

DevOpsSup – case study

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CONF42

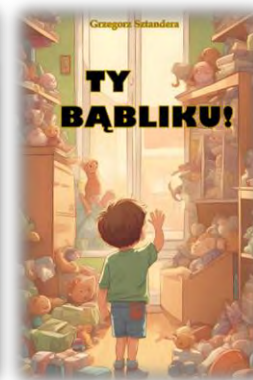
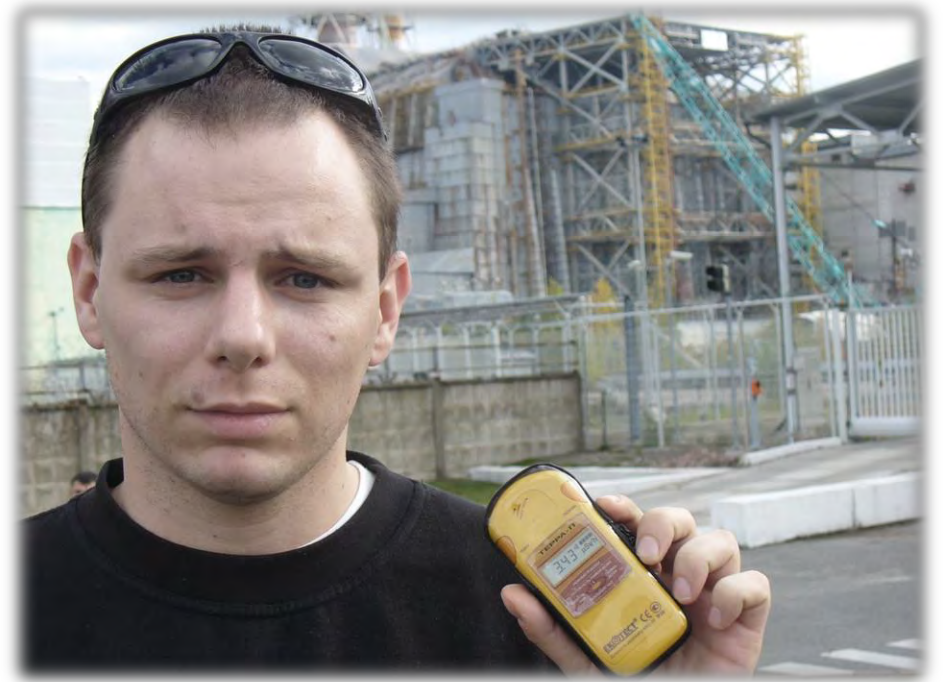
Łódź: great place to live and work



Grzegorz Sztańdera

- 🏆 12+ years: Project Management
- 🏆 5+ years: Service/ITIL Management
- 🏆 4+ years: Banking/Automotive/Telco

- 🏆 Traveler (extraordinary destinations)
- 🏆 Dad (of two)
- 🏆 Painter (board game figures)
- 🏆 Writer (stories for kids)



Pipeline

 Plug-in approach

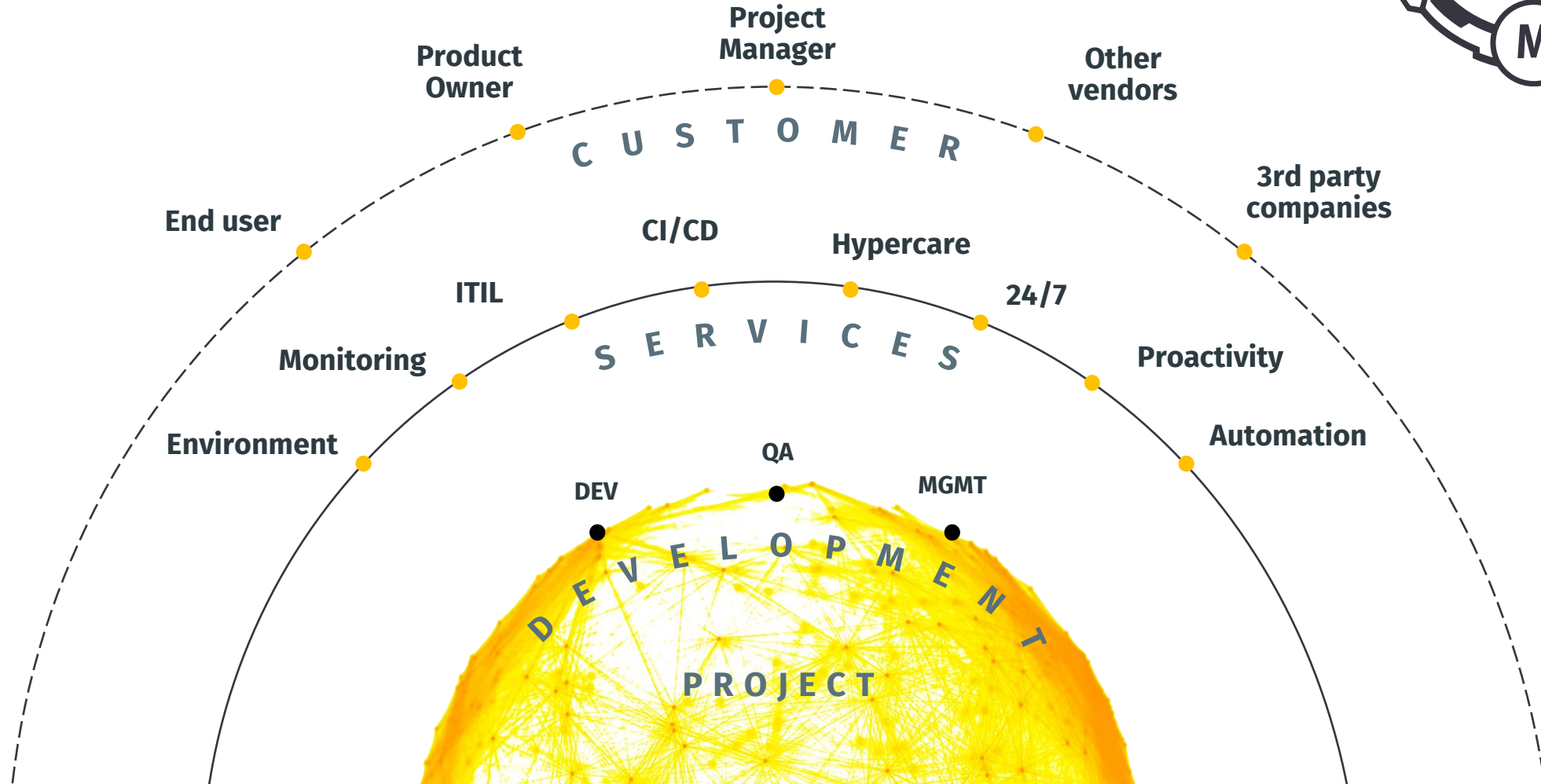
 Operations Team

 Projects

 Summary



DevOpsSup - Plug-in approach



DevOpsSup - Plug-in approach



DEV

CI/CD (build)

IaC (build)

Python

Bash

*Service
Architecture*



OPS

CI/CD (run)

IaC (run)

Monitoring

Proactivity

Hypercare

Knowledge Base

*Service
Management*



SUP

24/7 on-call

Incidents

Problems

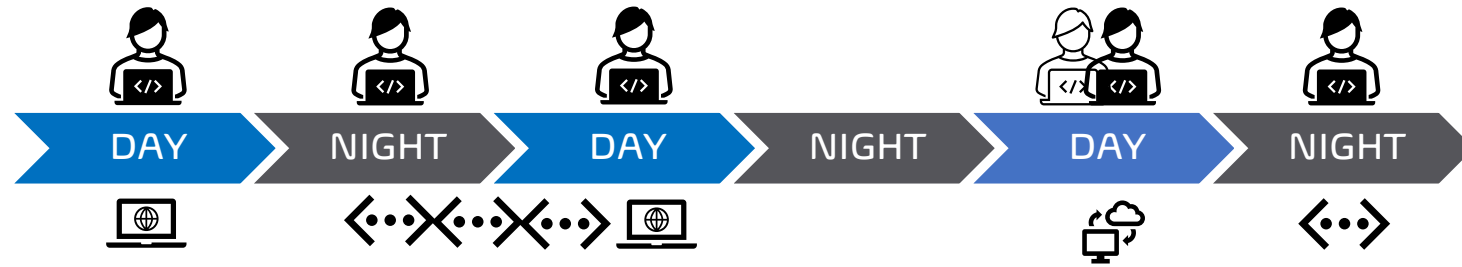
Change Requests

Log analysis

Reports

*Service
Optimization*

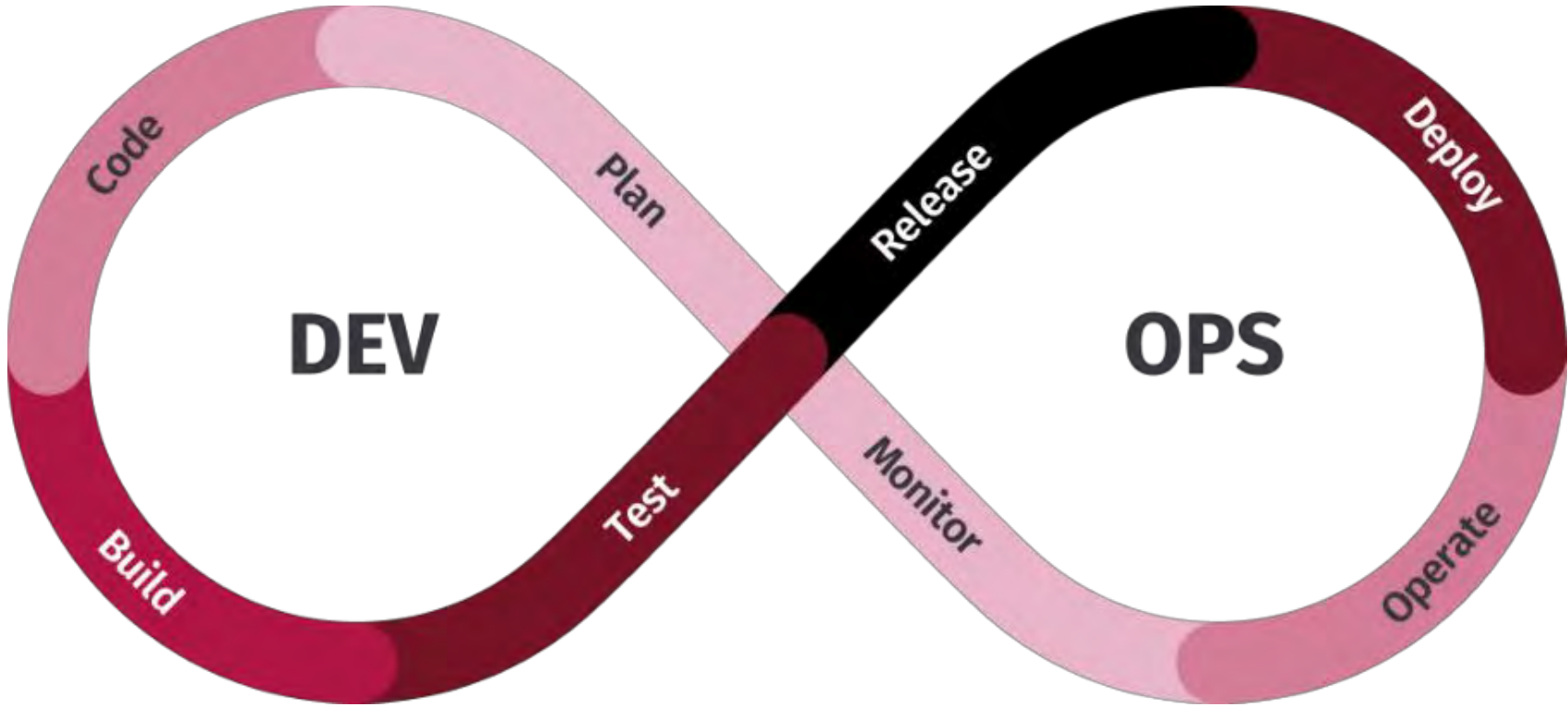
DevOpsSup - Plug-in approach



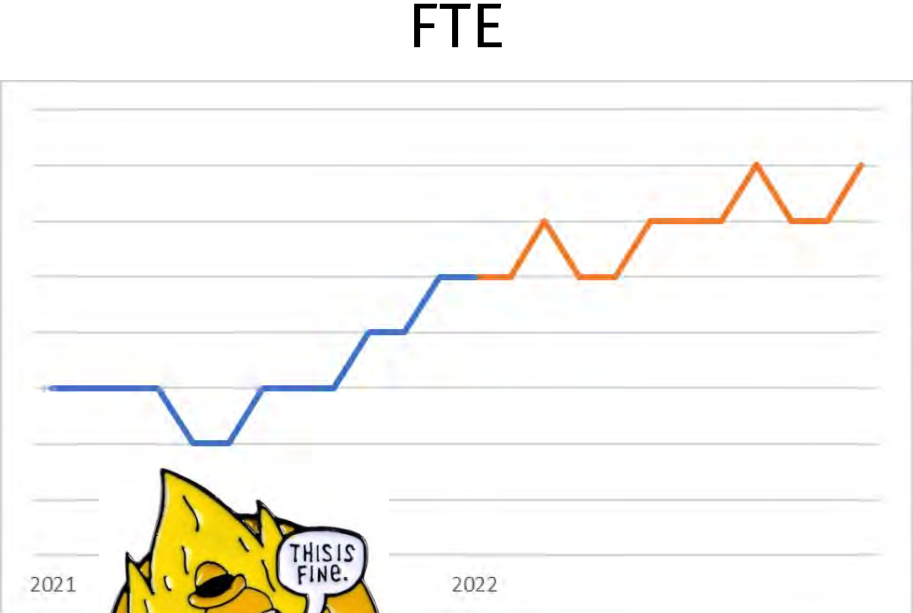
- regular sprint backlog tasks (related to DevOps domain)
- E2E and PROD deployments, post-deployment Hypercare
- environment setup, maintenance and optimization
- environment and infrastructure monitoring
- Incident/problem/change handling - 24/7 on-call duties
- preparing documentation, building knowledge base



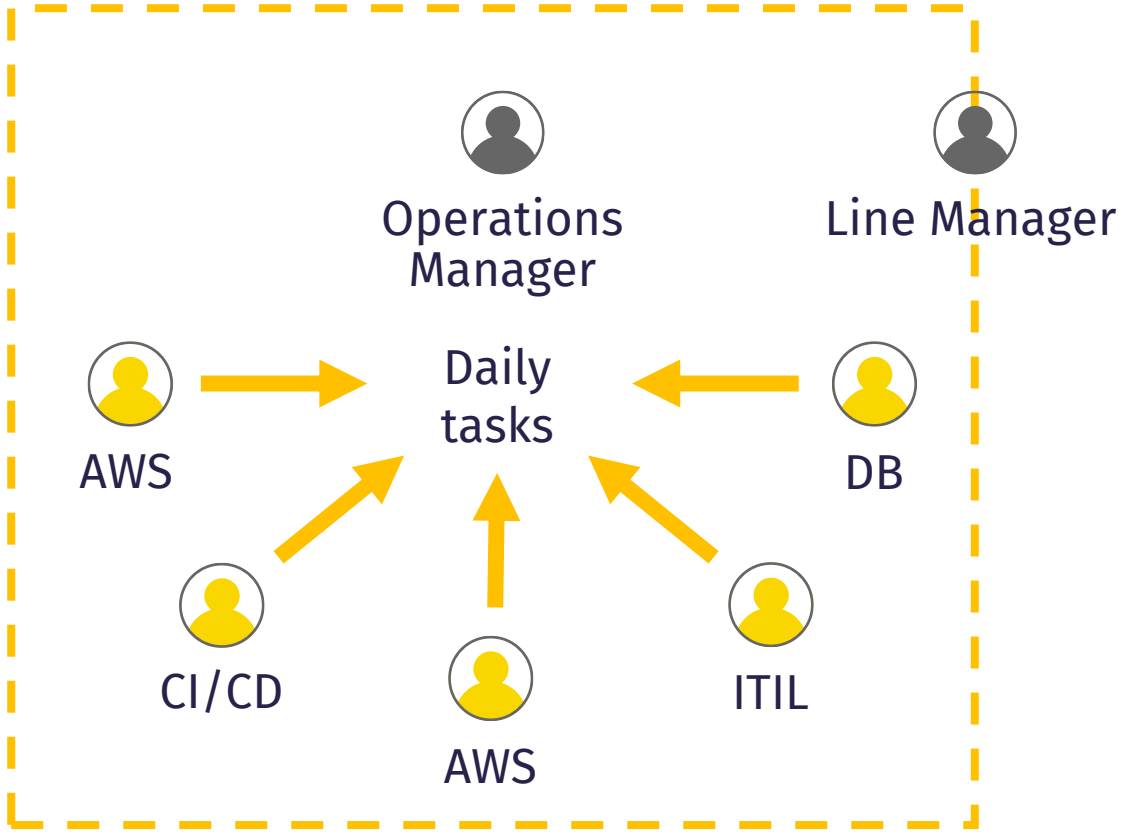
DevOpsSup - Plug-in approach



Operations Team - building

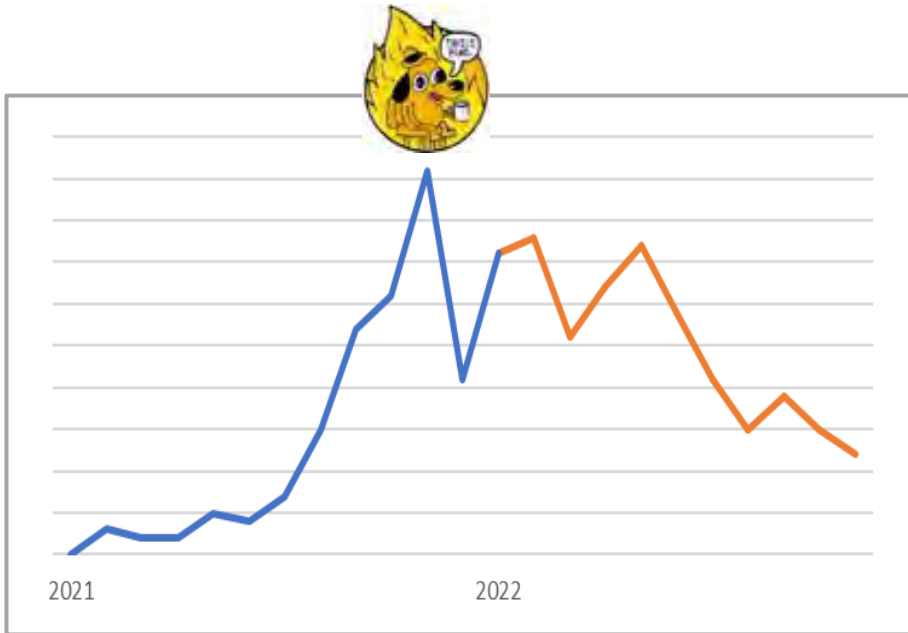


Overtime: 1162 (h)



Operations Team - overview

Deployment = release



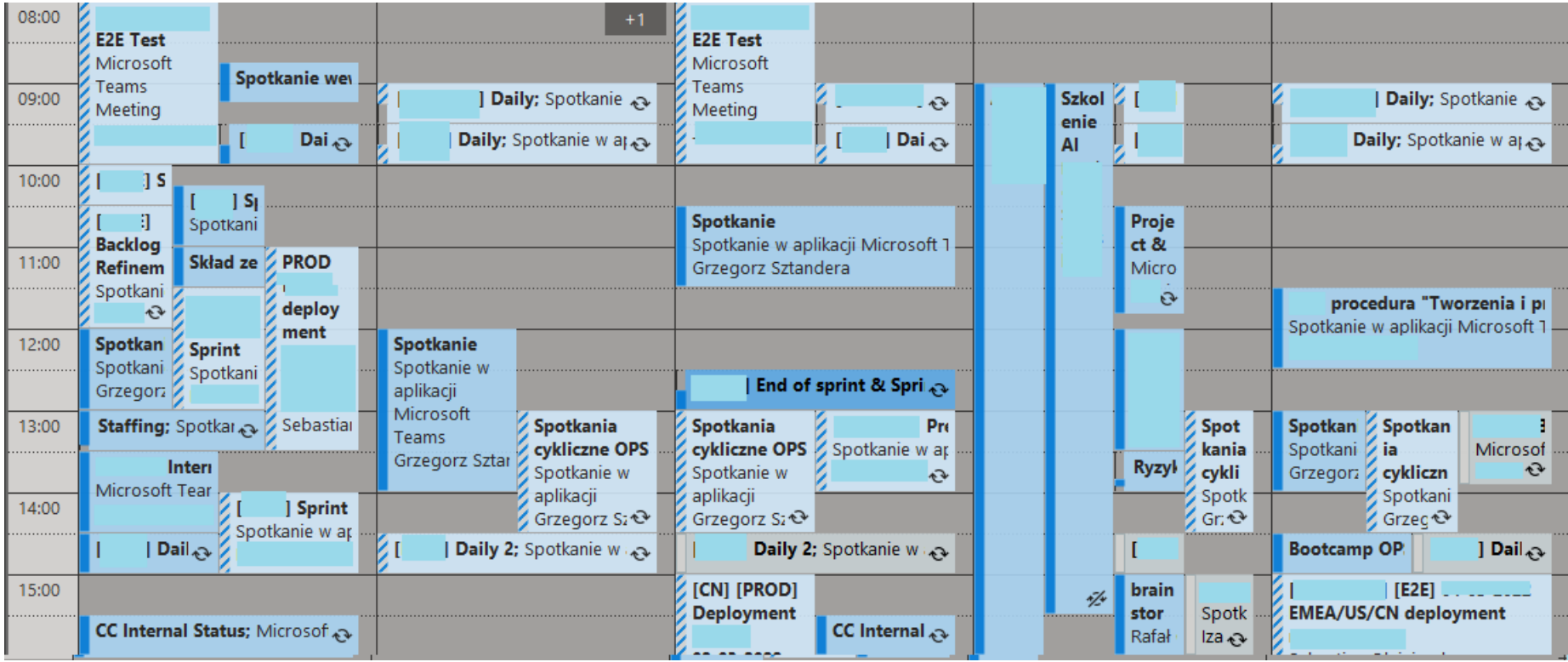
- 🔗 Onboarding
- 🔗 Bootcamp
- 🔗 Personality > tech skills
- 🔗 Trainings / certifications
- 🔗 Integration of remote team
- 🔗 Responsibility and trust
- 🔗 Risks management

Operations Team - management

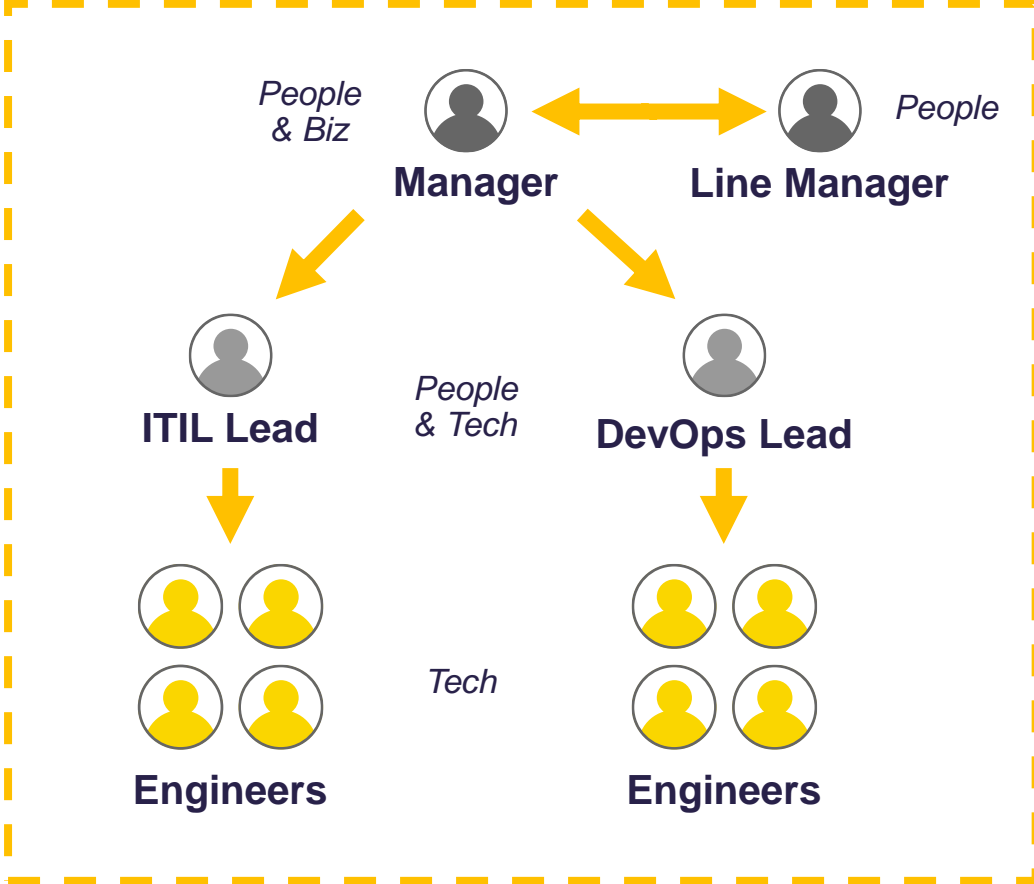
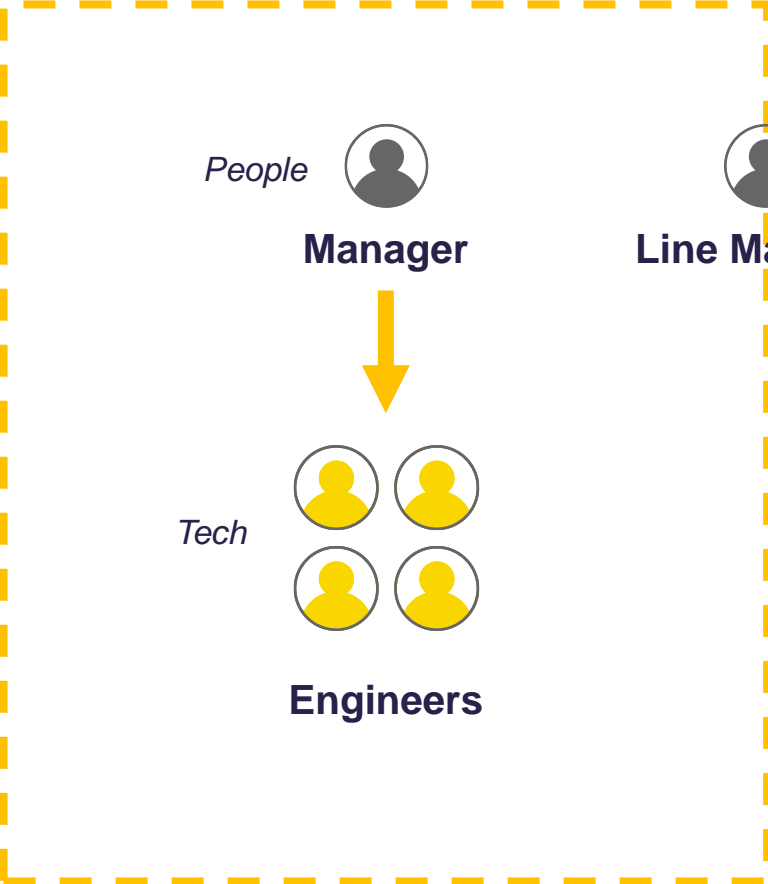
- Team identification
- Promotion of competencies
- Multitasking 
- Internal development
- External and training development
- Processes, knowledge and competency dev.
- Lead acquisition, negotiation, transition
- People Leader > Biz Leader > Tech Leader



Operations Team - management

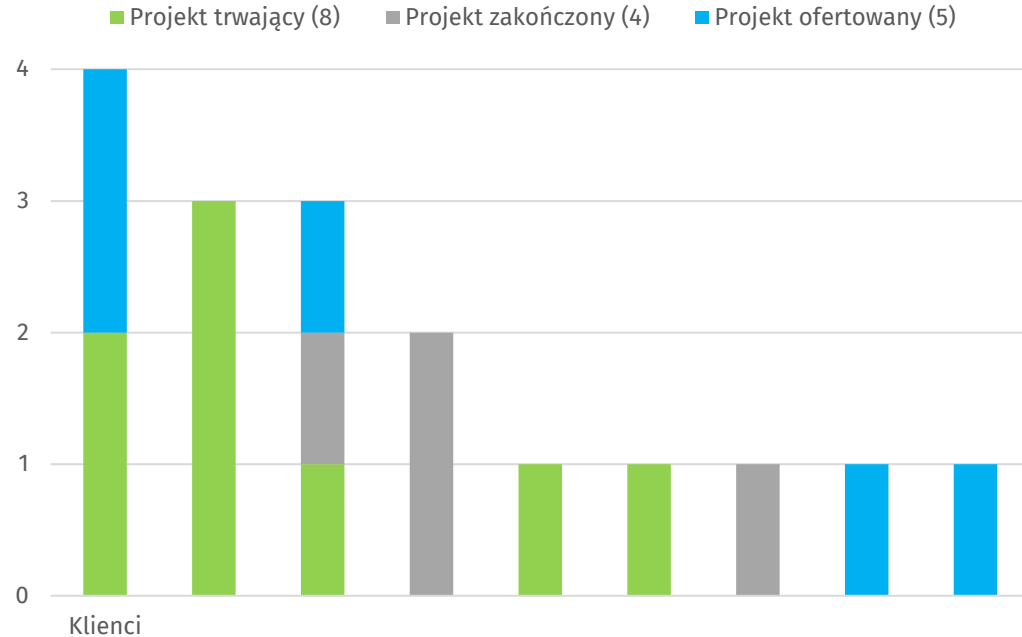


Operations Team - future



Operations Team - projects

- 🏆 7 customers
- 🏆 12 projects
- 🏆 >100% revenue growth from the first project within 1 year
- 🏆 >300% Operations Team revenue growth within 2 years



Operations Team - statistics

One of the projects:

- 🕒 >200.000 processes (weekly)
- 🕒 >500 deployments
- 🕒 >400 defects identified
- 🕒 >1000 incidents received with **>99,5% SLA**
- 🕒 >600 incidents created (their SLA - 95%)
- 🕒 Independent monitoring of application





Service event assistant

Application addresses some shortfalls of recently used web based application user interface. The main goal was to rework old application user interface and user experience concept and deliver new system that will replace existing application including extension of features.

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- **CI/CD incl. Deployment**
- **24/7 maintenance and support**
- **AWS**
- **Monitoring**
- **Log analysis**
- **Automation/scripting**



Flight components

Multiple components assuring safe commercial flights including such critical processes like ground-aircraft communication.

- **Development (Scrum/Agile) incl. QA/UX/PM**
- **24/7 maintenance and support**
- **Monitoring**
- **Log analysis**
- **Incident management**

Assistance drug tests

Drug testing application. Based on test results delivered to application, using AI results are analyzed in different dimensions.

- **Full DevOps engagement
incl. cloud costs optimization**

Takeaways

- Personality is more important for team success than technical level (long-term)
- Small teams are more flexible and integrated
- The role of line manager and team leader can intersect
- One man TEAM army
- Having a broad context [business, operational, ...] improves quality
- Be more "people" than "tech"/"biz"



In case of issues...



In case of issues...





Thank you

