



# Agile IT - Fundamentals



# Agile 3.0

MARCO MANCUSO • HEAD OF INNOVATION @ HERZUM



# Agenda

THE DARK SIDE OF AGILE

QA & OPERATION ISSUES

LET'S AUTOMATE

# Agenda

THE DARK SIDE OF AGILE

QA & OPERATION ISSUES

LET'S AUTOMATE

# The Actors



**Development**



**Quality Assurance**



**Operation**



**IT Support**



**Customer**

# The Actors

 **JIRA** Software



**Development**



**Quality Assurance**



**Operation**



**IT Support**



**Customer**



# The Actors

 **JIRA Software**

 **JIRA Service Desk**



**Development**



**Quality Assurance**



**Operation**



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**Customer**

# The Actors

				 
				
Development	Quality Assurance	Operation	IT Support	Customer



# The Actors

				
				
Development	Quality Assurance	Operation	IT Support	Customer

# The Actors

 **JIRA Software**



 **JIRA Service Desk**

 **JIRA Software**  
 **JIRA Service Desk**



**Development**



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# The Actors

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**Development**



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**Operation**



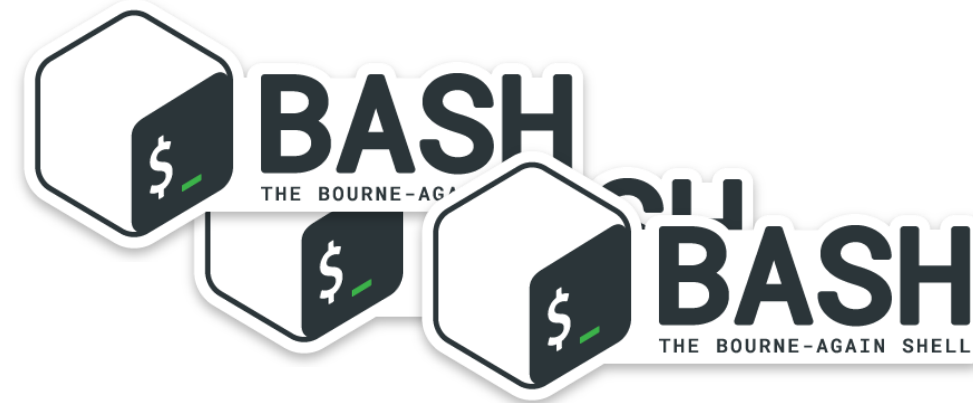
**IT Support**



**Customer**

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 **JIRA Software**  
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**Development**



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**Customer**



# The Actors

 **JIRA Software**



```
#!/bin/bash
```

 **JIRA Service Desk**

 **JIRA Software**  
 **JIRA Service Desk**



**Development**



**Quality Assurance**



**Operation**



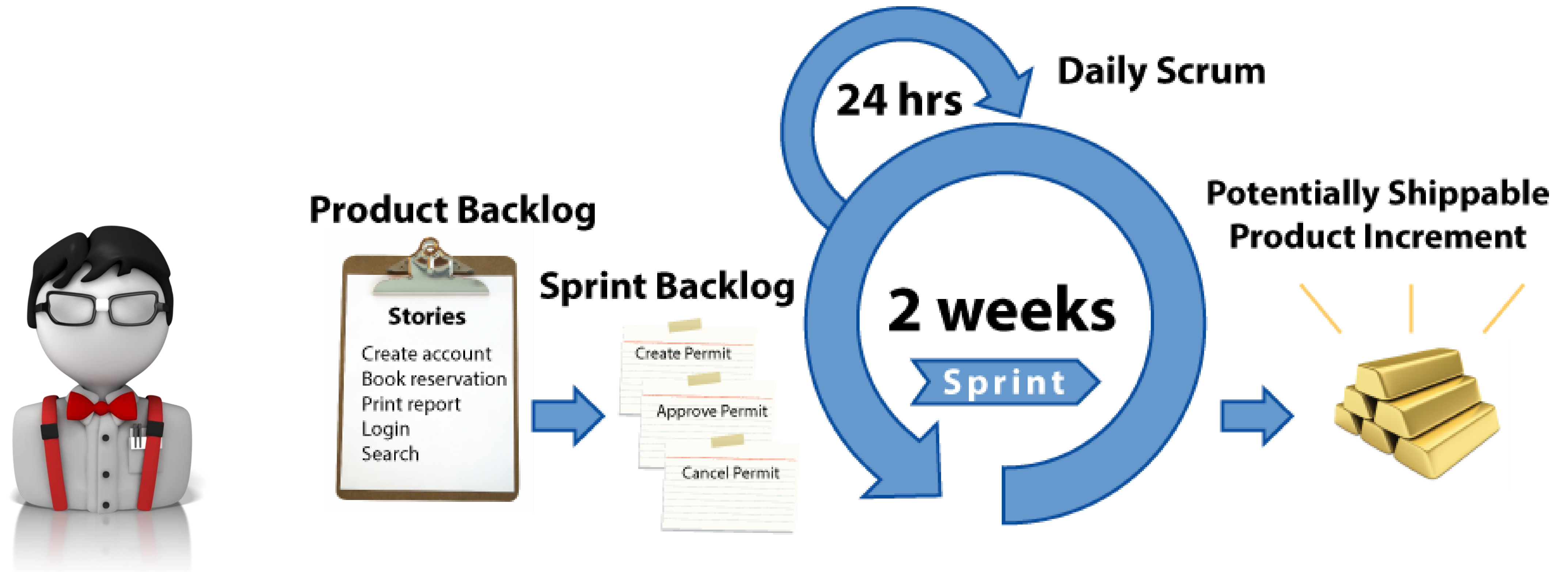
**IT Support**



**Customer**

# The Dark Side of Agile

where agile development stops



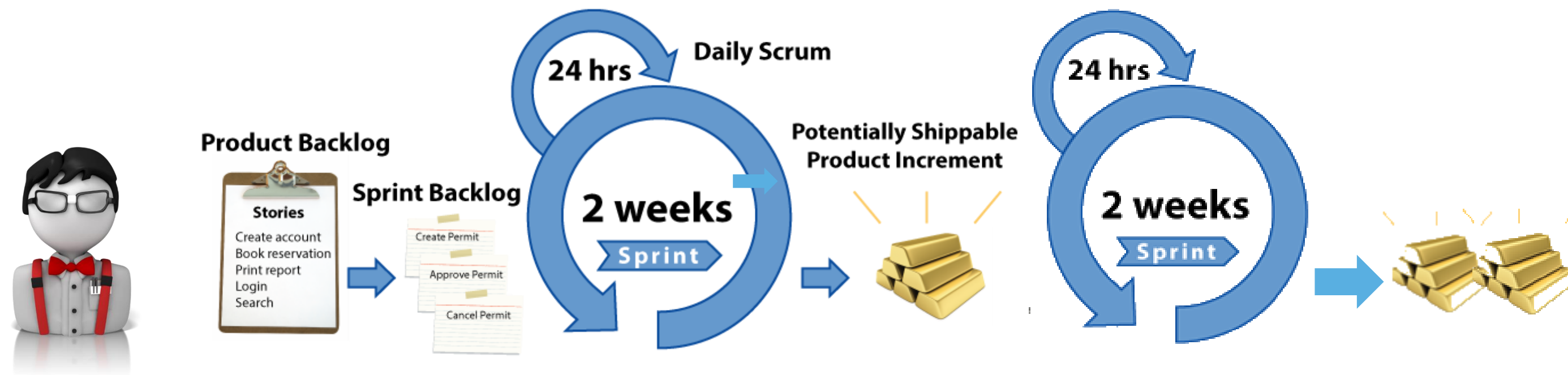
# The Dark Side of Agile

## Traditional Delivery in Agile



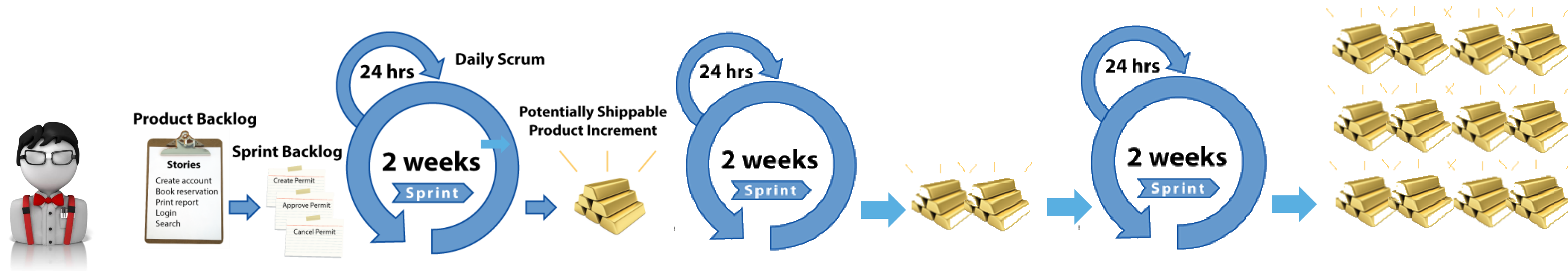
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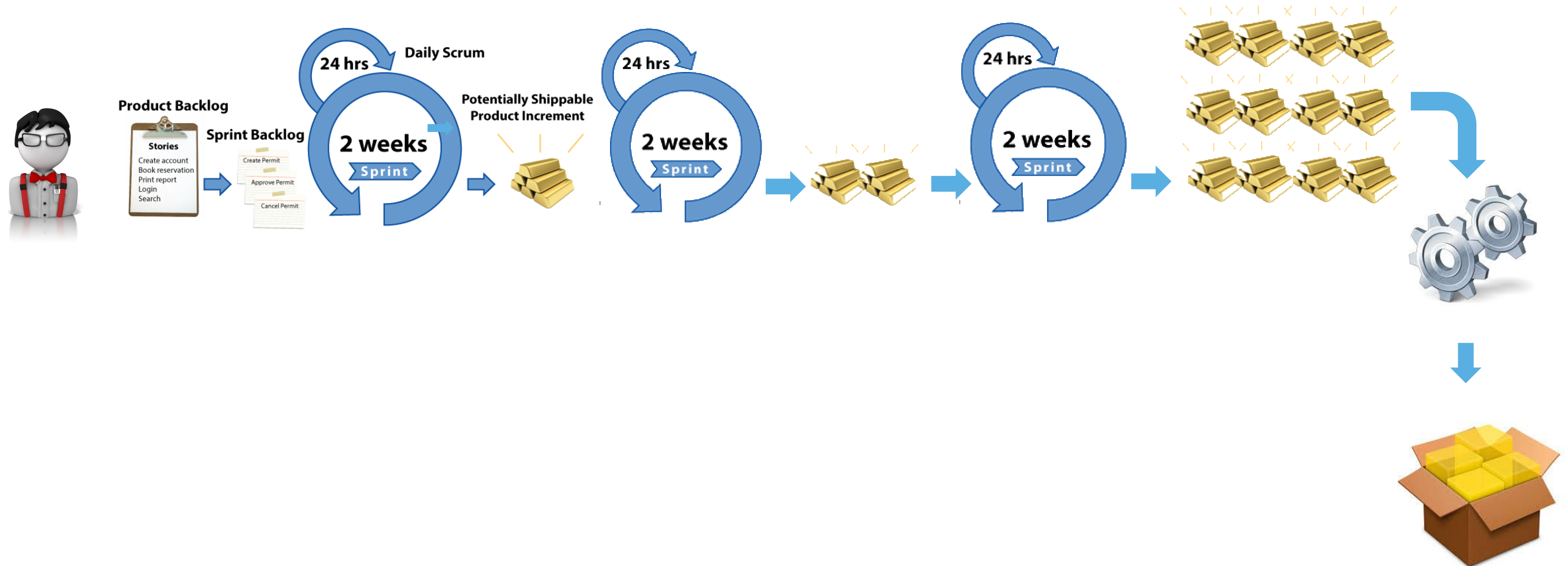
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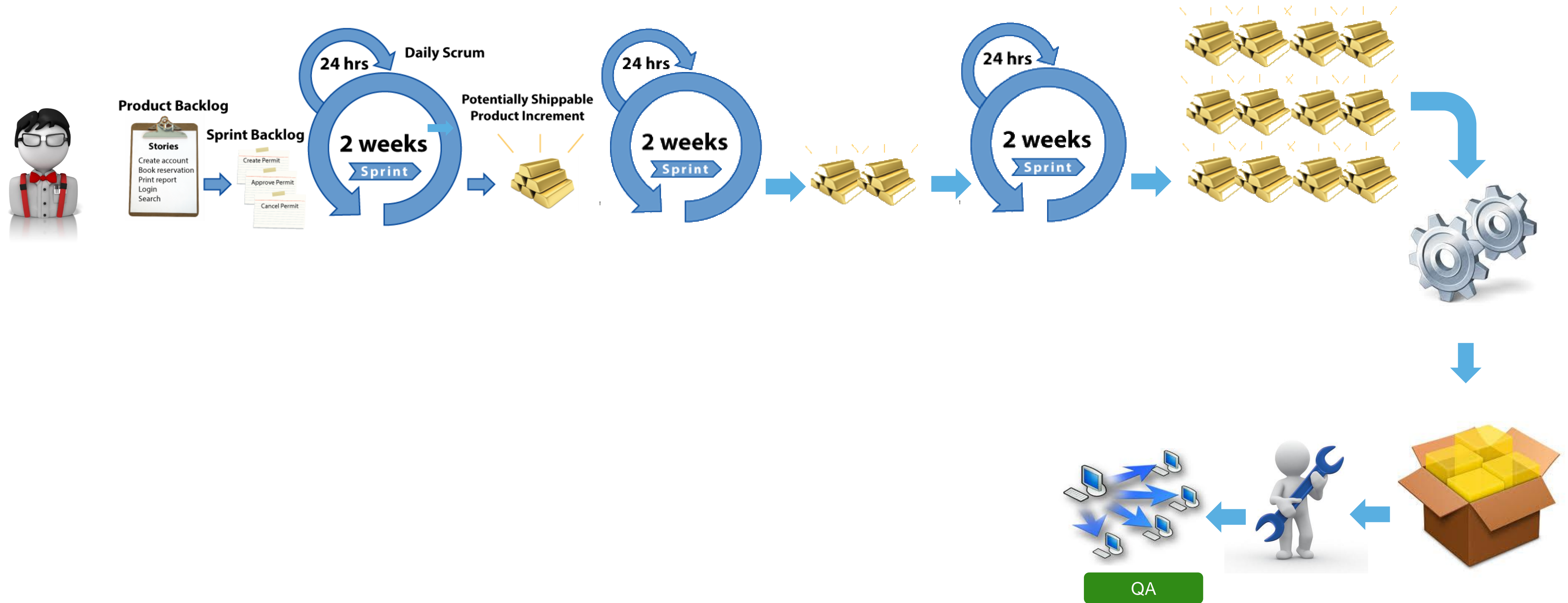
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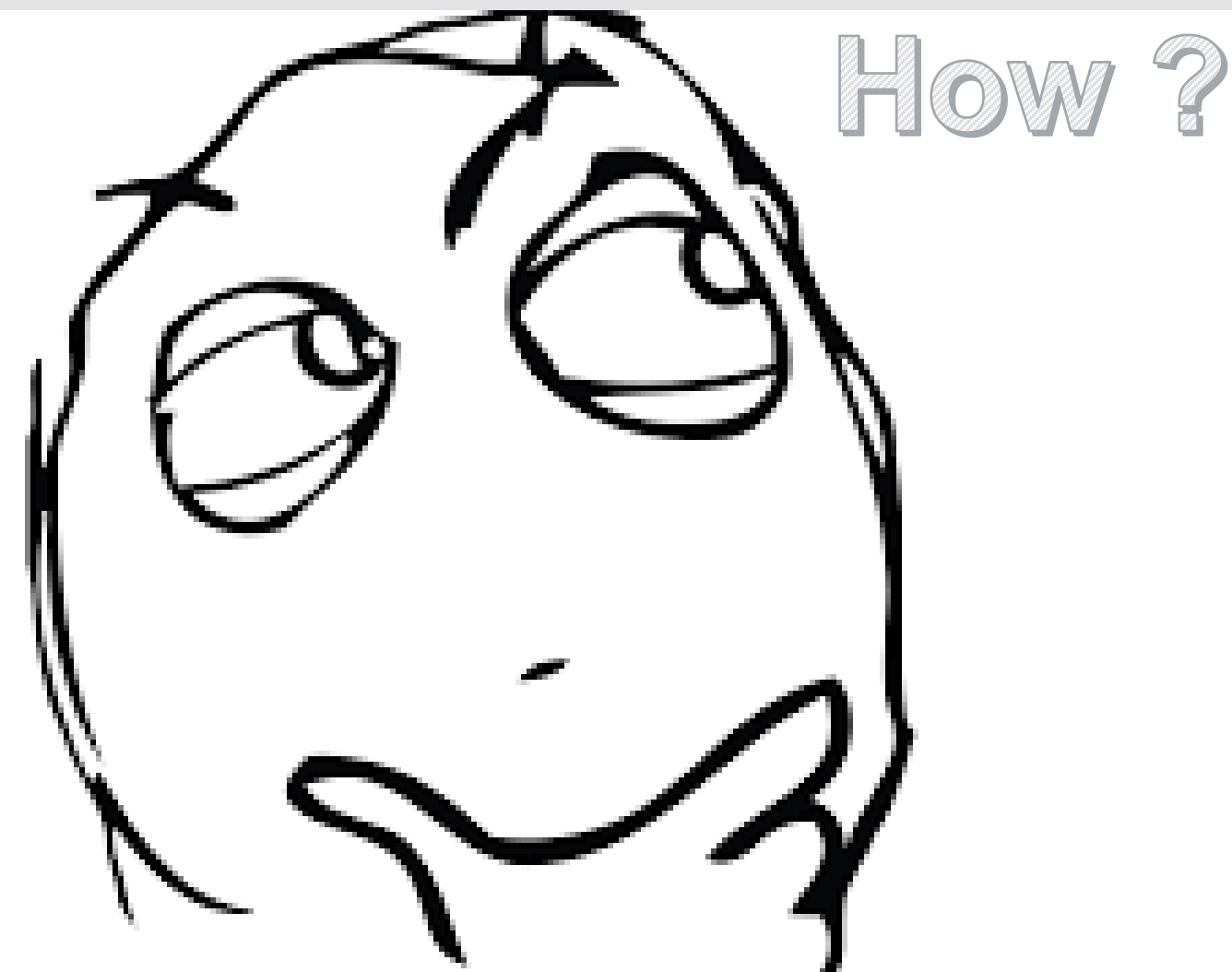
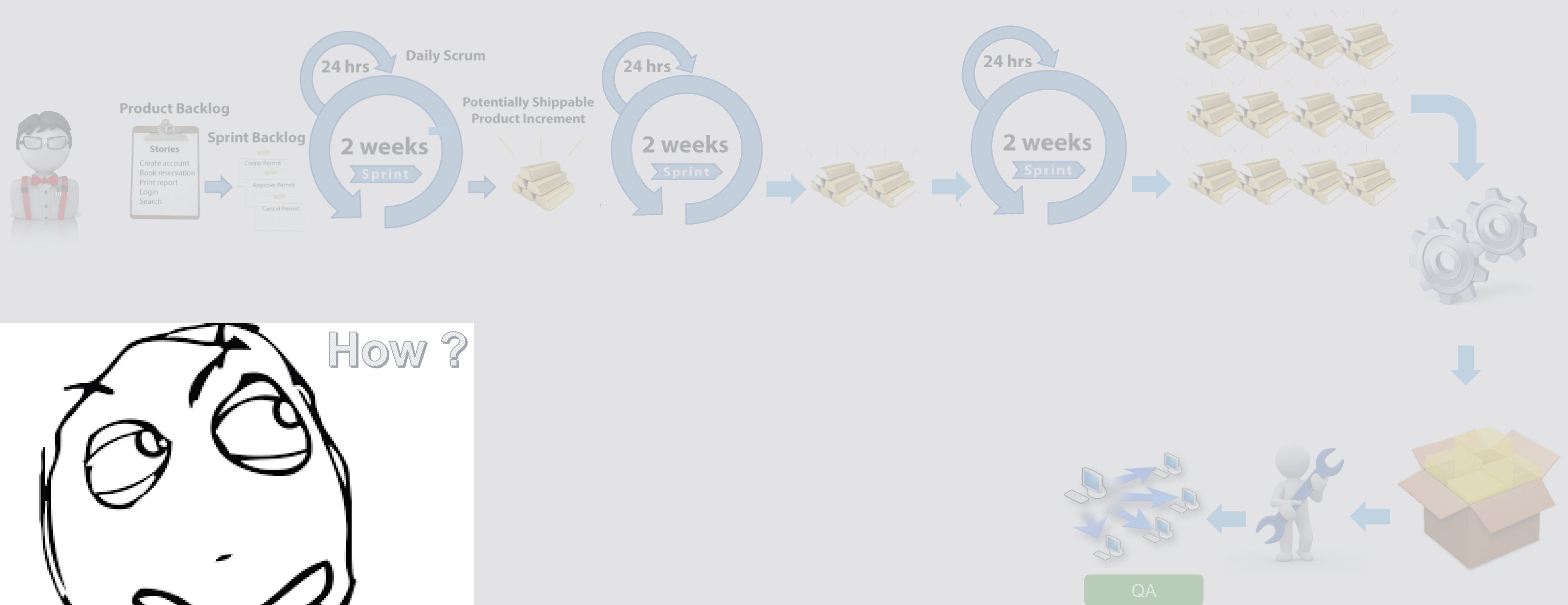
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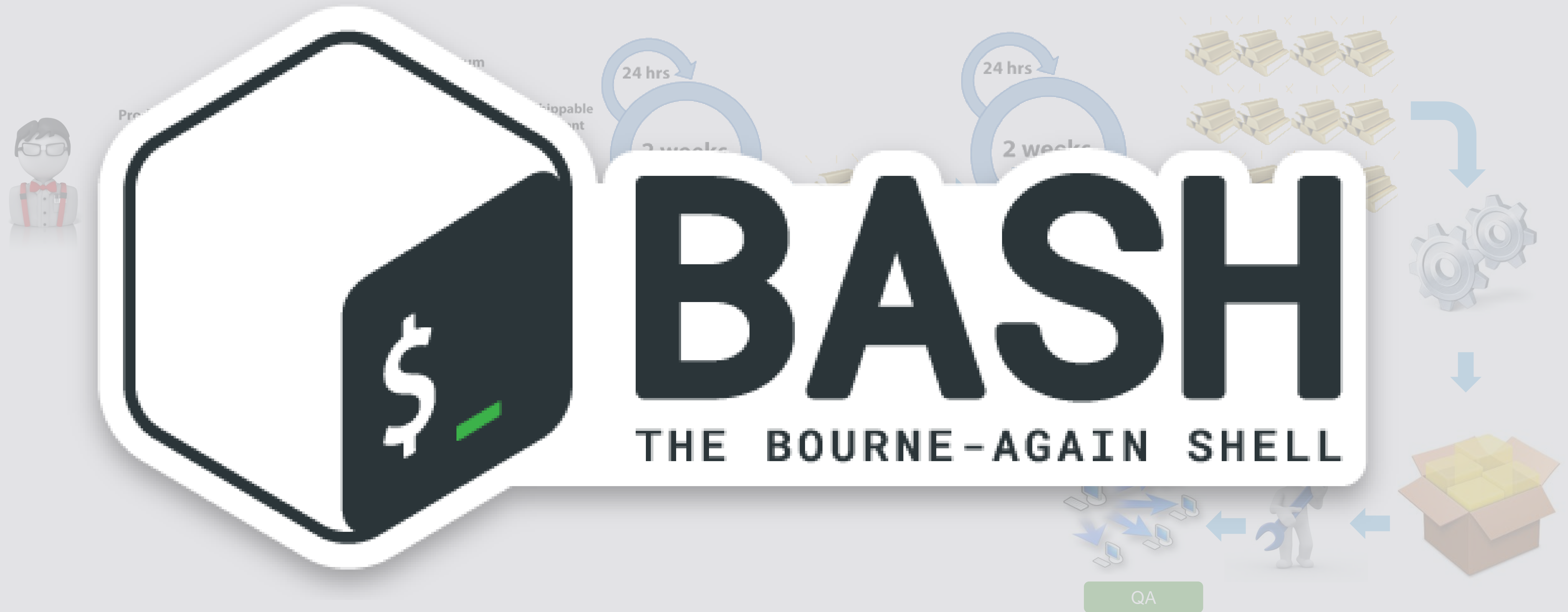
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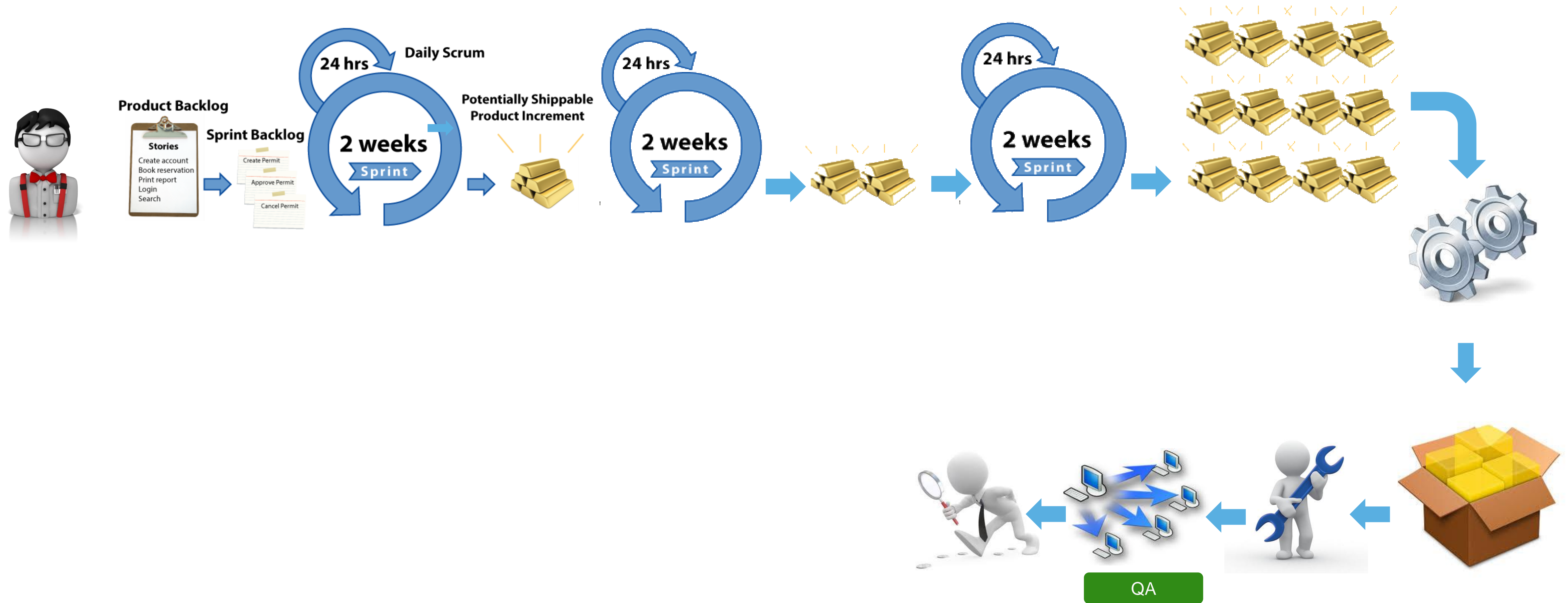
Traditional Delivery in Agile





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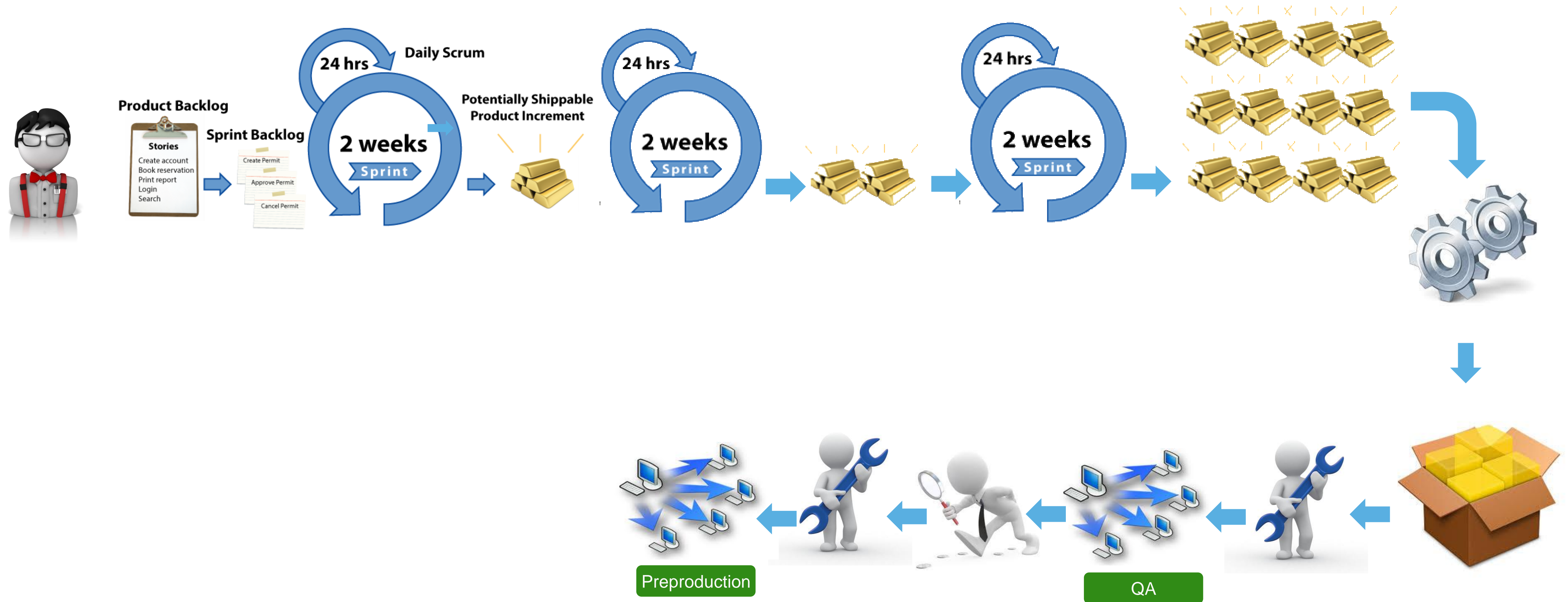
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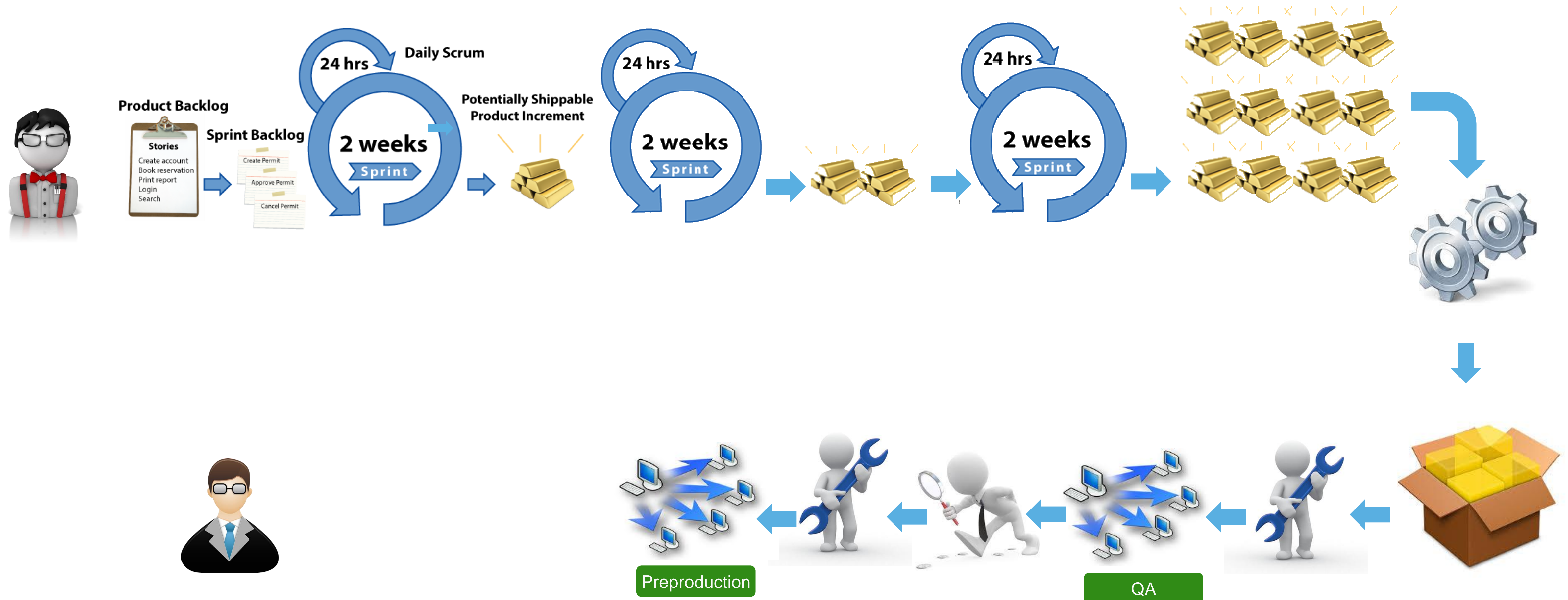
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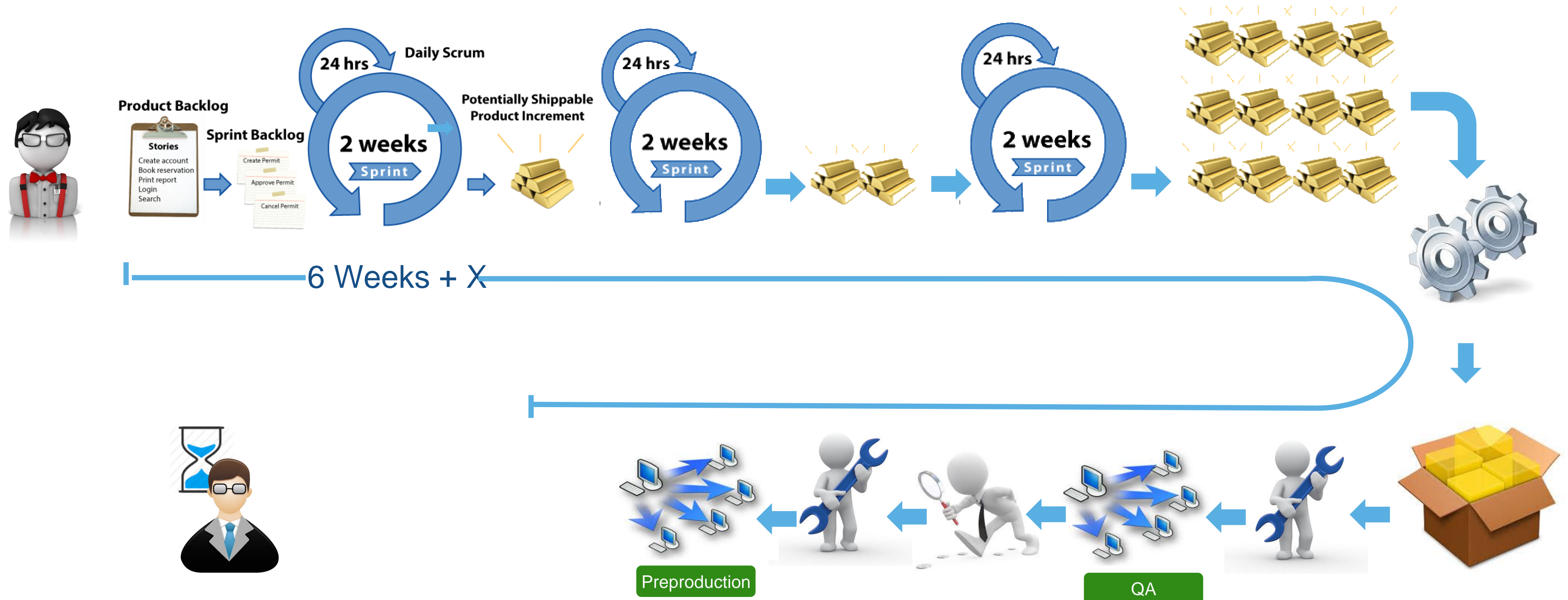
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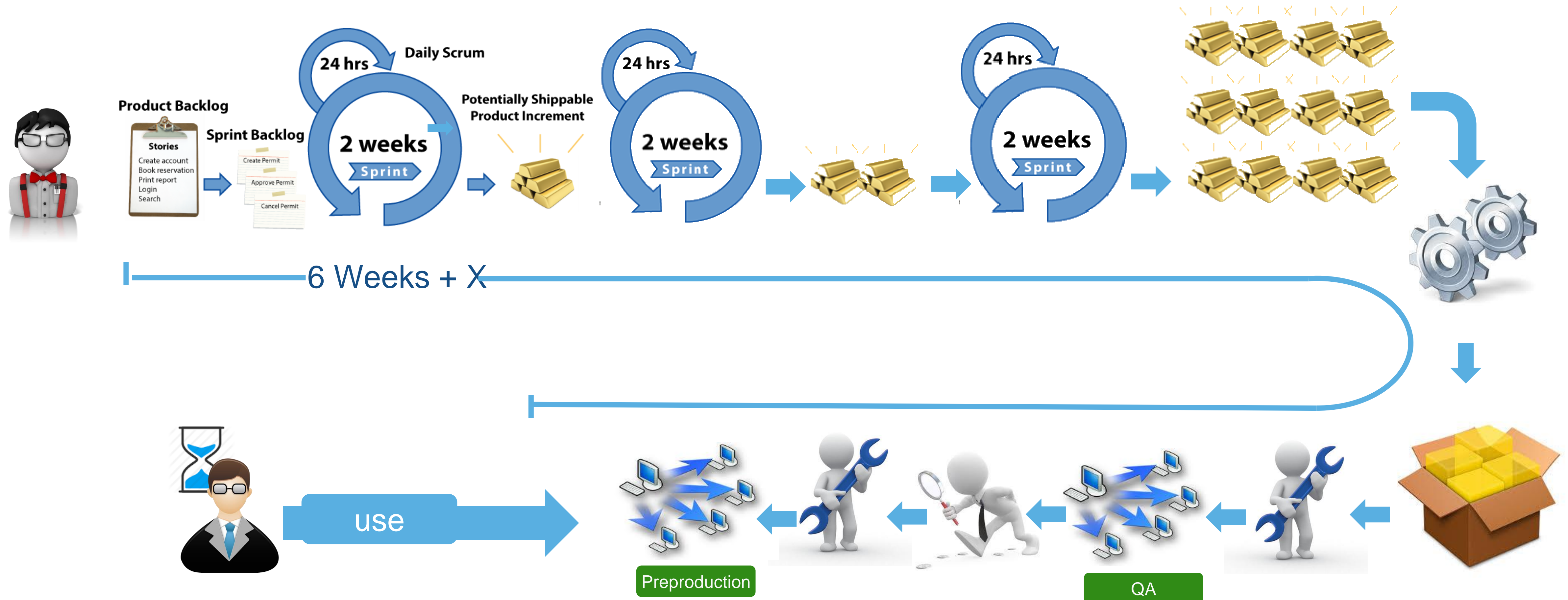
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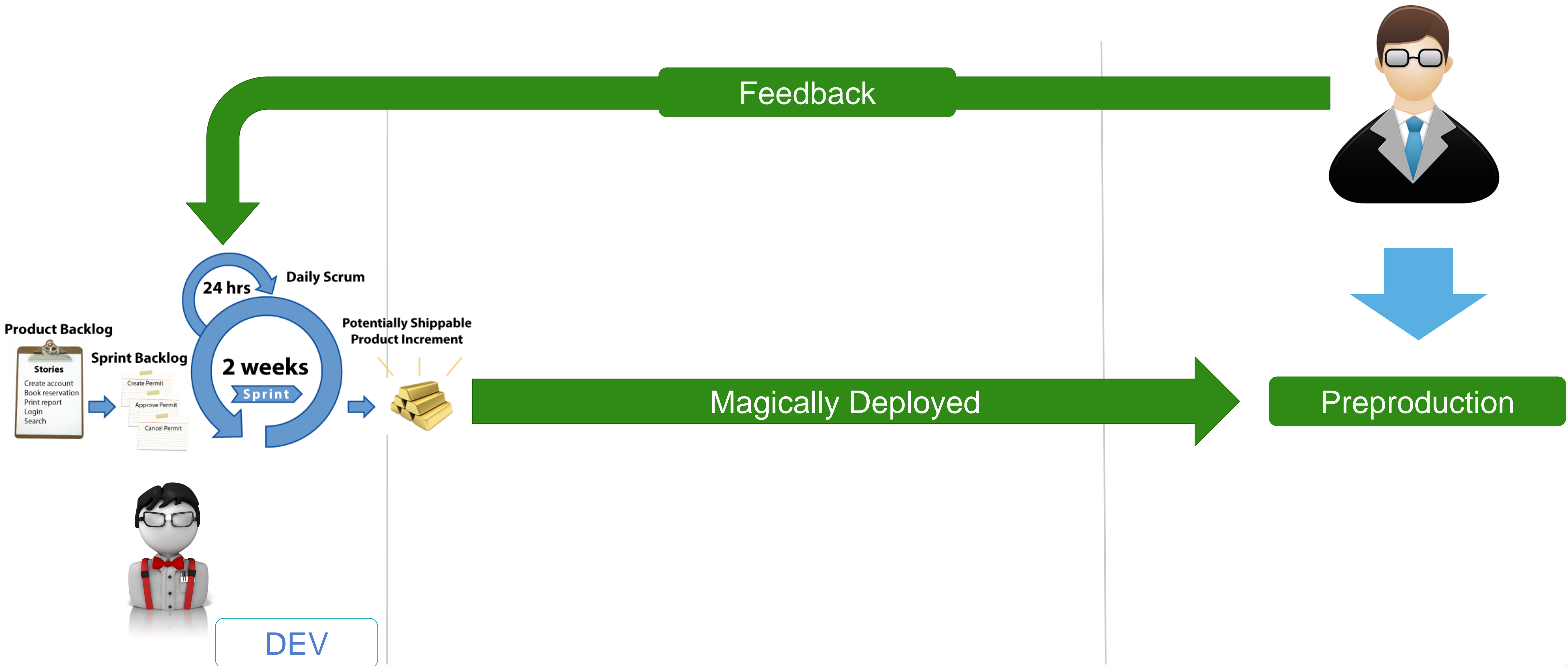
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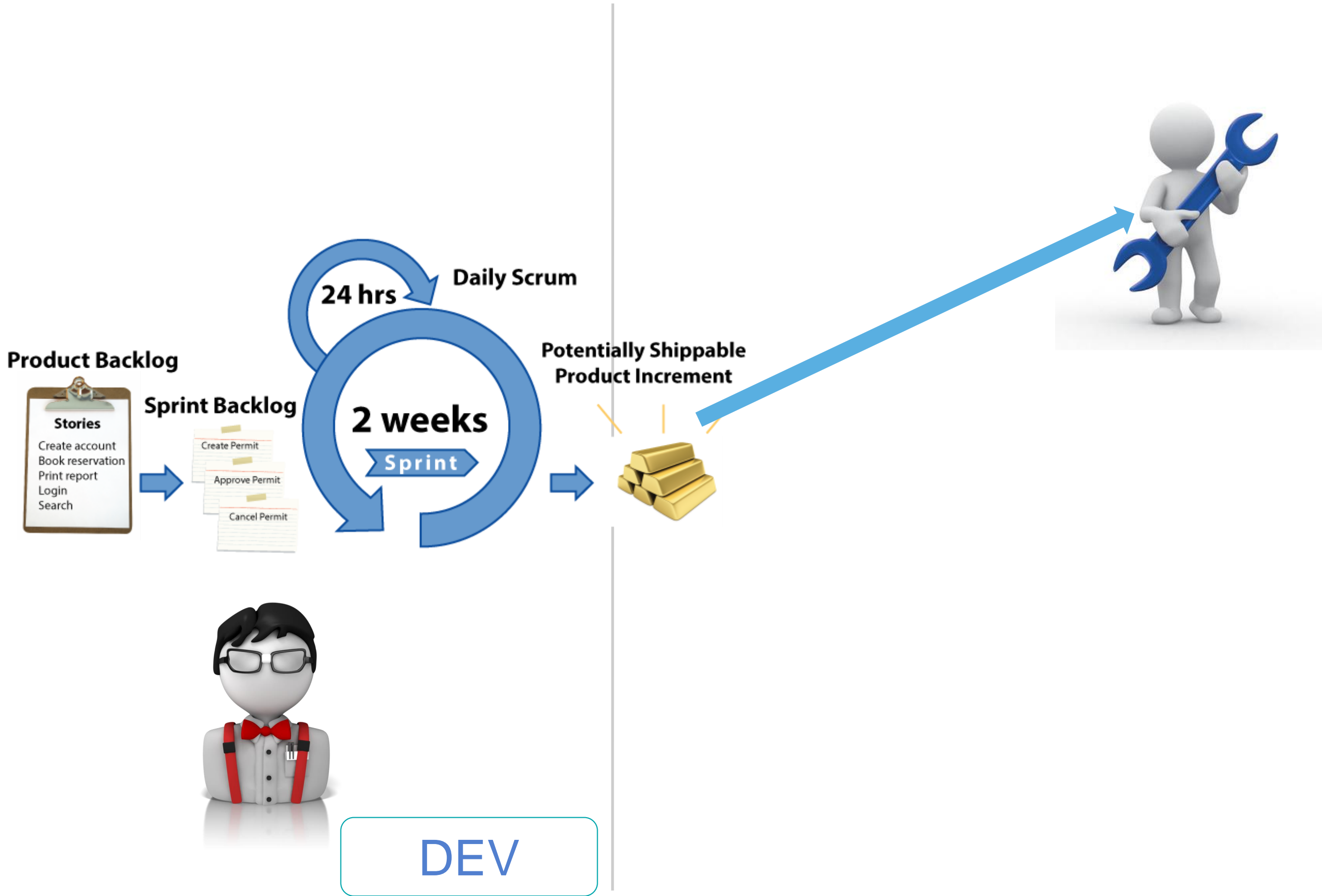
# The Dark Side of Agile

Agile development is not continuous delivery



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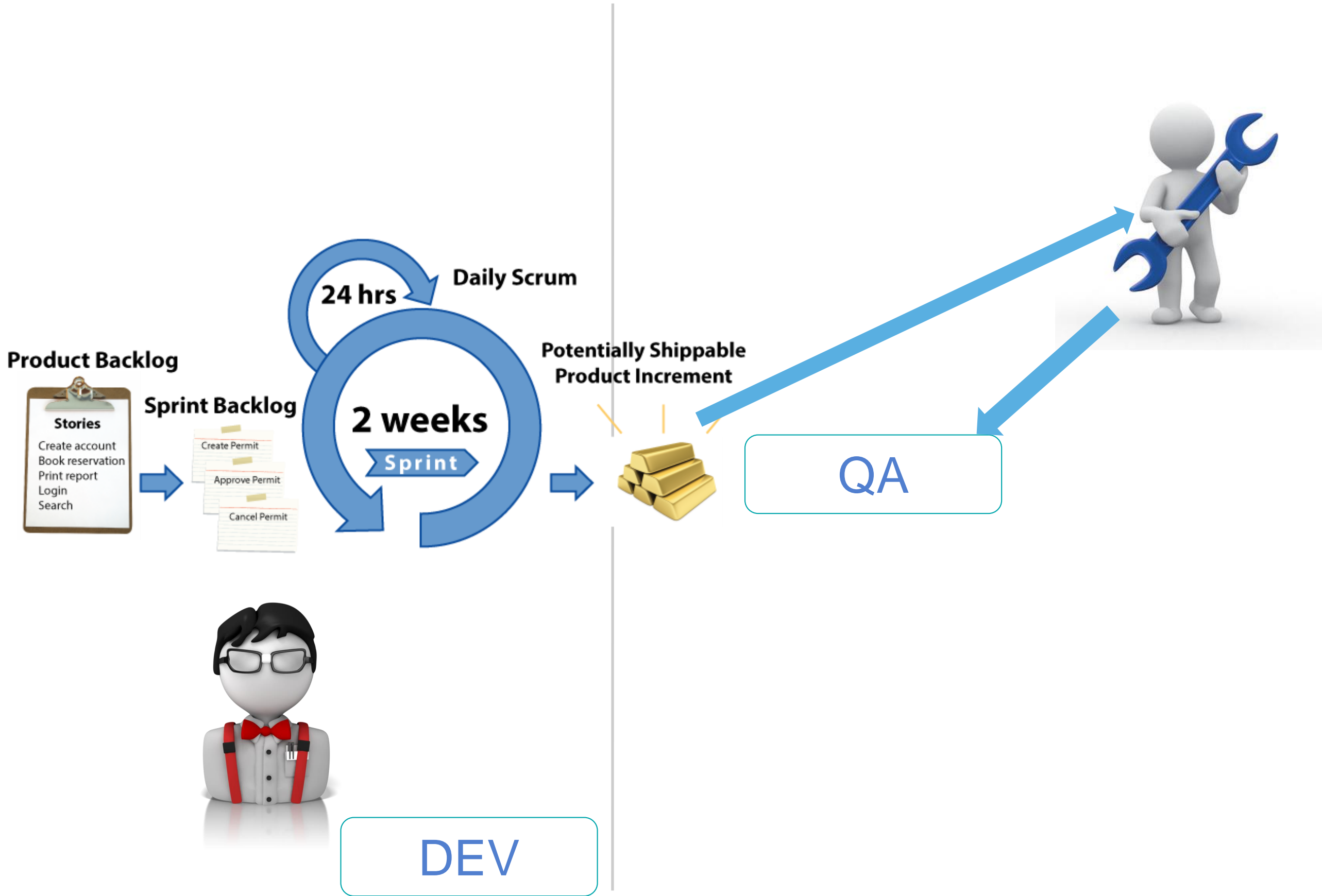
Agile development is not continuous delivery



Preproduction

# The Dark Side of Agile

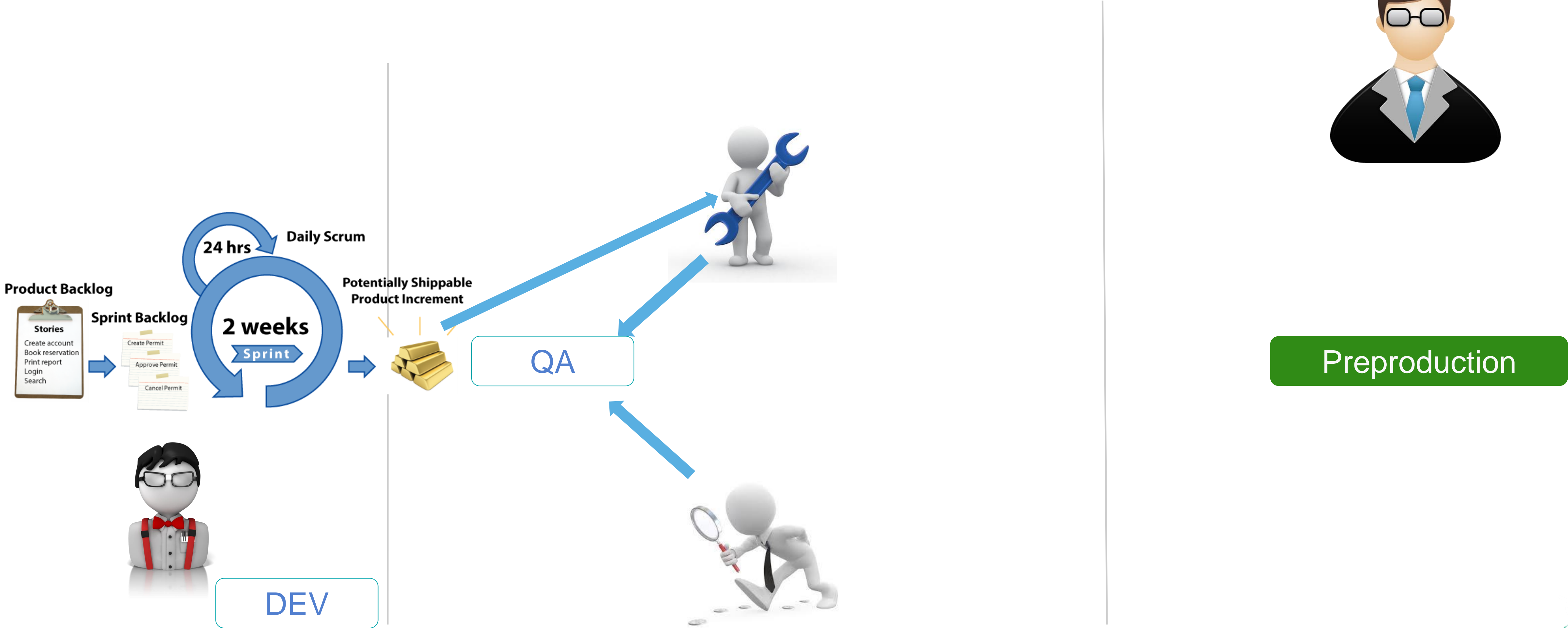
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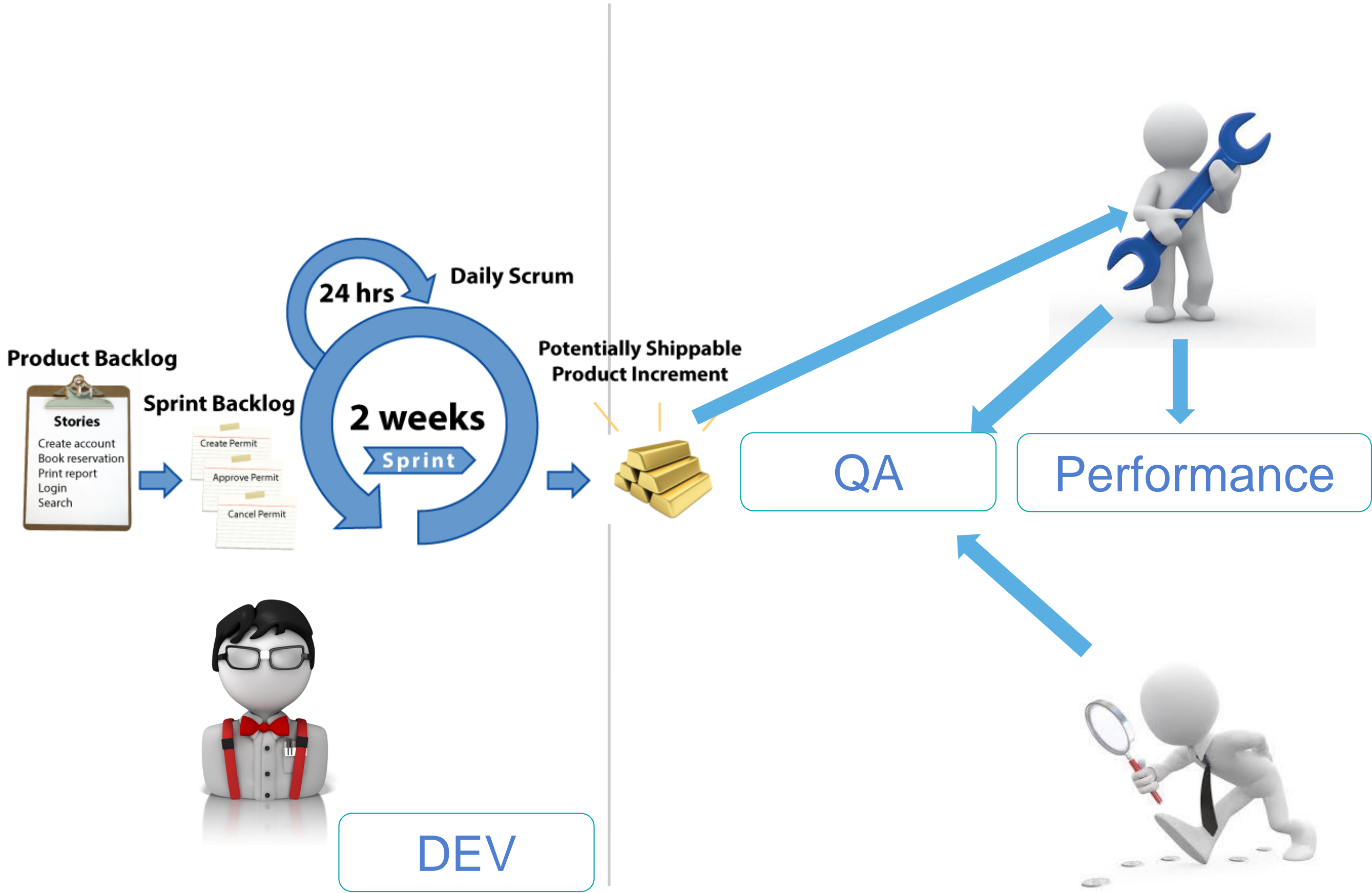
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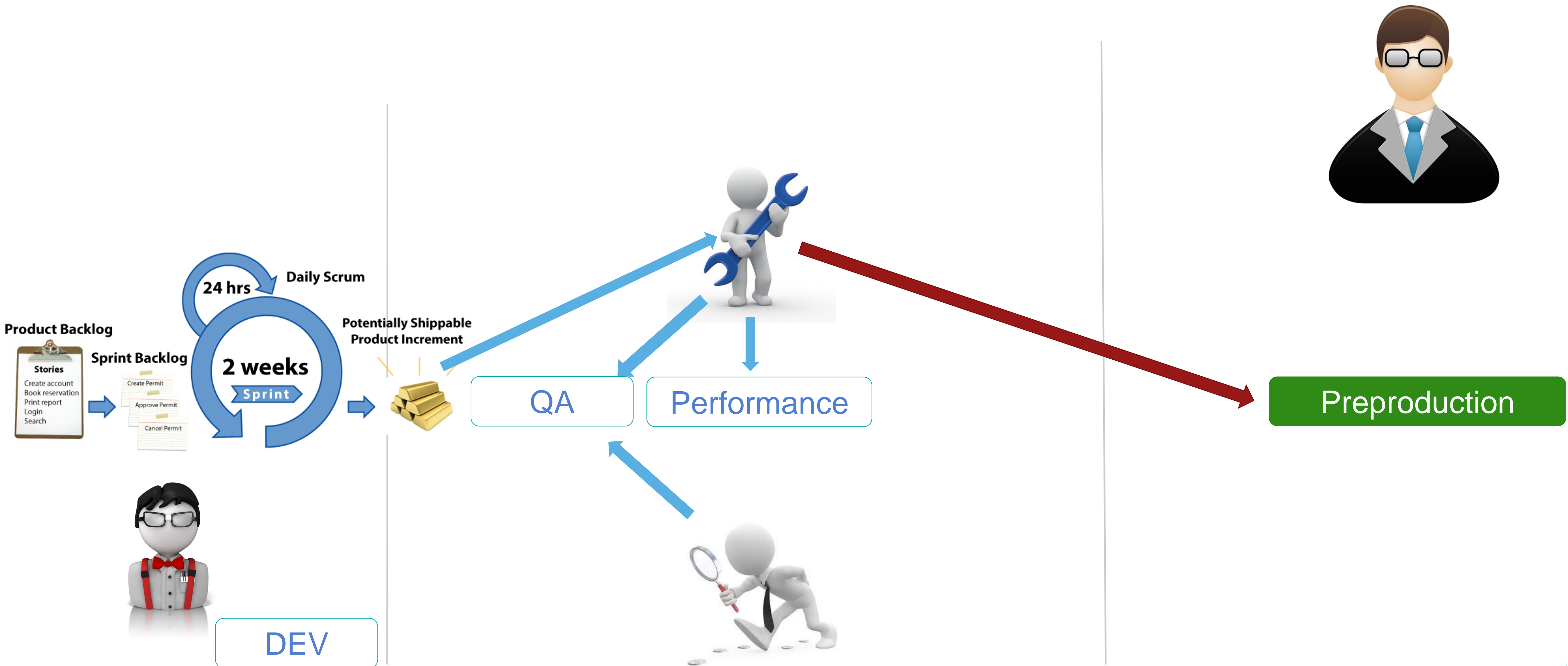


Preproduction



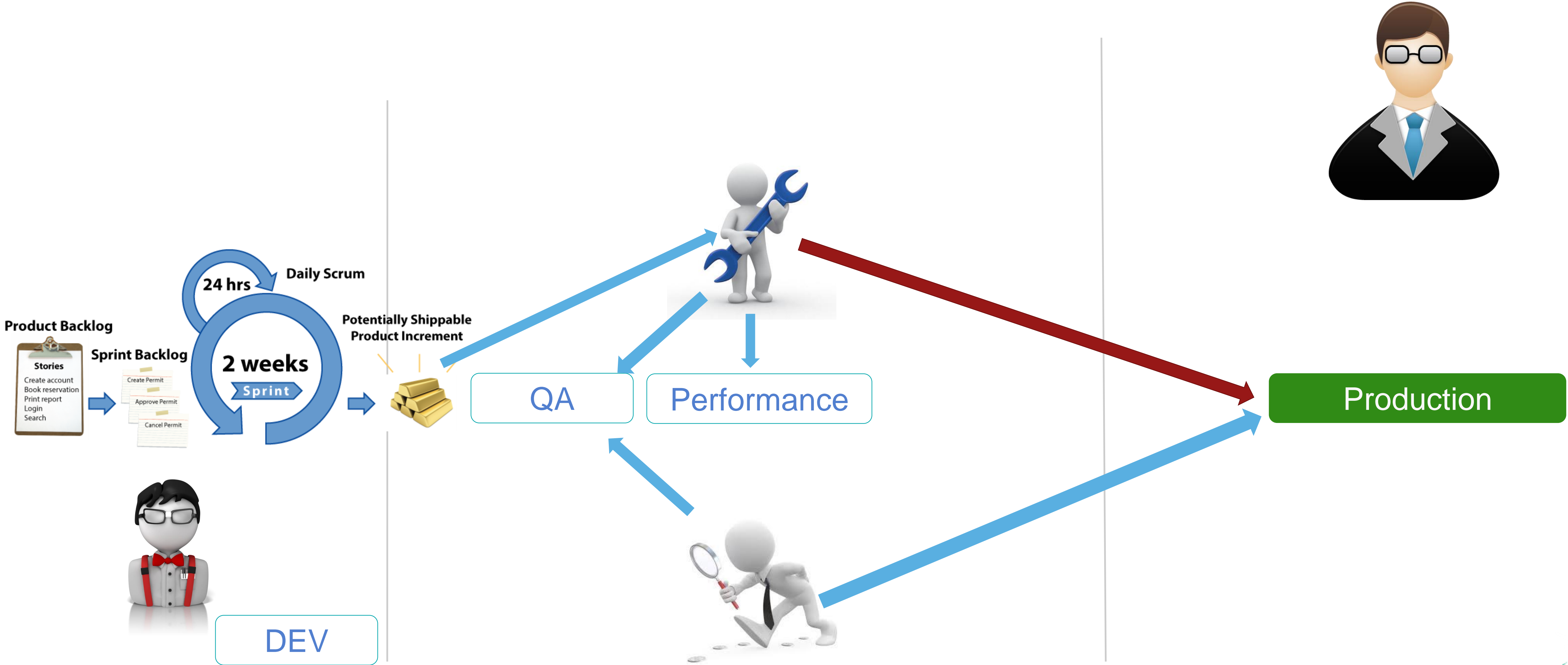
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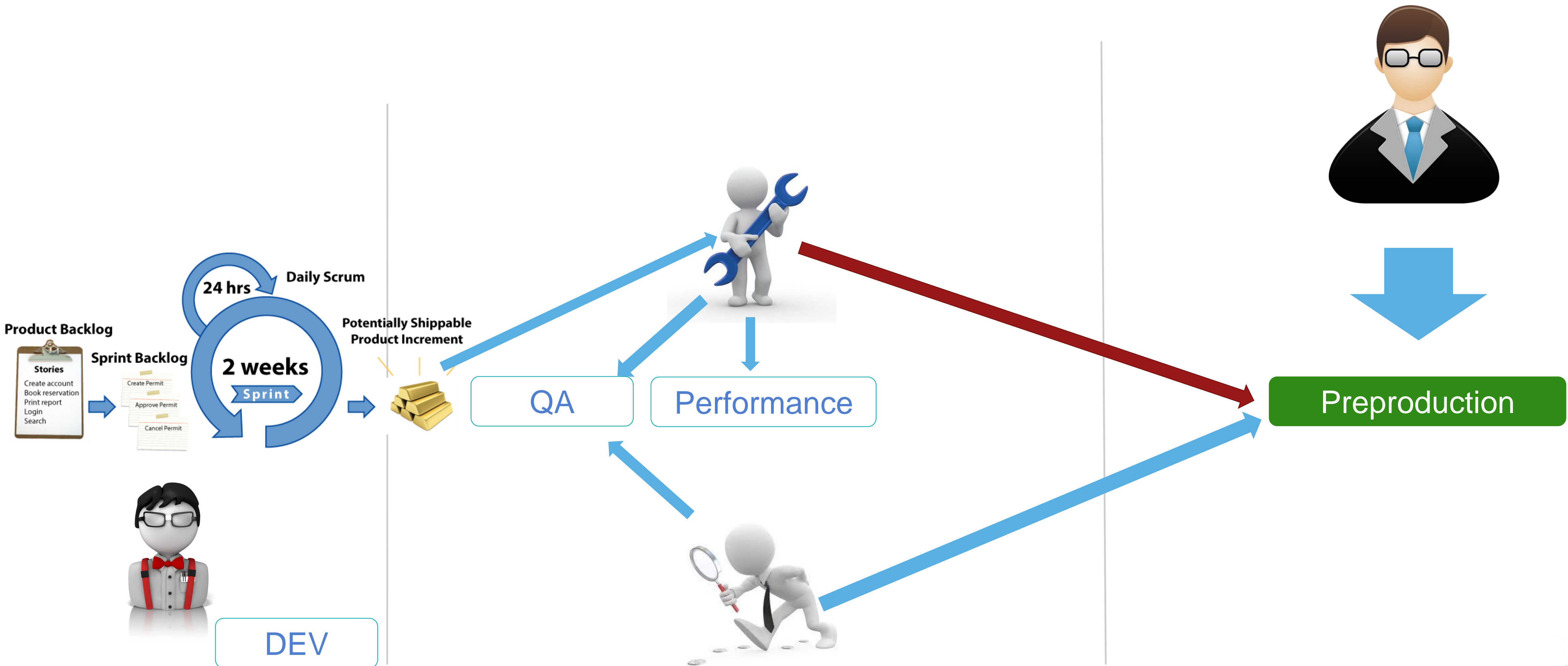
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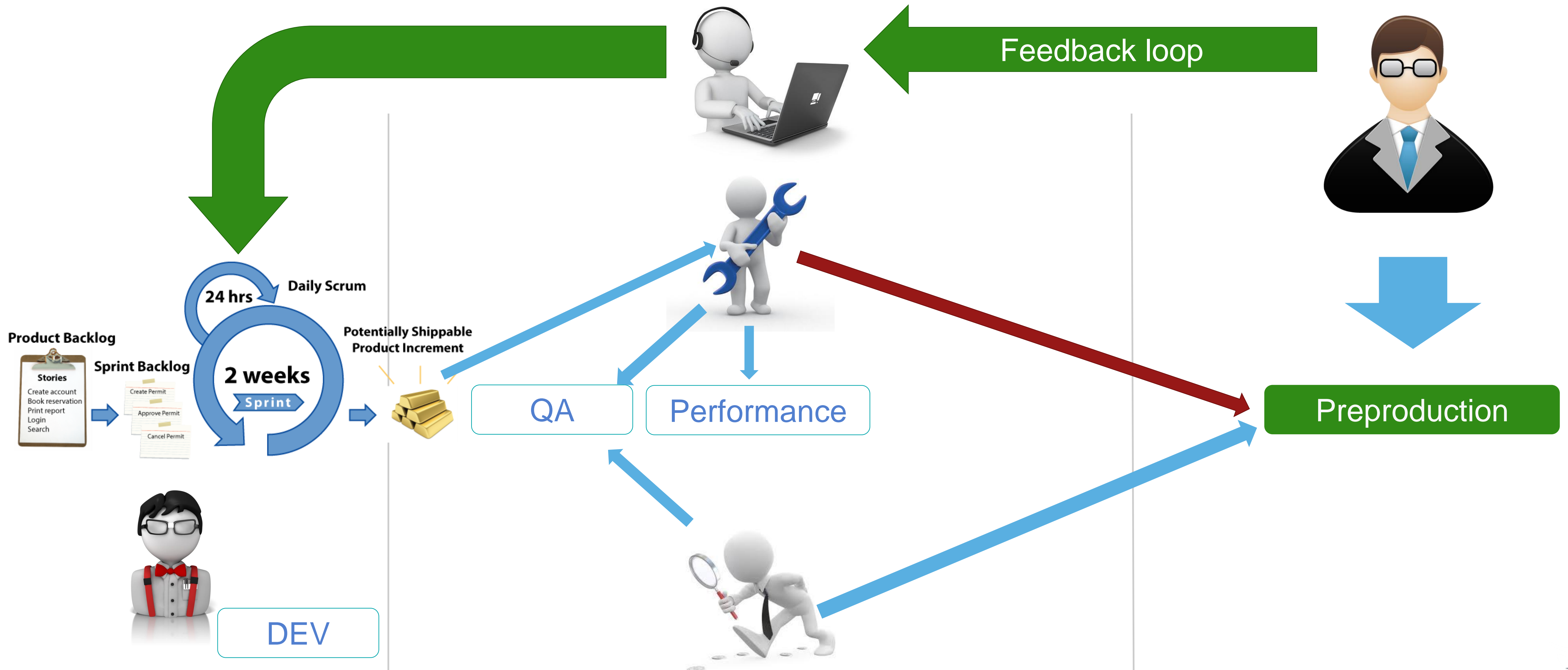
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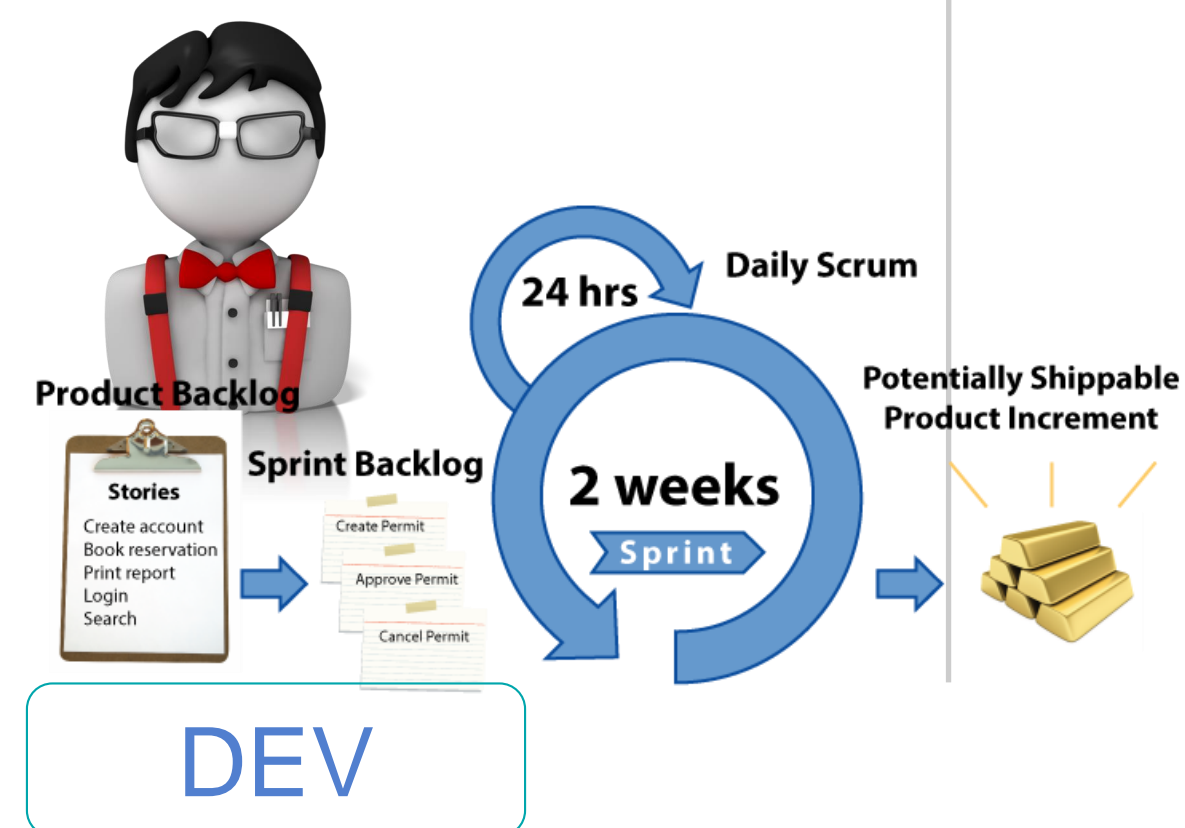
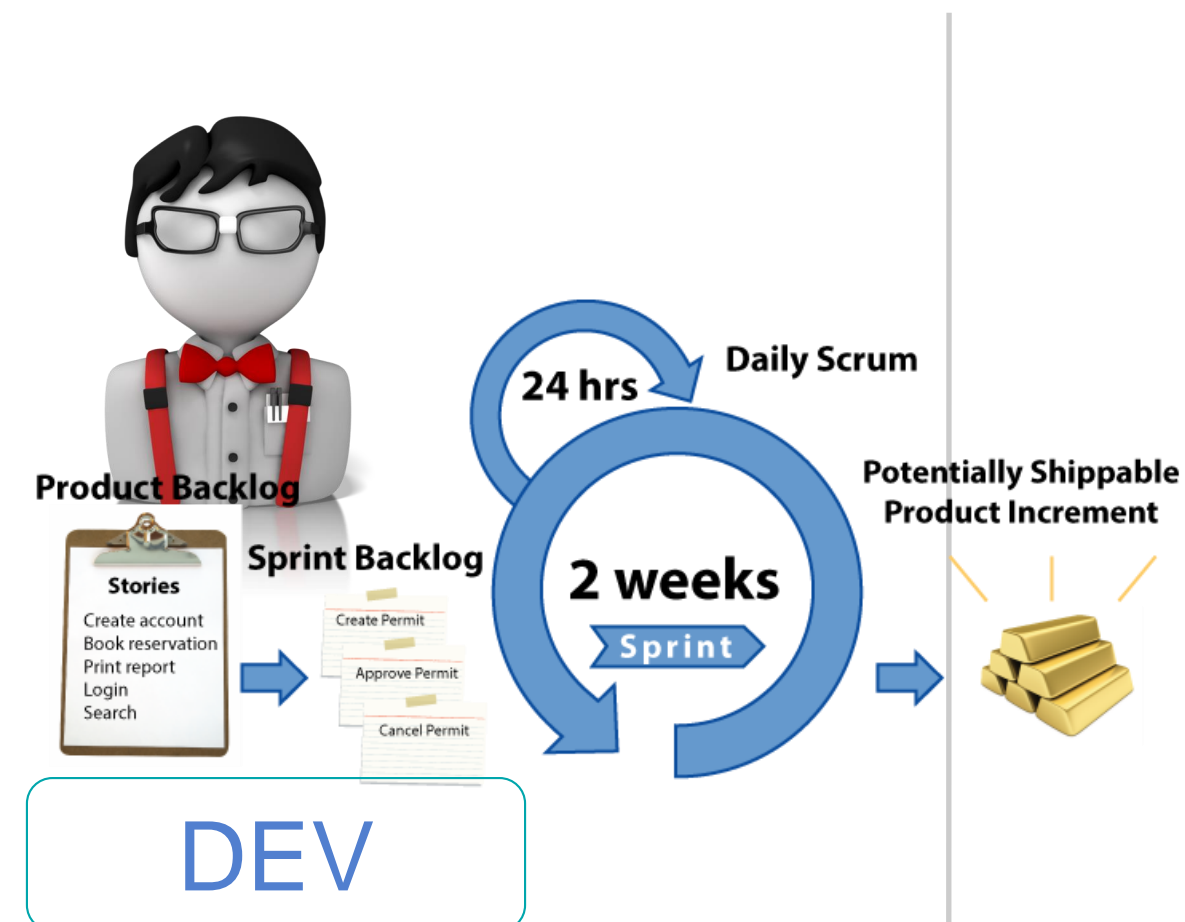
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# The Dark Side of Agile

## Bottlenecks and Constraints



QA

QA

QA

QA

QA

Preproduction

Preproduction

Preproduction

Preproduction

Preproduction

Preproduction

Preproduction

Preproduction



# QA and Operations in Agile



# Issues and Constraints

## Operations

- Environment can be different
- Provisioning a new environment takes time
- Provisioning an environment take both hw and human resources and both are limited

## Quality Assurance

- Lack of visibility on stories ready to be tested (when and where)
- Manual test takes time and it is ultimately technical debt
- Ability to test only on a releaseable chunk of changes instead of on individual feature basis
- Manual intervention to report automated test results

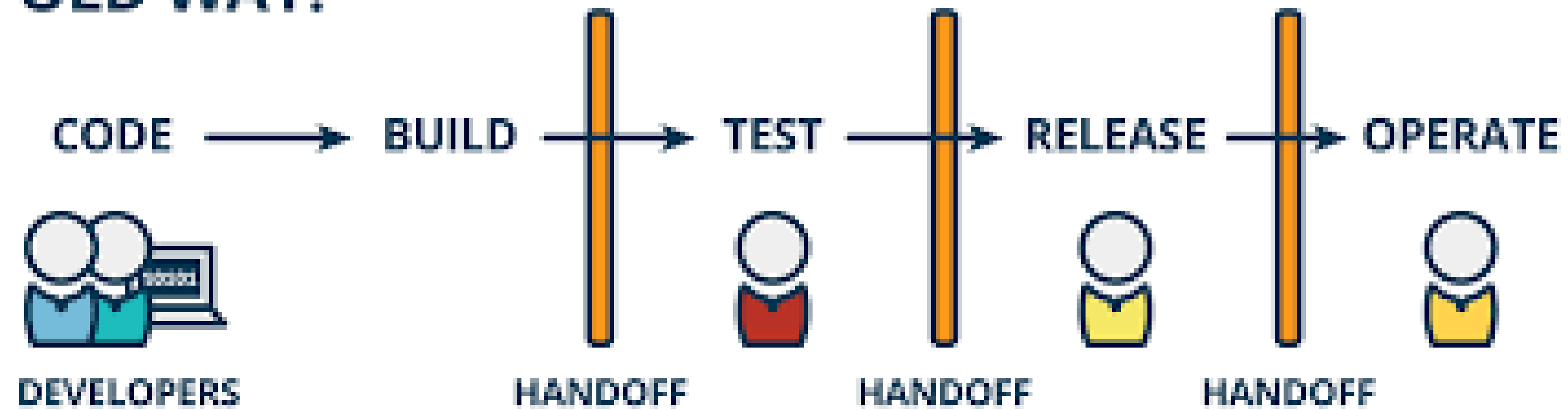


# Operation Issues

- Environment can be different
- Provisioning a new environment takes time
- Provisioning an environment take both hw and human resources and both are limited
- Limited visibility on development
- Limited way to cooperate and transfer knowledge
- Strong responsibility boundaries

# OLD WAY

OLD WAY:



**works on my machine syndrome**



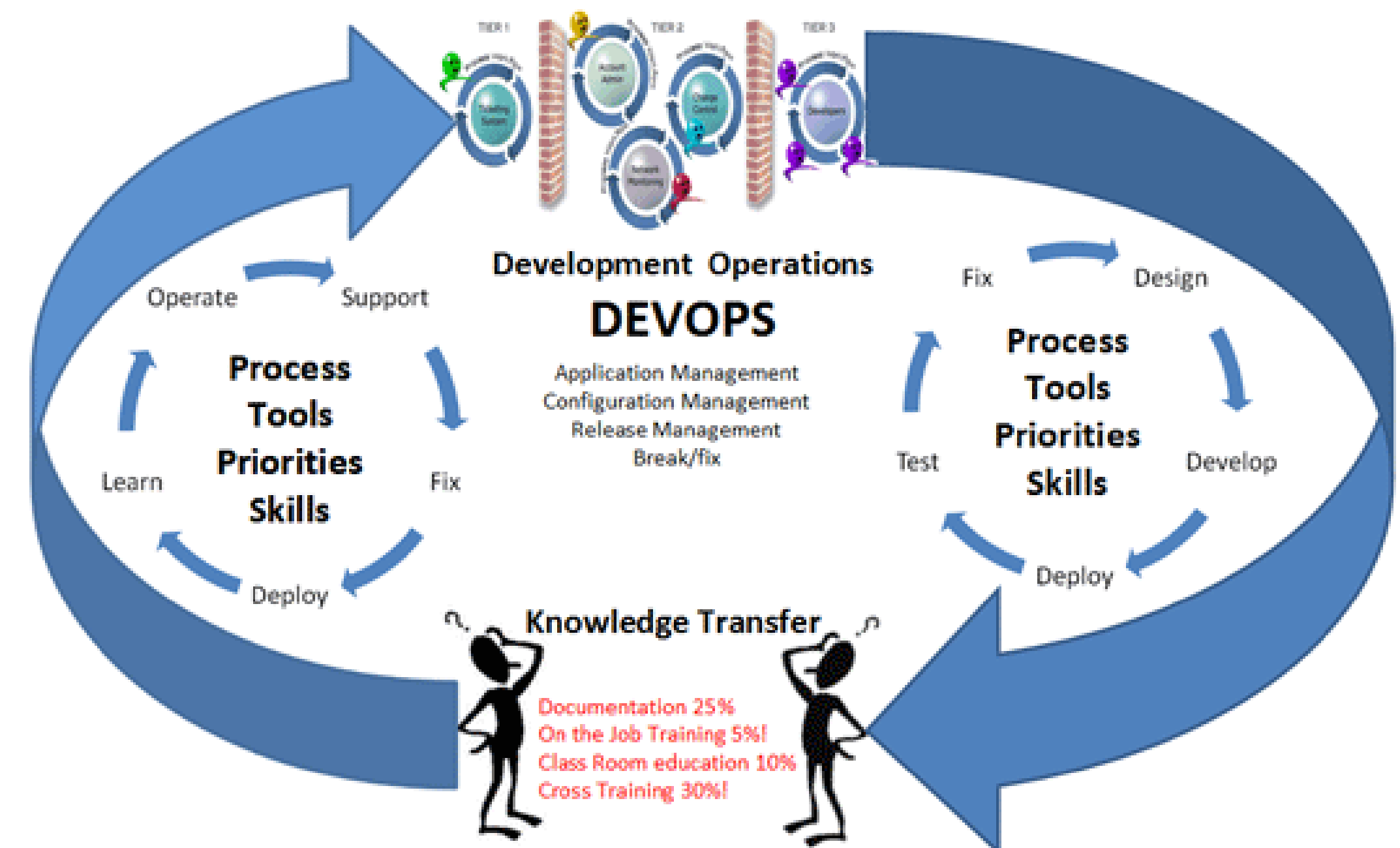
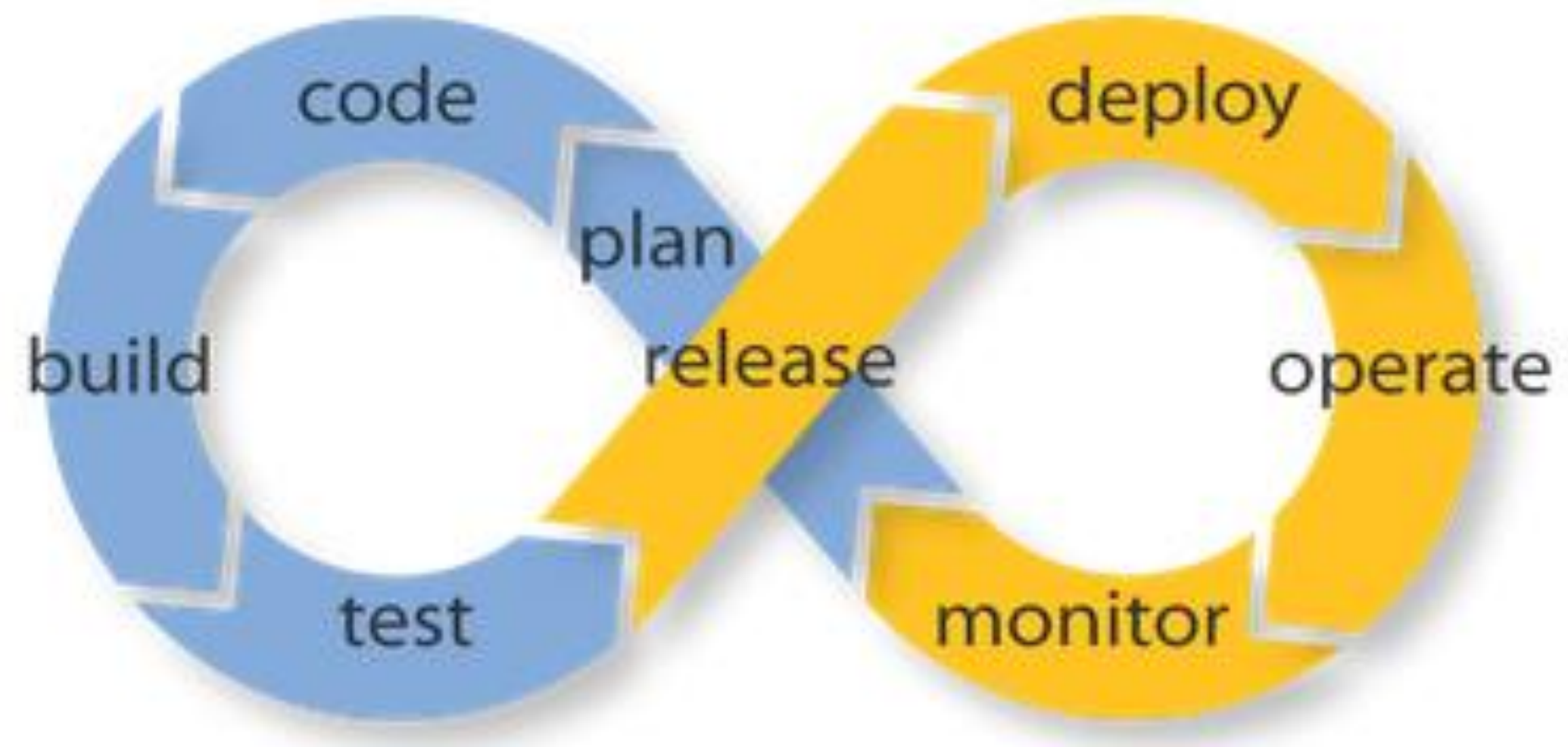


works on my machine syndrome





# DEVOPS WAY



# Agile 3.0 - DEVOPS Solutions



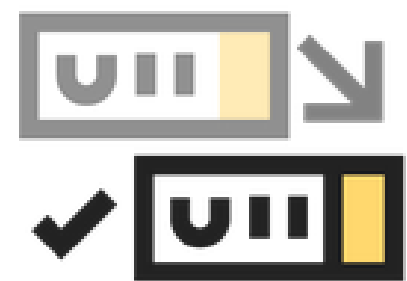
## Infrastructure as code

Manage infrastructure as code to build a strong foundation for your DevOps practice.



## Configuration management

A model-driven approach delivers DevOps speed and agility.



## Automated testing

Make your deployments cheaper faster and more reliable with automated testing of infrastructure code.



## Continuous delivery

Adopt continuous delivery practices to move faster and increase reliability and lower costs and risk.

# DEVOPS Solutions



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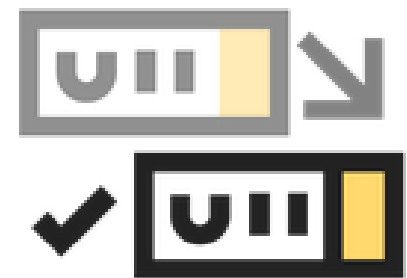


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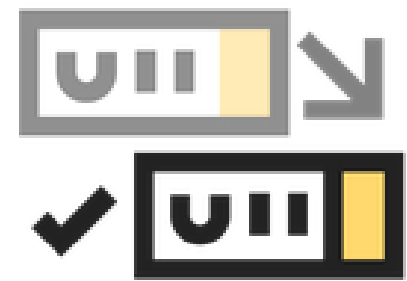


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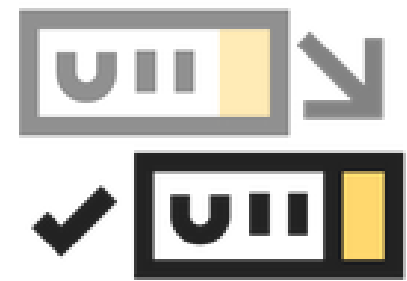
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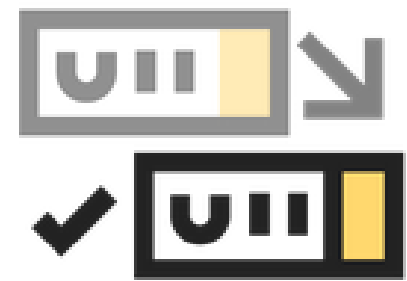
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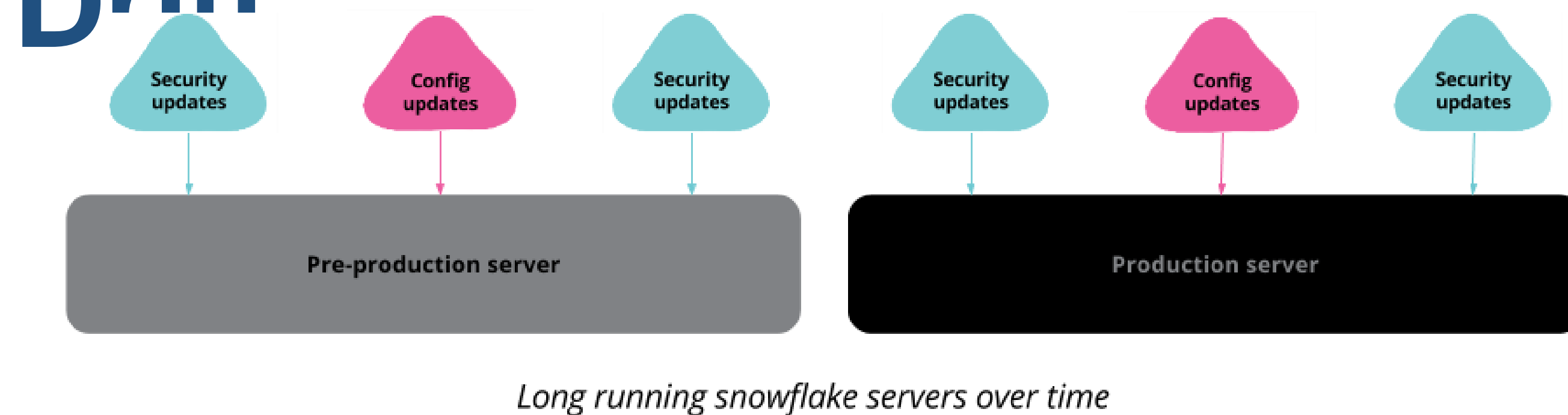
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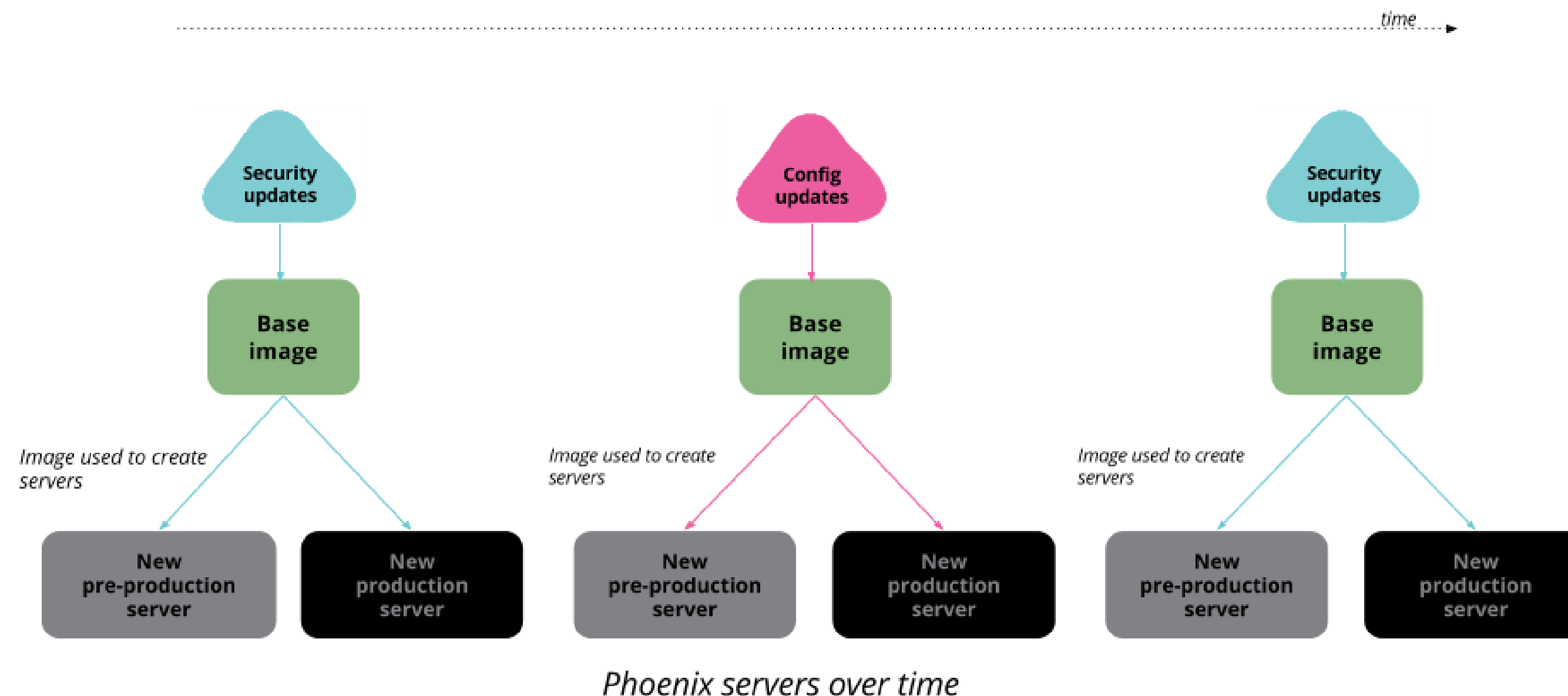


# Infrastructure as a code – Configuration

## Drift

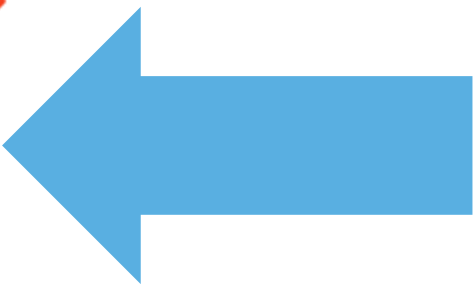
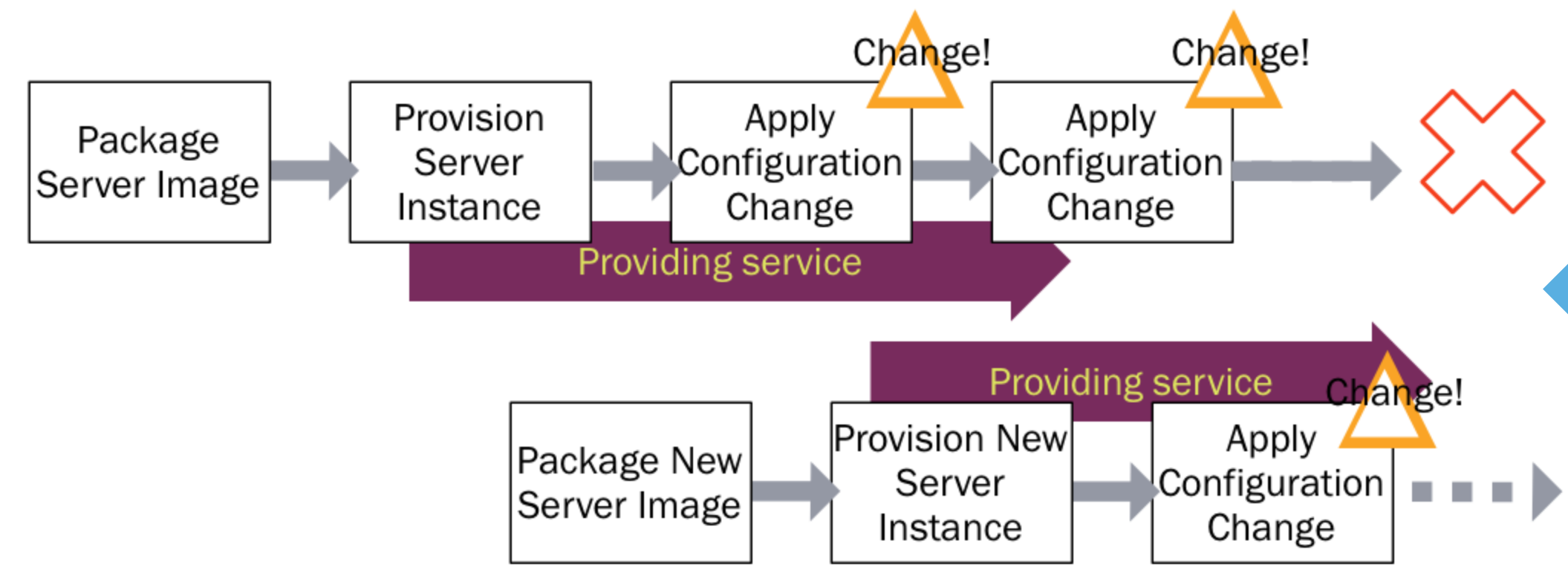


*Configuration Drift is the phenomenon where servers in an infrastructure become more and more different from one another as time goes on, due to manual ad-hoc changes and updates, and general entropy.*



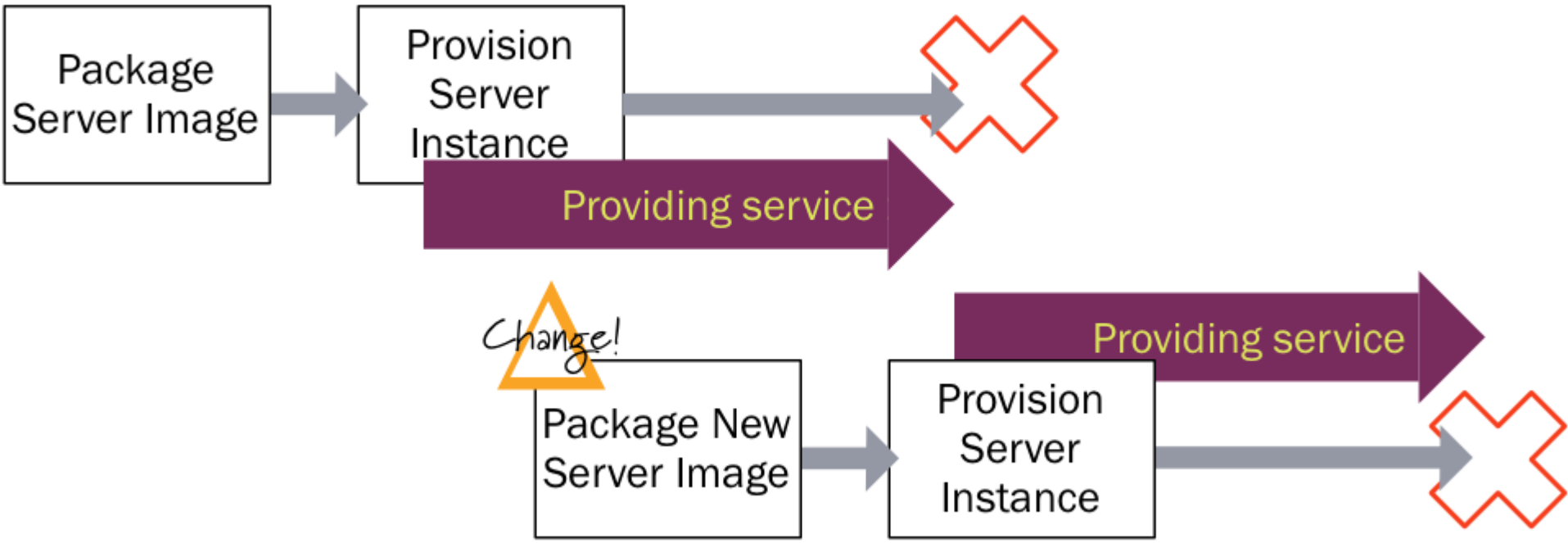
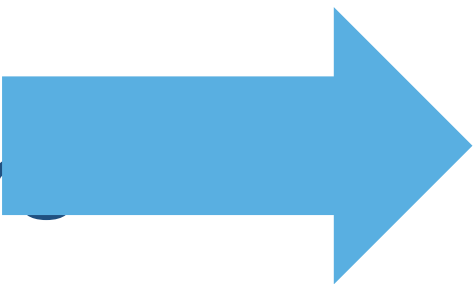
Kief @ ToughtWorks

# Infrastructure as a code



**Pheonix** Servers

**Immutable** Servers



Let's  
**AUTOMATE ALL THE  
THINGS!**





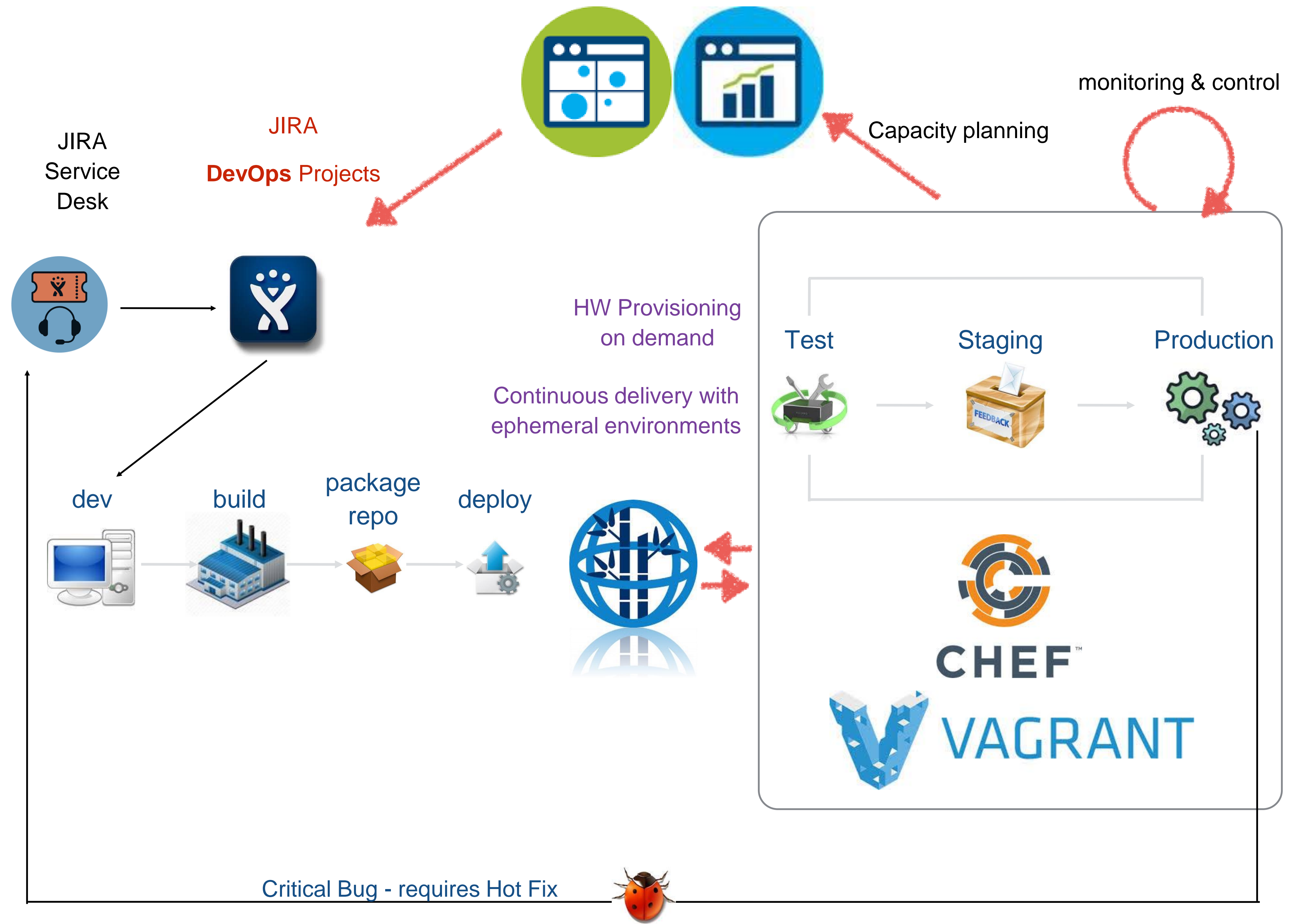
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THE DARK SIDE OF AGILE

QA & OPERATION ISSUES

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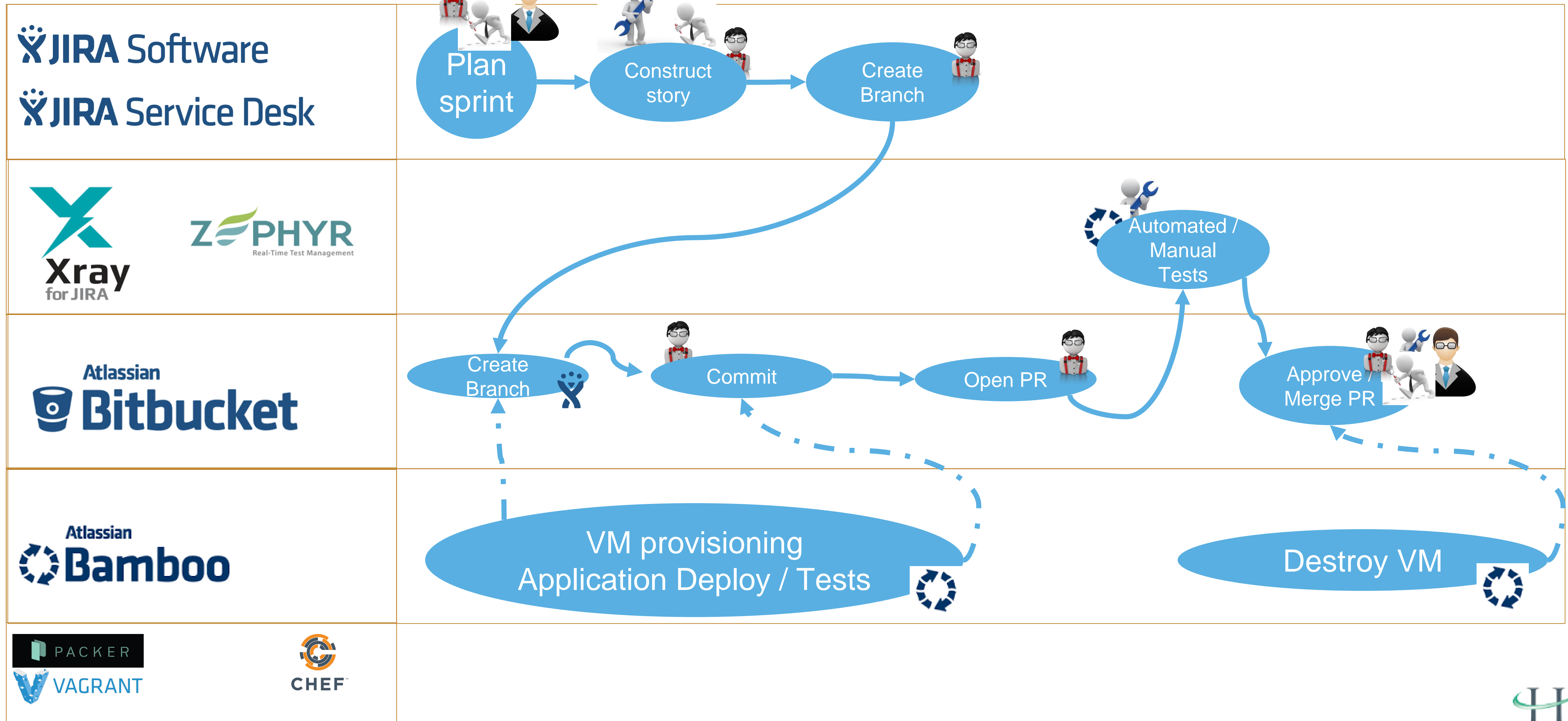
Agile Portfolio Management







# Atlassian Integrated Devops Environment





ANY

QUESTIONS

?



Thank you!

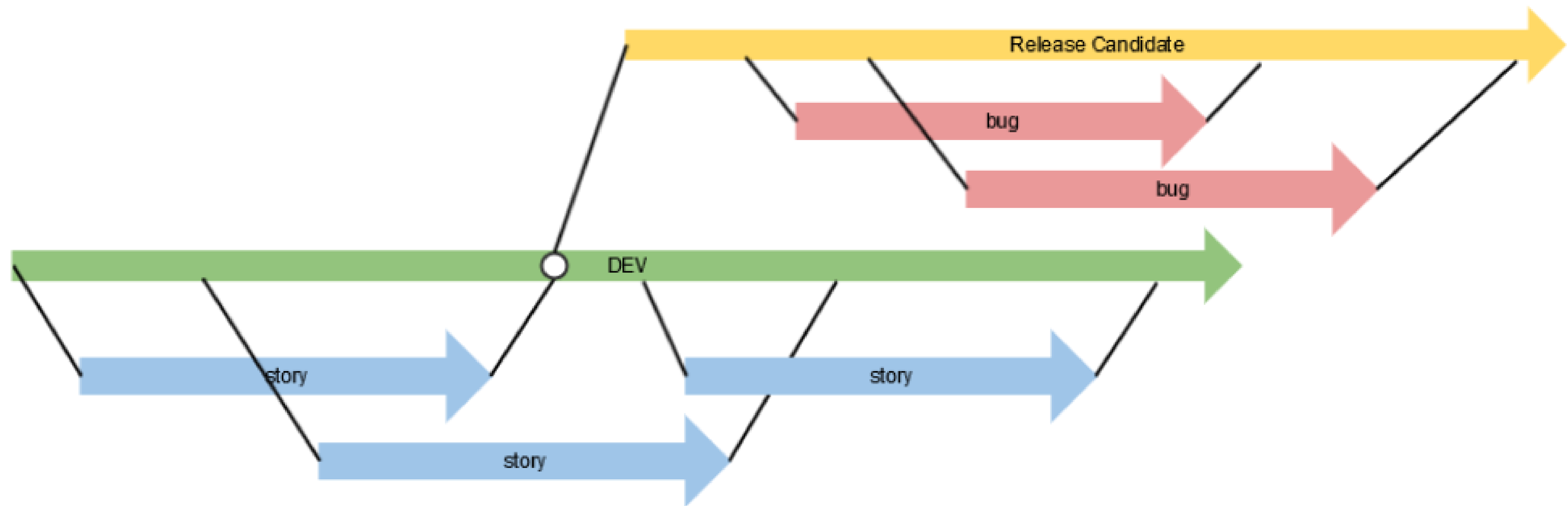
MARCO MANCUSO • HEAD OF INNOVATION @ HERZUM



# QA Issues

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- Manual test takes time and it is ultimately technical debt
- **Ability to test only on a releaseable chunk of changes instead of on individual feature basis**
- Manual intervention to report automated test results if any into the usually spreadsheet based test book

## Testing the release



## Testing the story

