Trust Driven Development -
DevOps transformation in practice

Tomasz Manugiewicz

Grand Parade part of William Hill

Transformation

Transformation

Change

TRUST

VUCA world

V olatile

U ncertain

C omplex

A mbiguous

Agile world

M arket dynamics

U nknow requirements

C omplex problems

A mbiguous estimations

MUCA world

M arket dynamics
U nknow 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

Individuals and interactions over processes and tools

Customer collaboration over contract negotiation

Responding to change over following the plan

Working software over comprehensive documentation

TRUST

TRUST

TRUST

Cognitive aspect

Transmitted through thinking

Emotional aspect

Transmitted through feeling

TRUST

Cognitive aspect

Transmitted through thinking

Skills
Knowledge
Experience

Emotional aspect

Transmitted through feeling

TRUST

Cognitive aspect

Transmitted through thinking

Skills
Knowledge
Experience

Results

Emotional aspect

Transmitted through feeling

TRUST

Cognitive aspect

Transmitted through thinking

Skills
Knowledge
Experience

Results

Emotional aspect

Transmitted through feeling

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

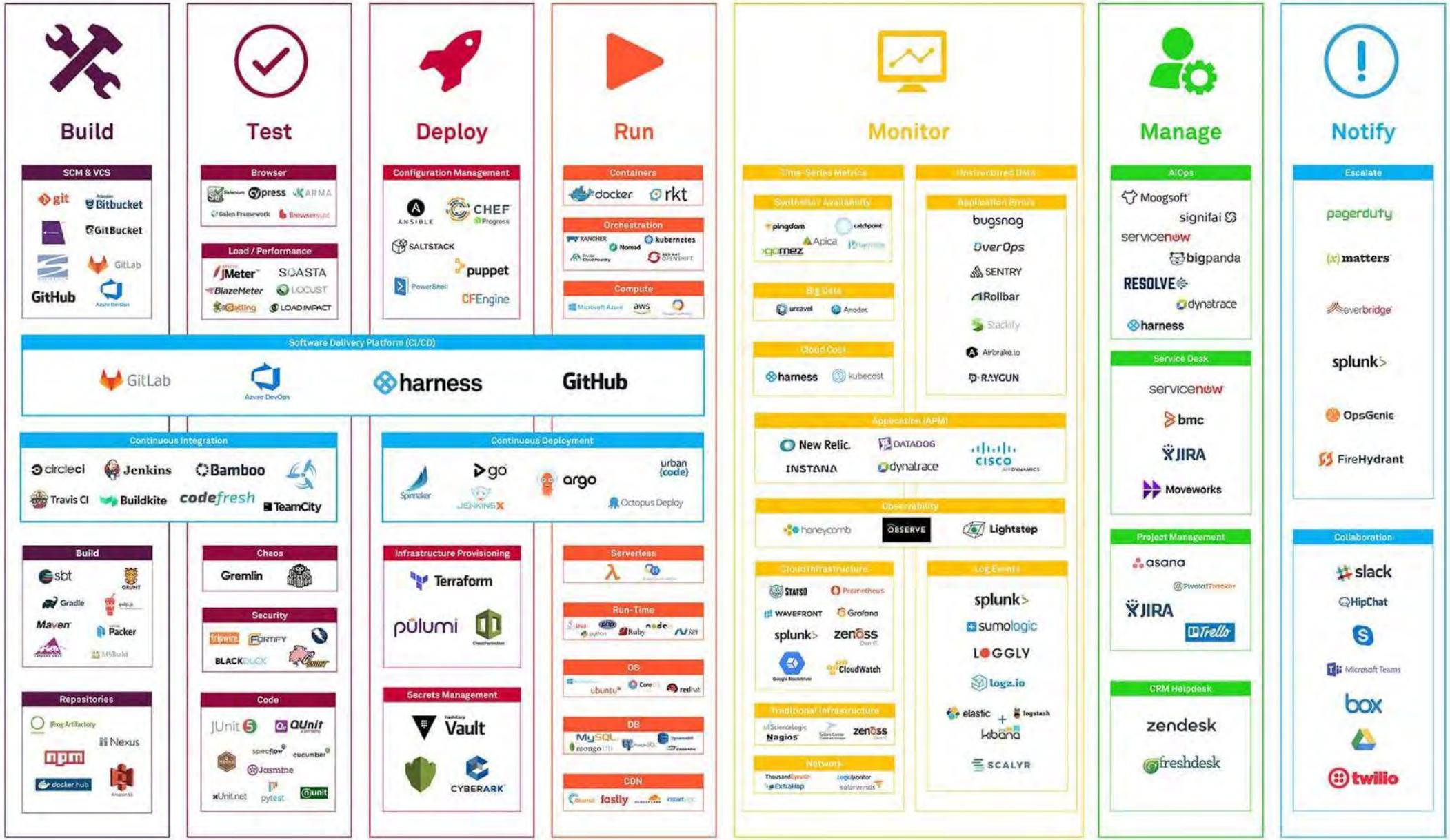
Recognize and
understand
emotions of others

Embrace
our emotional part

The way to

Break down silos

DevOps Tools Ecosystem 2021



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

DevOps Tools Ecosystem 2021

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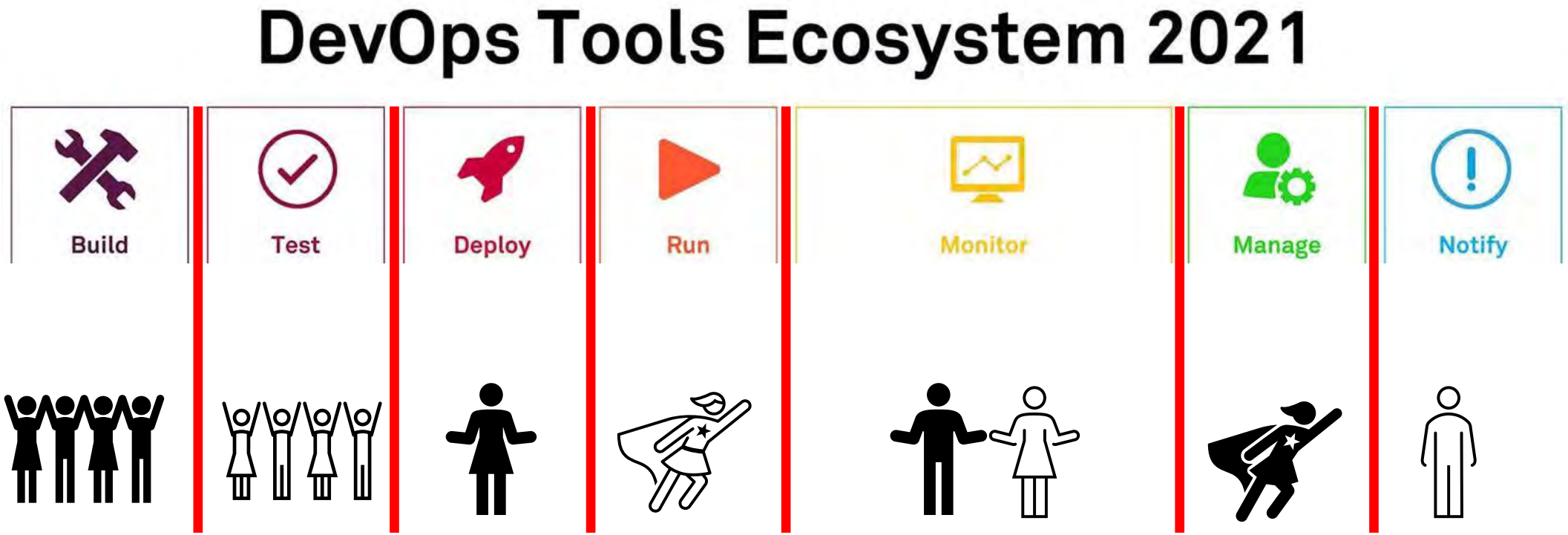
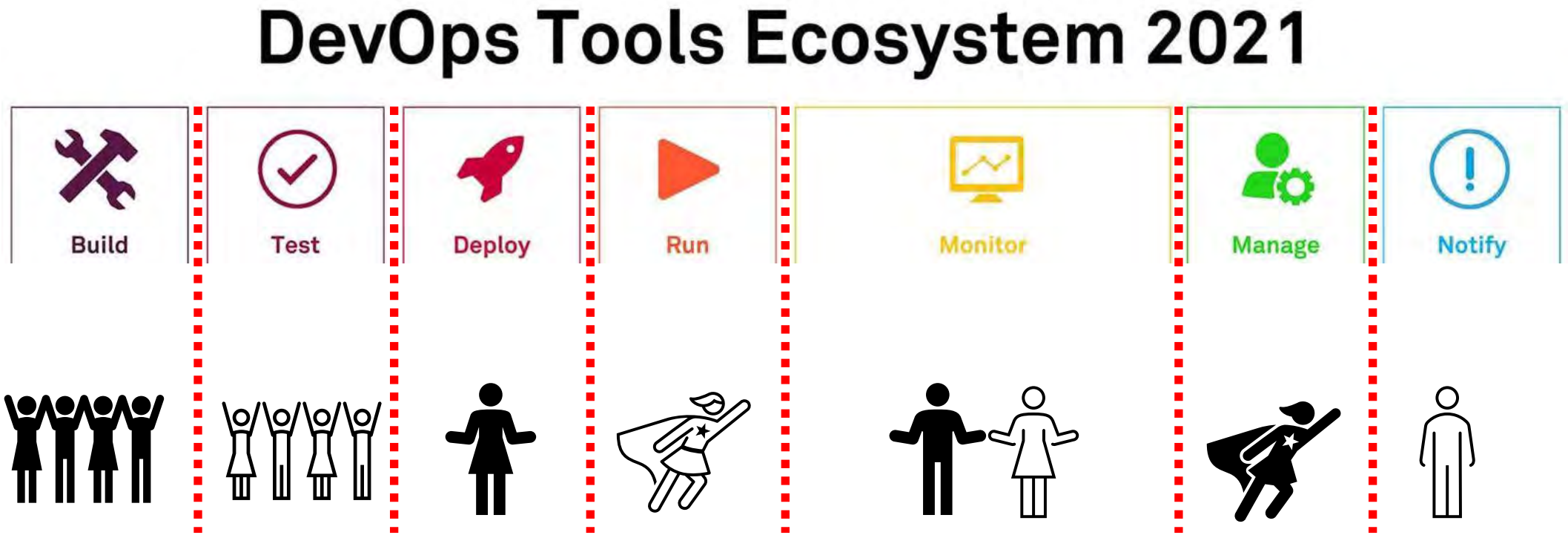


Silos

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



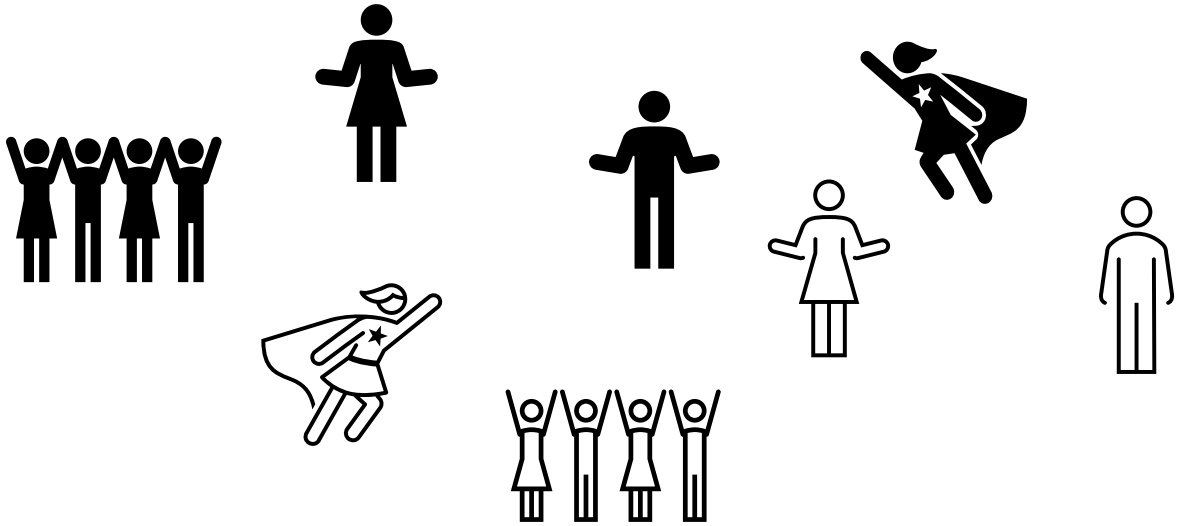
Trust

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

DevOps Tools Ecosystem 2021

Goal

Mission



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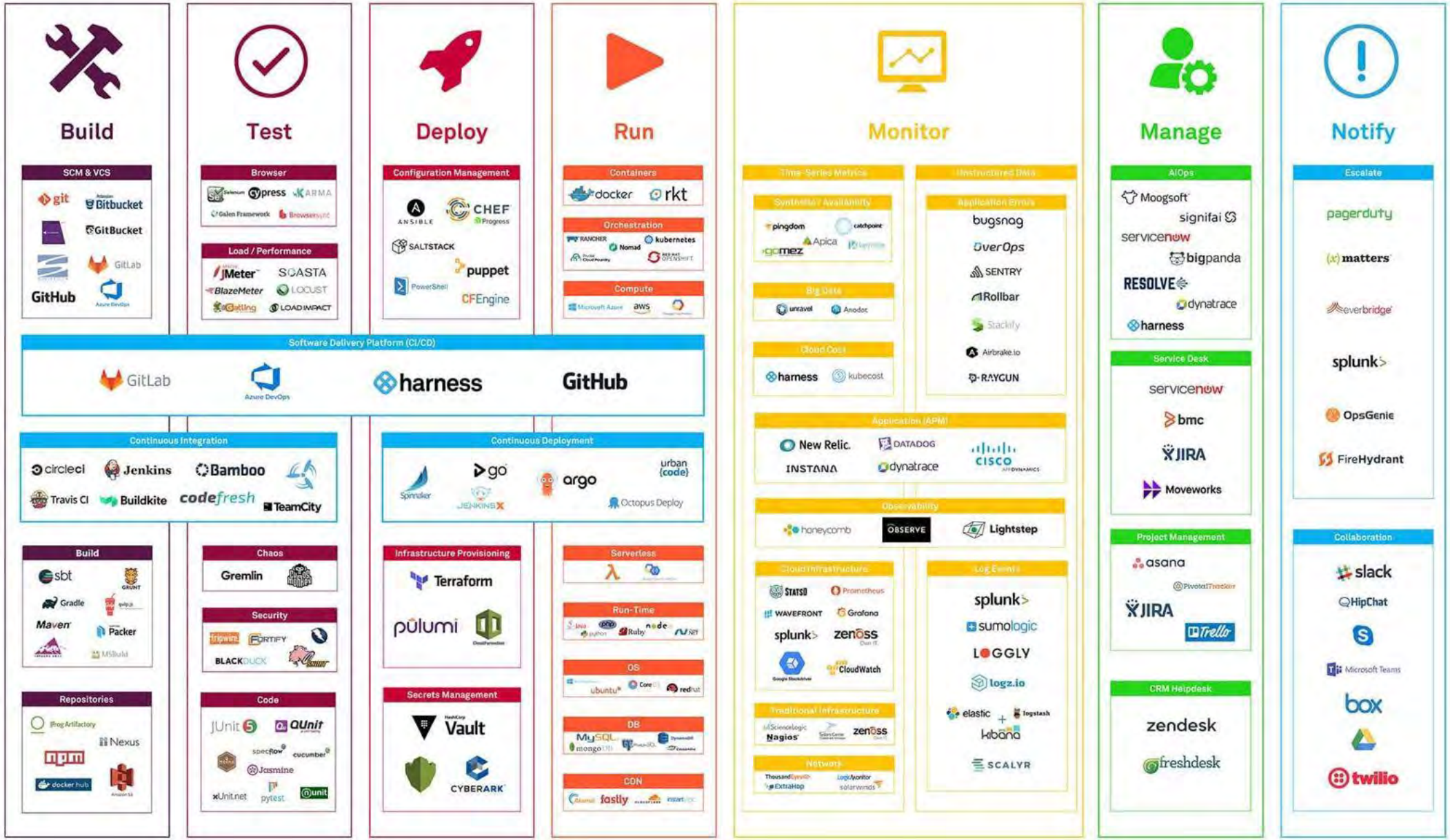
DevOps Tools Ecosystem 2021



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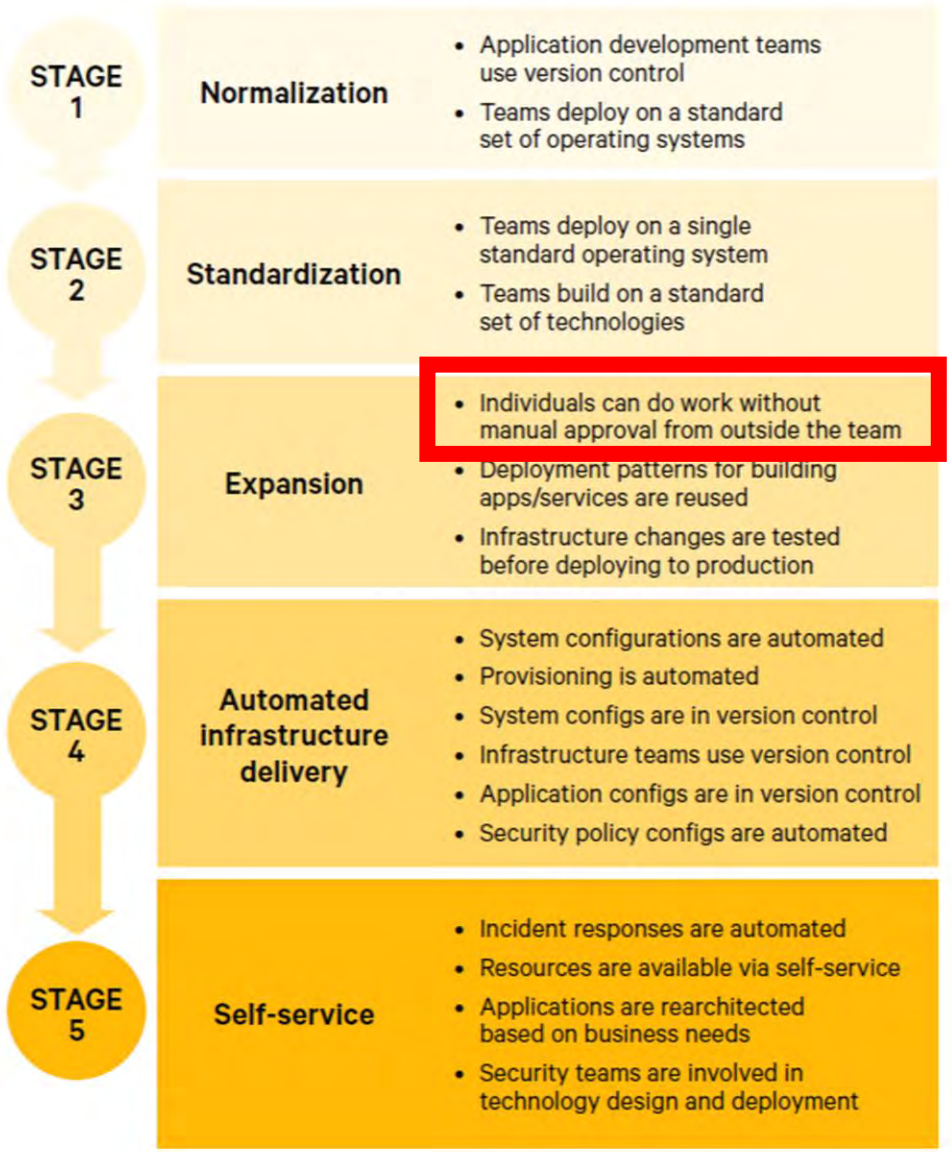
Teams structure

Processes adjustments

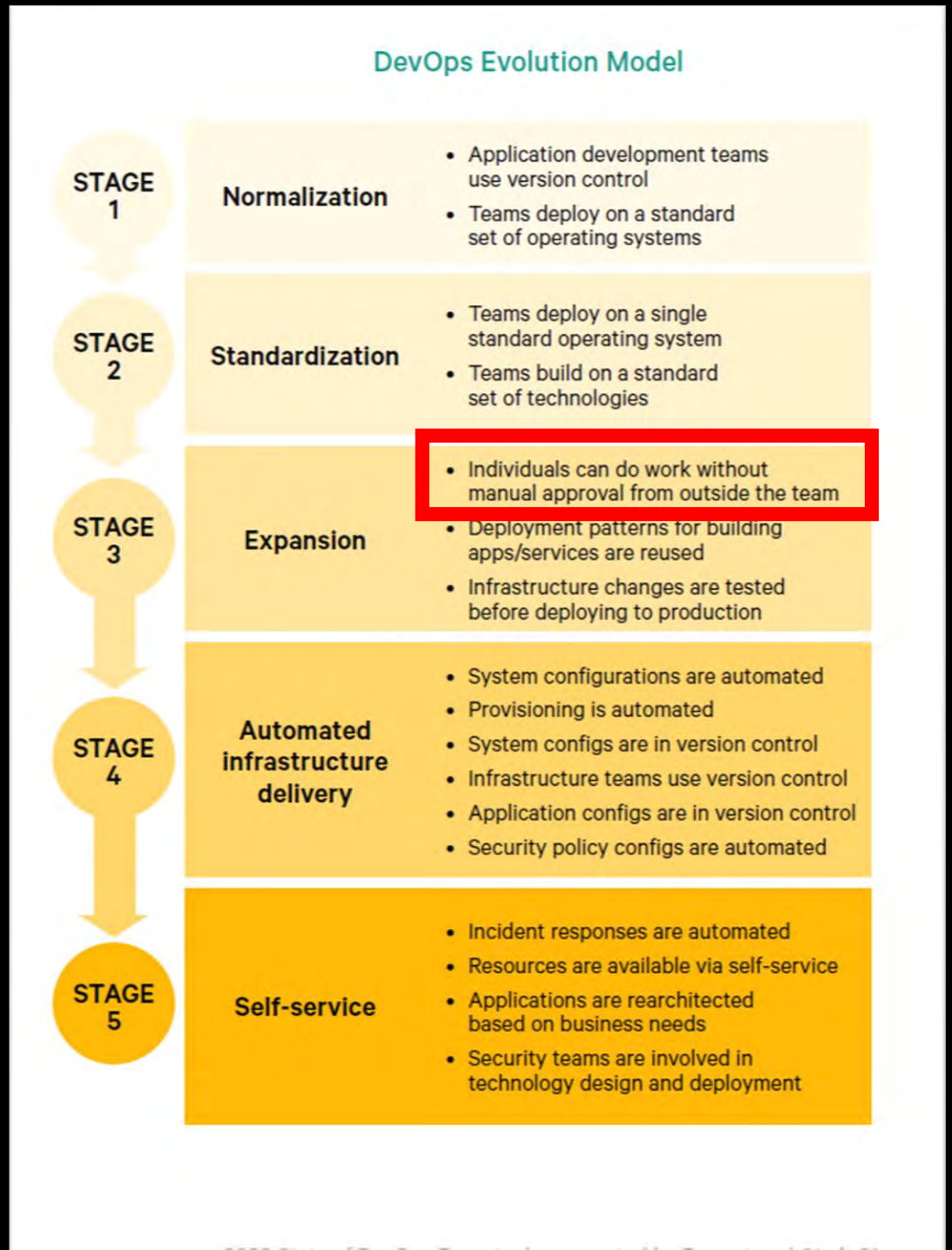
Tools review

Autonomy

DevOps Evolution Model



Individuals can do work without manual approval from outside the team

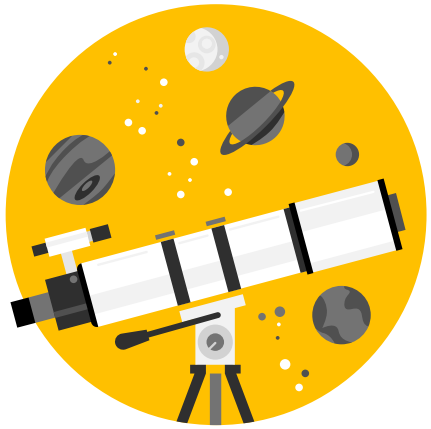


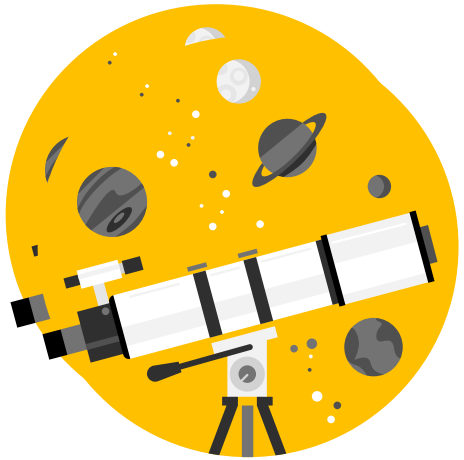
“

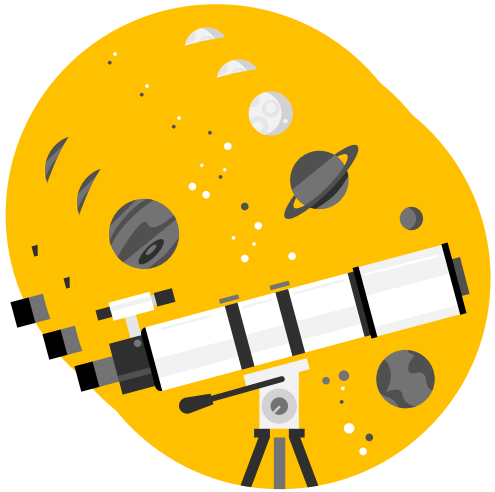
Trust is not built in big, sweeping moments. It’s built in tiny moments every day.

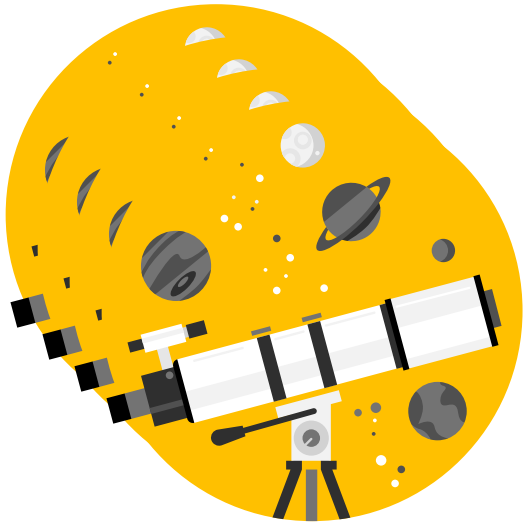
–BRENÉ BROWN

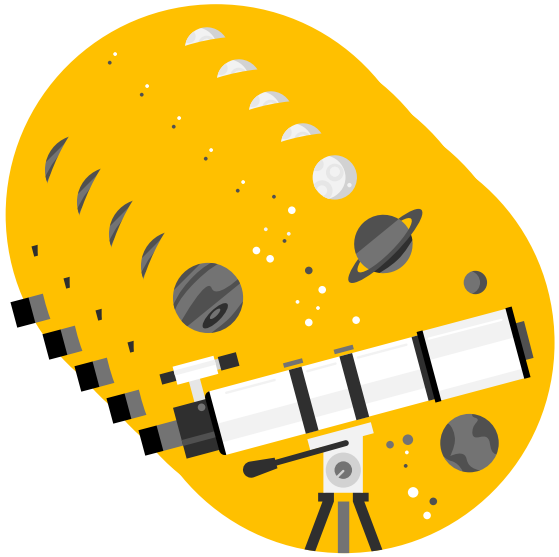
dare to lead | Spotify

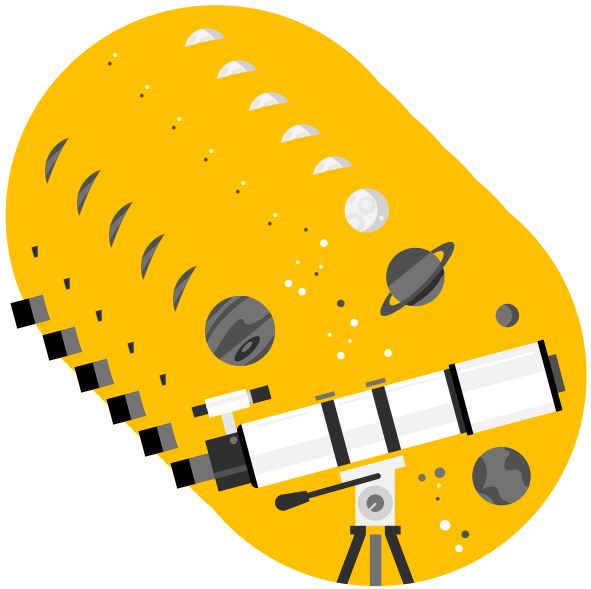


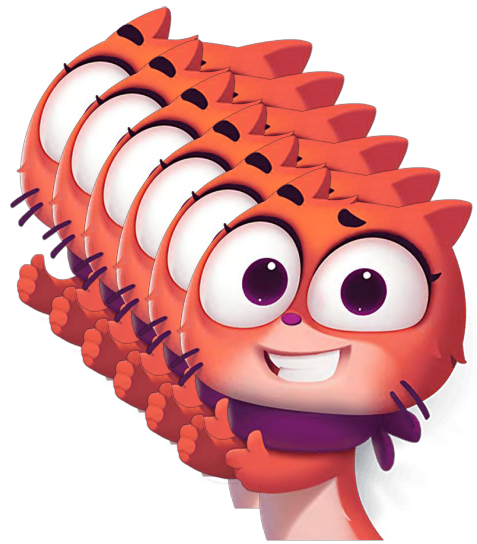


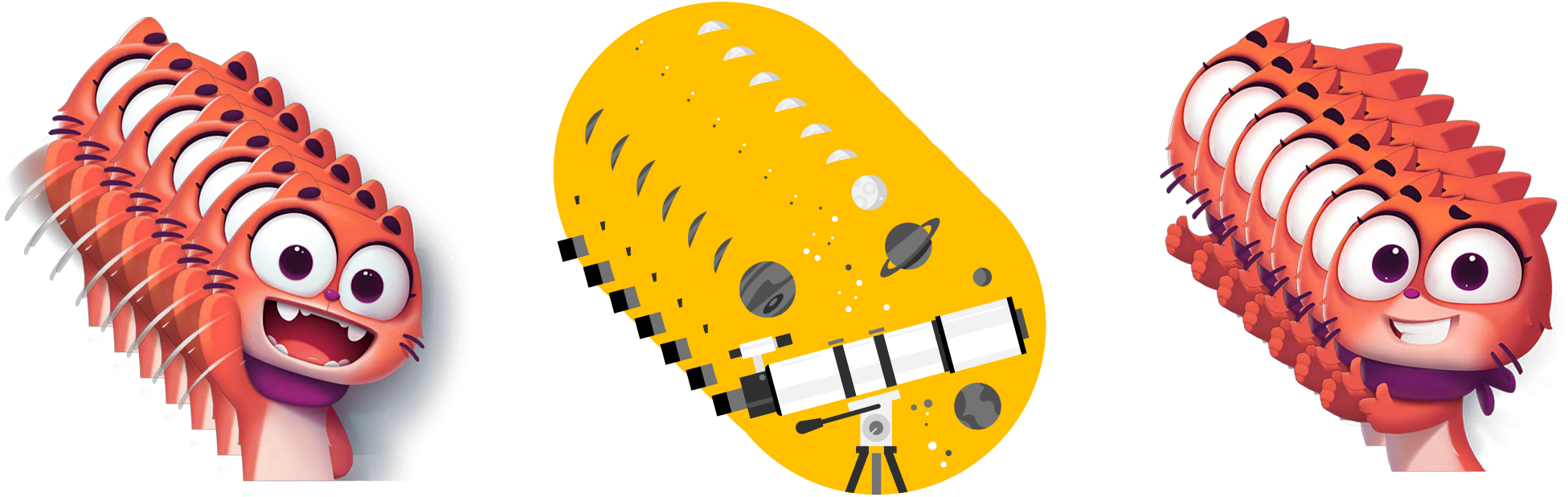


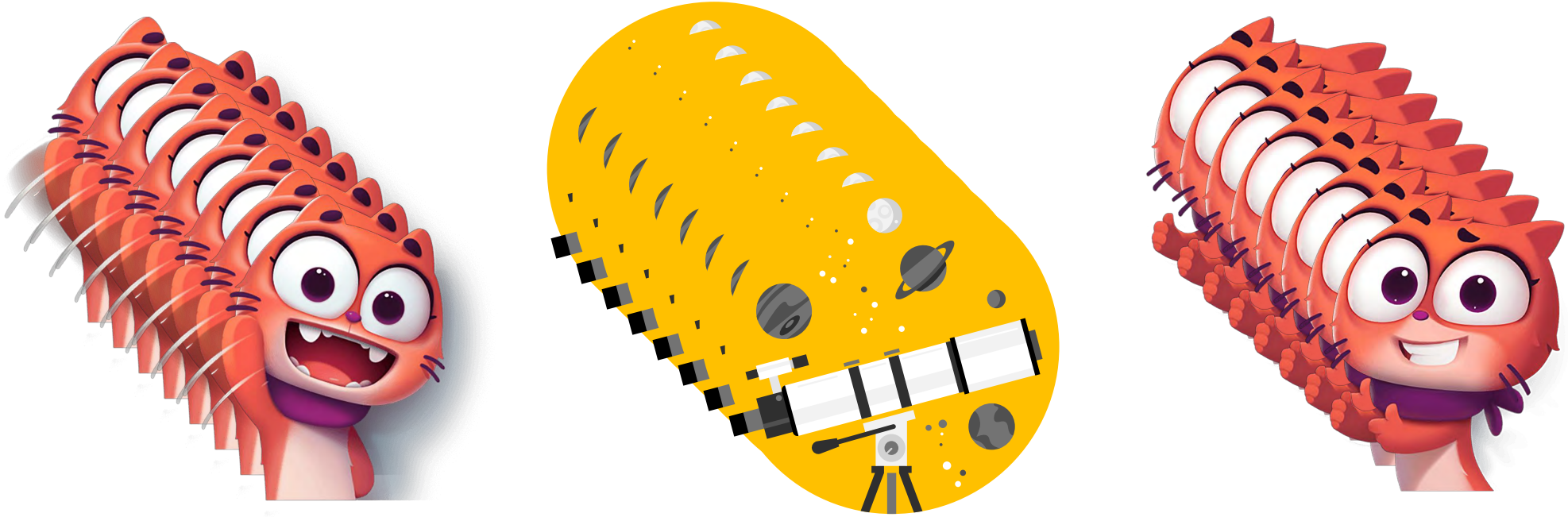


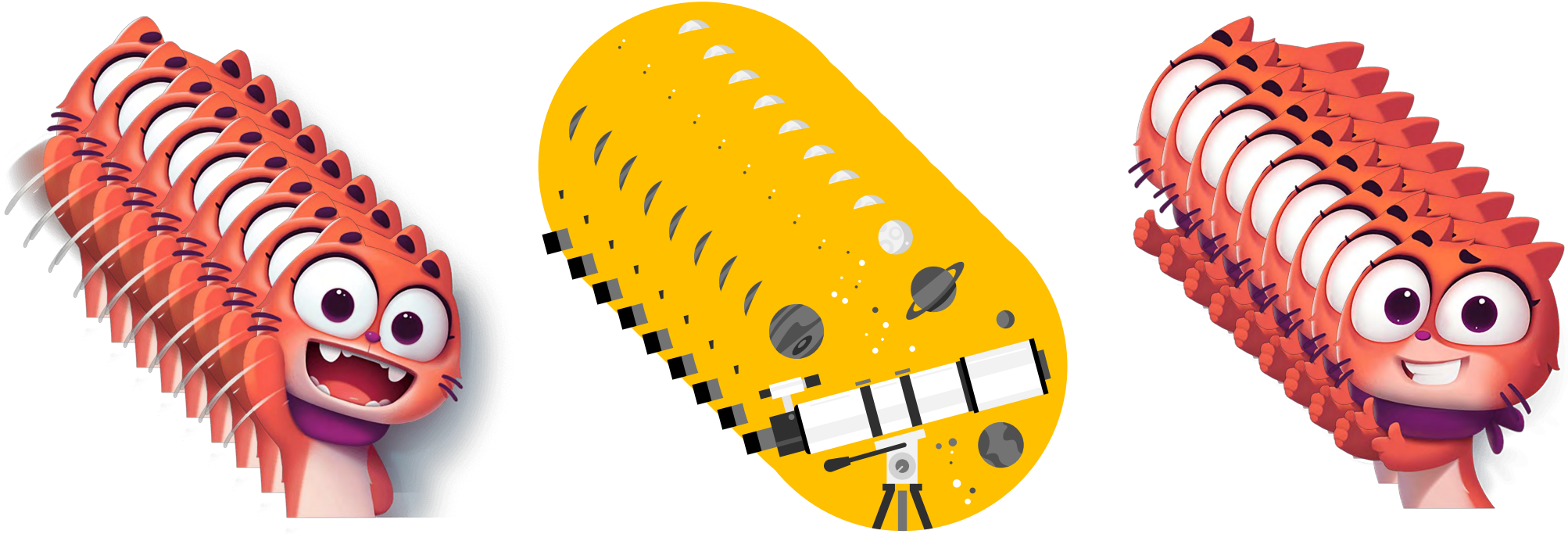


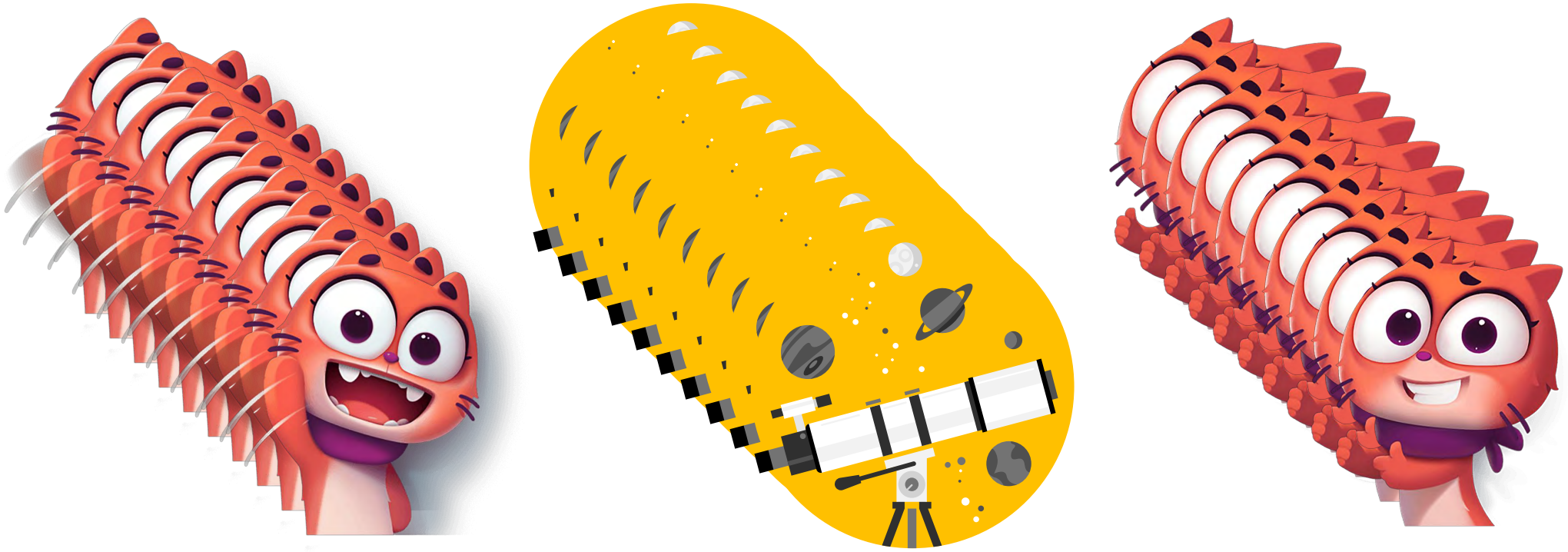


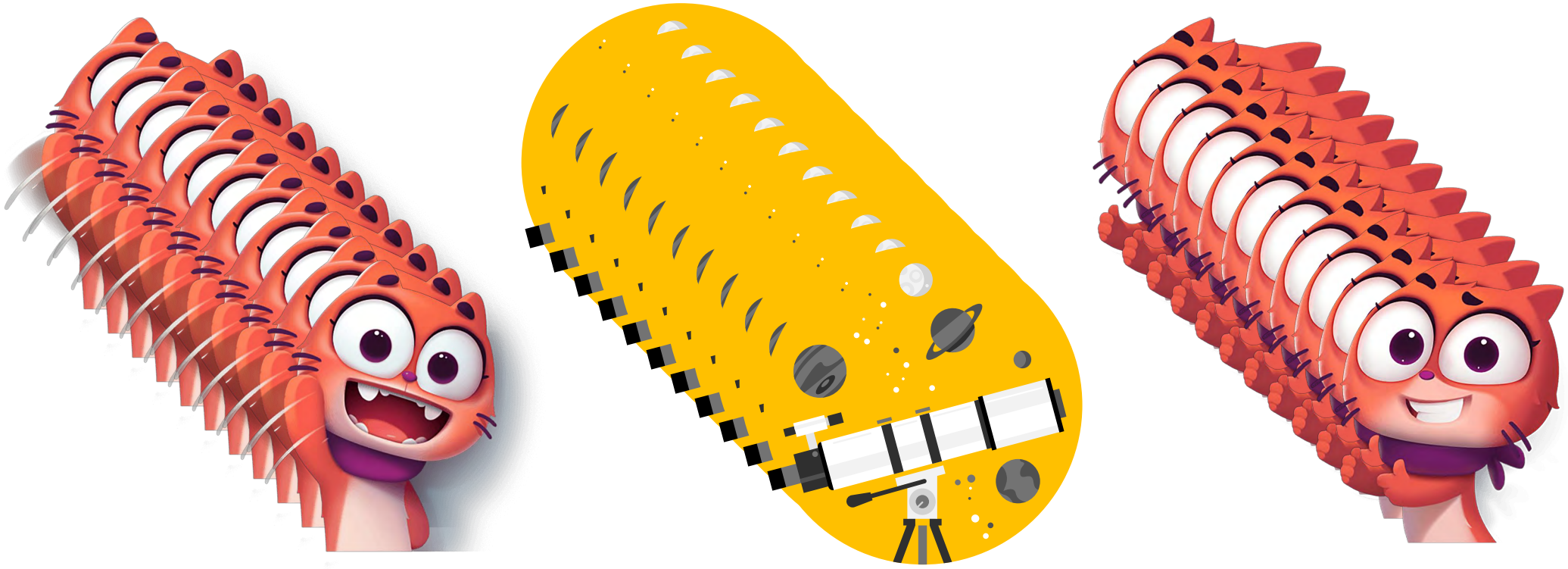


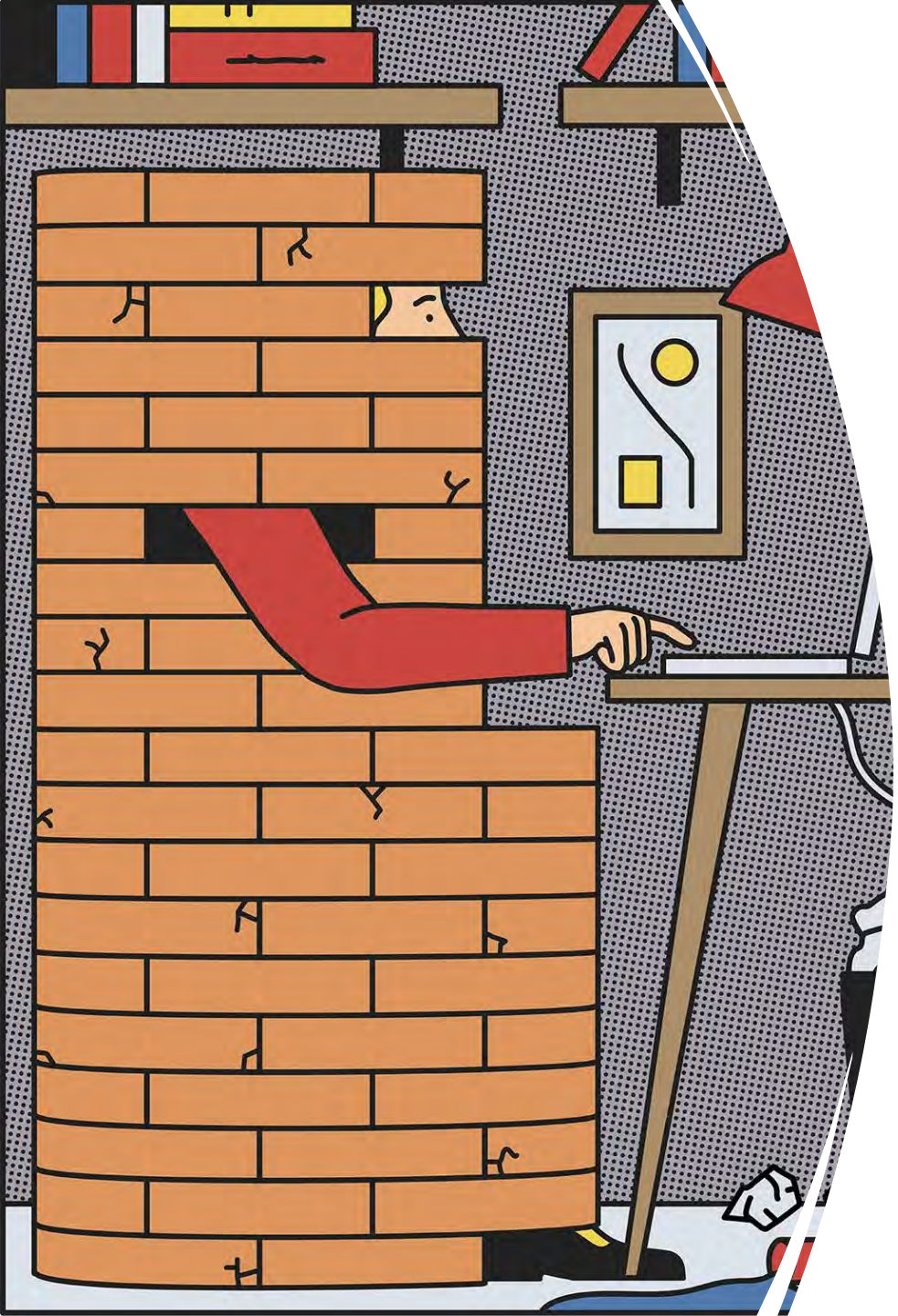






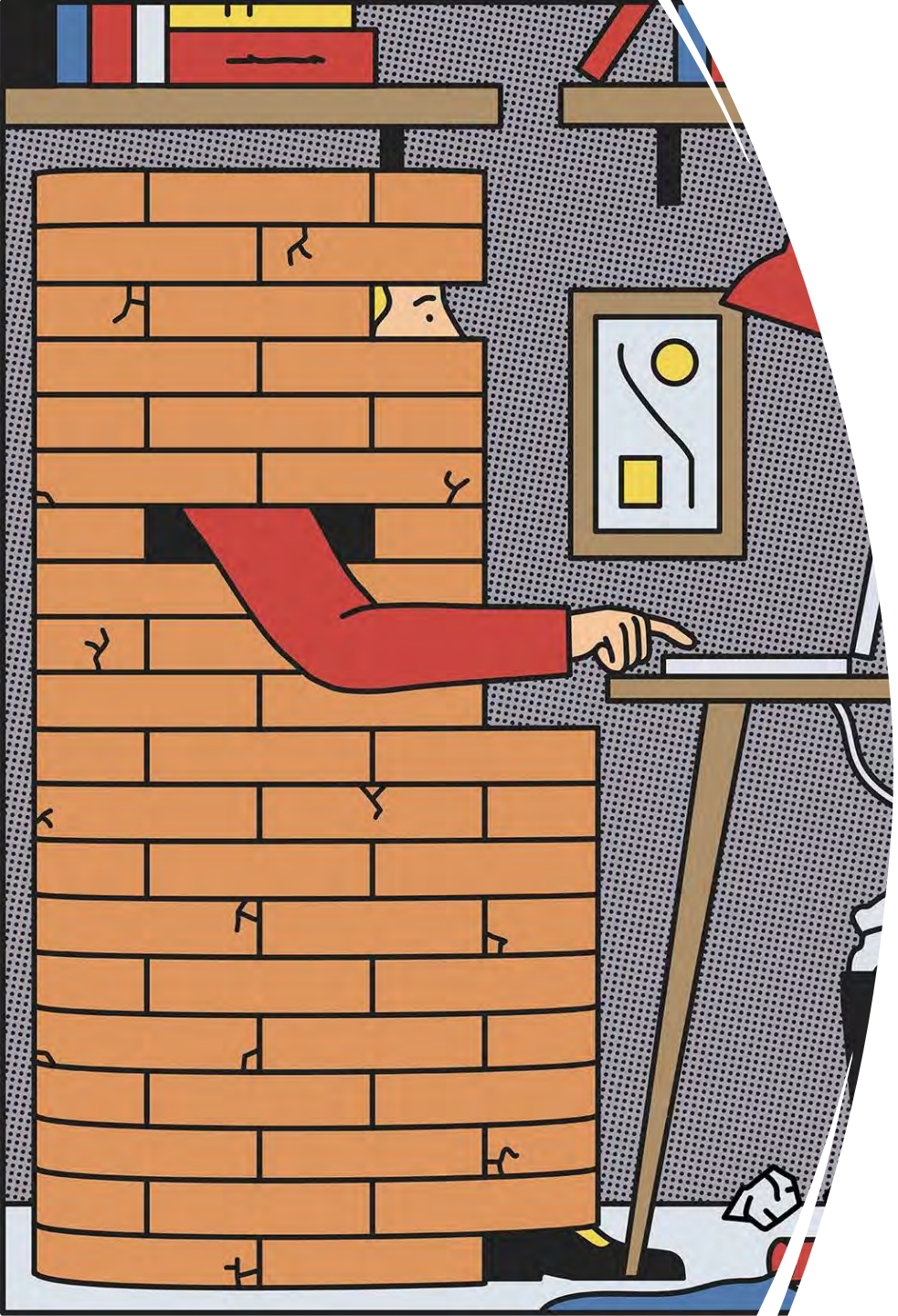






Pair programming

https://www.itsnicethat.com/features/creativity-vulnerability-brene-brown-marina-willer-advice-200218

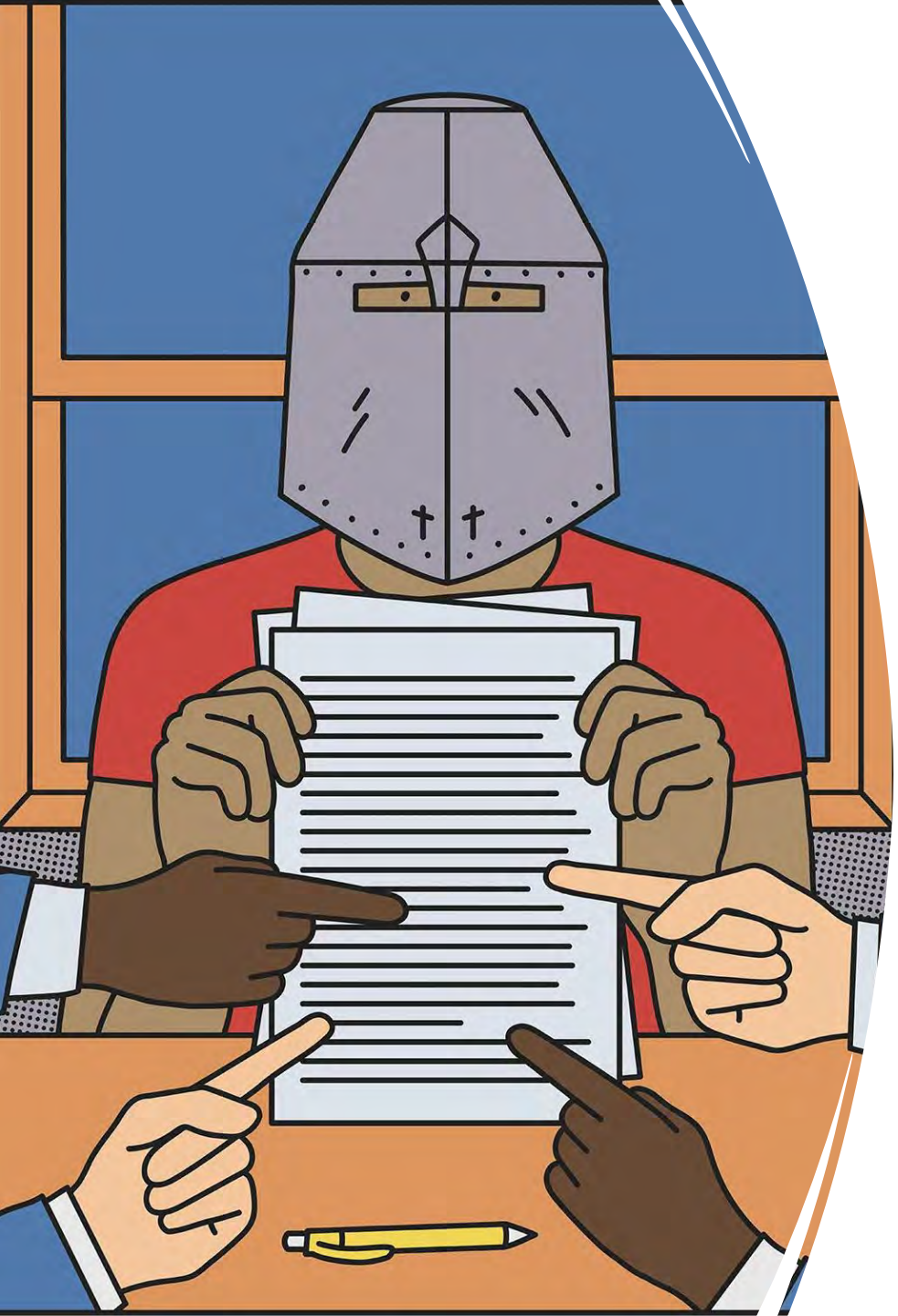


Pair programming

FEAR OF BEING ASSESED

FEAR OF REJECTION

https://www.itsnicethat.com/features/creativity-vulnerability-brene-brown-marina-willer-advice-200218



Code review

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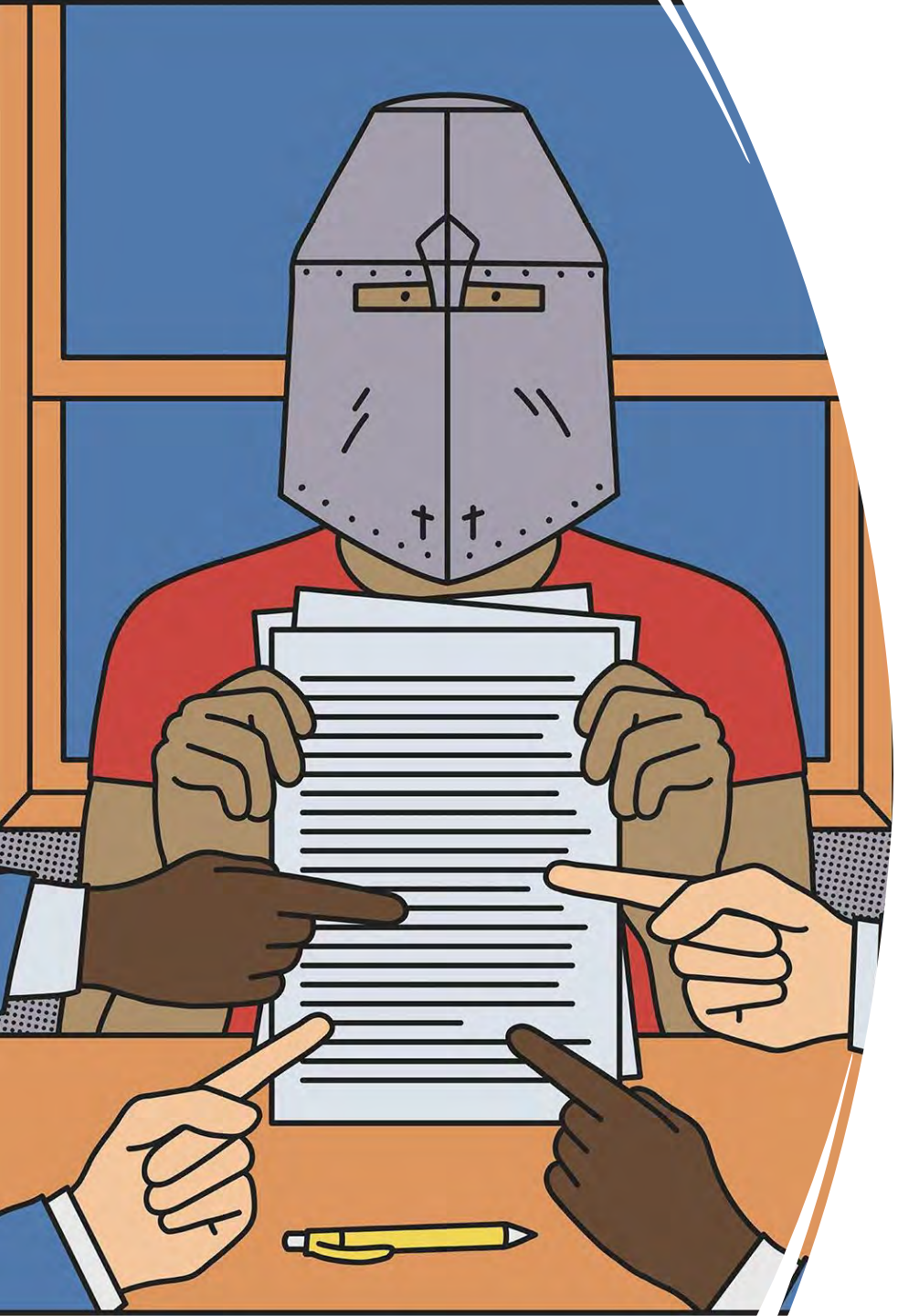

Code review

ASSESING THE CODE

ASSESING THE AUTHOR?

https://www.itsnicethat.com/features/creativity-vulnerability-brene-brown-marina-willer-advice-200218

VULNERABILITY

is the birthplace of innovation, creativity, and change

-Brené Brown-

https://film-vod.pl/film-online/brene-brown-odwagi/

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.

https://csrc.nist.gov/glossary/term/vulnerability

Human vulnerability

willingness to show emotion

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

https://www.dictionary.com/browse/willingness

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