

# Trust Driven Development - DevOps transformation in practice

Tomasz Manugiewicz

**Grand Parade part of William Hill**

# Transformation

# Transformation

# Change

TRUST

# VUCA world

Volatile

Uncertain

Complex

Ambiguous

# Agile world

- M arket dynamics
- U nknown requirements
- C omplex problems
- A mbiguous estimations

## MUCA world

**M**arket dynamics  
**U**nknown requirements  
**C**omplex problems  
**A**mbiguous estimations

## VUCA world

**V**olatile  
**U**ncertain  
**C**omplex  
**A**mbiguous

**Individuals and interactions** over processes and tools

**Customer collaboration** over contract negotiation

**Responding to change** over following the plan

**Working software** over comprehensive documentation



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**Customer collaboration** over contract negotiation

**Responding to change** over following the plan

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**TRUST**

# TRUST

# TRUST

Cognitive aspect

Transmitted through **thinking**

Emotional aspect

Transmitted through **feeling**

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Skills

Knowledge

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Intentions  
Openness  
Honesty

# TRUST

Cognitive aspect

Transmitted through **thinking**

Skills  
Knowledge  
Experience

Results

Emotional aspect

Transmitted through **feeling**

Intentions  
Openness  
Honesty

Integrity

# TRUST

=

Competence + Character



Cognitive intelligence

Analysis  
Logic  
Language  
Data

Emotional intelligence

Recognize and  
understand  
**our own emotions**

Recognize and  
understand  
**emotions of others**

Embrace  
our emotional part

The way to  
Break down silos

The diagram illustrates the DevOps tool landscape, organized into six main functional areas, each with a corresponding icon and color-coded header.

- Build (Purple Header):**
  - SCM & VCS: git, Bitbucket, GitBucket, GitHub, GitLab, Azure DevOps.
  - Build: sbt, Gradle, Maven, Packer, MSBuild, GAVINT, SPIRIT.
  - Repositories: Jfrog Artifactory, Nexus, npm, Docker Hub, Amazon S3.
- Test (Red Header):**
  - Browser: Selenium, Cypress, Karma, Galen Framework, BrowserStack.
  - Load / Performance: JMeter, SOASTA, BlazeMeter, LOCUST, Gatling, LOAD IMPACT.
- Deploy (Blue Header):**
  - Configuration Management: ANSIBLE, CHEF, SALTSTACK, puppet, PowerShell, CFEngine.
- Run (Green Header):**
  - Containers: docker, rkt.
  - Orchestration: KANCHER, Nomad, Kubernetes, OpenShift.
  - Compute: Microsoft Azure, AWS, Google Cloud.
- Monitor (Yellow Header):**
  - Time-Series Metrics: Synthetica / Availability, pingdom, catchpoint, gomez, Apica, Icinga.
  - Big Data: unravel, Anodot.
  - Cloud Cost: harness, kubecost.
  - Application (APM): New Relic, INSTANA, DATADOG, dynatrace, CISCO APM.
  - Observability: honeycomb, OBSERVE, Lightstep.
  - Cloud Infrastructure: STATSD, Prometheus, WAVEFRONT, Grafana, splunk>, zenoss, CloudWatch, Google Cloud.
  - Traditional Infrastructure: Nagios, Scenologic, zenoss.
  - Network: ThousandEyes, ExtraHop, Log4j, Log4j, solarwinds.
  - Log Events: splunk>, sumologic, LOGGLY, logz.io, elastic + logstash, kibana, SCALYR.
- Manage (Green Header):**
  - AIOps: Moogsoft, signifai, servicenow, bigpanda, RESOLVE, dynatrace, harness.
  - Service Desk: servicenow, bmc, JIRA, Moveworks.
  - Project Management: asana, JIRA, PivotalTracker, Trello.
  - CRM Helpdesk: zendesk, freshdesk.
- Notify (Blue Header):**
  - Escalate: pagerduty, matters, everbridge, splunk>, OpsGenie, FireHydrant.
  - Collaboration: slack, HipChat, Microsoft Teams, box, twilio.

**Central Software Delivery Platform (CI/CD):** GitLab, Azure DevOps, harness, GitHub.

**Continuous Integration:** circleci, Jenkins, Bamboo, Travis CI, Buildkite, codefresh, TeamCity.

**Continuous Deployment:** Spinnaker, go, argo, Jenkins X, Octopus Deploy, urban (code).

**Infrastructure Provisioning:** Terraform, pulumi, CloudFormation.

**Serverless:** AWS Lambda, Azure Functions, Google Cloud Functions.

**Run-Time:** SaaS, Python, Ruby, node, .NET.

**OS:** Ubuntu, CoreOS, Red Hat.

**DB:** MySQL, MongoDB, PostgreSQL, Oracle, Microsoft SQL Server.

**CDN:** Amazon CloudFront, Fastly, Akamai, Cloudflare.

**Secrets Management:** HashiCorp Vault, CyberArk.

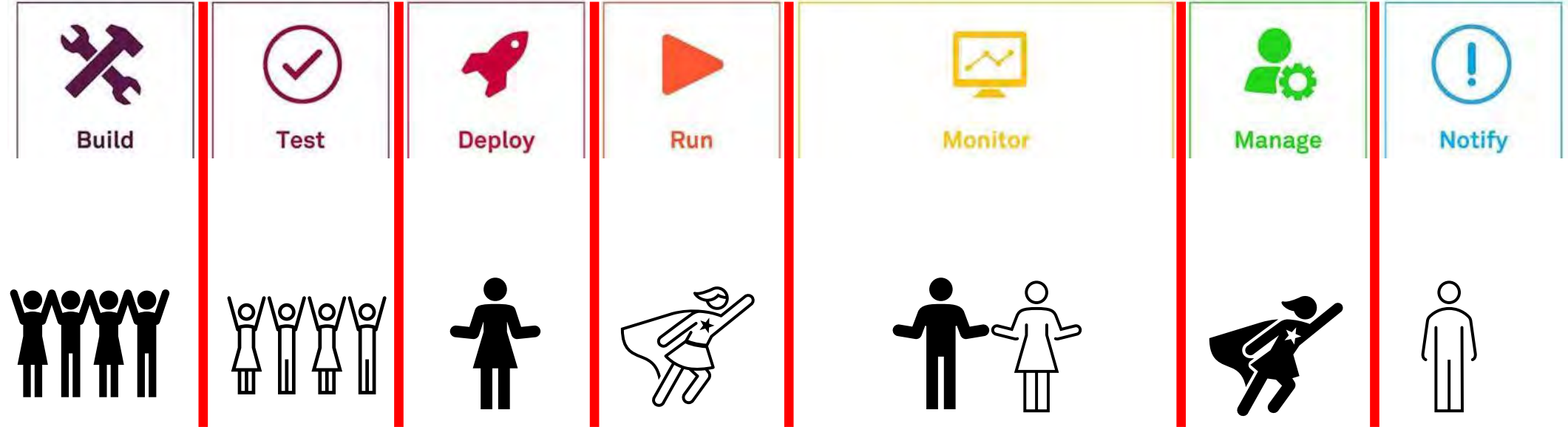
<https://harness.io/blog/devops/devops-tools-lifecycle-mesh/>



# DevOps Tools Ecosystem 2021

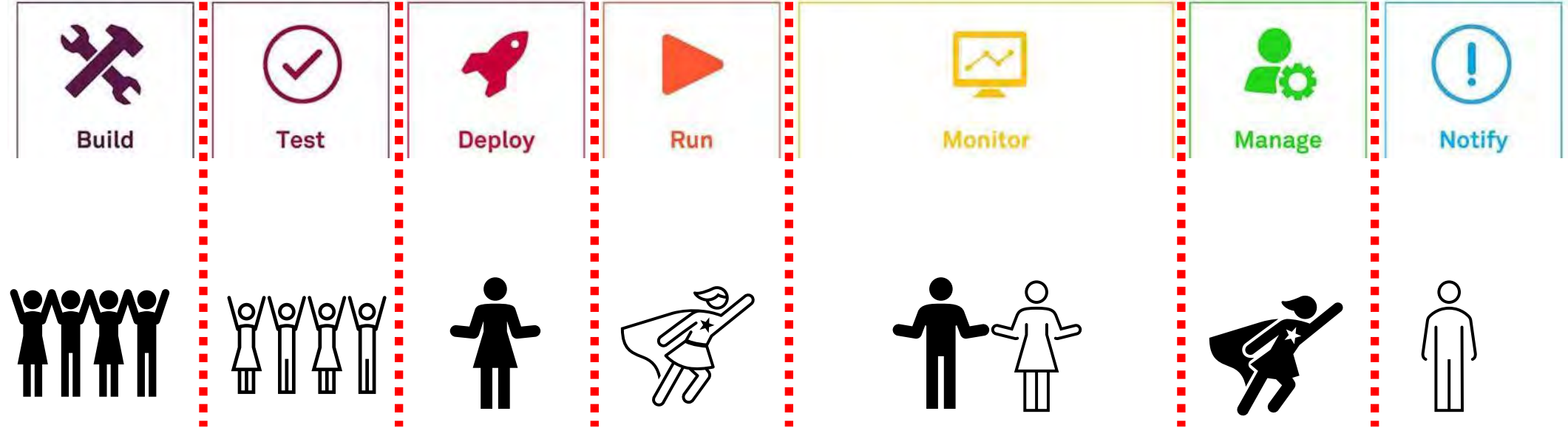


# DevOps Tools Ecosystem 2021



# Silos

# DevOps Tools Ecosystem 2021



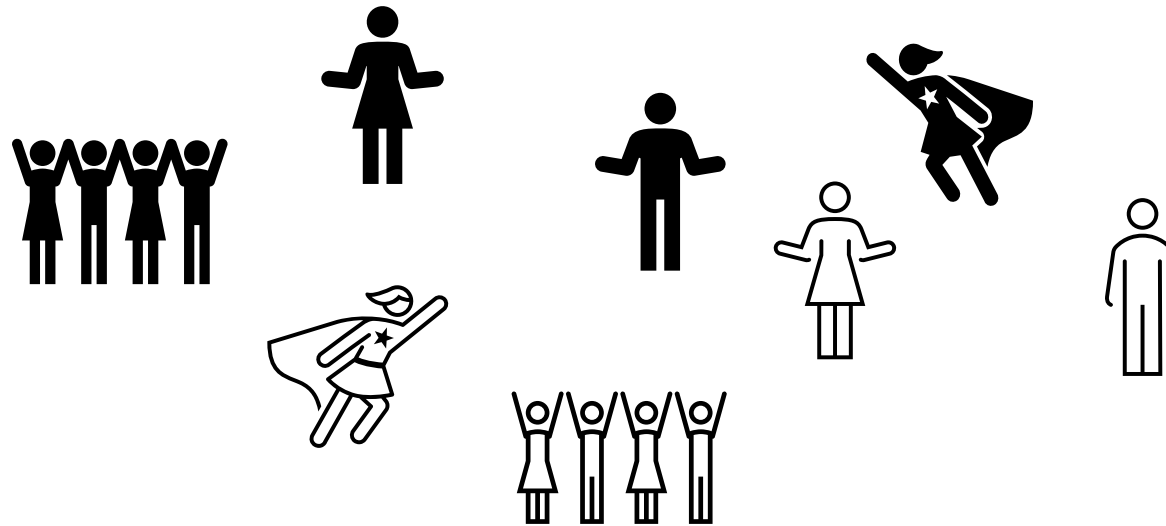
# Trust

# DevOps Tools Ecosystem 2021



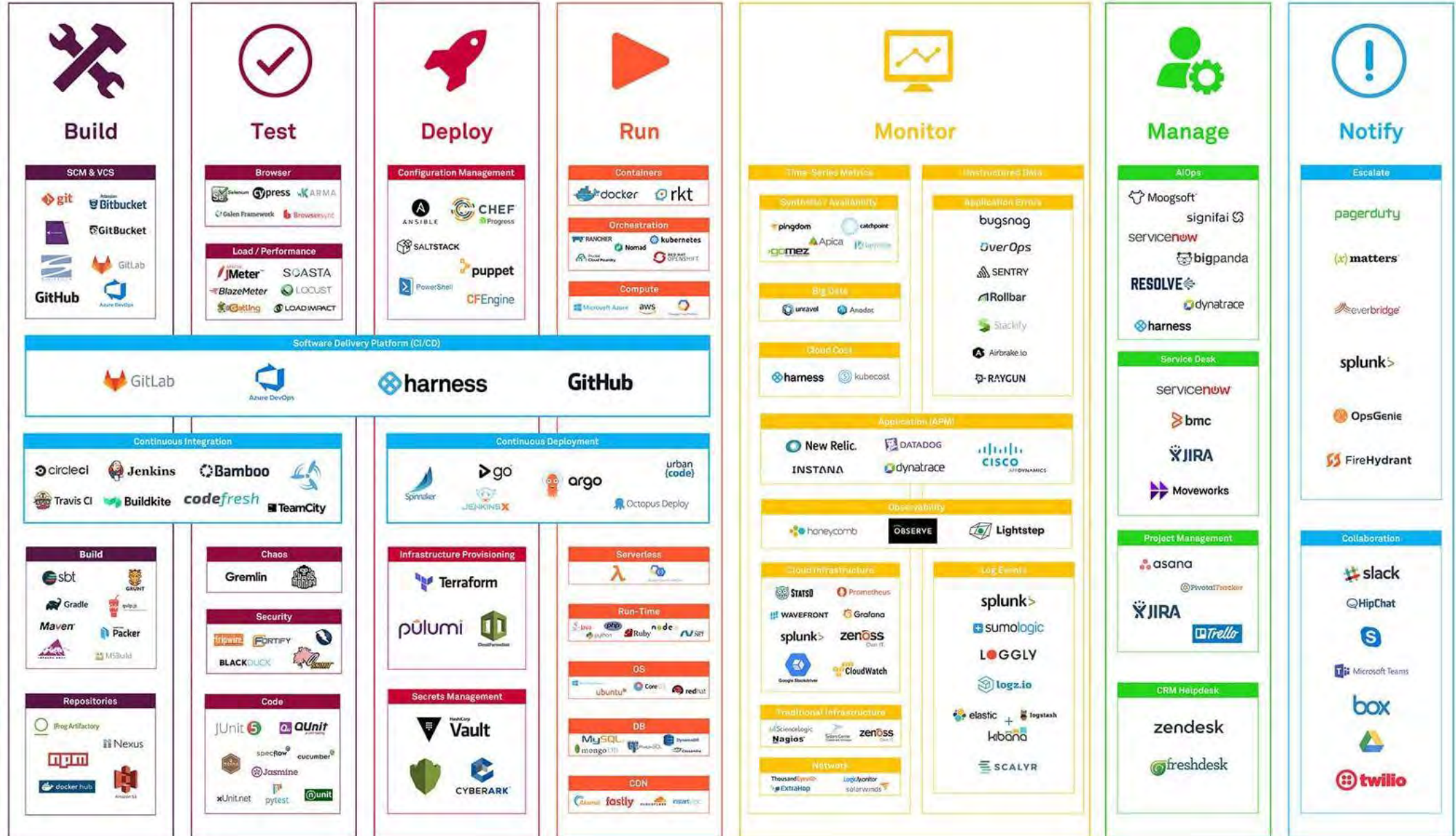
## Goal

## Mission





# DevOps Tools Ecosystem 2021



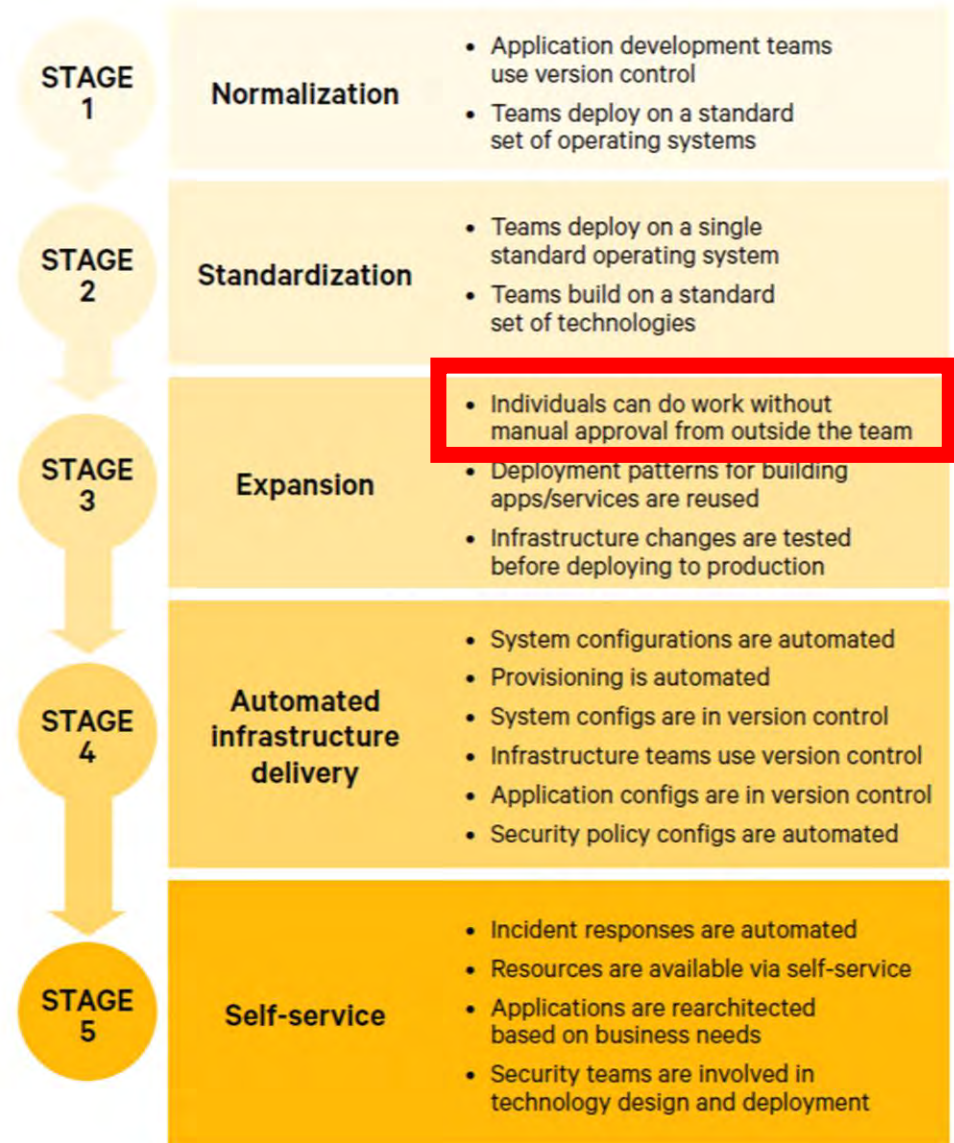
Teams structure

Processes adjustments

Tools review

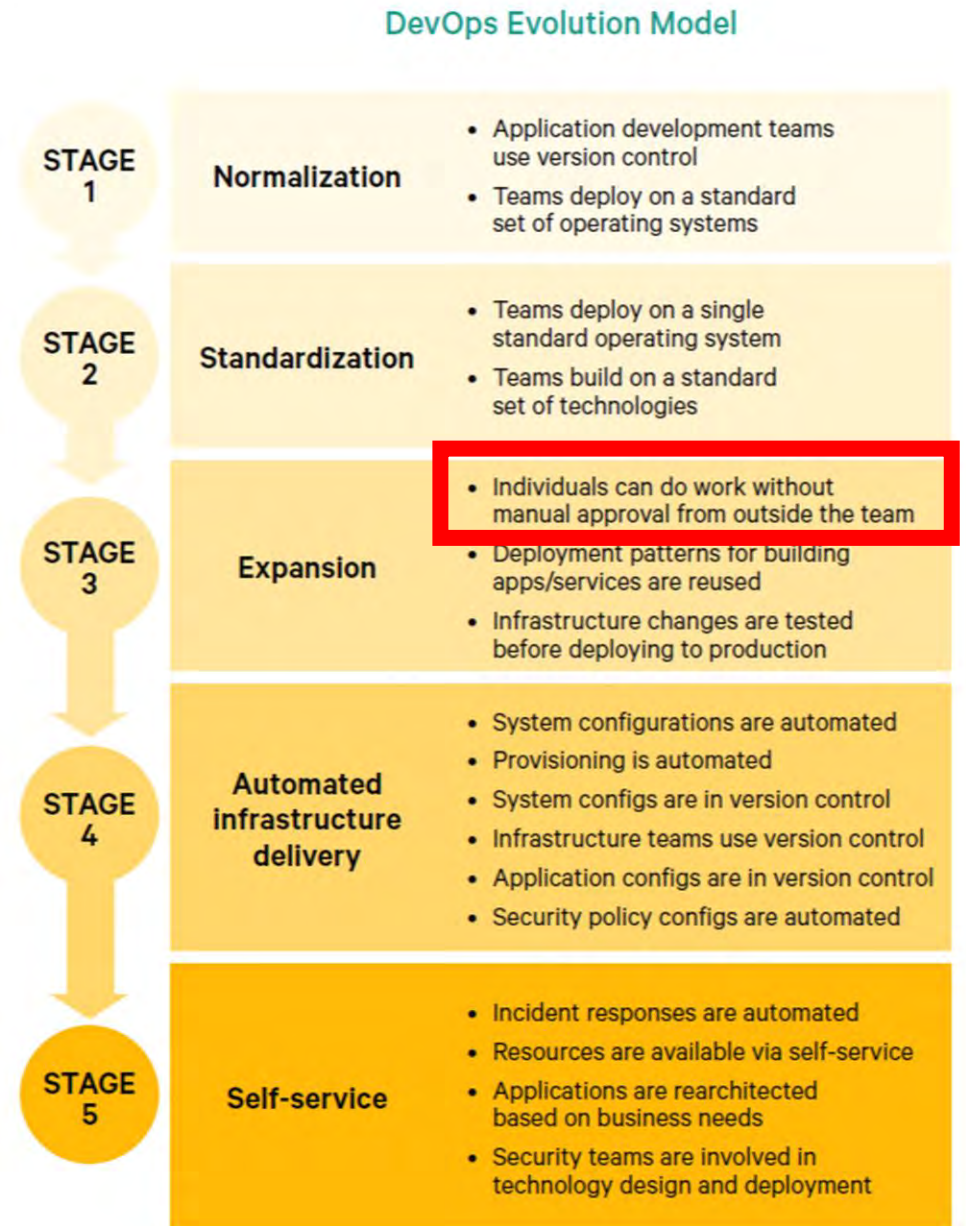
# Autonomy

## DevOps Evolution Model





Individuals can do  
work without  
manual approval  
from outside the  
team





**BRENÉ BROWN**  
*the Call to Courage*

“

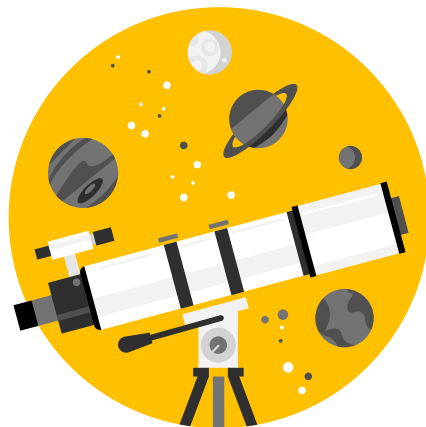
**Trust is not built in  
big, sweeping  
moments. It's built  
in tiny moments  
every day.**

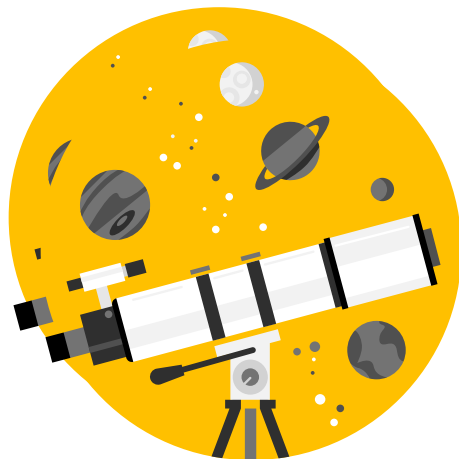
- BRENÉ BROWN

*dare to lead* |  Spotify

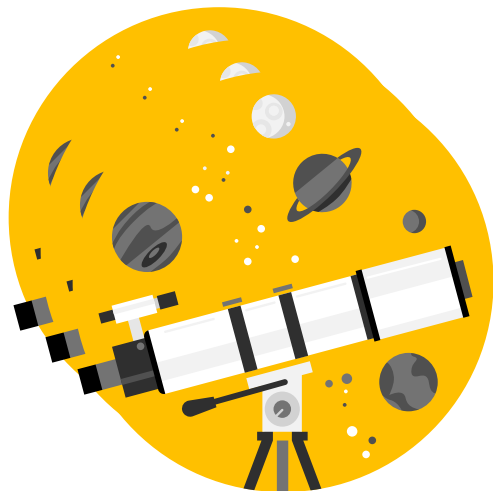


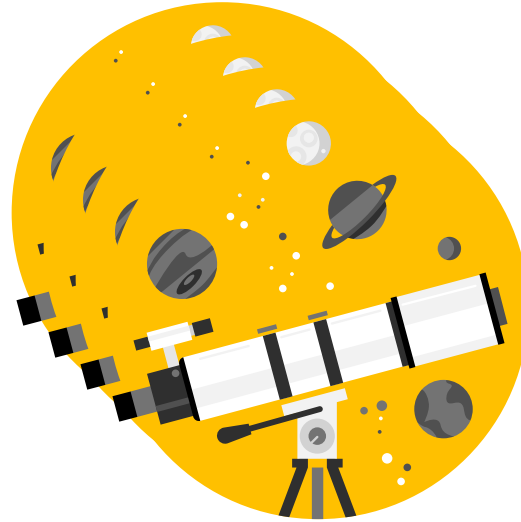




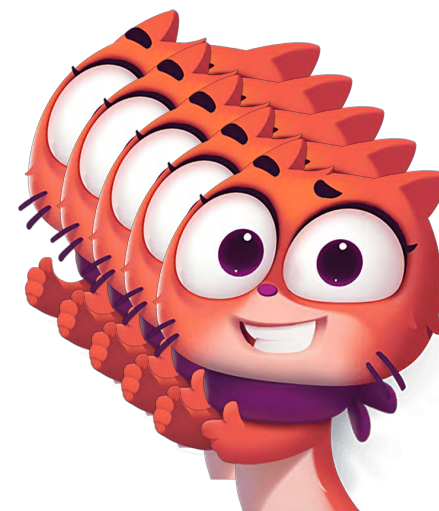
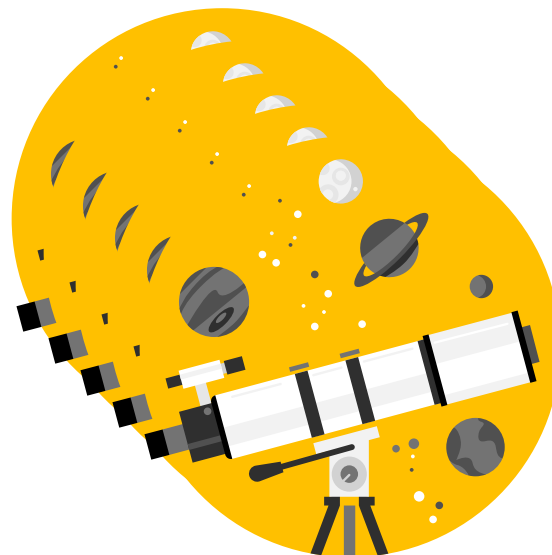


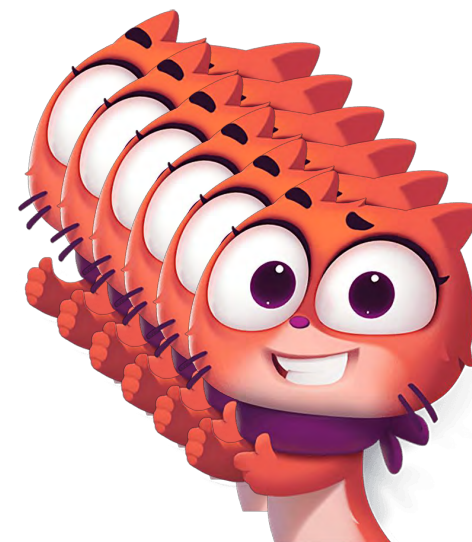
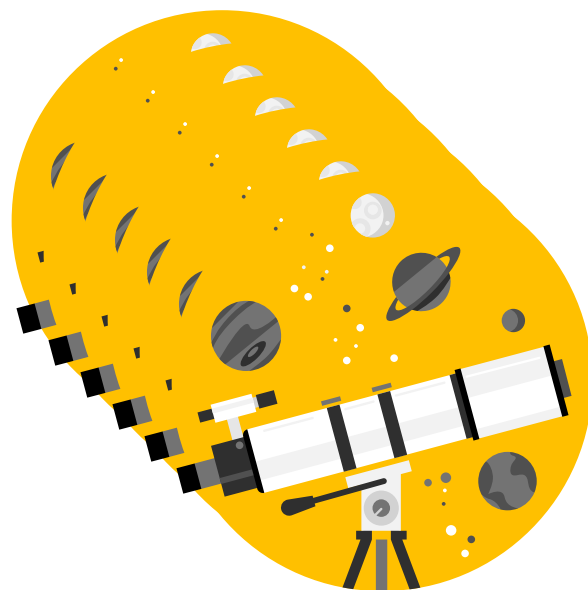


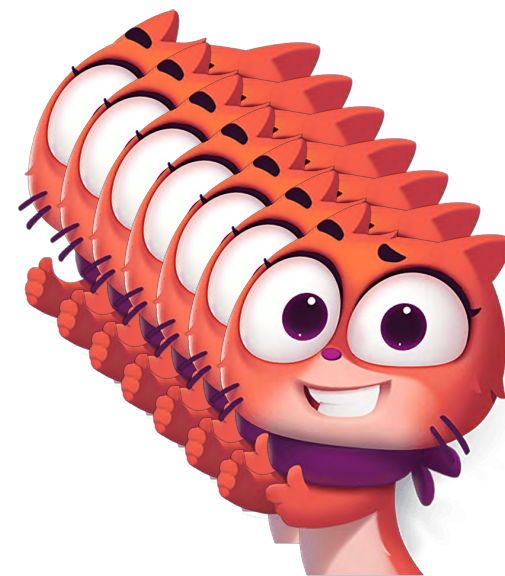
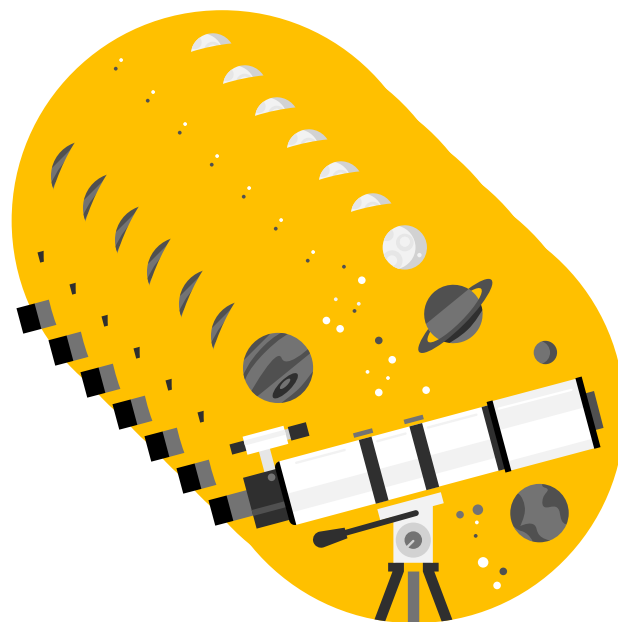


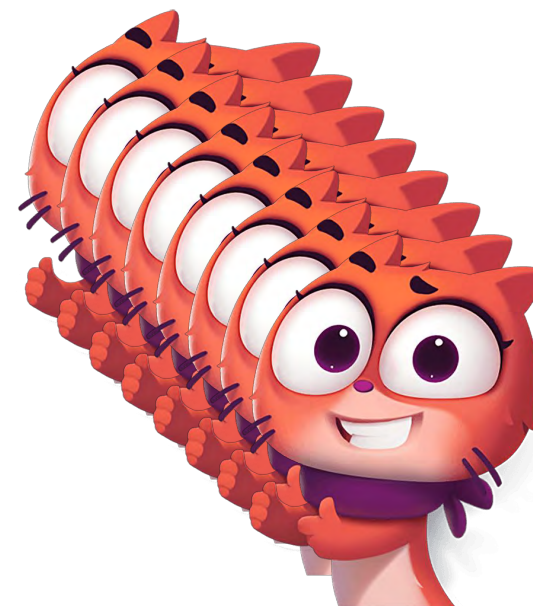
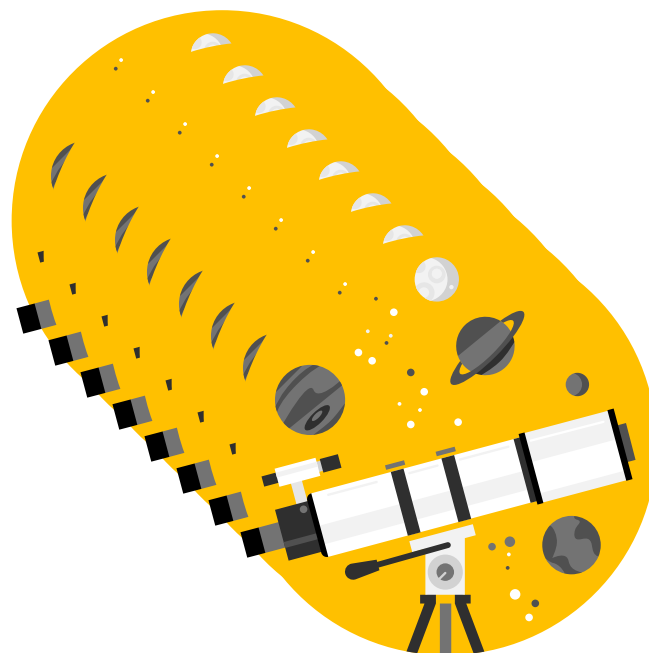


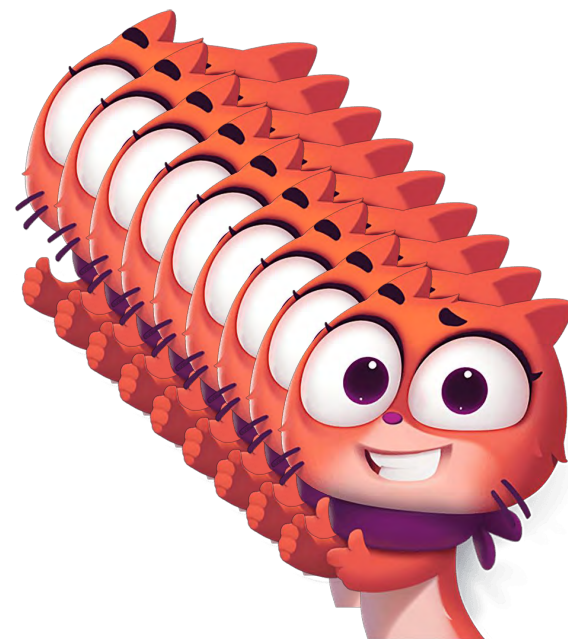
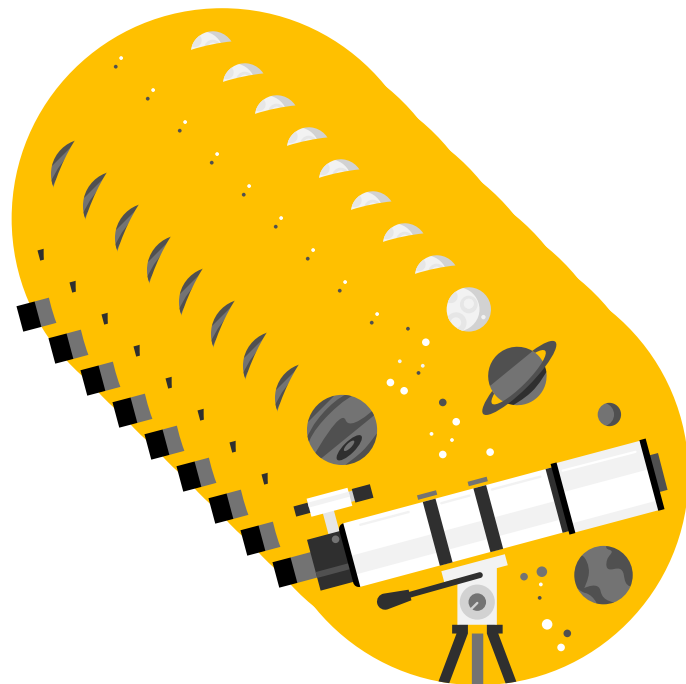
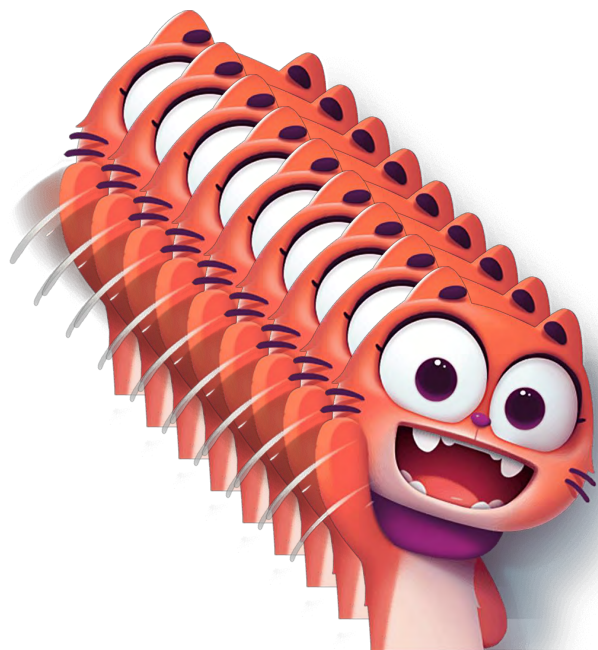




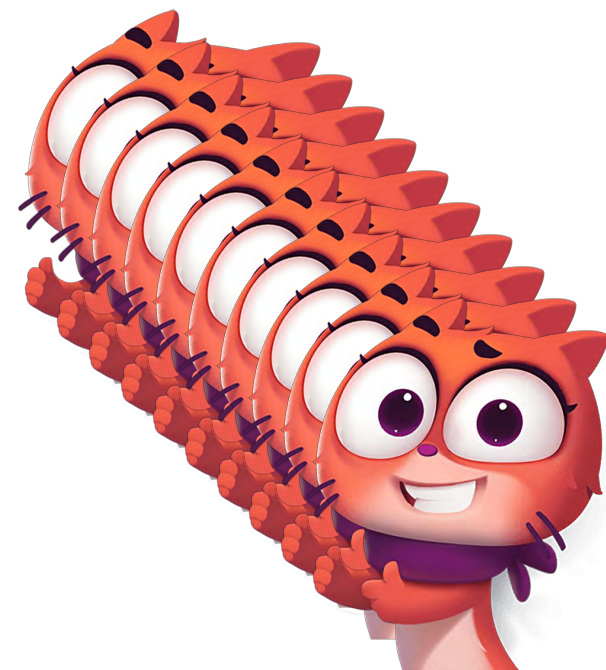
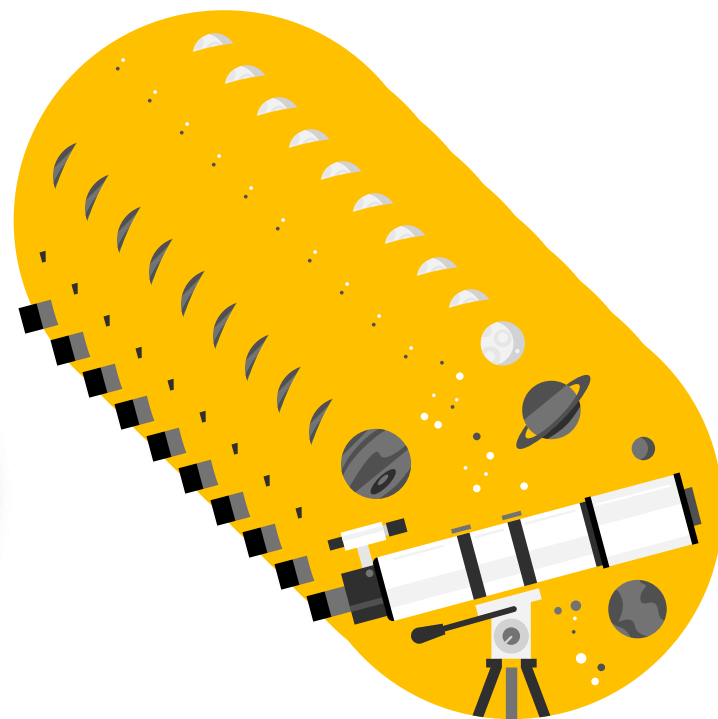
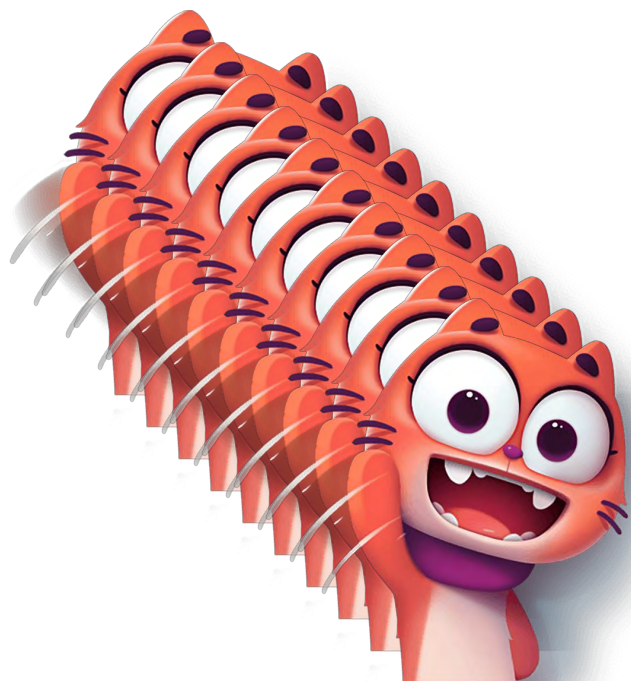


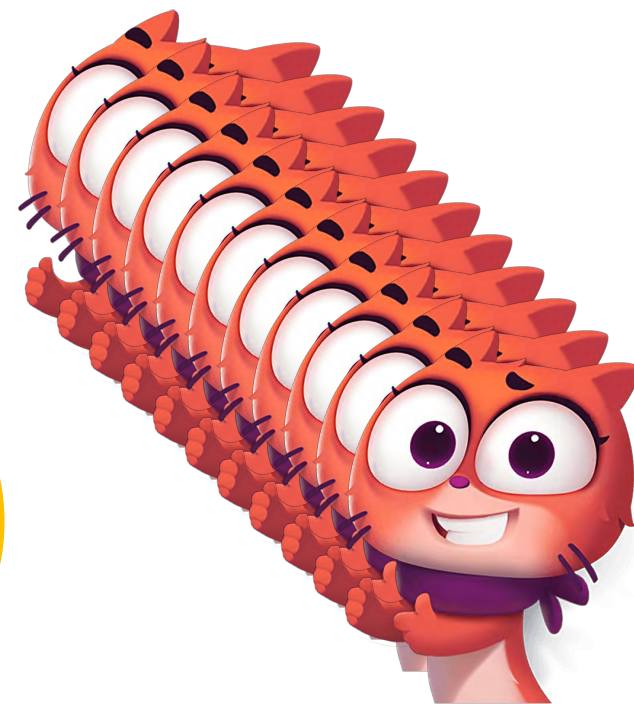
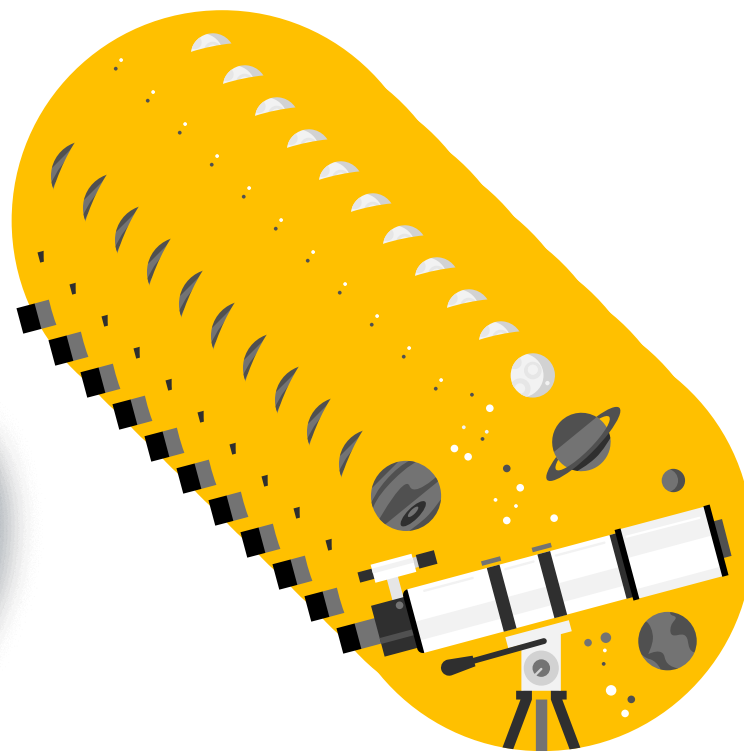
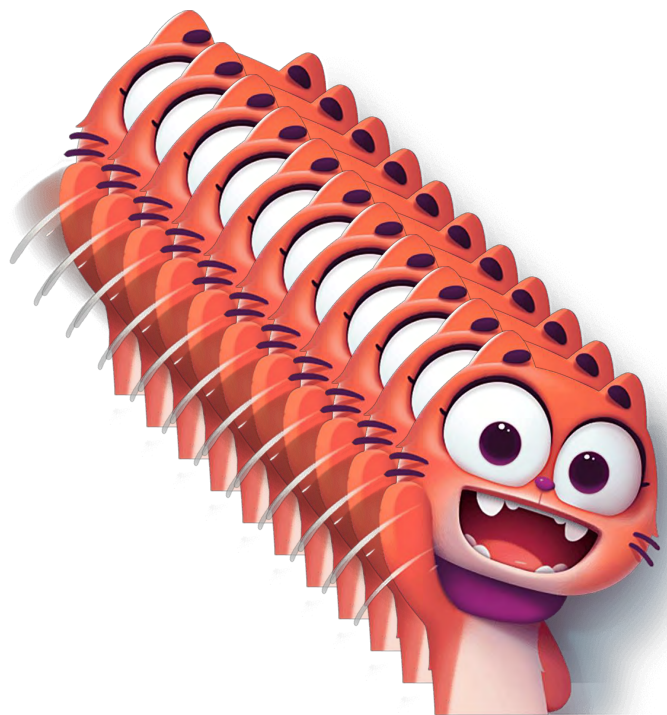






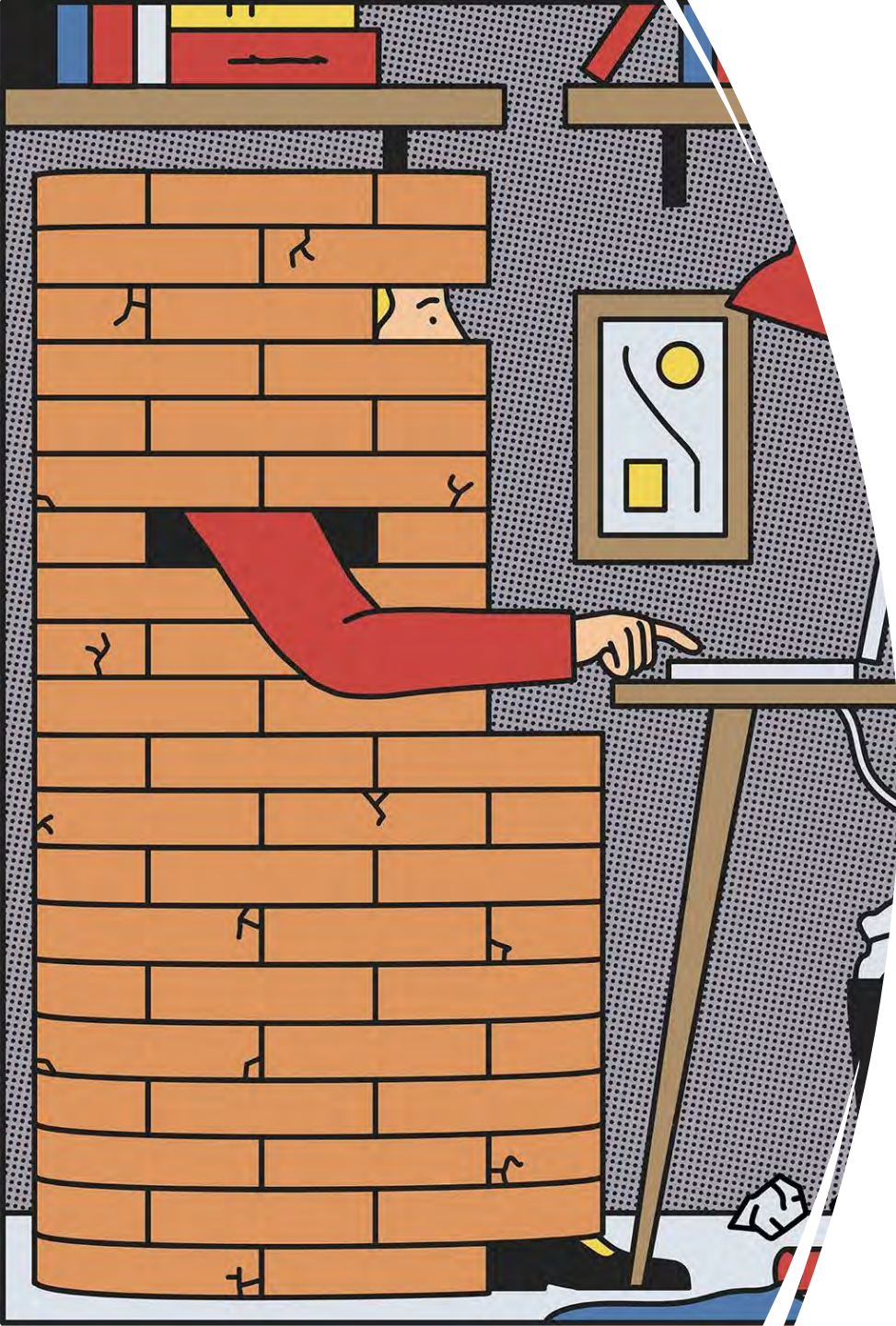












# Pair programming





# Pair programming

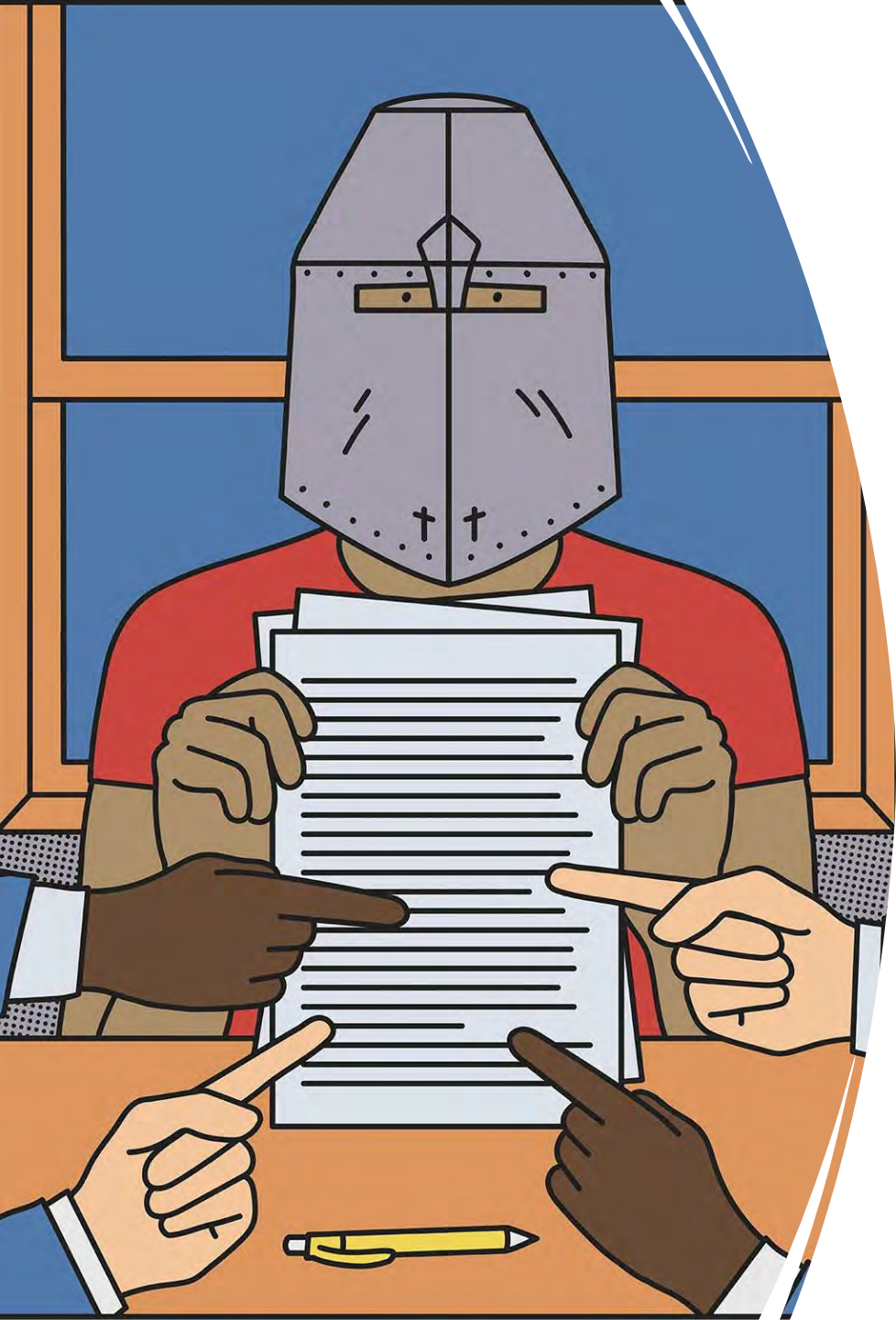


**FEAR OF BEING  
ASSESED**



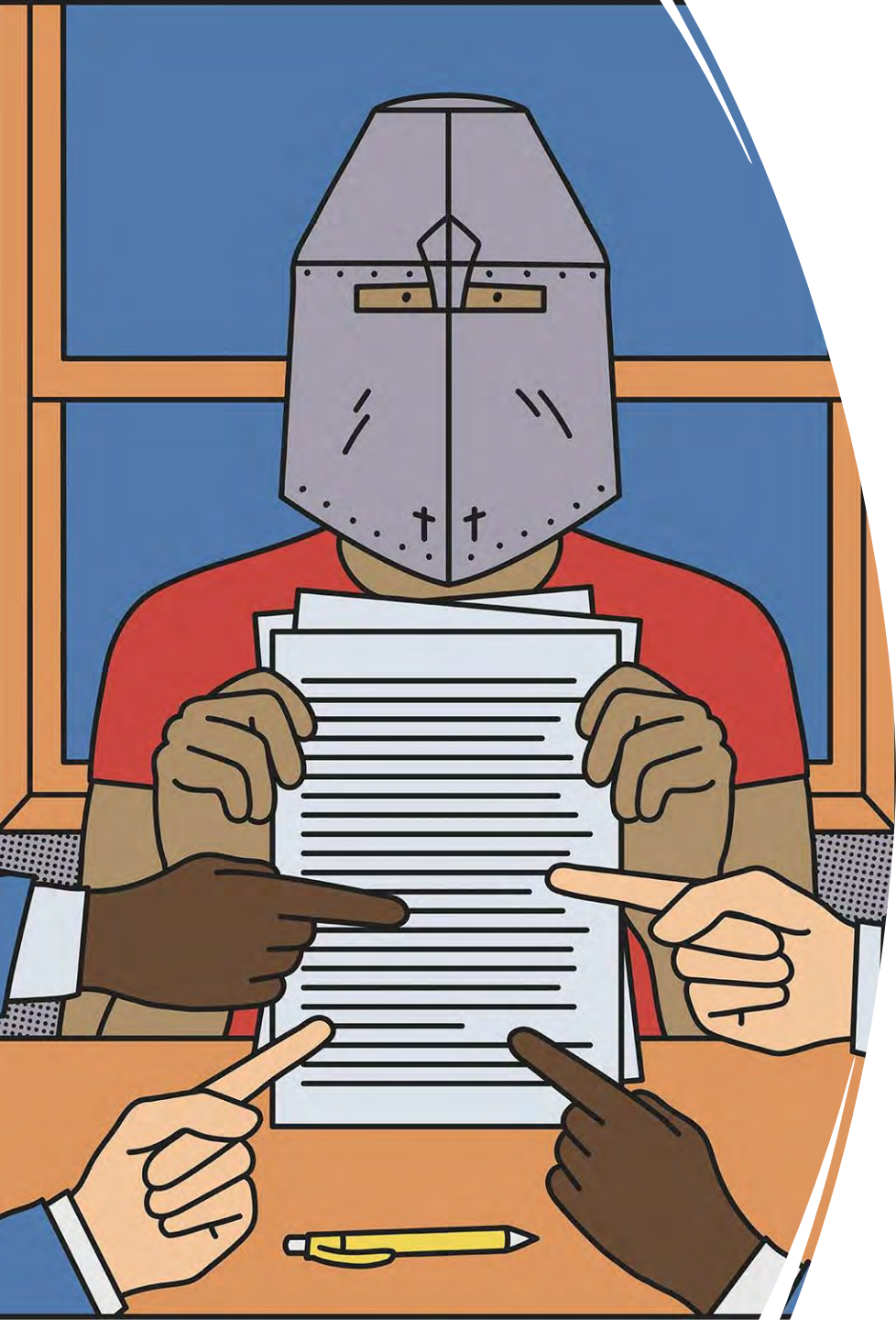
**FEAR OF REJECTION**





# Code review





# Code review



ASSESSING THE CODE



ASSESSING THE  
AUTHOR?

# VULNERABILITY

is the birthplace of  
innovation, creativity,  
and change

-Brené Brown-



# Systems vulnerability

**A flaw or weakness** in a computer system,  
its security procedures, internal controls,  
or design and implementation,  
**which could be exploited to violate the system** security  
policy.

# Human vulnerability

**willingness to show emotion**

or to allow one's **weaknesses to be seen** or known

**Vulnerable**

**to do**

**Scrum**



**Give me your Metrics**

**Give me your Metrics**

**I will tell you**

**Give me your Metrics**

**I will tell you**

**Whatever you want to hear**



# Metrics

**Deployment Frequency**

**Lead Time for changes**

**Mean Time to Recover**

**Change Failure Rate**

**Build software**

**Build relations**

**Build trust**

**Build software**

**Build relations**

**Build trust**

**Belong**

A team is not a group working together.

A team is a **group of people**  
**that trust each other.**

-- Simon Sinek

# Thank you

Tomasz Manugiewicz  
**Grand Parade part of William Hill**