



# MEASURING AND IMPROVING DEVOPS

WHY DEVOPS OBSERVABILITY IS CRITICAL TO MOVE FAST(ER)

# Host and Panelists



**Eric Robertson**

Value Stream Management  
Industry Evangelist, DevOps  
Institute Ambassador

Topics: VSM, AI & ML

[eric.robertson@onit.com](mailto:eric.robertson@onit.com)



**Garima Bajpai**

Co-Founder DevOps Community of  
Practice, Canada

Topics: Gamification, AI & ML

[garima.bajpai@capitalcarbonconsulting.com](mailto:garima.bajpai@capitalcarbonconsulting.com)



**Kevin Railsback**

VP Technical Operations,  
OpenFit; Opsera POC  
customer @ Reflektion

Topics: NextGen Ops

[kevin@railsback.com](mailto:kevin@railsback.com)



**Vishnu Vasudevan**

Head of Product  
Management, Opsera

Topics: DevOps KPI, VSM

[vishnu@opsera.io](mailto:vishnu@opsera.io)

# AGENDA

## TOPICS

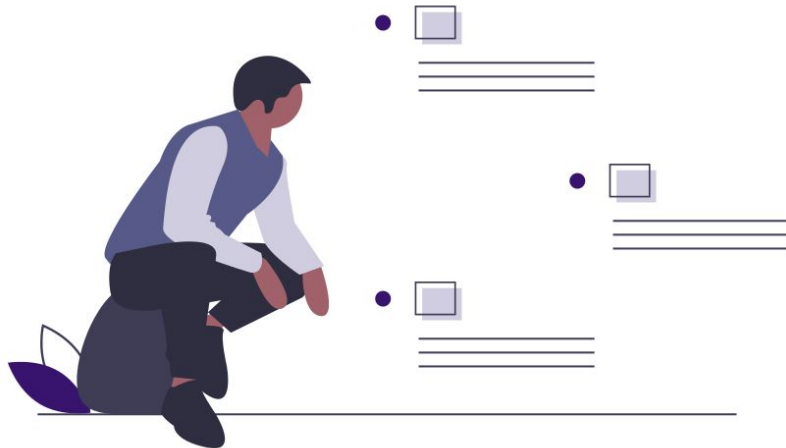
- DevOps Observability and Critical KPIs
- DevOps Value Stream Management
- Gamification
- Unified Logs
- AI & ML for making DevOps better

## LIVE PRODUCT DEMO

## Q&A

# DevOps Observability and Critical KPIs

In what ways does DevOps Observability benefit an organization?



# Critical KPIs

Deployment  
Frequency



Change Failure  
Rate



Mean Time to  
Recovery



Cycle Time

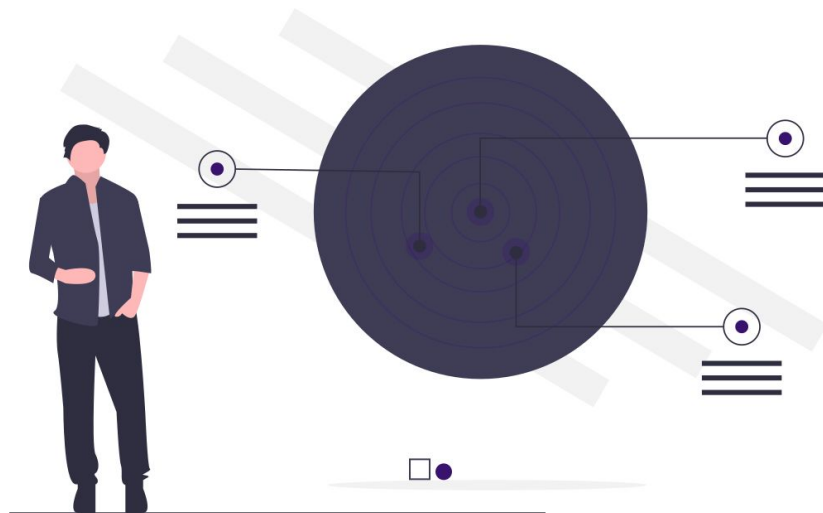


Lead Time



# DevOps Value Stream Management

**What is DevOps Value Stream Management and why is it important for measuring business outcomes?**



# Gamification

## Can Ops be fun while tackling serious problems?

- **Gamification** is the integration of game elements like point systems, leaderboards, badges, or other elements
- Convergence of Gamification and Machine Learning, to solve business problem



# Can Ops be fun while tackling serious problems?

## Critical Operation Problems ..

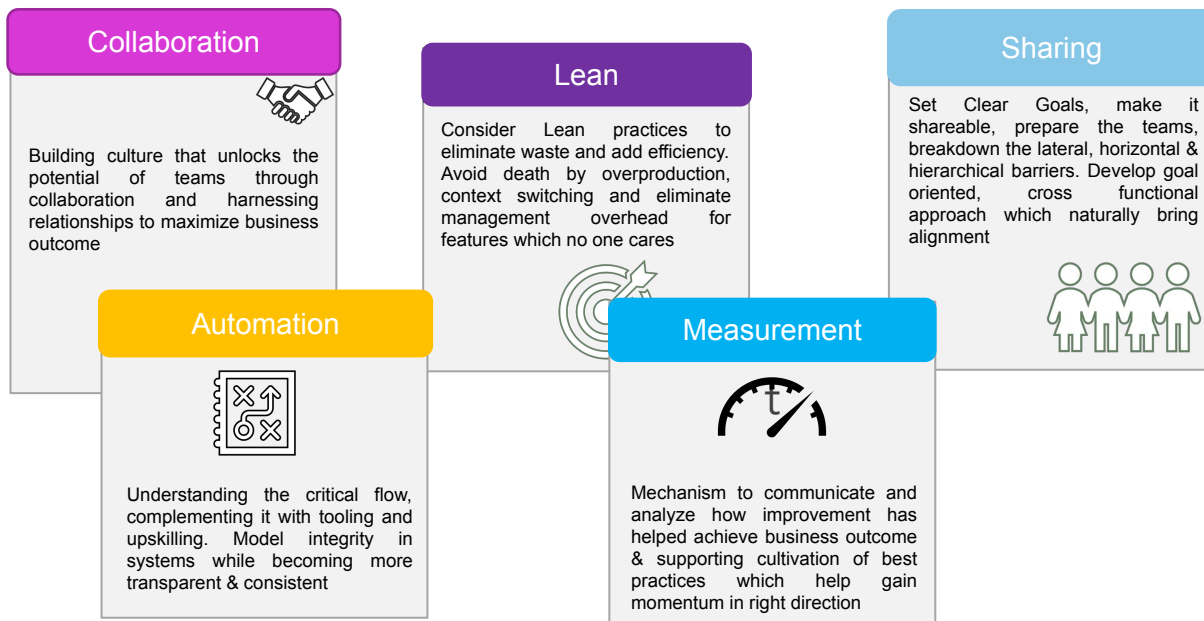
- New security threats
- Data Protection
- Lack of Agility
- Production incidents
- Compliance
- Automation

- Introduce culture of experimentation
- Measuring innovation by integration of scores
- End-User Engagement, Gamification, mock-up..
- Introduce researchers in the process
- Open-Source Projects for Operations
- Ad-hoc innovation to Organized innovation



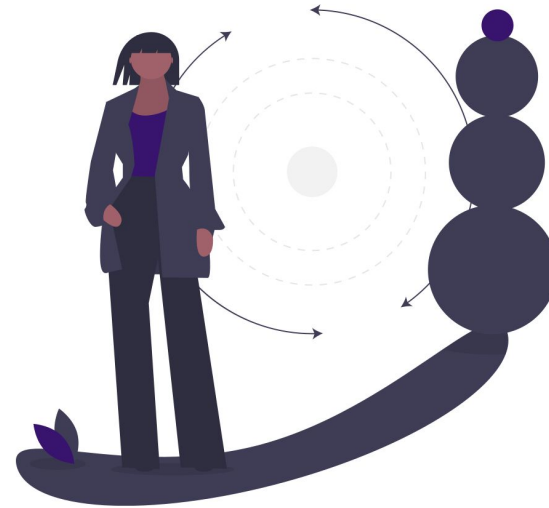
# How can leaders tie team performance to automation work?

## Conditions for High Team Performance



## How can leaders tie team performance to automation work?

- Shortest lead-time
- Smallest number of errors
- Introducing automation challenges for complex tasks
- Personal scorecards & ranking based “Toil” removal
- Loyalty points where customer redeem points for every non-automated task



**Why contextual logs.**  
**Why Unified Insights.**  
**Why essential.**



# Reflektion reduces diagnostic time by 20% with Opsera



Jenkins



## Challenges

Reflektion uses two CI tools, Jenkins and Codeship.

They did not have an integration of the tools. No visibility into pipelines.



## Solution

Opsera helped to integrate them without any custom code.

Provided Unified Insights across all their tools and pipelines.



## Results

Reflektion gained end-to-end pipeline visibility  
All builds, deployments, events, and logs viewable from a single dashboard.

Could identify and correlate issues across all DevOps tools in just minutes.

# AI & ML for making DevOps better

How can AI & ML change DevOps for better?

Automation to AI

- Learn by Doing
  - Experimentation
  - Gamification
  - Simulation
  - Practices

- Do by Learning
  - Eliminate future Toil
  - Ingest the right data
  - Use the right models
  - Support Decision Making

# What historical data and patterns are needed to be preventive and predictive?

## Preventive Problems ..

- New security threats
- Data Protection
- Production incidents
- Compliance
- Growing Toil

## Predictive Problems ..

- Which Idea ?
- How Fast I can deliver ?
- Is it really a good ideas ?

## Data Stories to Support Decisions

- Creating stories around data - Translation of data analysis to easily understand insights to influence action or business decision-making
- Evaluating and building a value-driven pricing strategy for features - Utilize customer data, breakdown of the relative value of different features within your offering to set the pricing strategy
- Developing a Continuous Product Canvas - Developing a pipeline of innovative features continuously through a quantifiable value driven approach

# Live Product Demo



# Opsera's Unified Insights

CI/CD intelligence with software delivery observability and logs across all your pipelines.

## Single unified view

Opsera aggregates software delivery analytics across your CI/CD process into a single and unified view.

## Persona-based Dashboards

DevOps analytics targeting vertical roles, including developers, managers, and executives.

## Contextualized Logs

Diagnose any failures including searching by build number using the logs of all the tools that were involved in the execution.



# Any Questions?



# Wrap Up & Thank You!



Get access to a sandbox or sign up for a demo at

<https://www.opsera.io/contact>

Have a question? Let us know at [marketing@opsera.io](mailto:marketing@opsera.io)