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Connect

The Power of Platforms

A user centric approach to
achieving positive business outcomes

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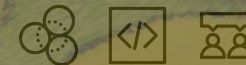
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"**Your code has no business value until it's deployed.**"

Burr Sutter

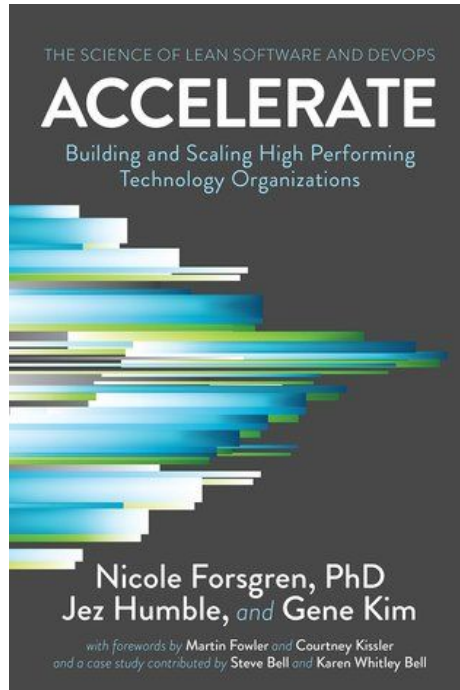Source: @burrsutter bit.ly/teachingelephants

How are you coping with your customers' demand for more speed?

Time to value & Cost of Delay

Speed depends on stability

"Evidence refutes the bimodal notion that you have to choose between speed and stability—instead, speed depends on stability, so good IT practices give you both."

Martin Fowler
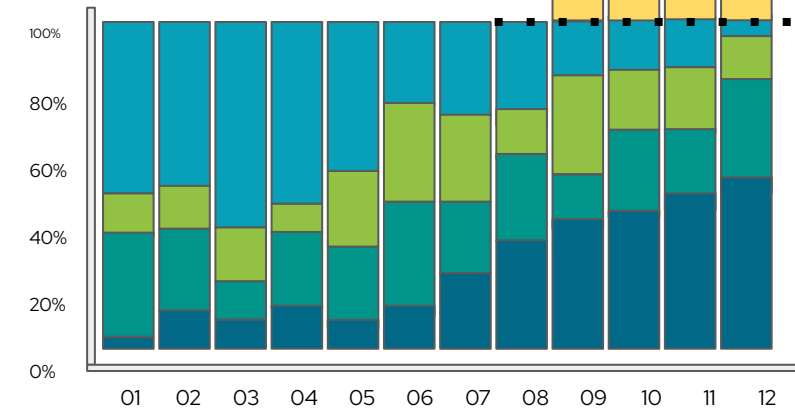Chief Scientist, ThoughtWorks
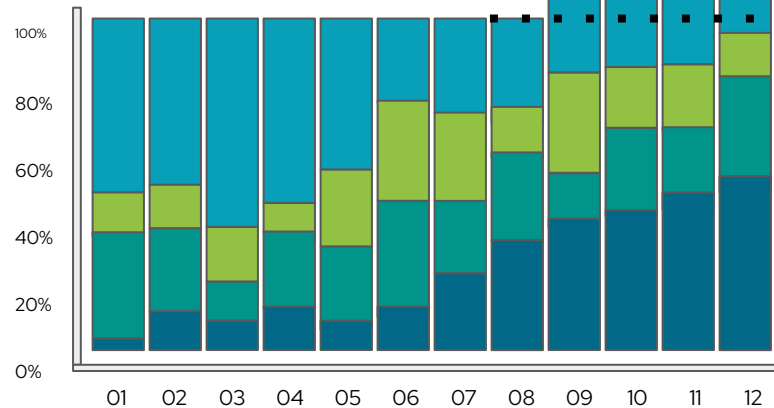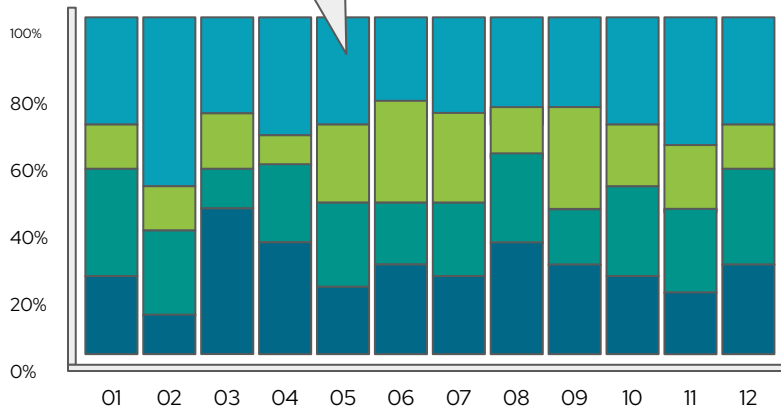
Do you have a user-centric approach to achieving positive business outcomes?

When cognitive load impacts the business

Source: Drawing by Stefan illustrating flow distribution as described by Mik Kersten in his book: Project to Product
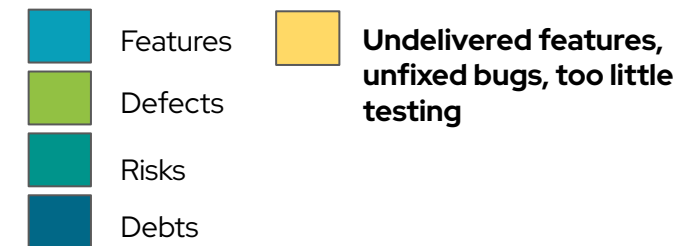
"Gartner expects that by 2026, 80% of software engineering organizations will establish platform teams as internal providers of reusable services, components and tools for application delivery. Platform engineering will ultimately solve the central problem of cooperation between software developers and operators."

Source: Gartner: What is platform engineering

The happy evolving engineer and the full stack fallacy

Breadth of knowledge

Depth of knowledge

I-shaped

T-shaped

Pi-shaped

**Comb-shaped /
Full stack fallacy**

**Platform engineering
for Manageable
cognitive load**

**Comb-shaped /
Developer happiness**

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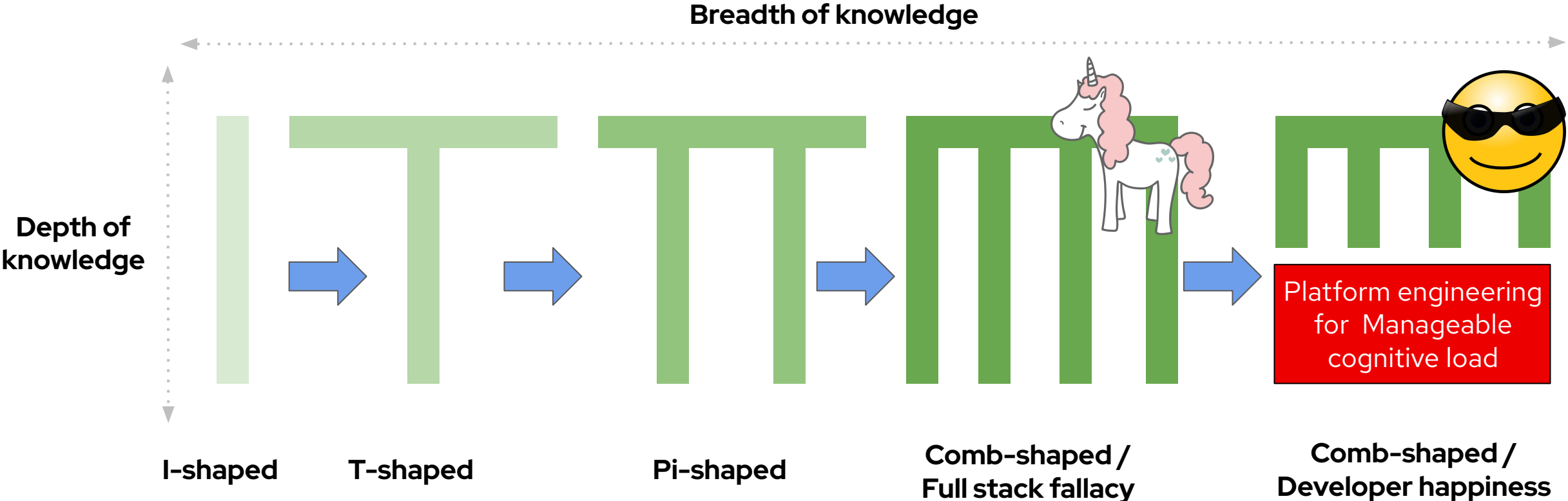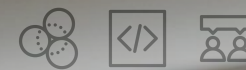
Do not enable users so they can come to you

Enable them on relevant stuff and bring your platform to them

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FIGURE 1: THREE CORE DIMENSIONS OF DEVELOPER EXPERIENCE

TABLE 1: EXAMPLE DEVEX METRICS

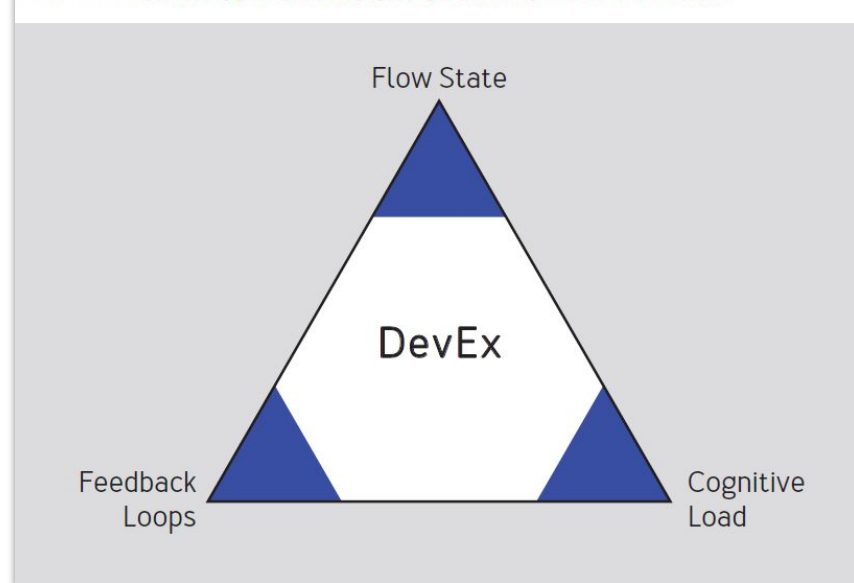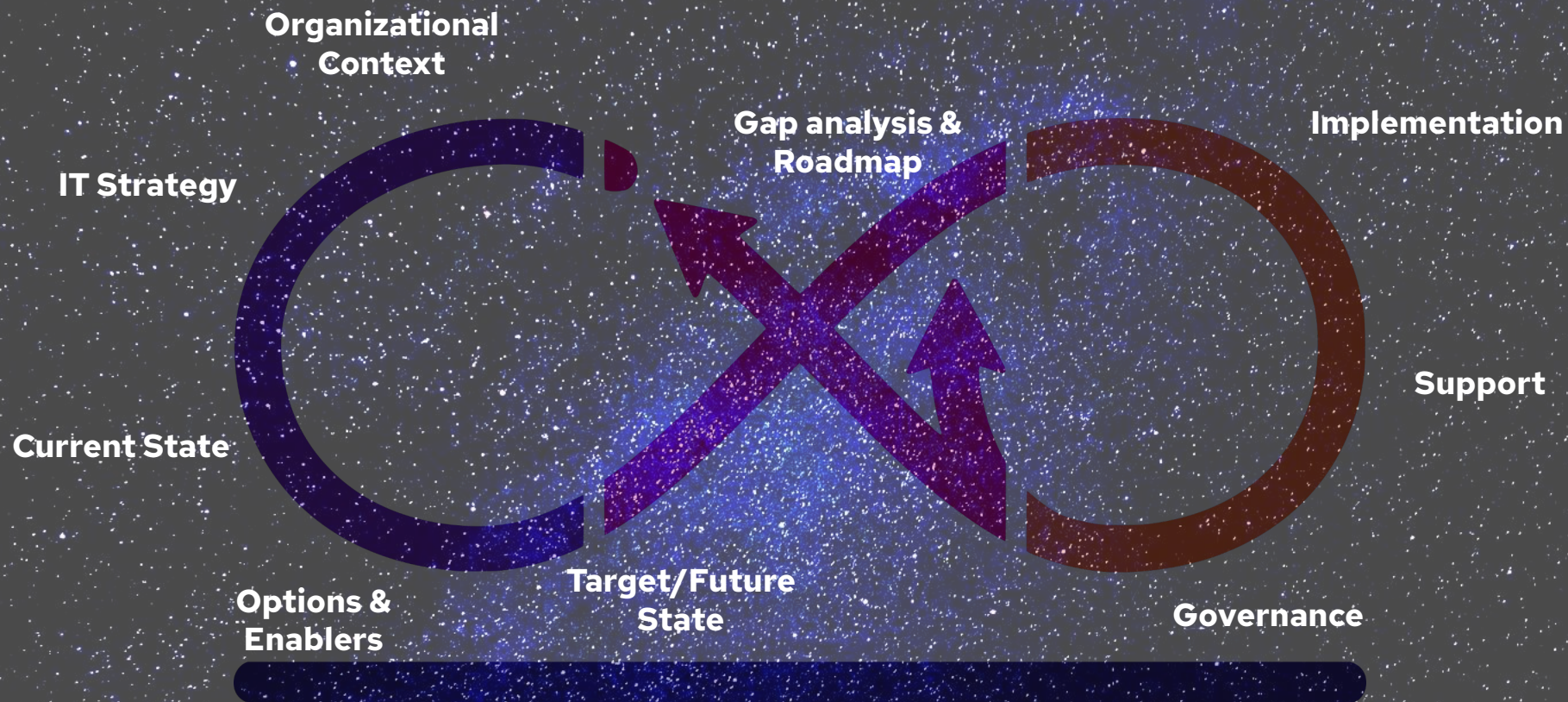|	FEEDBACK LOOPS	COGNITIVE LOAD	FLOW STATE
PERCEPTIONS *Human attitudes and opinions*	• Satisfaction with automated test speed and output • Satisfaction with time it takes to validate a local change • Satisfaction with time it takes to deploy a change to production	• Perceived complexity of codebase • Ease of debugging production systems • Ease of understanding documentation	• Perceived ability to focus and avoid interruptions • Satisfaction with clarity of task or project goals • Perceived disruptive-ness of being on-call
WORKFLOWS *System and process behaviors*	• Time it takes to generate CI results • Code review turnaround time • Deployment lead time (time it takes to get a change released to production)	• Time it takes to get answers to technical questions • Manual steps required to deploy a change • Frequency of documentation improvements	• Number of blocks of time without meetings or interruptions • Frequency of unplanned tasks or requests • Frequency of incidents requiring team attention
KPIS *North star metrics*	• Overall perceived ease of delivering software • Employee engagement or satisfaction • Perceived productivity		

"Happy engineers produce happy code"
Jim Wittermans, ABN AMRO Clearing Bank

Source: DevEx: What Actually Drives Productivity

Organizational Context

Gap analysis & Roadmap

Implementation

IT Strategy

Current State

Support

Options & Enablers

Target/Future State

Governance

Value creation where it matters most

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Selling it to your organization

Platform Owner Tech Lead

App Dev Team

Platform Engineers

Business Stakeholders

Start at the End

Lightning Talk

TEAM TOPOLOGIES

ORGANIZING BUSINESS AND TECHNOLOGY TEAMS FOR FAST FLOW

RUTH MALAN

MATTHEW SKELTON and MANUEL PAIS

Metric Based Process Mapping

Lightning Talk

DevOps Culture and Practice with OpenShift

Deliver continuous business value through people, processes, and technology

Tim Beattie | Mike Hepburn | Noel O'Connor | Donal Spring
Illustrations by Ilaria Doria

Insights → Prioritization

How Might We ?

A critical element: Understanding the Path to Production

A typical example of a customer applying Waterfall and siloed org structures in their App delivery with OpenShift

Business / Technical Change

Functional Test

Regression /UAT Test

Integration Test

Security / Pen Testing

Security & Governance

Change Release Mgt

Support Transition

Openshift Platform Team (Deployment & Infra)

Development Team

Business Analysts

Architecture Team

Business Teams / Product Managers

Change Management Teams

Project Management / Project Management Office

xx Days

xx Days

xx Days

xx Days

xx Days

xx Days

xx Days

xx Days

ET 60+ Days

Start

End

Duration & Flow of Change
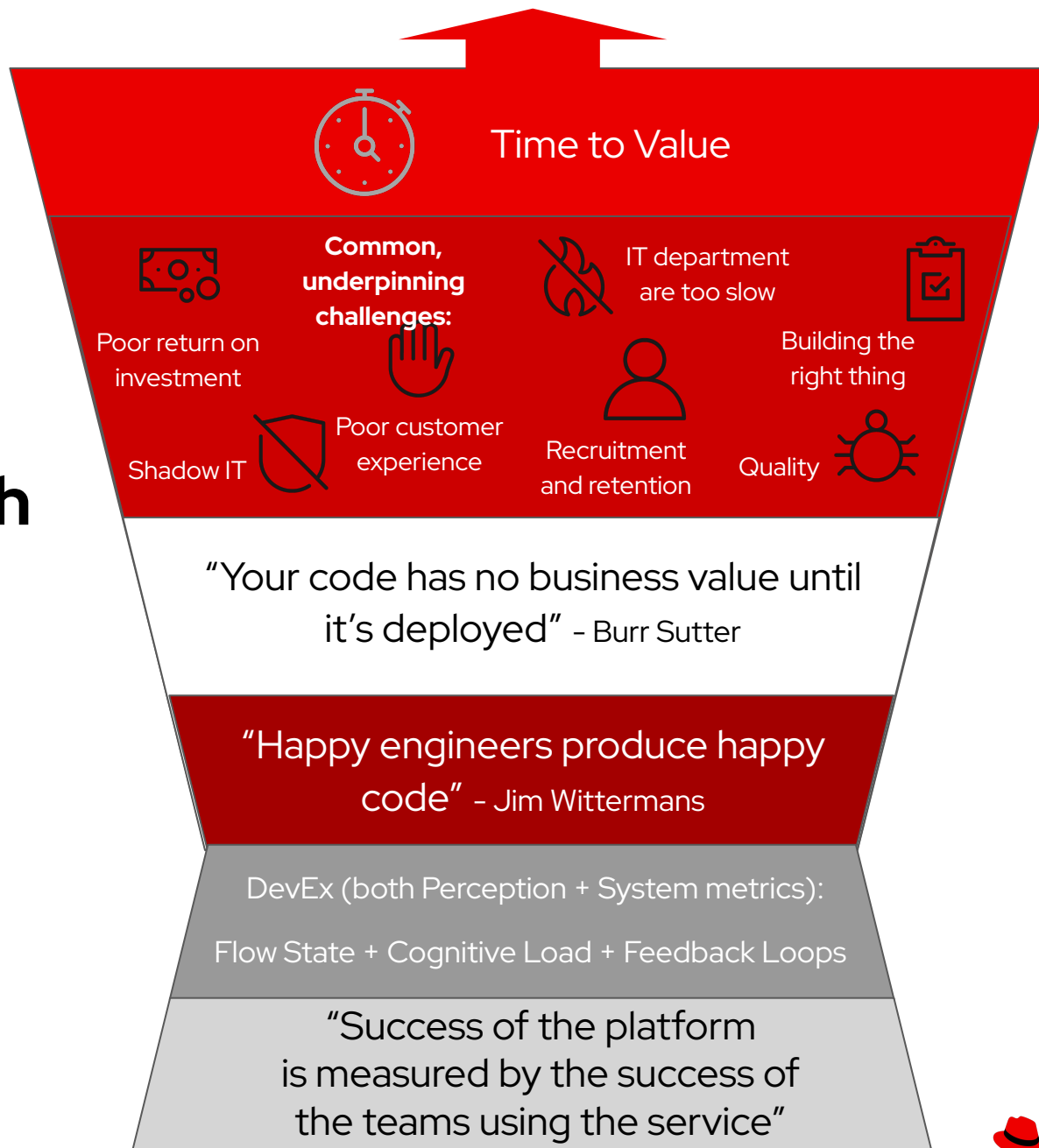
13

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Start with an ice breaker

Kill the HiPPO

Avoid rabbit holing or Yak shaving

Assume positive intent
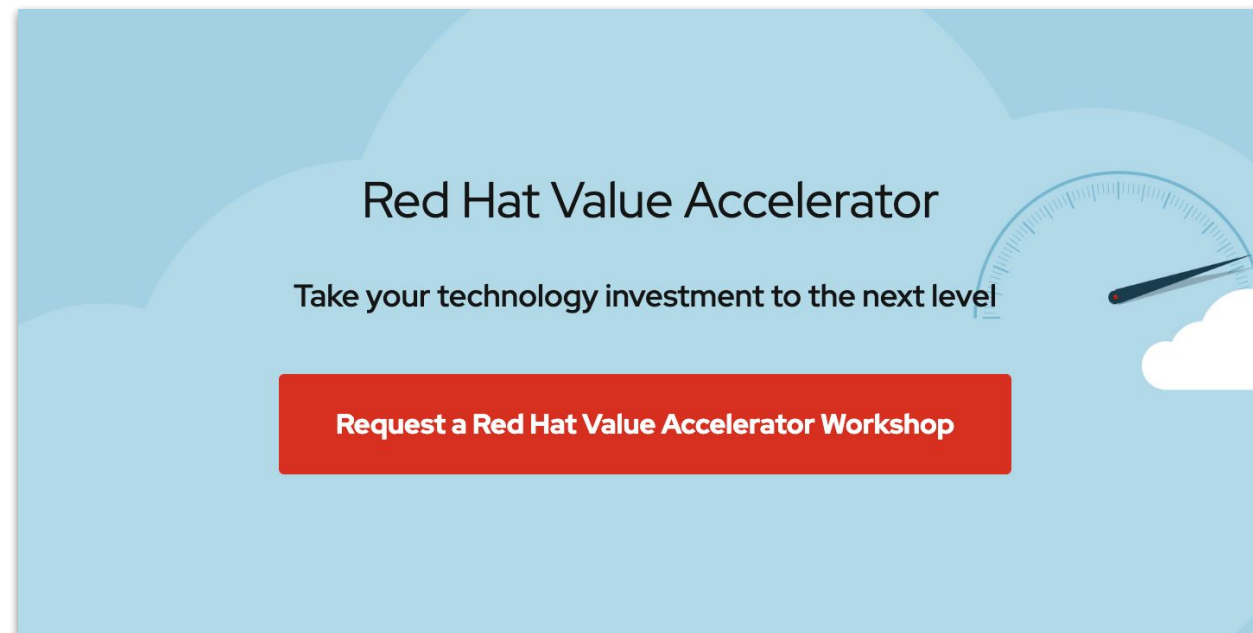
Kill the aspiring HiPPo as well!

Social contract?

14

A user-centric approach to achieving positive business outcomes

Time to Value

Common, underpinning challenges:

Poor return on investment

Shadow IT

Poor customer experience

IT department are too slow

Recruitment and retention

Building the right thing

Quality

"Your code has no business value until it's deployed" - Burr Sutter

"Happy engineers produce happy code" - Jim Wittermans

DevEx (both Perception + System metrics):

Flow State + Cognitive Load + Feedback Loops

"Success of the platform is measured by the success of the teams using the service"

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Request a Red Hat Value Accelerator Workshop

https://red.ht/value-accelerator

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