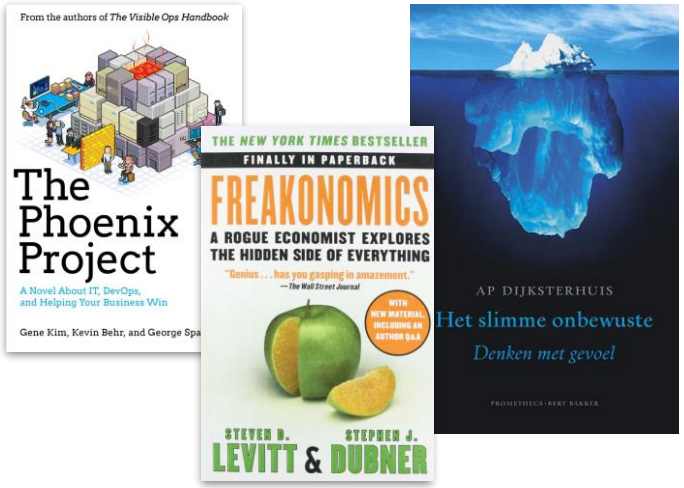
Modern organization Cookbook:

A recipe for enabling people, process and technology

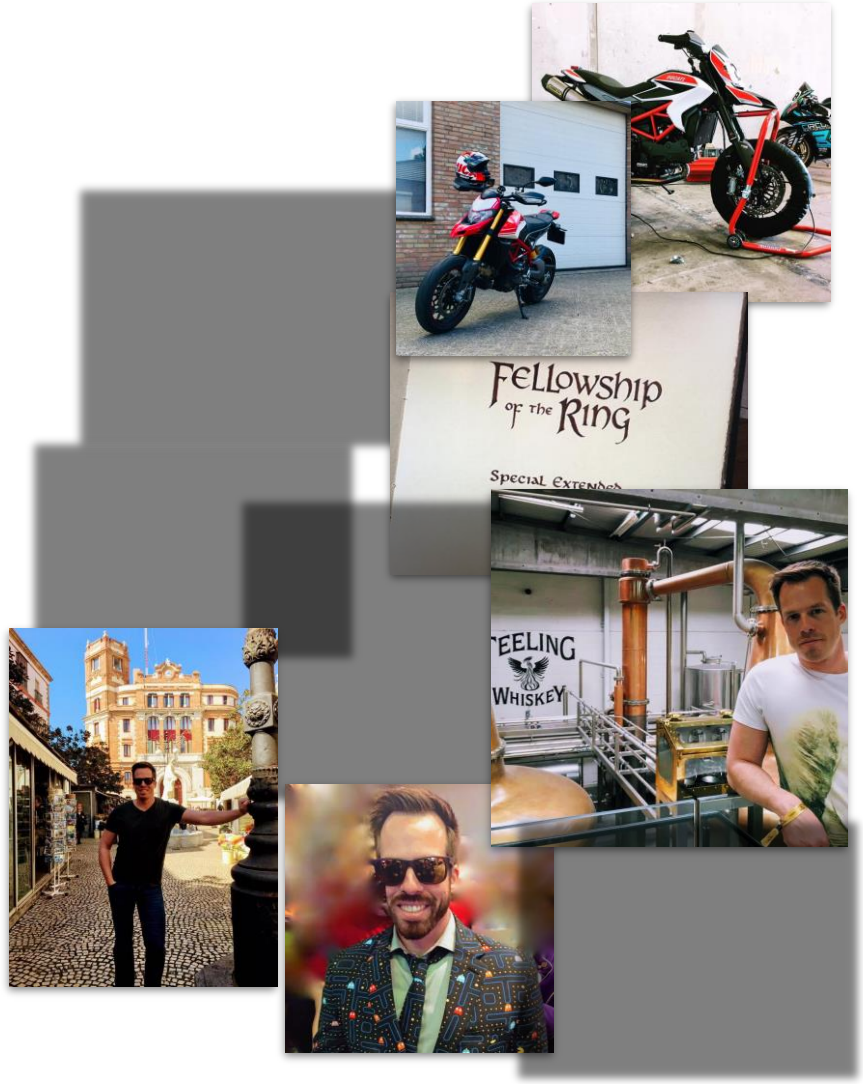
RED HAT FORUM UTRECHT

9 OCTOBER 2019

EXPAND YOUR POSSIBILITIES



A short introduction



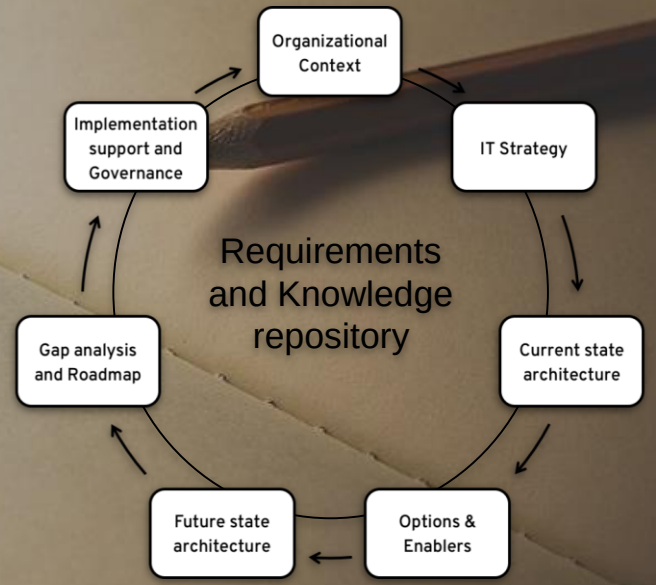
Red Hat

Every company is now **also**
a software company
What does
your non-copyable advantage
look like?

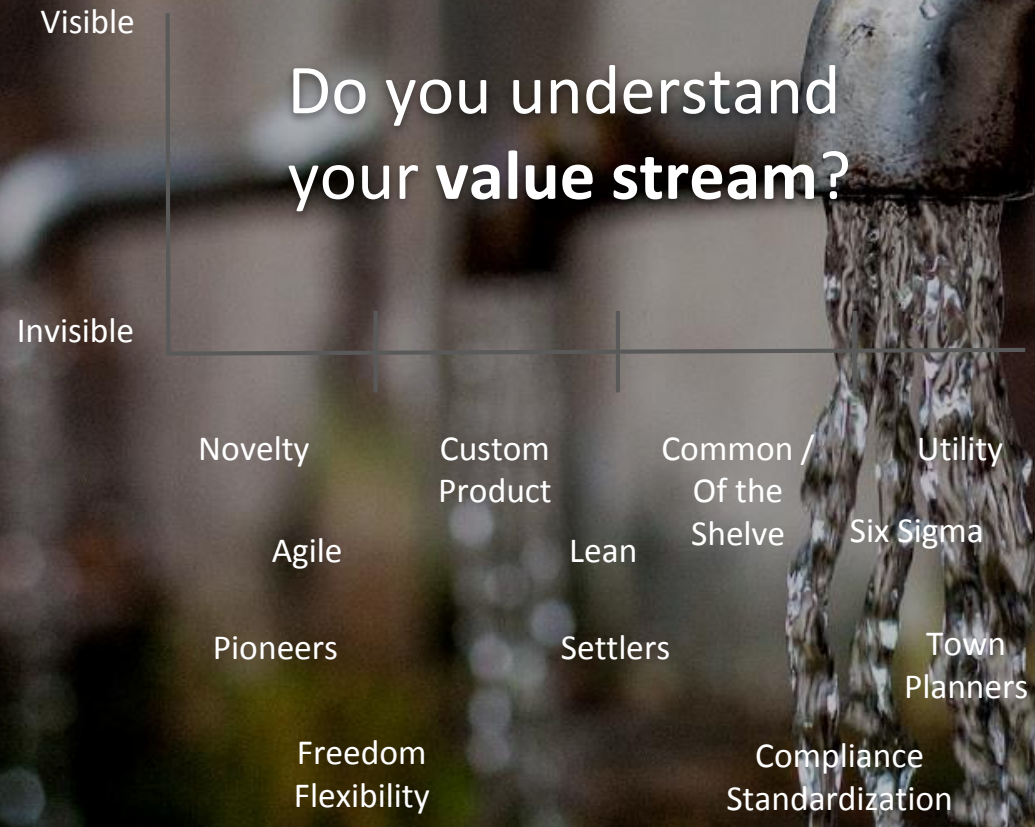
> We got the idea to have all these tests we do with hardware on virtual test environments, and that's why we've come to OpenShift and containers.
>
> **Michael Denecke**
> Head of Test Technology
> **Volkswagen AG**

VOLKSWAGEN
Autonomous Vehicle Testing

What does **your** journey look like?

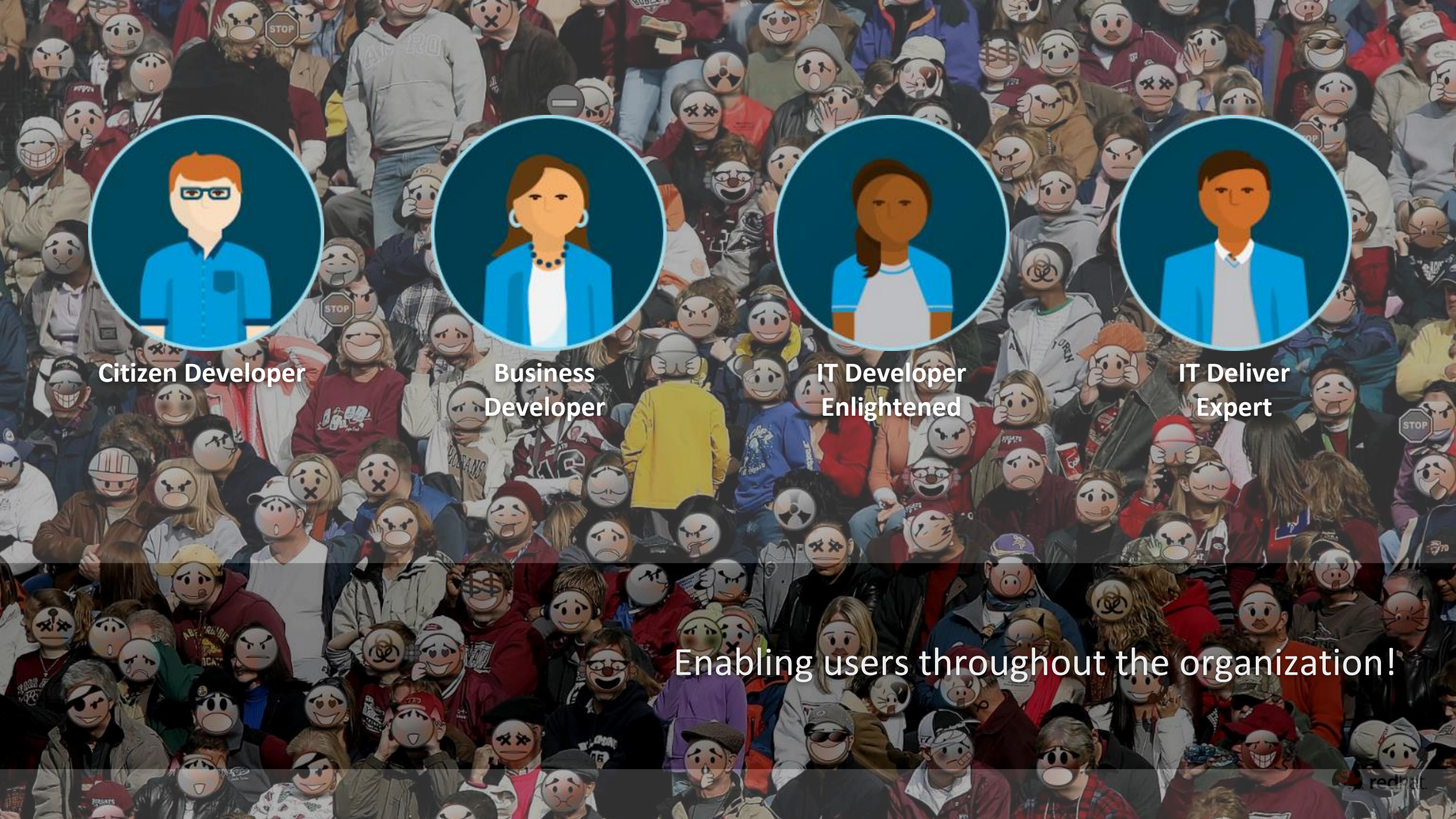


Do you understand your **value stream**?



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?

Red Hat


Citizen Developer
Business Developer
IT Developer Enlightened
IT Deliver Expert
Enabling users throughout the organization!

Listening ...

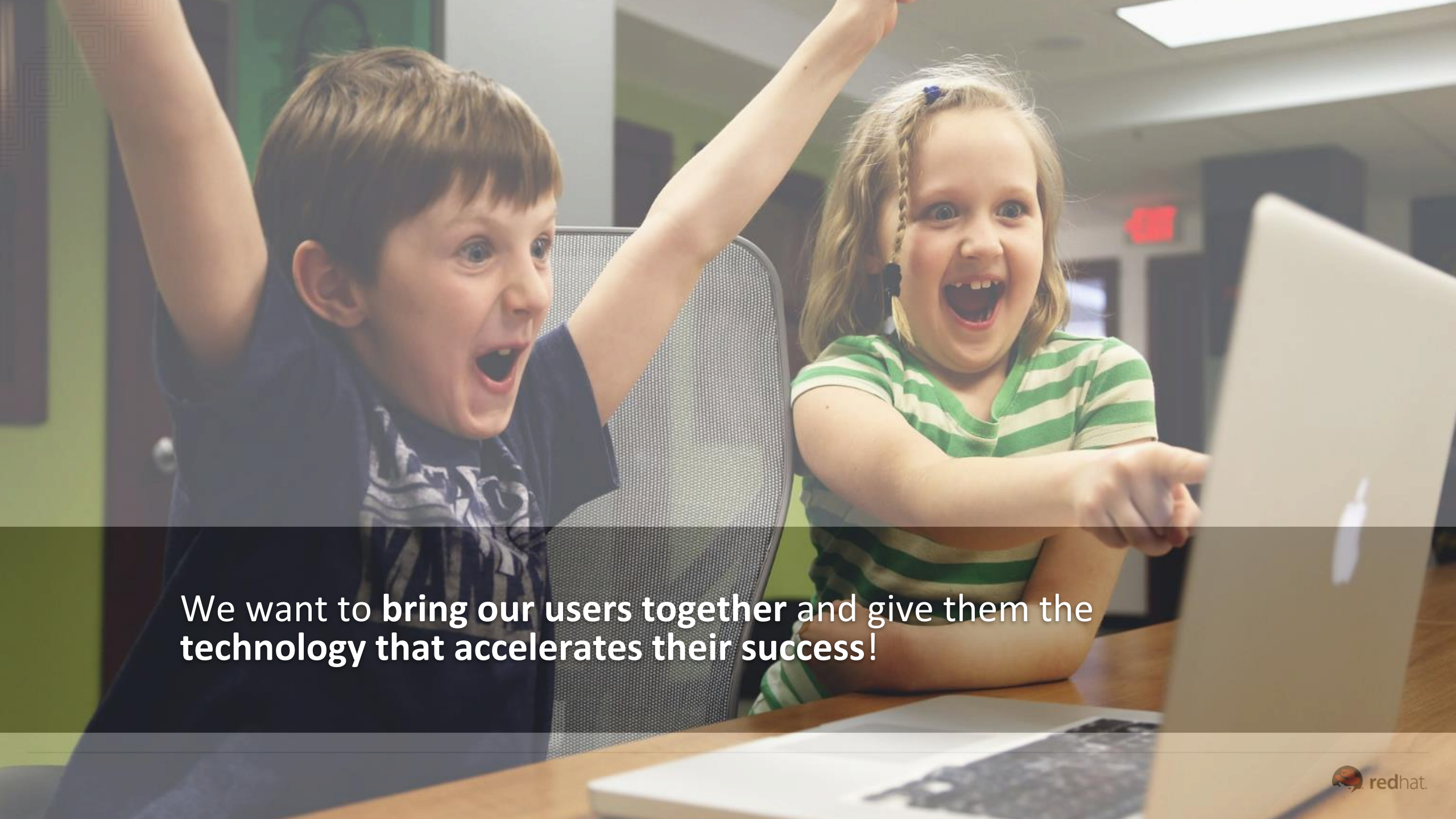
I can (hardly) **reach anything**

My toolset & environment are **outdated**

I want to but am **not allowed**

Everything is going **SO** slowly

... 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

Adopt a modern way of working

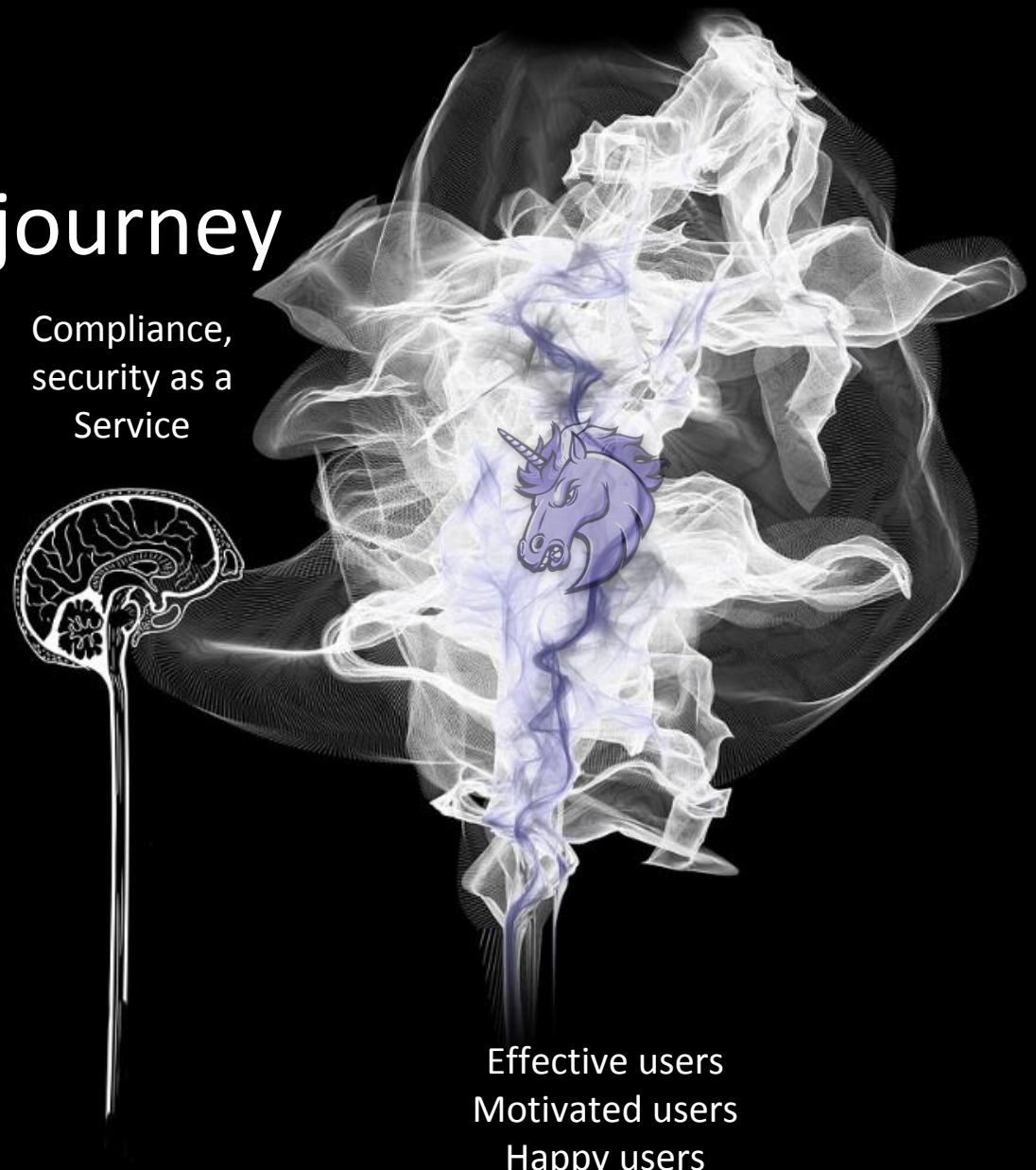
Standard building blocks

Multi-level automation

Service broker

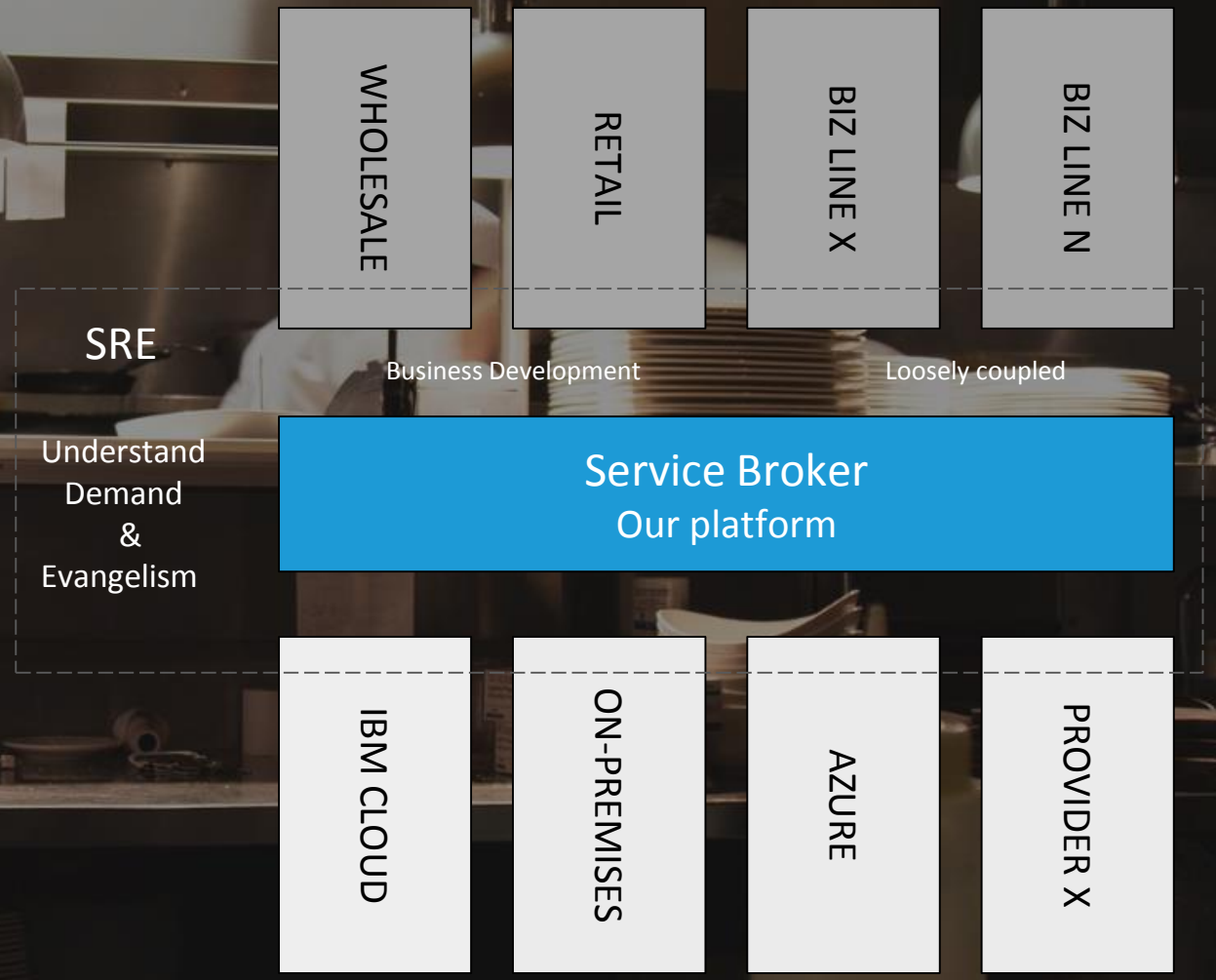
Self-service, Push-Button-stack

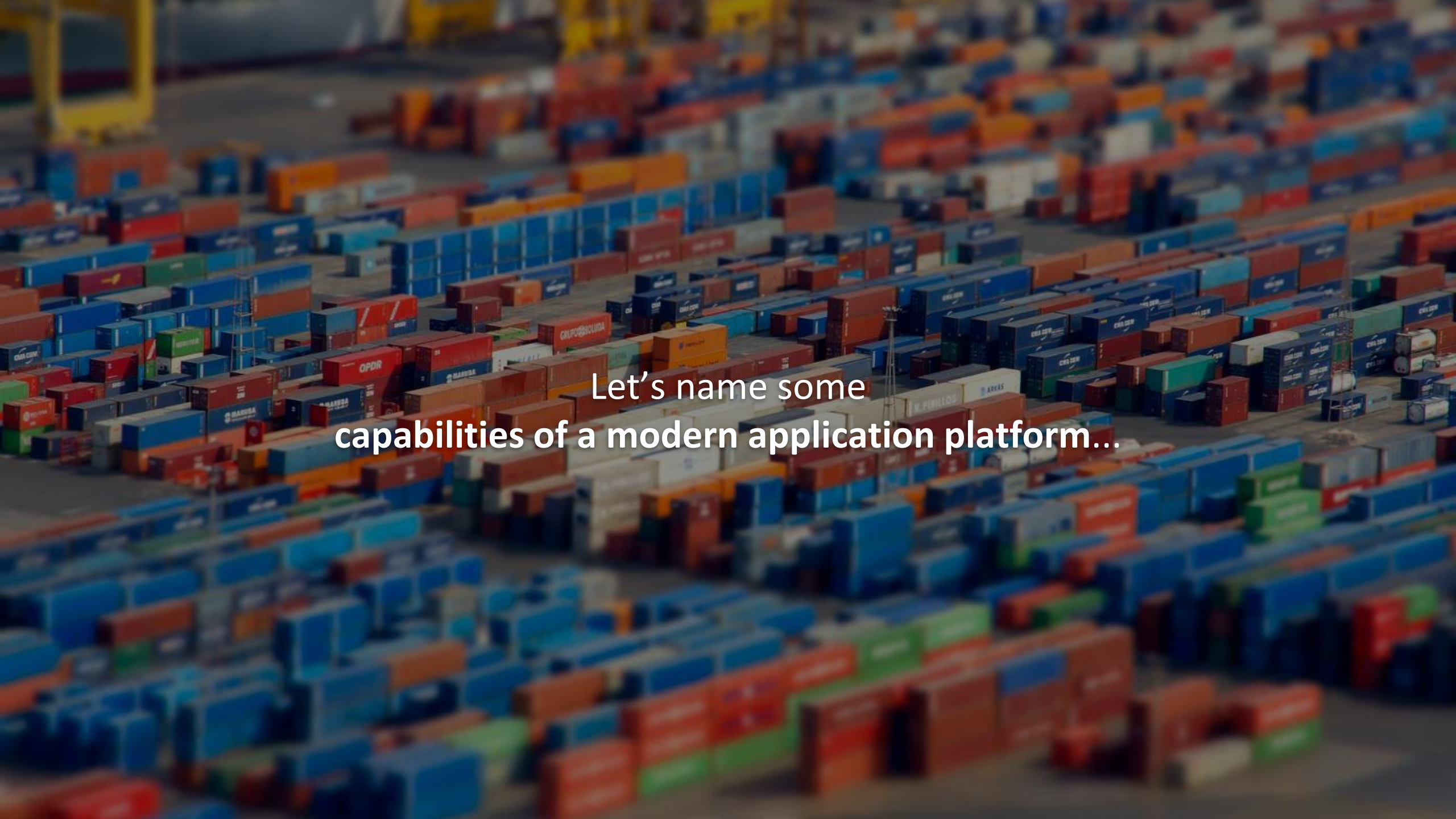
Compliance, security as a Service

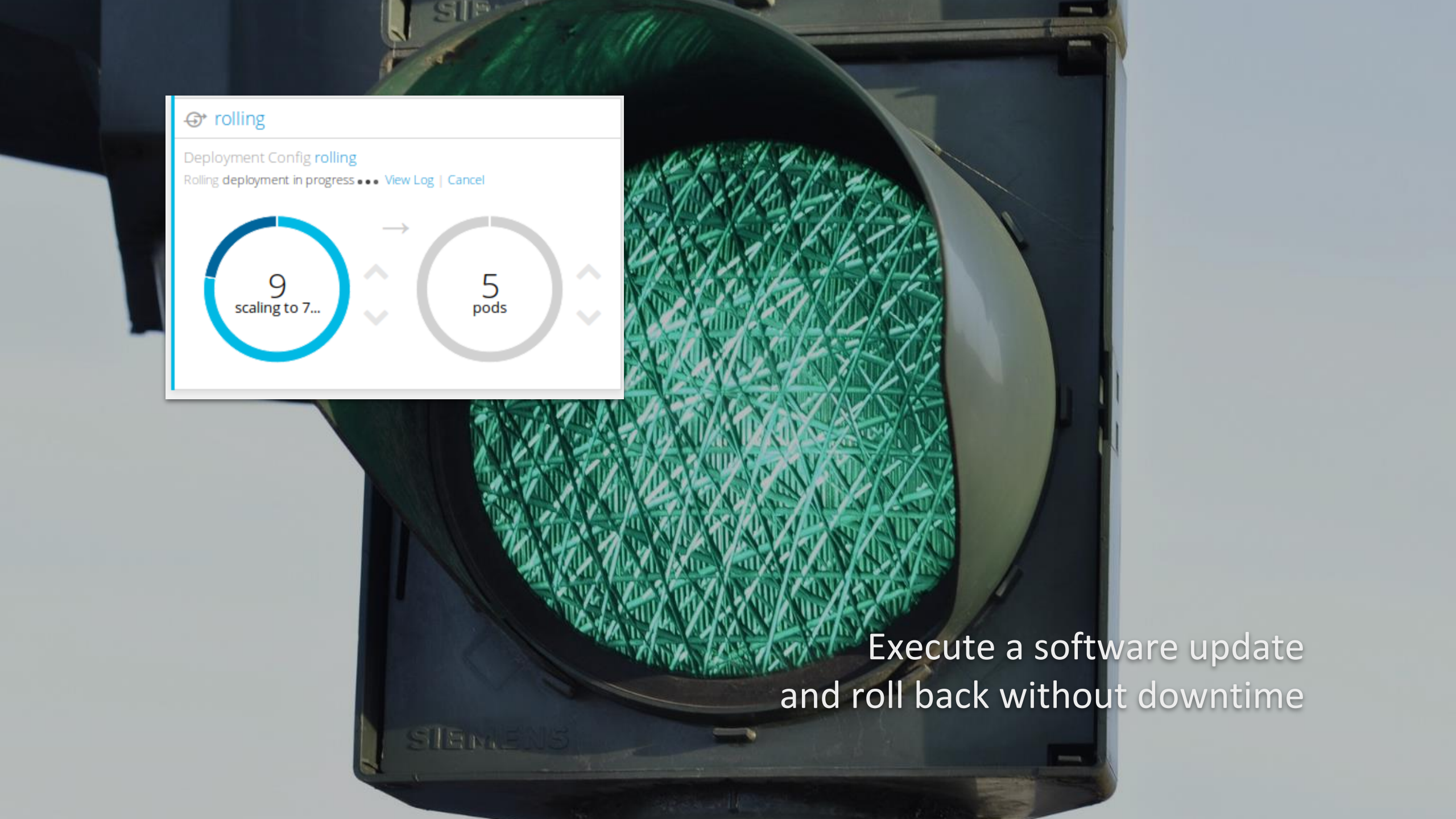


Effective users
Motivated users
Happy users

What are we cooking?

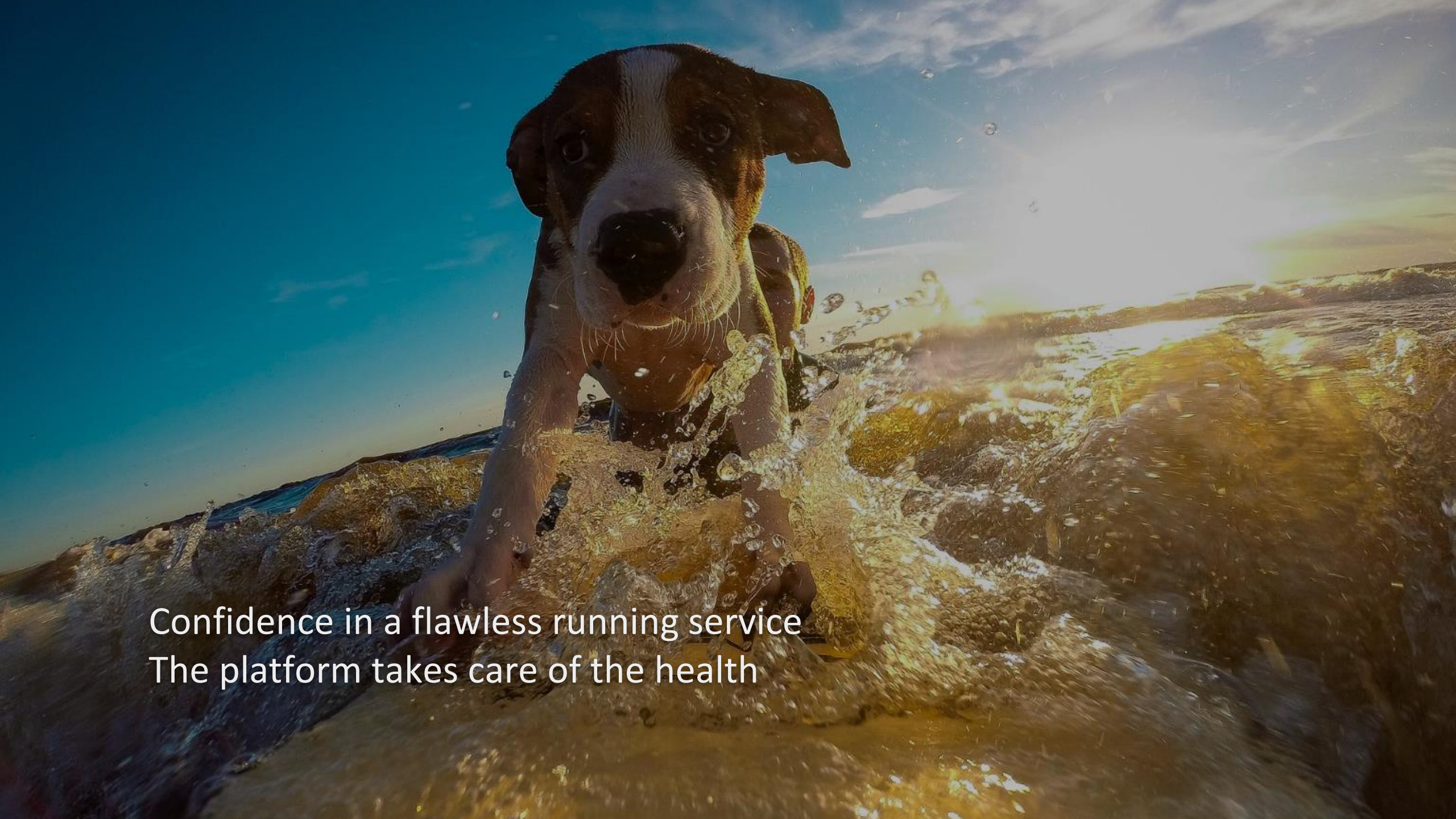


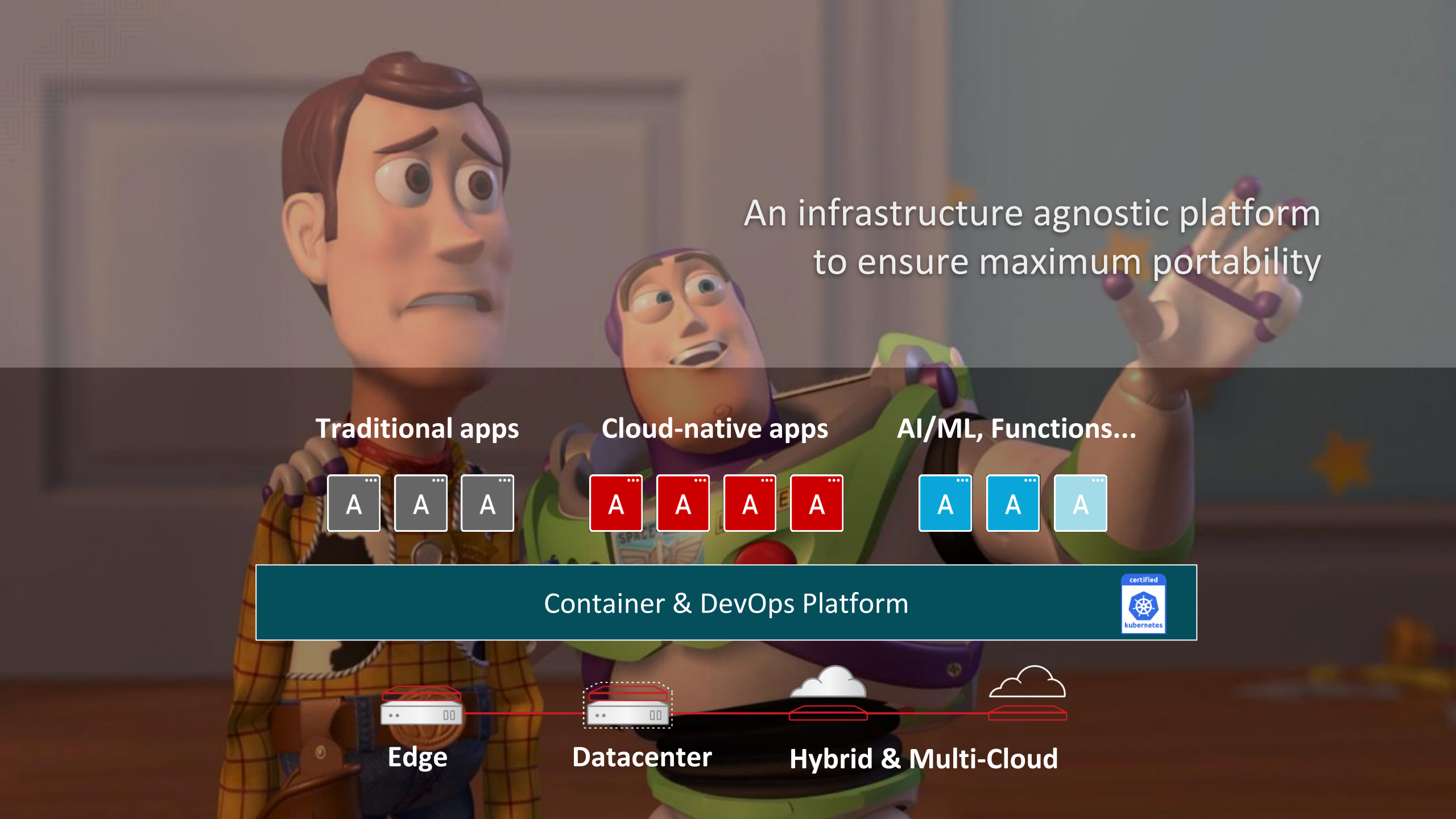

Let’s name some
capabilities of a modern application platform…

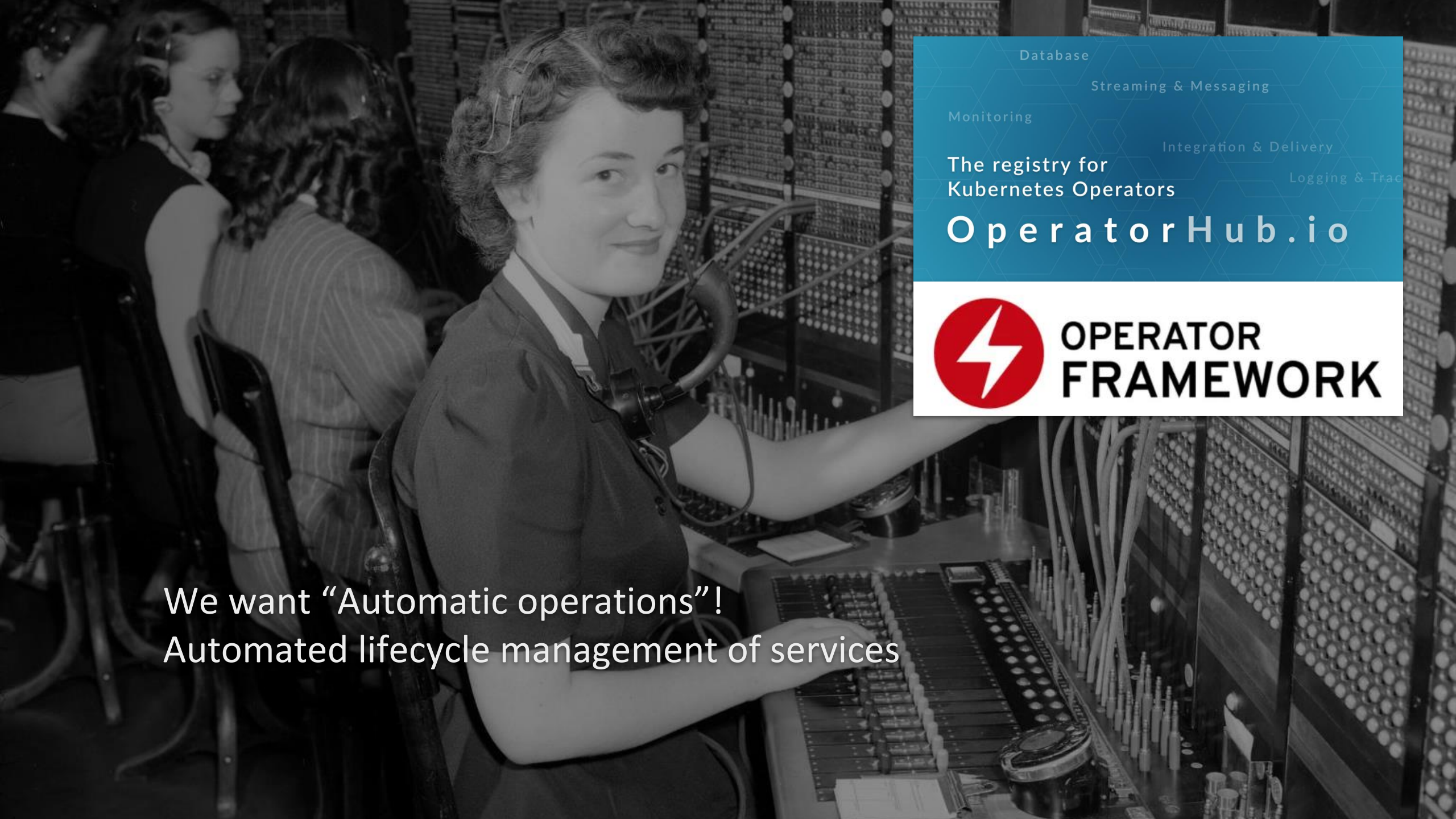


Execute a software update
and roll back without downtime

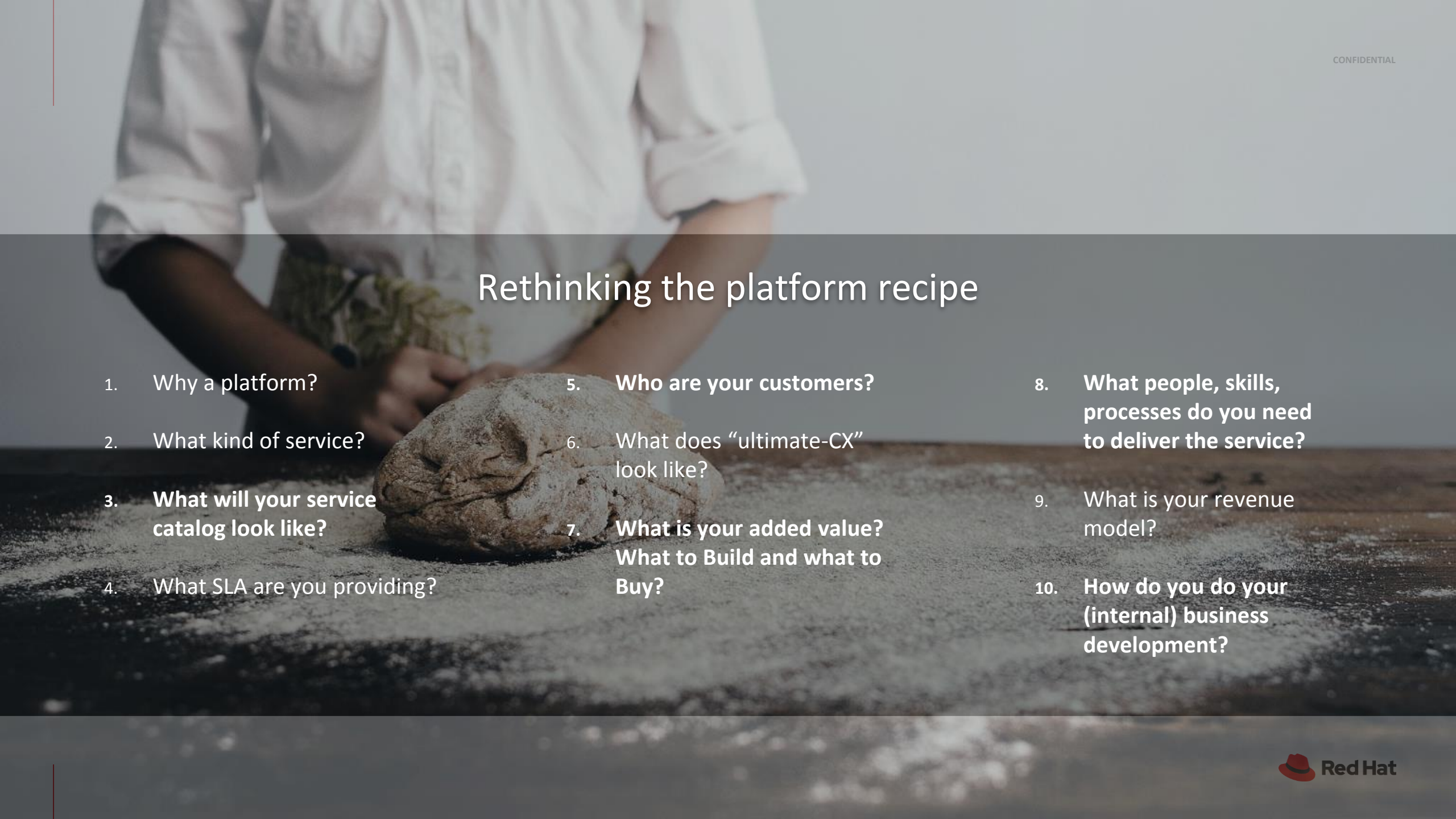
Automatic scaling of services
to ensure we always offer the right capacity


Confidence in a flawless running service
The platform takes care of the health


An infrastructure agnostic platform
to ensure maximum portability
Traditional apps
Cloud-native apps
AI/ML, Functions...
A
A
A
A
A
A
A
A
A
Container & DevOps Platform
certified
kubernetes
Edge
Datacenter
Hybrid & Multi-Cloud

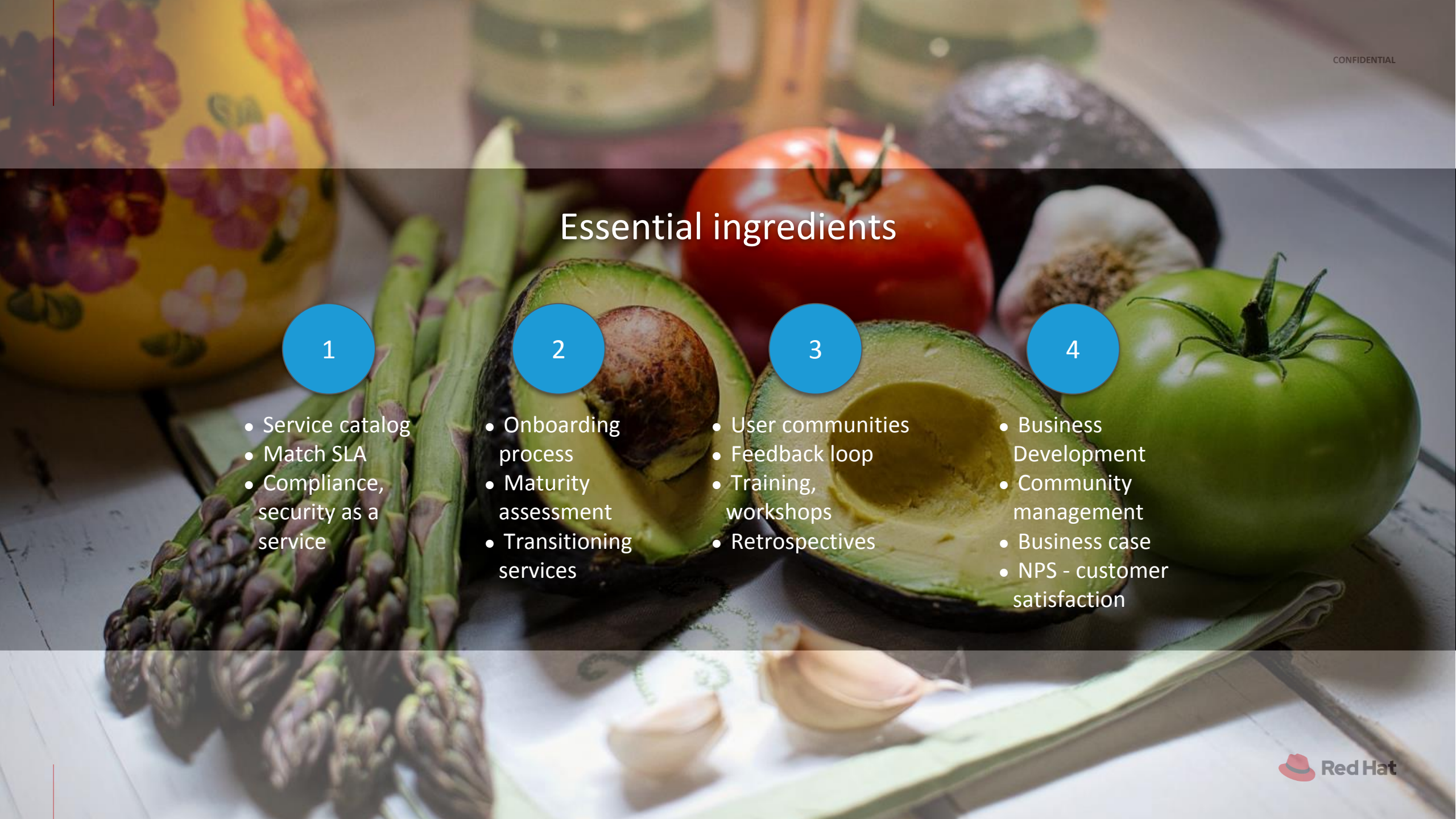

Database
Streaming & Messaging
Monitoring
Integration & Delivery
The registry for
Kubernetes Operators
OperatorHub.io
OPERATOR
FRAMEWORK
We want “Automatic operations”!
Automated lifecycle management of services

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

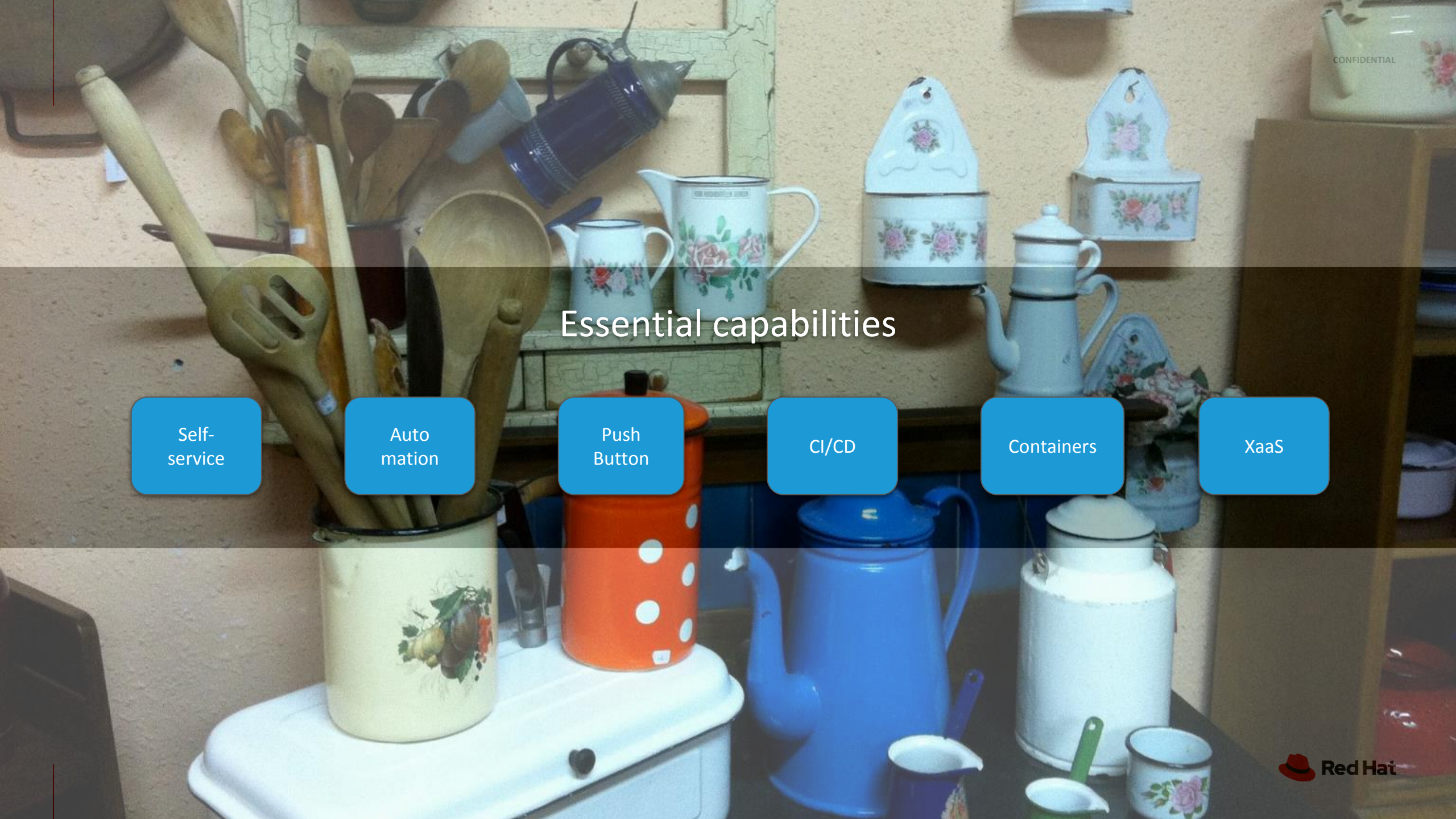
3

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

4

- Business Development
- Community management
- Business case
- NPS - customer satisfaction

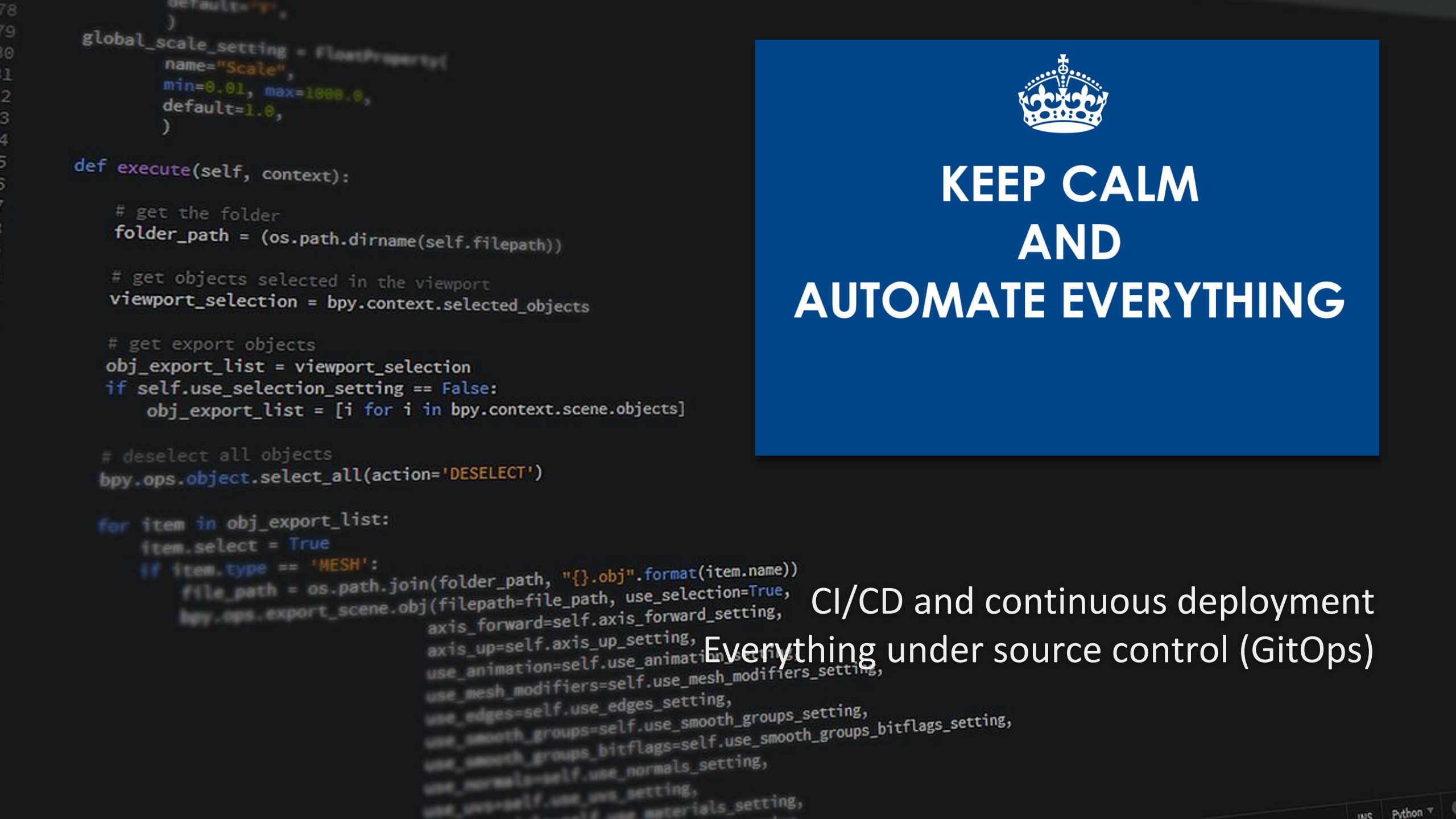
CONFIDENTIAL



Essential capabilities

- Self-service
- Auto mation
- Push Button
- CI/CD
- Containers
- XaaS

Red Hat



CI/CD and continuous deployment

Everything under source control (GitOps)

Life Cycle Management of IT-Tooling and Applications

Public Trusted Registry

ISV Trusted Registry

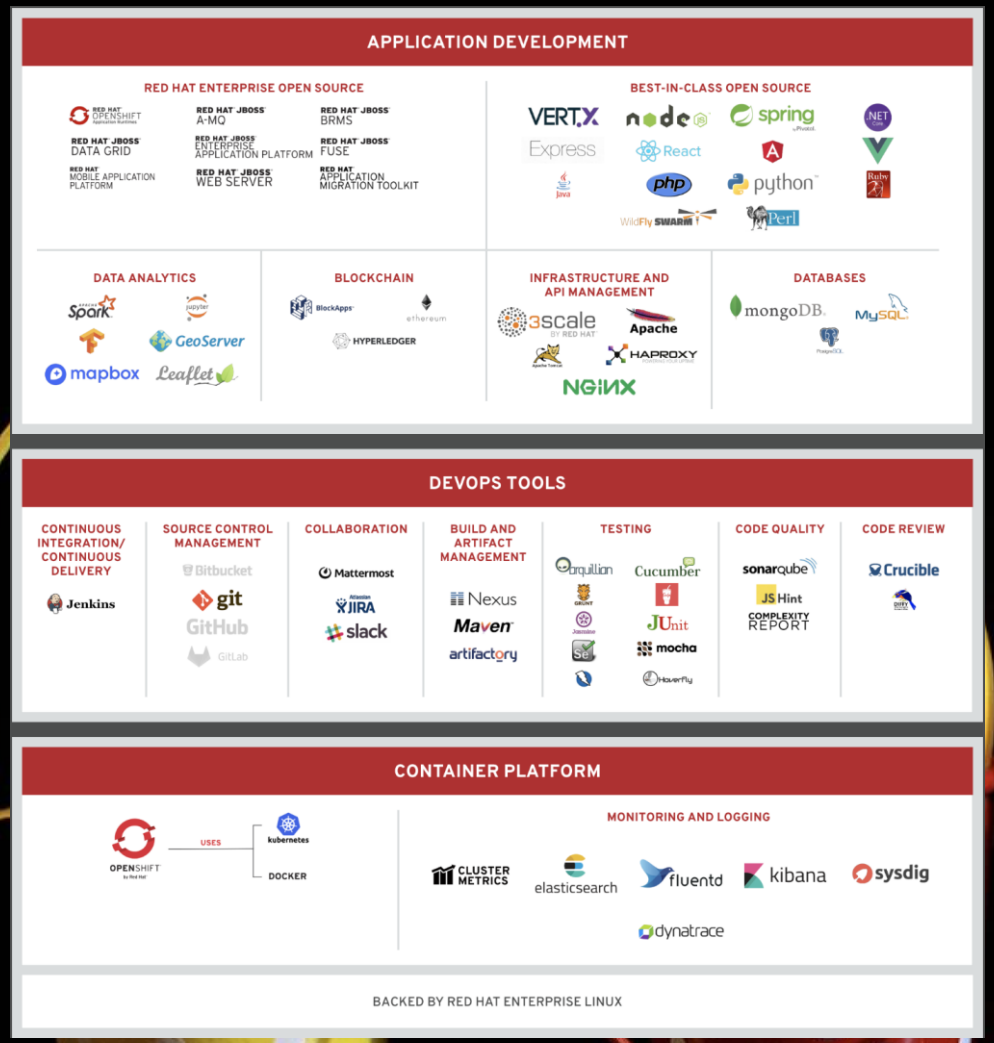
Auto Vulnerability checks

Your Enterprise Registry

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

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

Enterprise application platform



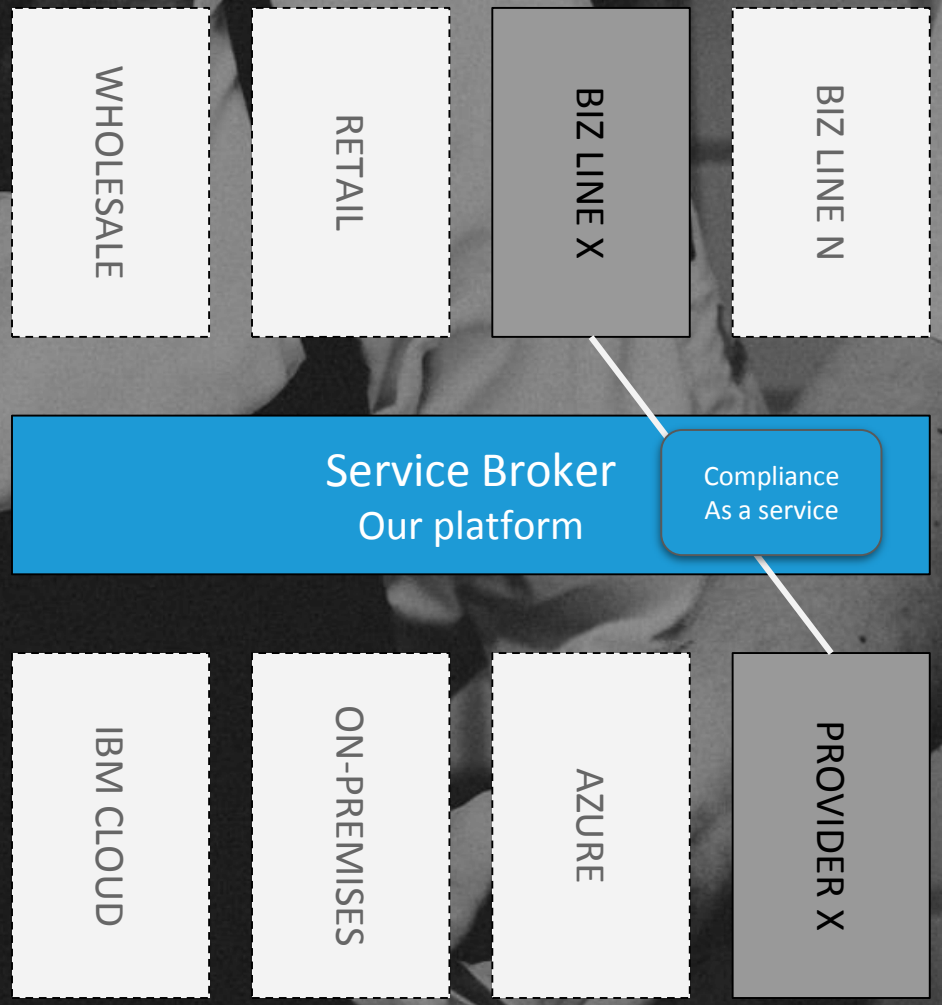
Freedom & flexibility
versus
Standardization, security & compliance

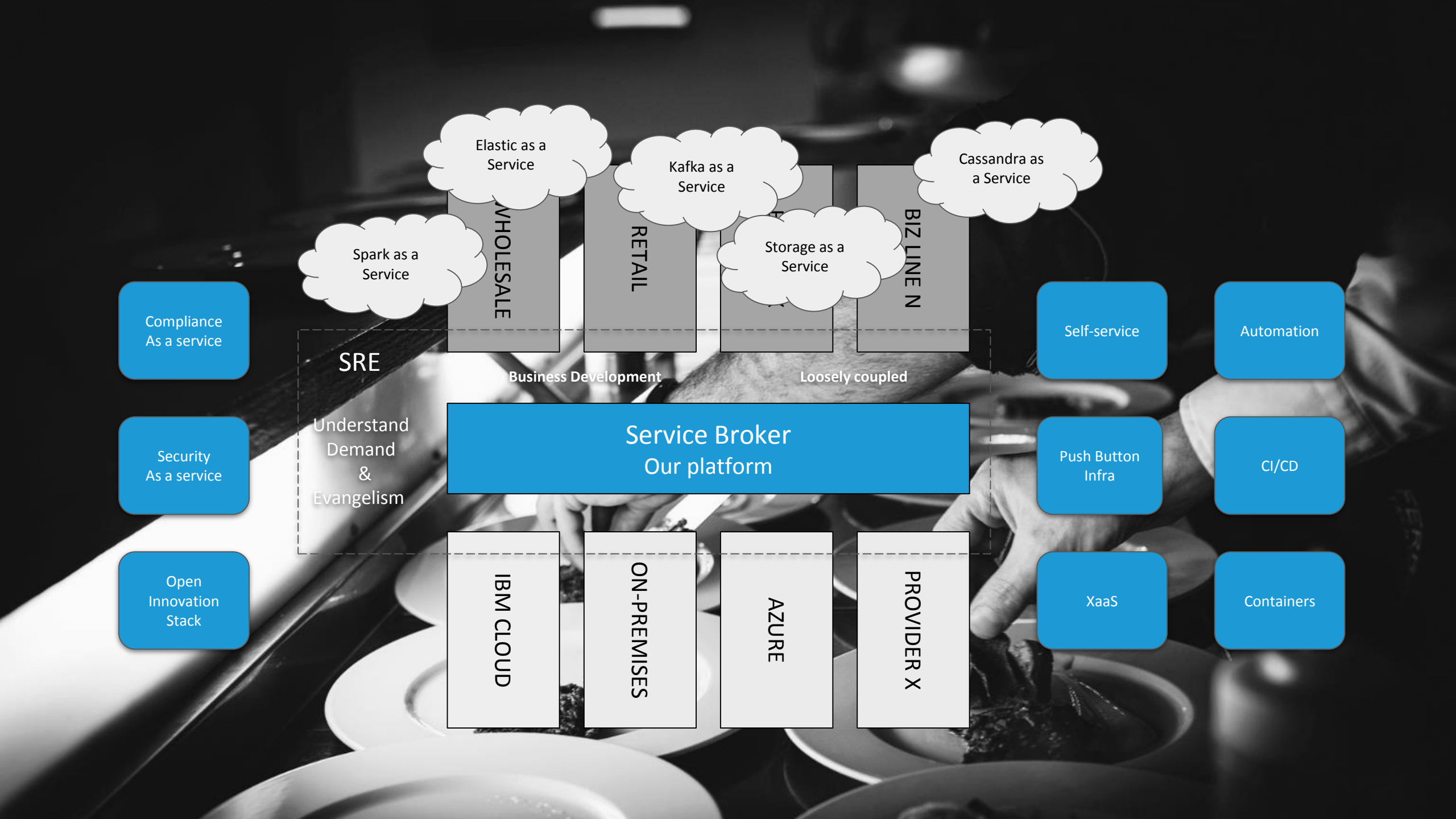
Improving your service
Adding real value for your users!

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, …?




Elastic as a Service
Kafka as a Service
Cassandra as a Service
Spark as a Service
Storage as a Service
WHOLESALE
RETAIL
BIZ LINE N
Compliance As a service
Security As a service
Open Innovation Stack
SRE
Understand Demand & Evangelism
Business Development
Loosely coupled
Service Broker
Our platform
Self-service
Automation
Push Button Infra
CI/CD
XaaS
Containers
IBM CLOUD
ON-PREMISES
AZURE
PROVIDER X

Remember: Change mindset + behaviours
over processes + systems

Effective users
Motivated users
Happy users!

Thank you

Red Hat is the world's leading provider of enterprise open source software solutions. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500.

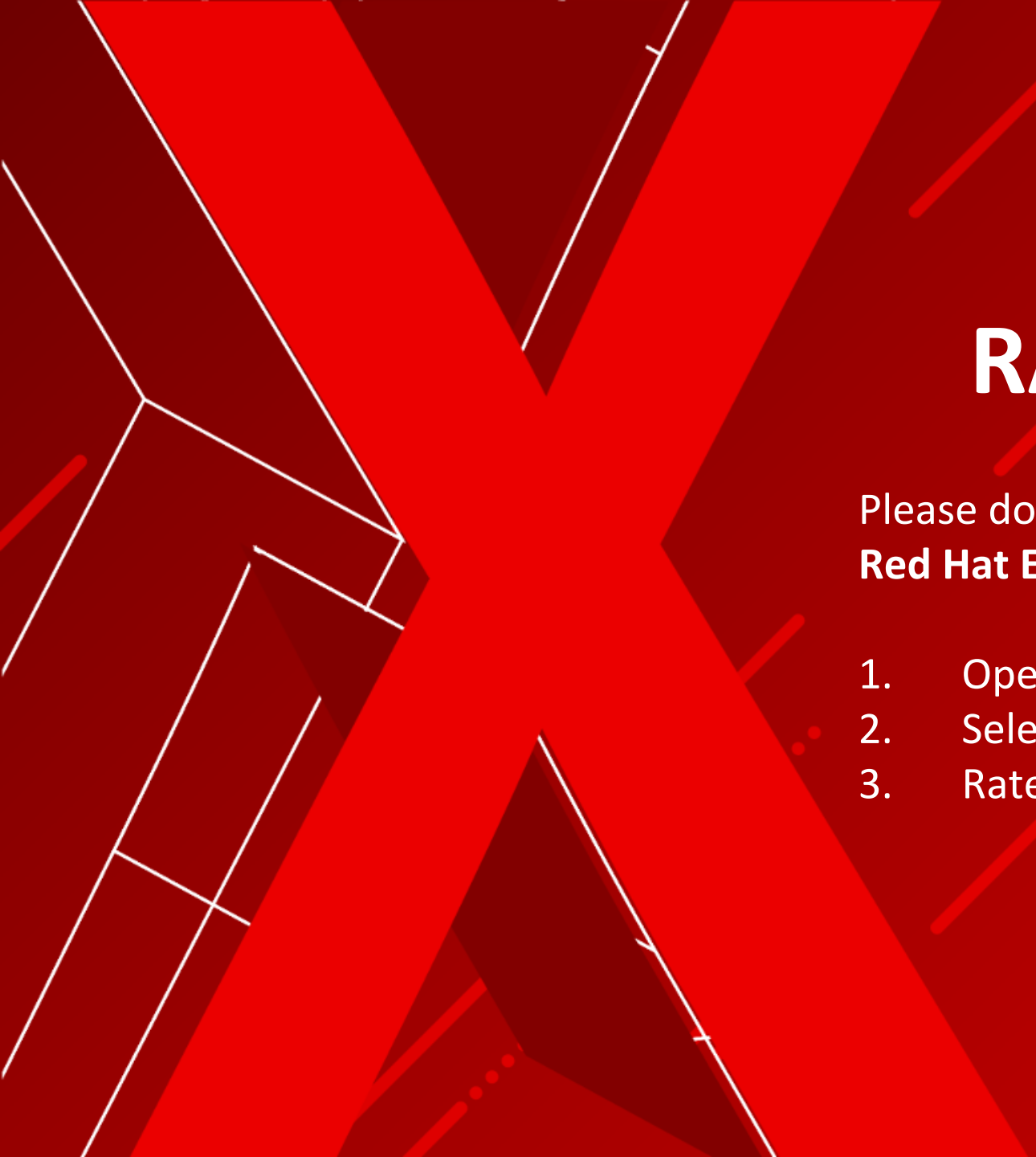
linkedin.com/company/red-hat

youtube.com/user/RedHatVideos

facebook.com/redhatinc

twitter.com/RedHat

Red Hat



RATE THE SESSIONS

Please don’t forget to rate the keynote sessions in the **Red Hat Events App**:

1. Open the Agenda
2. Select the session you have followed
3. Rate the session