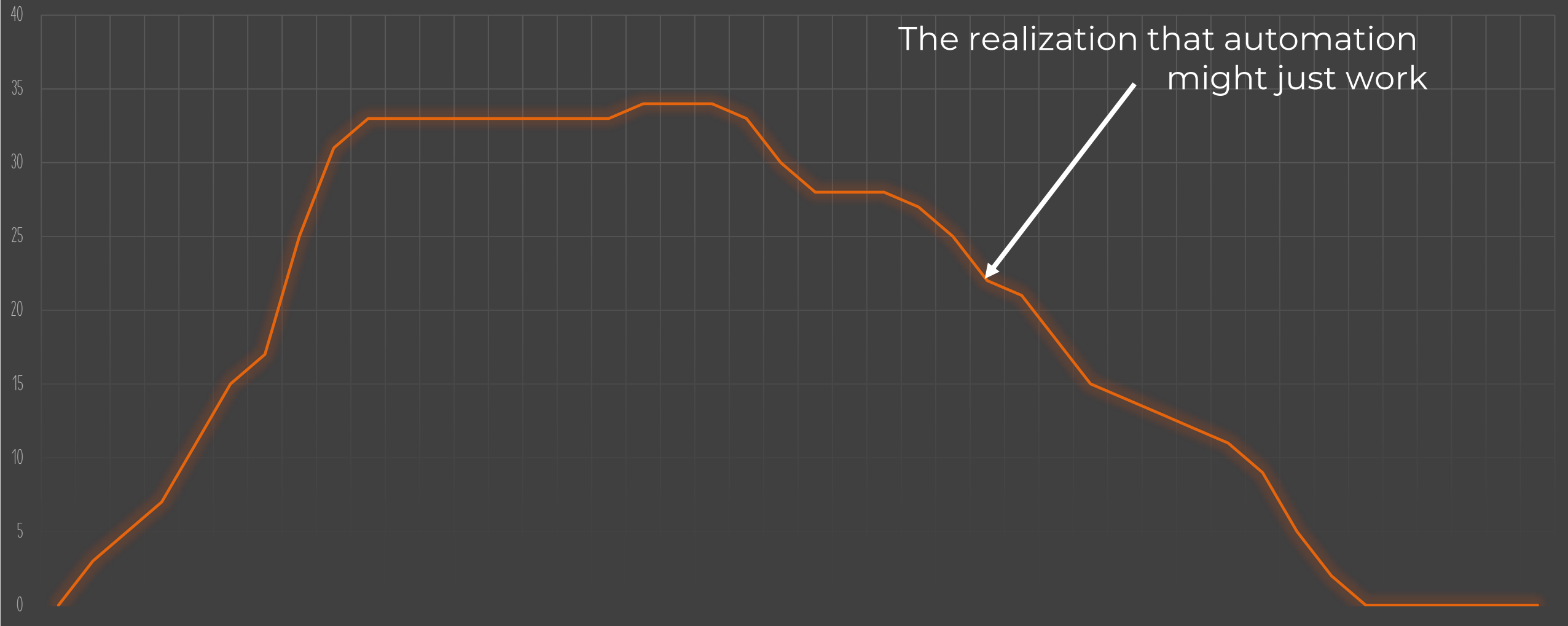
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The “Something’s fishy” initial drop



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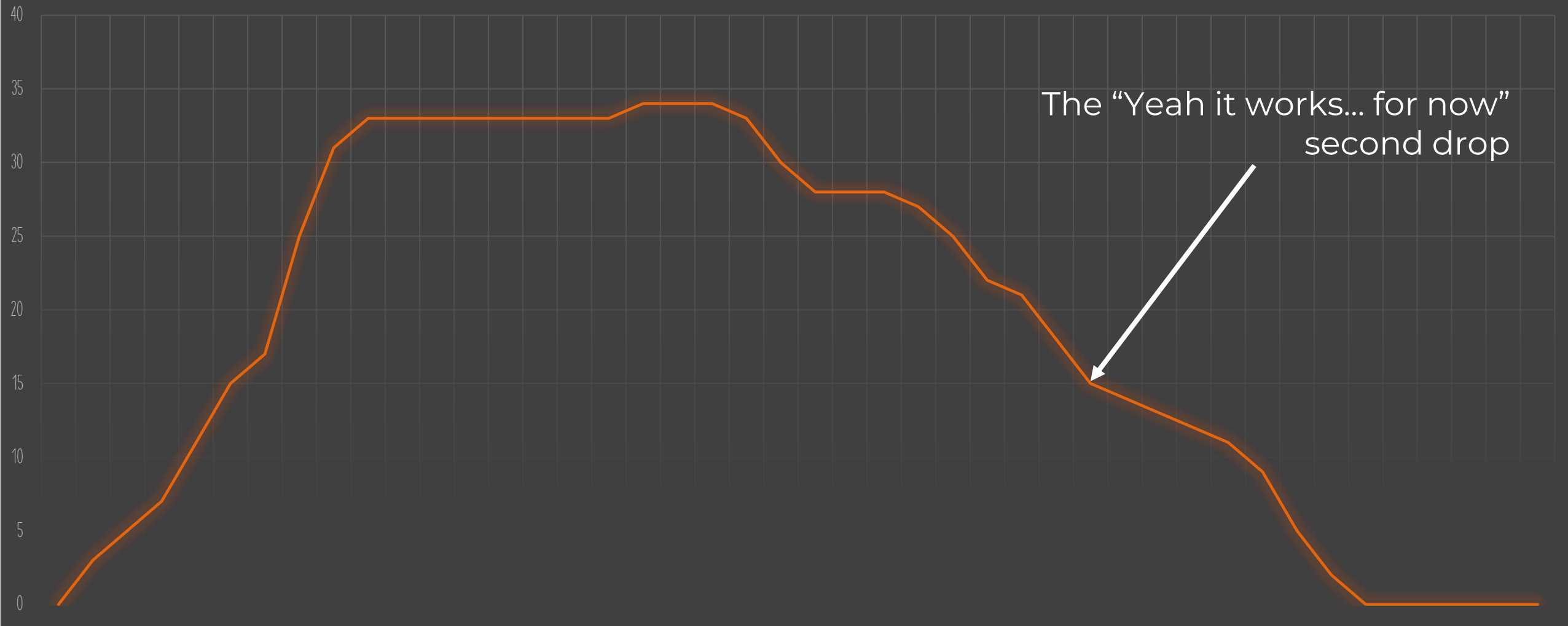
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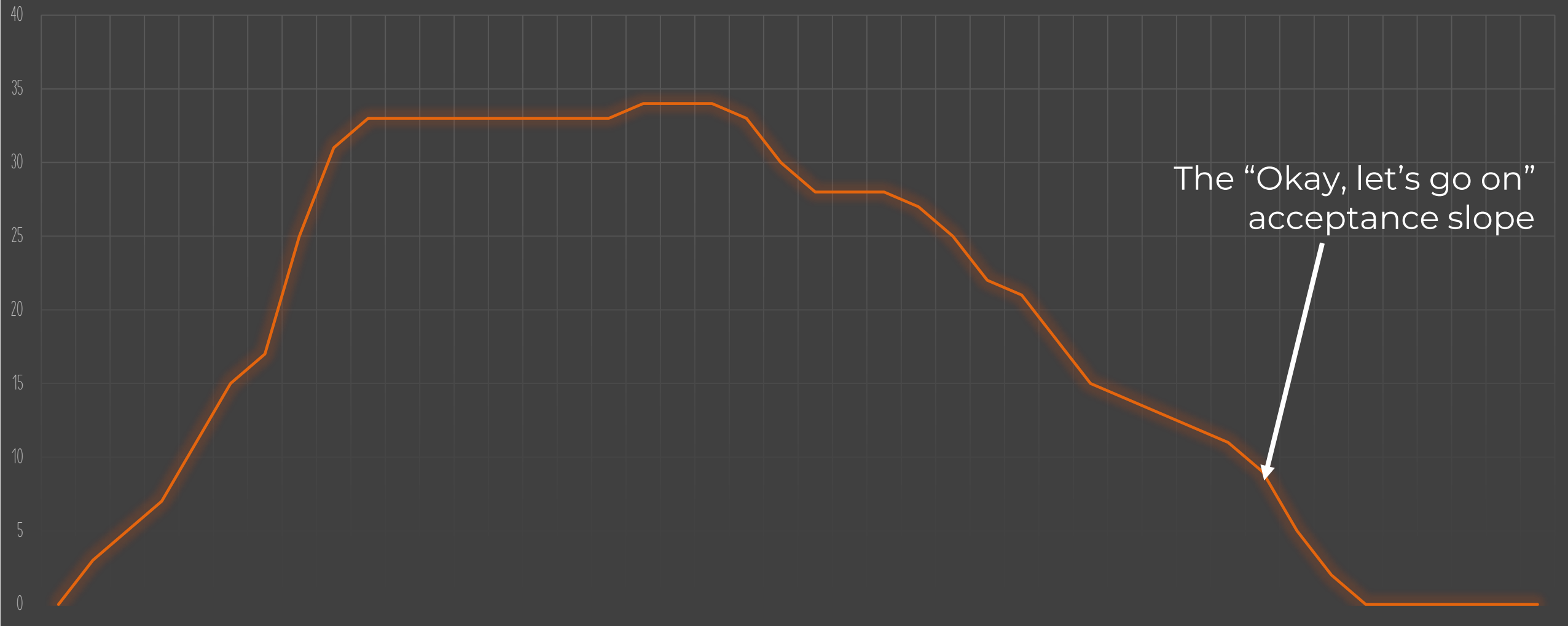
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The "Yeah it works... for now"  
second drop

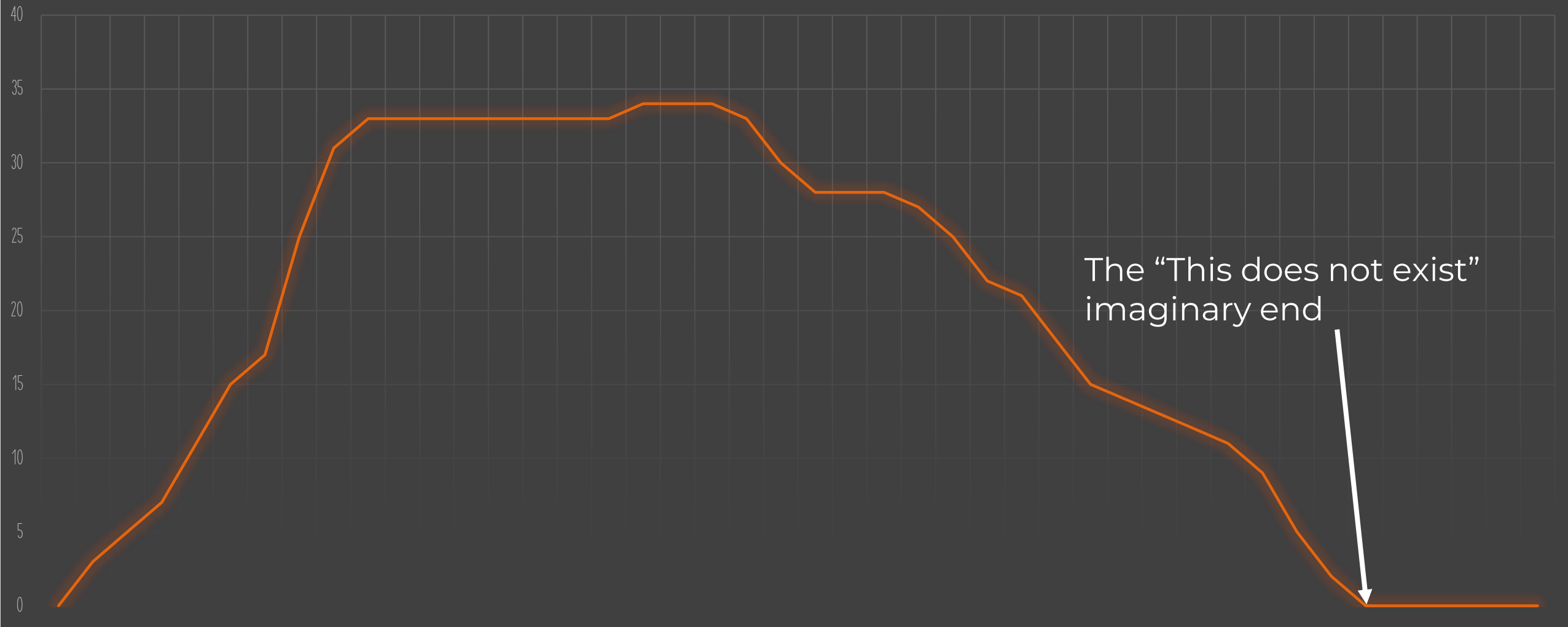
# My super scientific curve of DevOps transformation work to do <sup>®</sup><sub>©</sub>

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people are *different*











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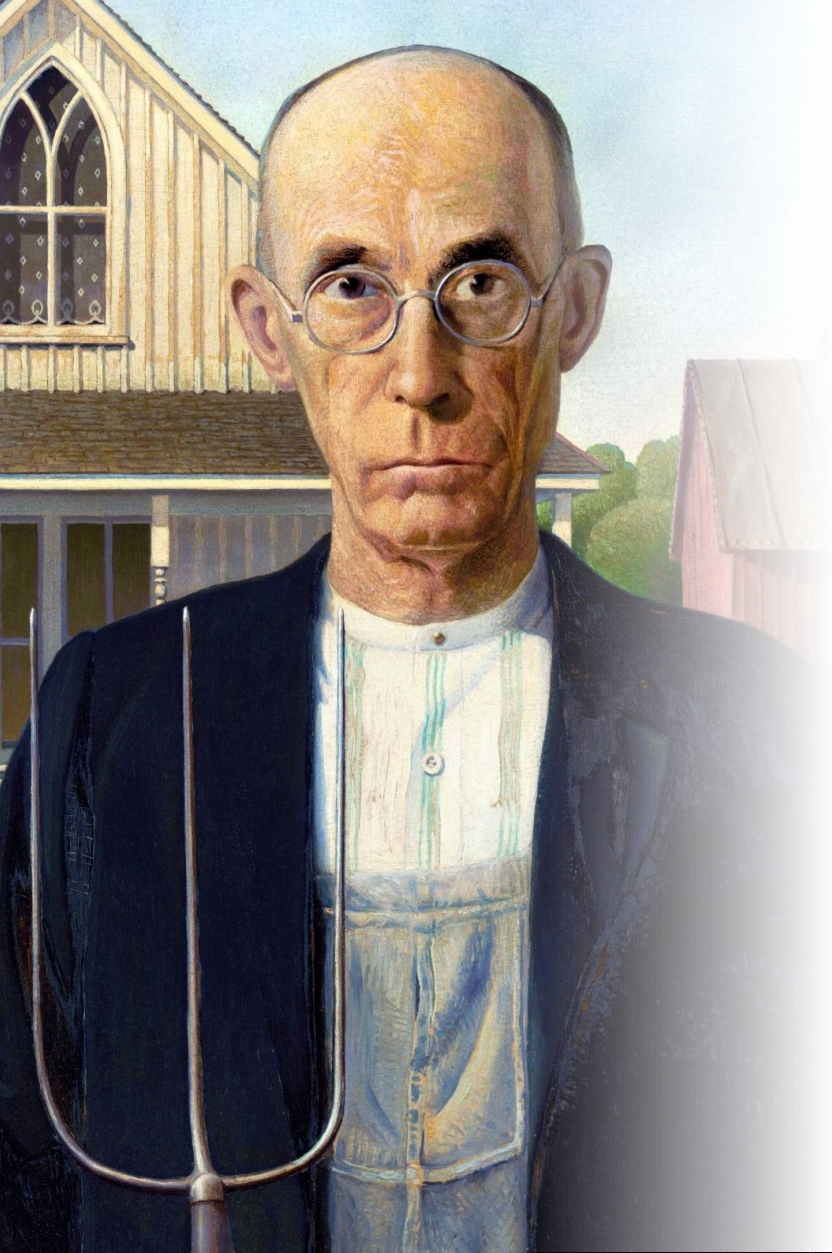




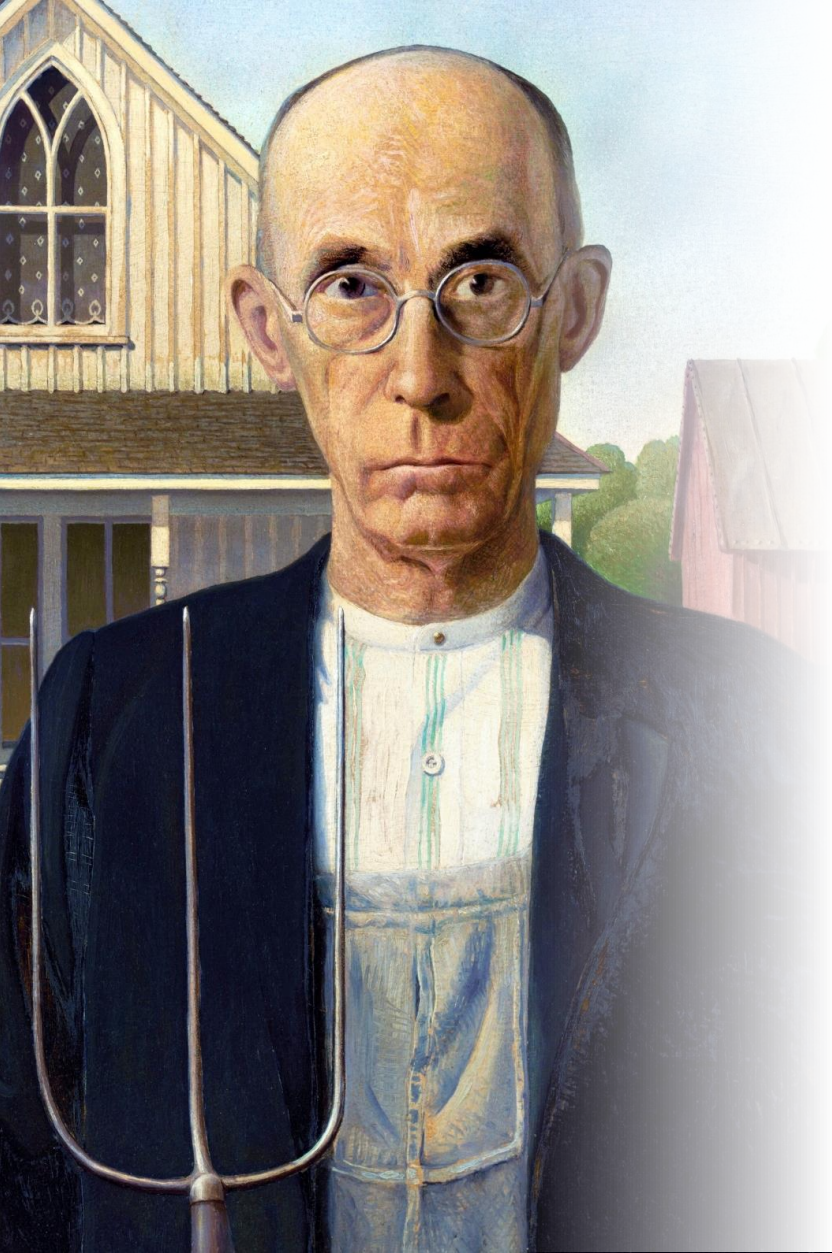
# The different personas on your DevOps journey







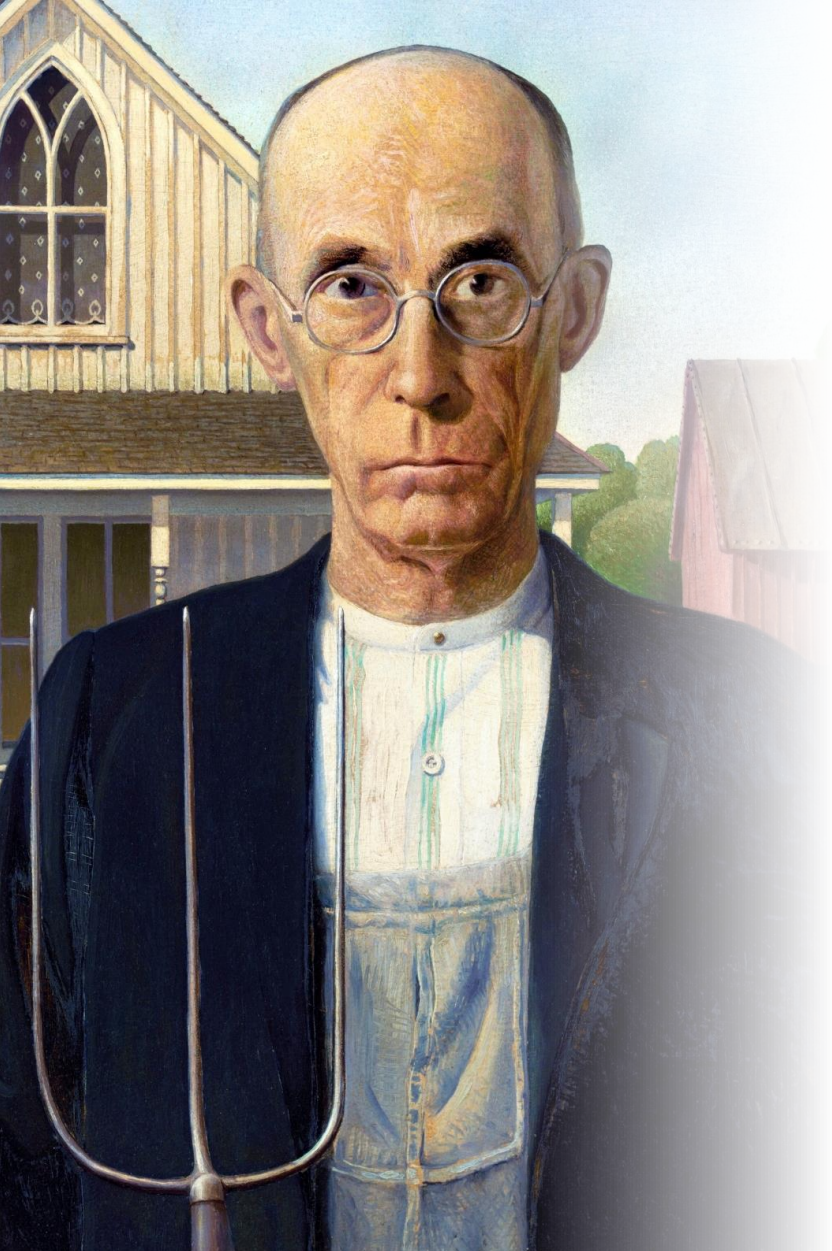
# The “old-timer”



# How to identify them

- ∩ More than **15-20 years** of experience
- ∩ Senior developer, Tech or Team lead
- ∩ **Skeptical** about DevOps and operational work in general
- ∩ Strong believer in **specialization**
- ∩ **Perfectionists**, always getting into the details

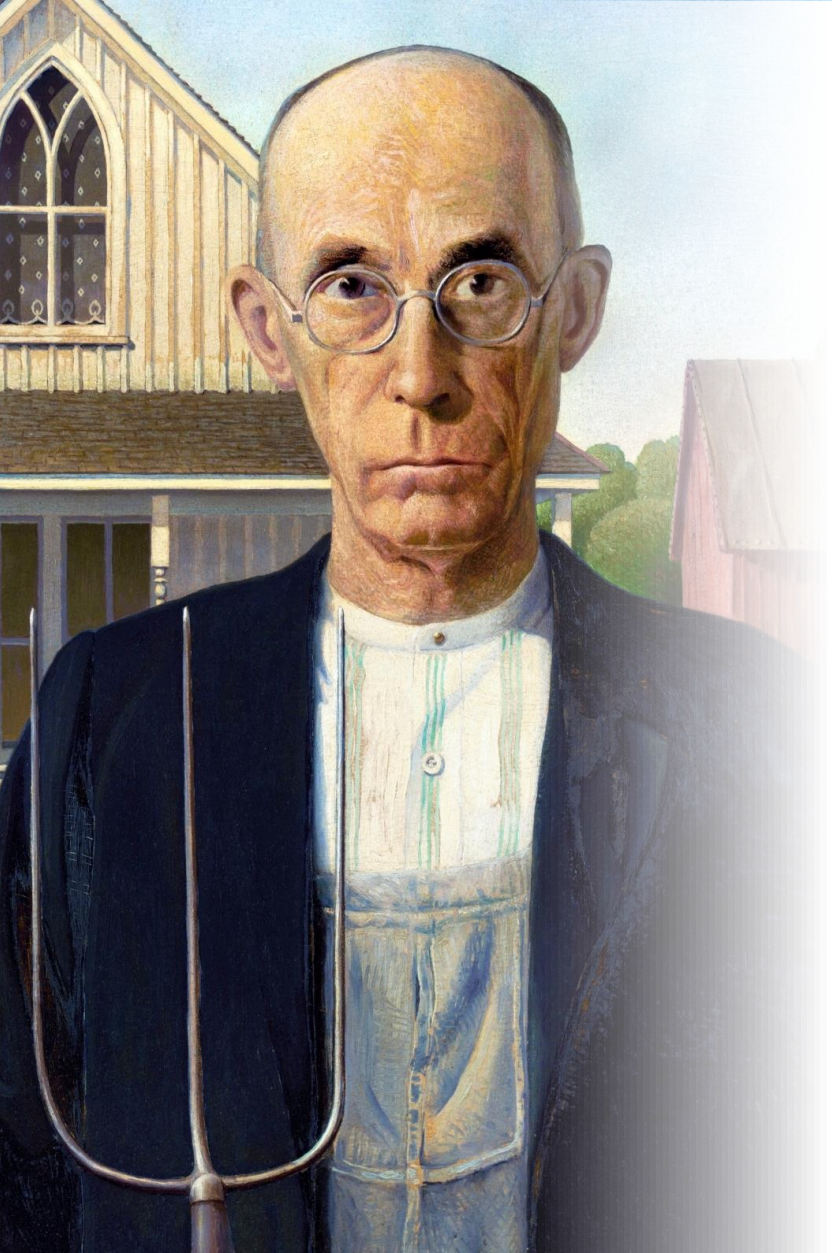




# Some catchphrases

- ⌘ "This will never work"
- ⌘ "I don't have the time to do everything"
- ⌘ "Most of the developers have no clue what they do"





Now  
What?







The  
"full bananas"

# How to identify them



- **DevOps**-coholic
- Takes everything to **extremes**
- Very **proactive** and **optimistic**
- Can be **annoying** sometimes
- Usually, a “go to” person for **advice** on **DevOps tools**
- **People-centric** persona
- Complete **opposite** of the “**old-timer**”



# Some catchphrases



- ☞ "You can do everything simultaneously"
- ☞ "Technical debt is the silent killer"
- ☞ "DevOps will set us free"



Now  
What?



# The “young hope”





# How to identify them

- ∞ Fresh **young** people with **desire** to **learn**
- ∞ **Juniors** or recently became seniors
- ∞ **Enthusiastic** and want to do **new stuff**.
- ∞ **Researches** are usually assigned to them
- ∞ **Legacy** code **scares** them





# Some catchphrases

- ∞ "I can do that, I'll just Google it for a bit"
- ∞ "Everything new and cutting edge is exciting stuff"
- ∞ "Maybe this can be automated"





Now  
What?



# The “pragmatic”







# How to identify them

- ④ Usually, they are either in **managerial** position or **senior** developers
- ④ **Skilled** and with extensive **experience**
- ④ Give **opinions** backed by **arguments**
- ④ Play it **safe** and risk **as little as** possible





# Some catchphrases

- Ⓟ “We tried that already, it did not work”
- Ⓟ “Experimenting is OK, gambling is not”
- Ⓟ “I prefer going slowly, instead of failing quickly”

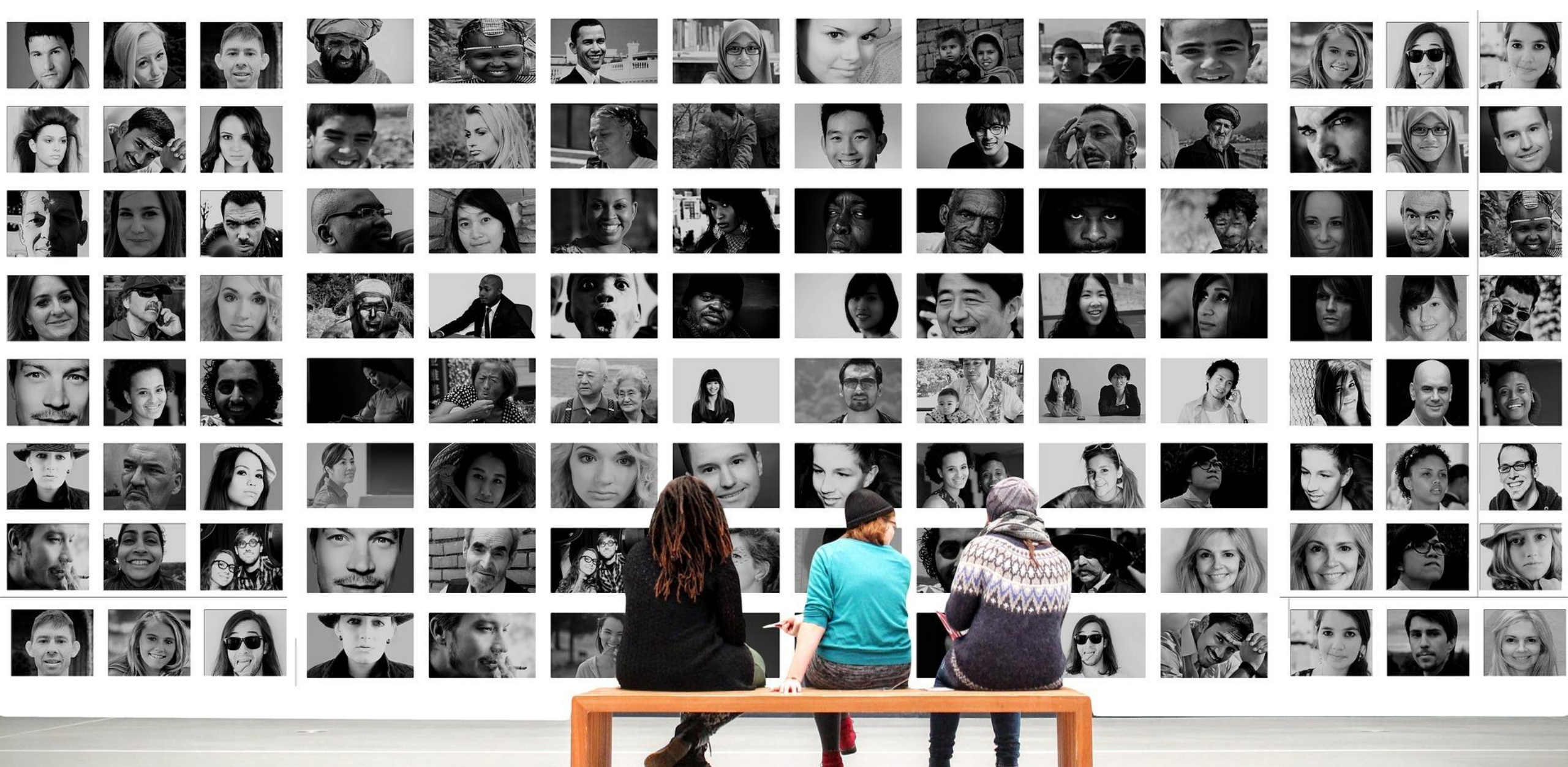




Now  
What?







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So...





Accelerate

# State of DevOps 2021



<https://services.google.com/fh/files/misc/state-of-devops-2021.pdf>



*“...culture is one of the top  
drivers of organizational  
and IT performance.”*

- Accelerate State of DevOps 2021





# The ROI of DevOps Transformation



<https://cloud.google.com/resources/roi-of-devops-transformation-whitepaper>

# Aol.

In 2008, Gene Kim and Eric Passmore were working at AOL.

Gene says: “It took [months] for the ops team to update the Linux kernel from 2.4 to 2.6”

They realized this was much more than a Dev or Ops problem - it was a business problem.

They managed to improve deployment time from six hours to 45 minutes, **removing bottlenecks in the process.**

*[The ROI of DevOps Transformation](#)  
by Google*



# Conclusion

## Transformation Pays Off

[The ROI of DevOps Transformation](#)  
by Google

**Luke:**  
I can't  
believe  
it.

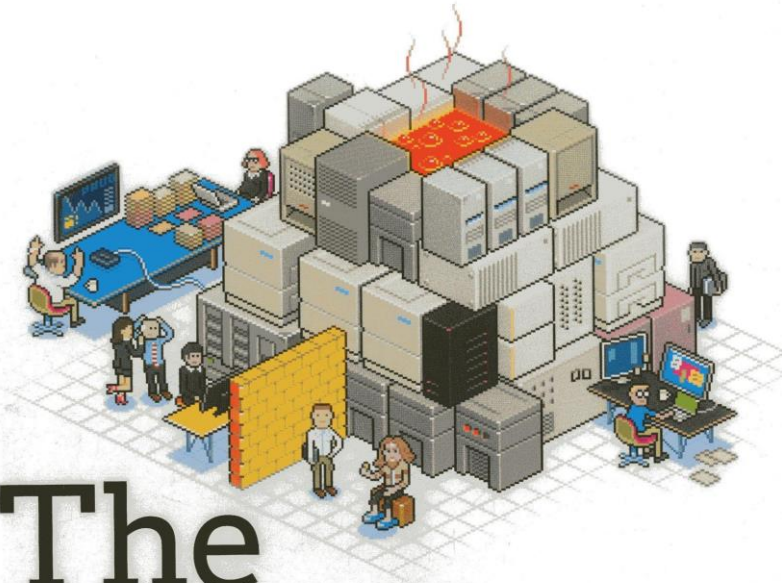


**Yoda:**  
That is  
why  
you fail.





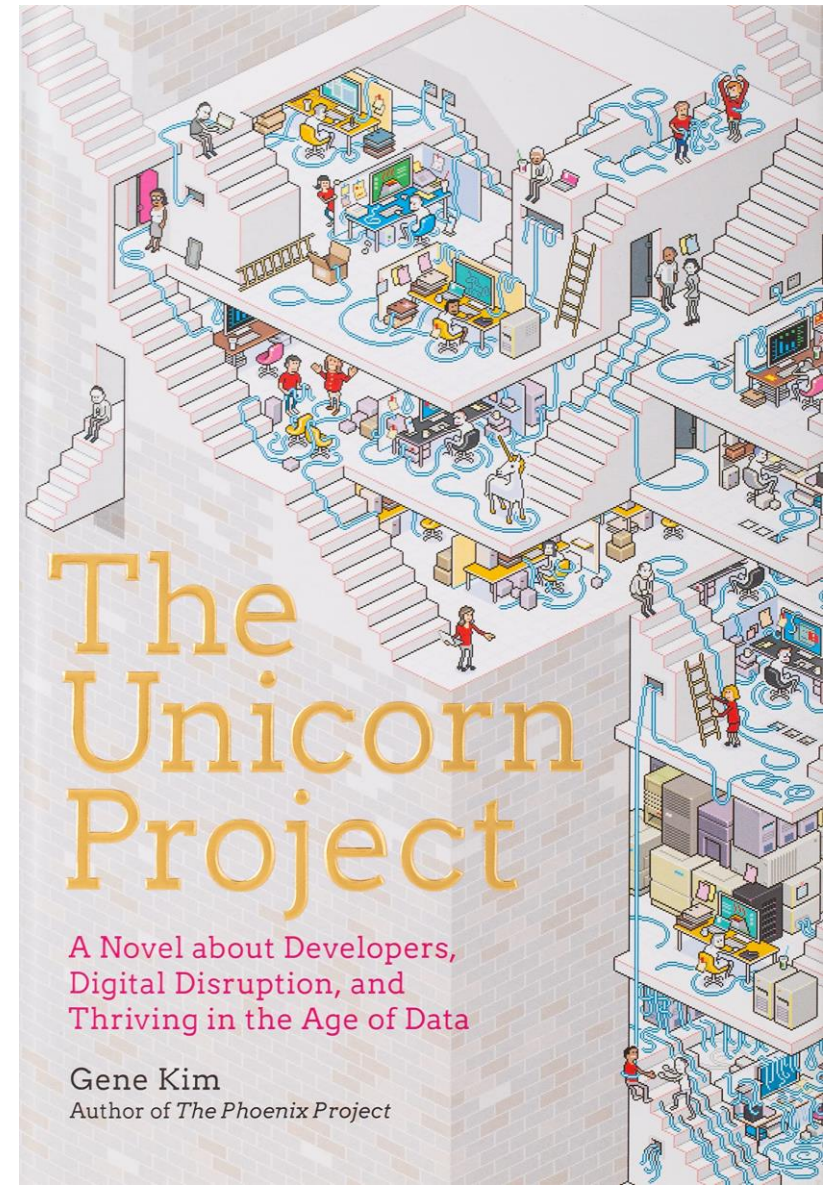
From the authors of *The Visible Ops Handbook*



# The Phoenix Project

A Novel About IT, DevOps,  
and Helping Your Business Win

Gene Kim, Kevin Behr, and George Spafford



# The Unicorn Project

A Novel about Developers,  
Digital Disruption, and  
Thriving in the Age of Data

Gene Kim  
Author of *The Phoenix Project*



# Thank you! (●'∩'●)

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