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WHY DEVOPS, AND WHY NOW?

ACCELERATE
DIGITAL TRANSFORMATION AND INNOVATION
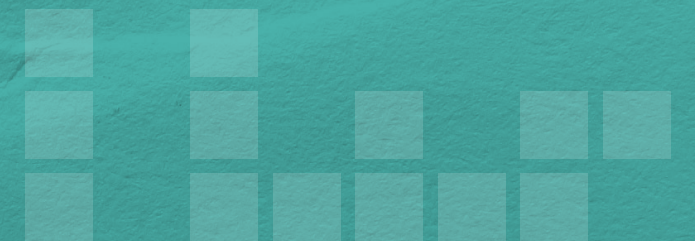
Be a Champion for Digital Transformation

For 2020 and beyond, digital transformation will remain an imperative for all CIOs. Success begins and ends with how fast you can deliver better, more personal customer experiences, new software-based products and services, and streamlined operations.

Although digital transformation will vary widely from one company to the next, all companies share one dependency: they all need an agile, innovative, and fast-moving IT organization. For CIOs, that means championing business-driven IT transformations, from DevOps and data fabrics to multicloud and AI, or risk being relegated to irrelevance.

Savvy CIOs go one step further and embrace the opportunity to lead both the business and IT through change. The payoffs can be significant, for the business and for the business of IT. But in this new world that runs on apps and data, how do you get there?

66% of business technology professionals surveyed say that digital technology enhancements drive business strategy.[1]

Bust Silos and Build Partnerships

DEVOPS AND THE CIO

A successful DevOps journey depends on a strong leader who can build a culture of collaboration, communication, and integration within IT. It needs to be a culture that values experimentation, embraces failure without blame, and learns from customer feedback. The CIO needs to be at the forefront, tearing down walls between IT and the business, securing buy-in and alignment to accelerate the development of new applications and products.

DevOps reorganizes the way that IT works. Formerly siloed functions — application development, testing and QA, IT operations — no longer toss work over the wall, without concern for the next step in the process of getting an app to production. Instead, people from those functions — developers, testers, platform architects, and system administrators — work in small teams with end-to-end responsibility, from concept to production. Practices from lean and agile streamline workflows and limit the scope of projects. Tools like Ansible automate repetitive processes and enable continuous testing and deployment, while moving toward infrastructure as code drives on-demand provisioning.

67%
of DevOps adopters have increased collaboration between departments.[2]
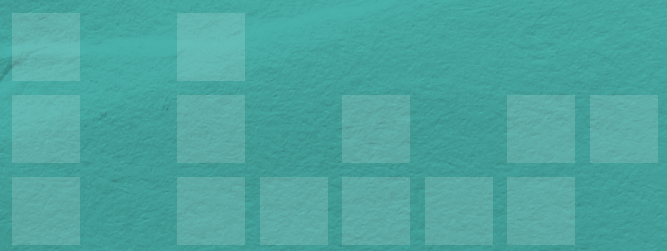
Deliver on the Need for Speed

DEVOPS BUSINESS VALUE: **FASTER TIME TO MARKET**

While DevOps engineers may talk about continuous delivery of apps, features, and functions, CIOs and business leaders are focused on continuous delivery of business value. The perpetual question is how long will it take, because customer expectations are continually evolving, and nimble competitors are eager to take your place.

The answer for traditional software development is typically measured in months. For a DevOps team, the measure is a couple of hours. Mega-internet businesses and SaaS providers have set a high bar by putting thousands of code releases into production every day, keeping users engaged and loyal with a steady flow of new features. For IT shops making the careful transition to DevOps, single- or double-digit releases on a weekly or daily basis signal success.

With speed now widely accepted as a critical success factor for digital transformation and competitive survival, the DevOps approach by its nature is primed to produce with faster delivery as well as higher quality, quicker fixes, and lower costs.

62%
of companies surveyed have reduced time to market with DevOps.[2]

Disrupt for Competitive Advantage

DEVOPS BUSINESS VALUE: **INNOVATION**

Innovation drives digital transformation, and DevOps makes innovation at speed possible. The question is, what kind of innovation? More than 75 percent of business leaders are focused on incremental innovation — doing the same things better.[3]

However, the real payoff in financial performance comes from disruptive innovation. High-performing companies are three times more likely to be the first movers in launching transformative new products and services.[3] Yet for most companies, incubating ideas and build-your-own implementations remain multiyear efforts that get mired in organizational silos.

CIOs with DevOps shops can help the business become more comfortable with risk and innovation by seeding the DevOps culture of experimenting often, failing fast, and recovering faster into the business planning process. When innovation can go from idea to market in weeks rather than years, investment and risk are much less daunting.

69%
of transformative initiatives focus on the customer experience.[4]

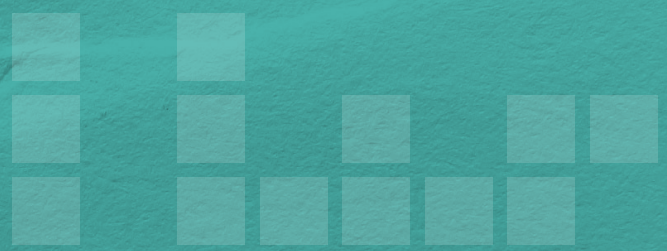# Equip DevOps Teams for Success

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DEVOPS BUSINESS VALUE: **ROI ON TOOLS AND TRAINING**

Although speed to market and customer satisfaction are leading measures of return on investment (ROI) in DevOps, how you get there comes back to making people more productive. For CIOs who are progressing DevOps from experimental to foundational, that means investing in new skills and new tools.

On the Dev side, agile development techniques need to be supported by consistent tools for collaboration, issue tracking, and code management, plus platforms that can be spun up on demand. For Ops, new skills include embracing the culture of speed and change while mastering emerging technologies like serverless computing and infrastructure as code.

DORA's 2019 analysis of the state of DevOps identifies making "smart investments in tooling, information search, and reducing technical debt through flexible, extensible, and viewable systems" a key to supporting productivity, along with fostering a culture of psychological safety. Both are critical to DevOps success. The people-related ROI? Reductions in burnout and improvements in work/life balance.[5]

1.5x
How likely highest performing engineers are to have easy-to-use tools.[5]
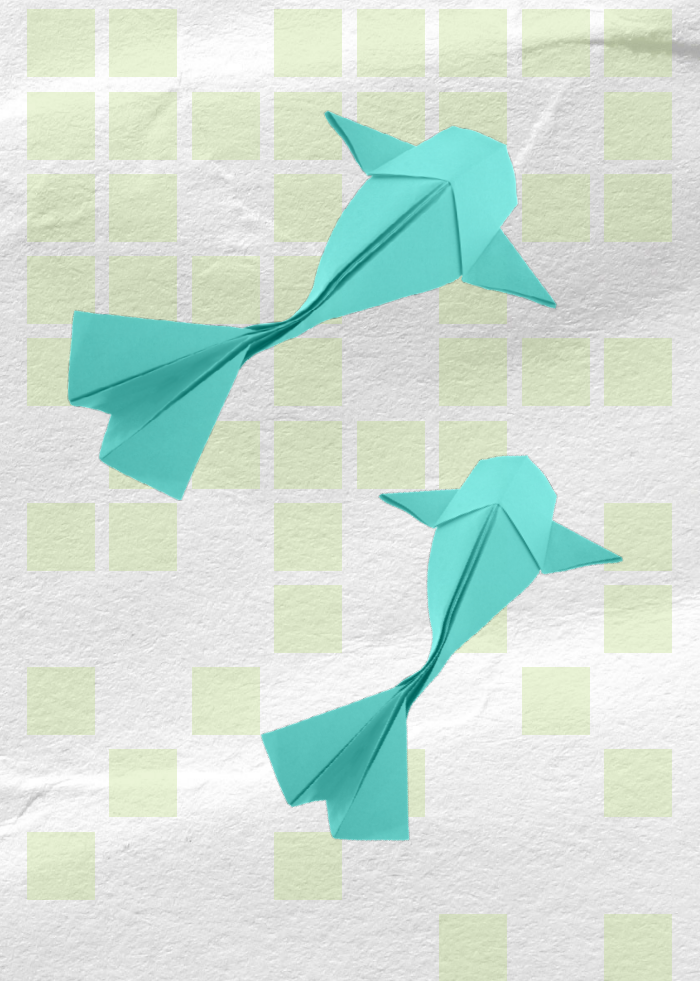
Choose a Partner
for DevOps Success

DEVOPS **EXCELLENCE IS ACHIEVABLE** TODAY

Doing DevOps right isn't easy, but there are plenty of success stories attesting that it can be done, and done at scale. It starts with leadership and the vision to elevate IT from a cost center to a driver of value creation. It takes building bridges, outward to the business, and within IT between disparate existing cultures: the fast-moving, customer-facing developers and the systems folks whose mantra is stasis and stability.

What about tooling? Where to start often depends on who's doing the talking. Do you lead with containers, code management, and automated testing, or do you pivot to cloud and automated provisioning? At NetApp, we take a holistic view of helping our customers experience success with DevOps. We have identified six core capabilities that give your DevOps teams what they need to succeed. Moreover, we've integrated the relevant tools with NetApp® cloud, data, and storage solutions to help you bridge different data sources and infrastructure types. That means your DevOps teams can work on your choice of cloud: public, private, or hybrid multicloud.

Take the Next Step in Your DevOps Journey with NetApp

See why DevOps is in demand →

Get the Ops perspective on DevOps →

Explore ways to get started with DevOps →

Learn why code is driving infrastructure →

See how NetApp supports the DevOps community →

Schedule a customized demo →

REFERENCES

[1] Forrester Research, "Forrester Insights: Powering Digital Transformation with Intelligent Monitoring & Analytics," published by Zenoss, 2019.
[2] Interop, "2019 State of DevOps Research Report," May 2019.
[3] CB Insights, "State of Innovation," 2018.
[4] Digital Enterprise Journal, "11 Key Insights Shaping IT Operations in 2018: Research Study," 2018.
[5] DORA, "Accelerate: State of DevOps," 2019.

ABOUT NETAPP

NetApp is the data authority for hybrid cloud. We provide a full range of hybrid cloud data services that simplify management of applications and data across cloud and on-premises environments to accelerate digital transformation. Together with our partners, we empower global organizations to unleash the full potential of their data to expand customer touchpoints, foster greater innovation, and optimize their operations. For more information, visit www.netapp.com. #DataDriven