Modern organization Cookbook:
A recipe for enabling people, process and technology

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EXPAND YOUR POSSIBILITIES
A short introduction

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Every company is now also a software company.

What does your non-copyable advantage look like?
We got the idea to have all these tests we do with hardware on virtual test environments, and that’s why we’ve come to OpenShift and containers.

Michael Denecke
Head of Test Technology
Volkswagen AG
What does your journey look like?
Do you understand your value stream?

1. Identify the components of the value stream
2. What is the added value? What to Build and what to Buy?
3. Should your API-component really be a custom product or can you rely on of the shelve or even utility (SaaS)?
4. How to get from A to B? Move from custom product to utility?
Enabling users throughout the organization!
Everything is going SO slowly

My toolset & environment are outdated

I want to but am not allowed

I can (hardly) reach anything

... to what the users are telling us
We want to bring our users together and give them the technology that accelerates their success!
Intrinsically motivated employees who work on joint objectives supported by the latest techniques and technology.
The platform journey

- Multi-level automation
- Service broker
- Self-service, Push-Button-stack

Adopt a modern way of working

Standard building blocks

Compliance, security as a Service

Effective users
Motivated users
Happy users
What are we cooking?
Let’s name some capabilities of a modern application platform...
Execute a software update and roll back without downtime.
Automatic scaling of services to ensure we always offer the right capacity
Confidence in a flawless running service
The platform takes care of the health
An infrastructure agnostic platform to ensure maximum portability
We want “Automatic operations”!
Automated lifecycle management of services
Utilizes the power of communities
Embraces open source
Rethinking the platform recipe

1. Why a platform?
2. What kind of service?
3. What will your service catalog look like?
4. What SLA are you providing?
5. Who are your customers?
6. What does “ultimate-CX” look like?
7. What is your added value? What to Build and what to Buy?
8. What people, skills, processes do you need to deliver the service?
9. What is your revenue model?
10. How do you do your (internal) business development?
Essential ingredients

1. Service catalog
   - Match SLA
   - Compliance, security as a service

2. Onboarding process
   - Maturity assessment
   - Transitioning services

3. User communities
   - Feedback loop
   - Training, workshops
   - Retrospectives

4. Business Development
   - Community management
   - Business case
   - NPS - customer satisfaction
Essential capabilities

- Self-service
- Automation
- Push Button
- CI/CD
- Containers
- XaaS
CI/CD and continuous deployment

Everything under source control (GitOps)
Life Cycle Management of IT-Tooling and Applications

- Container Catalog
- Enterprise registry
- CI/CD for Life Cycle Management

Auto Vulnerability checks

- Auto rebuild of container images when vulnerabilities in components, base images are detected.
- Kick-off pipeline for LCM
- Rolling update if needed

Your Enterprise Registry

Enterprise application platform

Public Trusted Registry

ISV Trusted Registry
Freedom & flexibility versus Standardization, security & compliance
Improving your service
Adding real value for your users!

Conforming to compliance (and security) frameworks:
- What is provided as standard
- What can be configured
- What you have to do yourself!

What about ISO 27001, PCI DSS, ...?
Remember: Change mindset + behaviours over processes + systems
1. People over process over technology
2. Embrace open source and communities
3. Know & involve your (internal) customer
4. Close & shorten feedback loops
5. Use standard building blocks
6. Be infrastructure agnostic (no lock-in, portability)
7. Leverage the public cloud (services)
8. Provide value-added services
9. Be desirable for talent
10. Automate everything, really!

Effective users
Motivated users
Happy users!
Thank you

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