

Busting Silos & Red Tape: DevOps in Federal Government

Aaron Volkmann

Software Solutions Conference 2015

November 16–18, 2015



Software Engineering Institute

Carnegie Mellon University

© 2015 Carnegie Mellon University

Distribution Statement A: Approved for Public Release;
Distribution is Unlimited

Copyright 2015 Carnegie Mellon University

This material is based upon work funded and supported by the Department of Defense under Contract No. FA8721-05-C-0003 with Carnegie Mellon University for the operation of the Software Engineering Institute, a federally funded research and development center.

Any opinions, findings and conclusions or recommendations expressed in this material are those of the author(s) and do not necessarily reflect the views of the United States Department of Defense.

NO WARRANTY. THIS CARNEGIE MELLON UNIVERSITY AND SOFTWARE ENGINEERING INSTITUTE MATERIAL IS FURNISHED ON AN "AS-IS" BASIS. CARNEGIE MELLON UNIVERSITY MAKES NO WARRANTIES OF ANY KIND, EITHER EXPRESSED OR IMPLIED, AS TO ANY MATTER INCLUDING, BUT NOT LIMITED TO, WARRANTY OF FITNESS FOR PURPOSE OR MERCHANTABILITY, EXCLUSIVITY, OR RESULTS OBTAINED FROM USE OF THE MATERIAL. CARNEGIE MELLON UNIVERSITY DOES NOT MAKE ANY WARRANTY OF ANY KIND WITH RESPECT TO FREEDOM FROM PATENT, TRADEMARK, OR COPYRIGHT INFRINGEMENT.

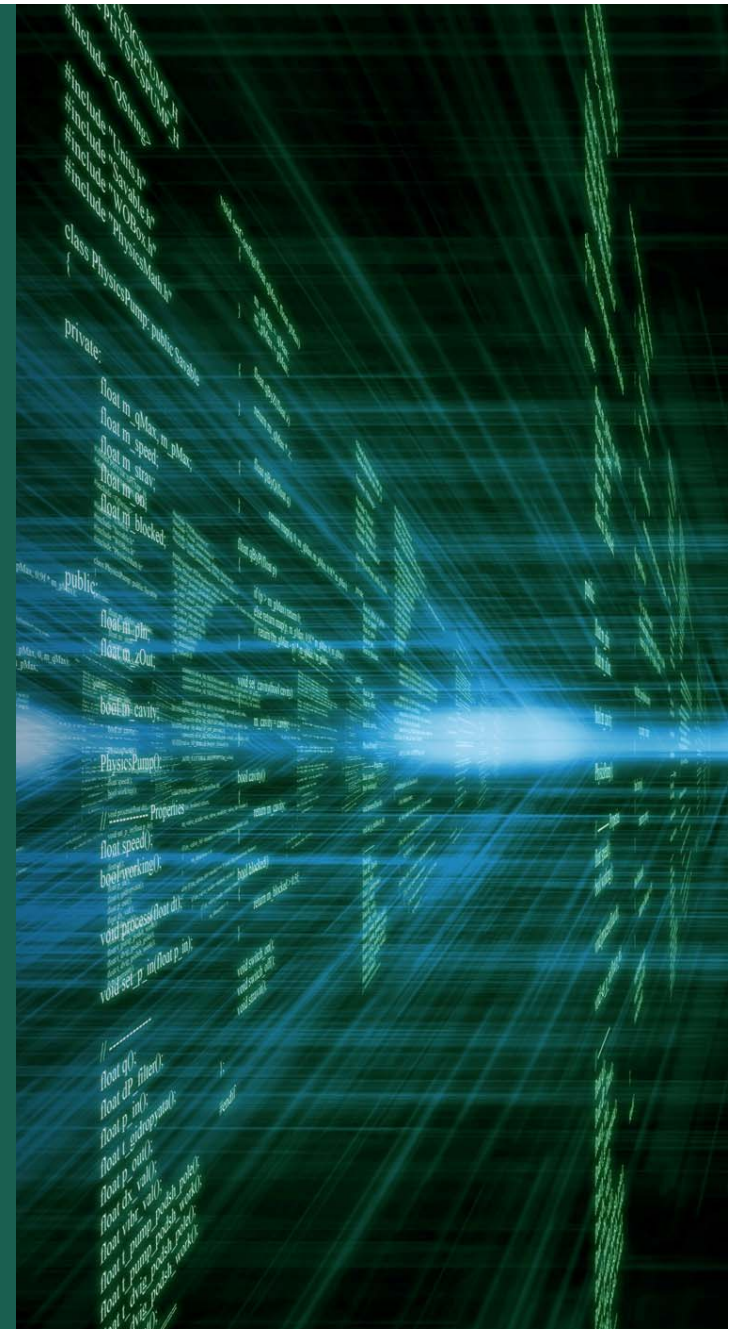
This material has been approved for public release and unlimited distribution except as restricted below.

This material may be reproduced in its entirety, without modification, and freely distributed in written or electronic form without requesting formal permission. Permission is required for any other use. Requests for permission should be directed to the Software Engineering Institute at permission@sei.cmu.edu.

DM-0002918



In the beginning...



Who Are We?



Ready to go!



We got stuck



Conflict



We Took A Step Back to Regroup





We worked on workflow



Software Engineering Institute

Carnegie Mellon University

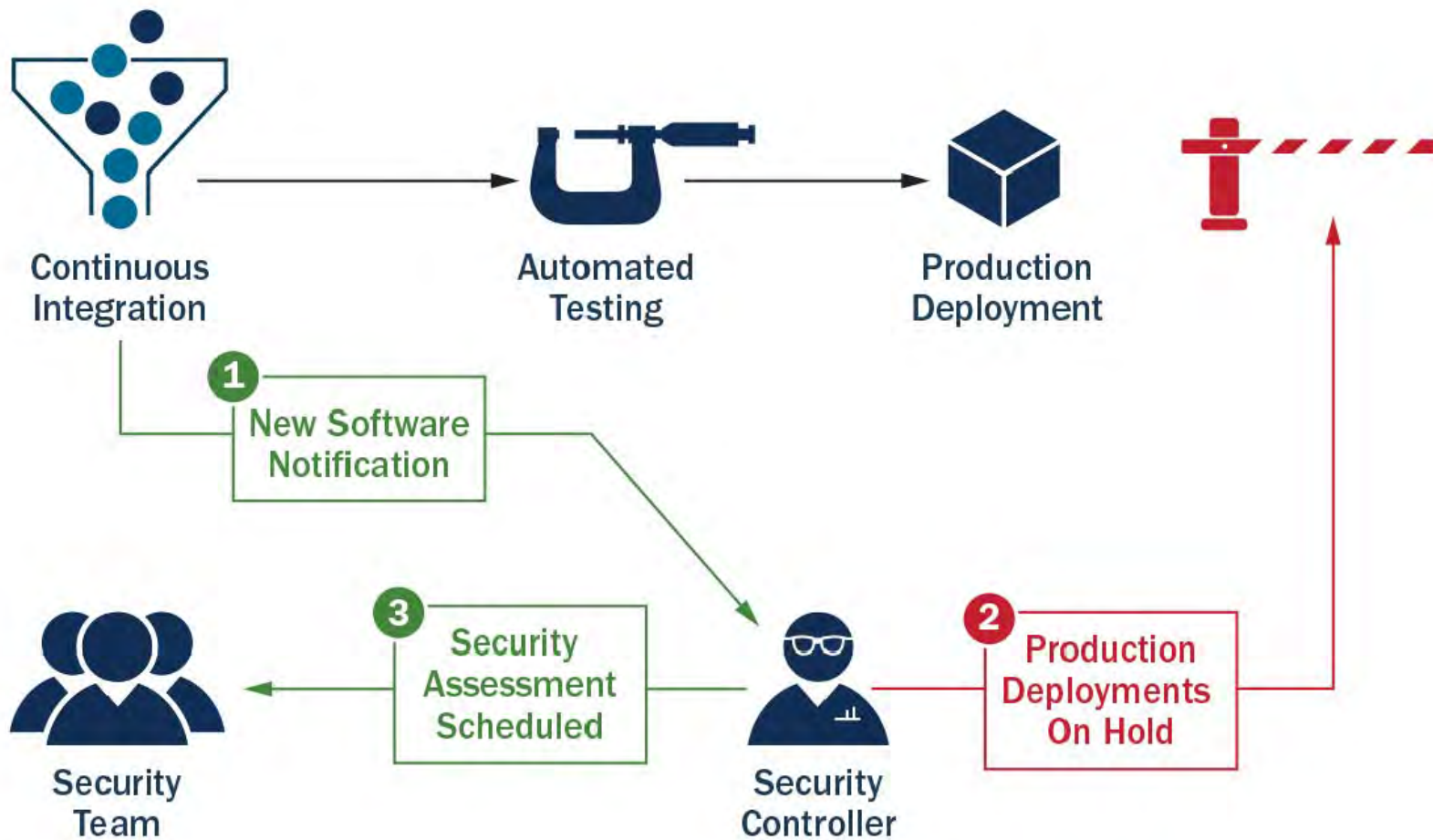
Busting Silos & Red Tape
November 17, 2015

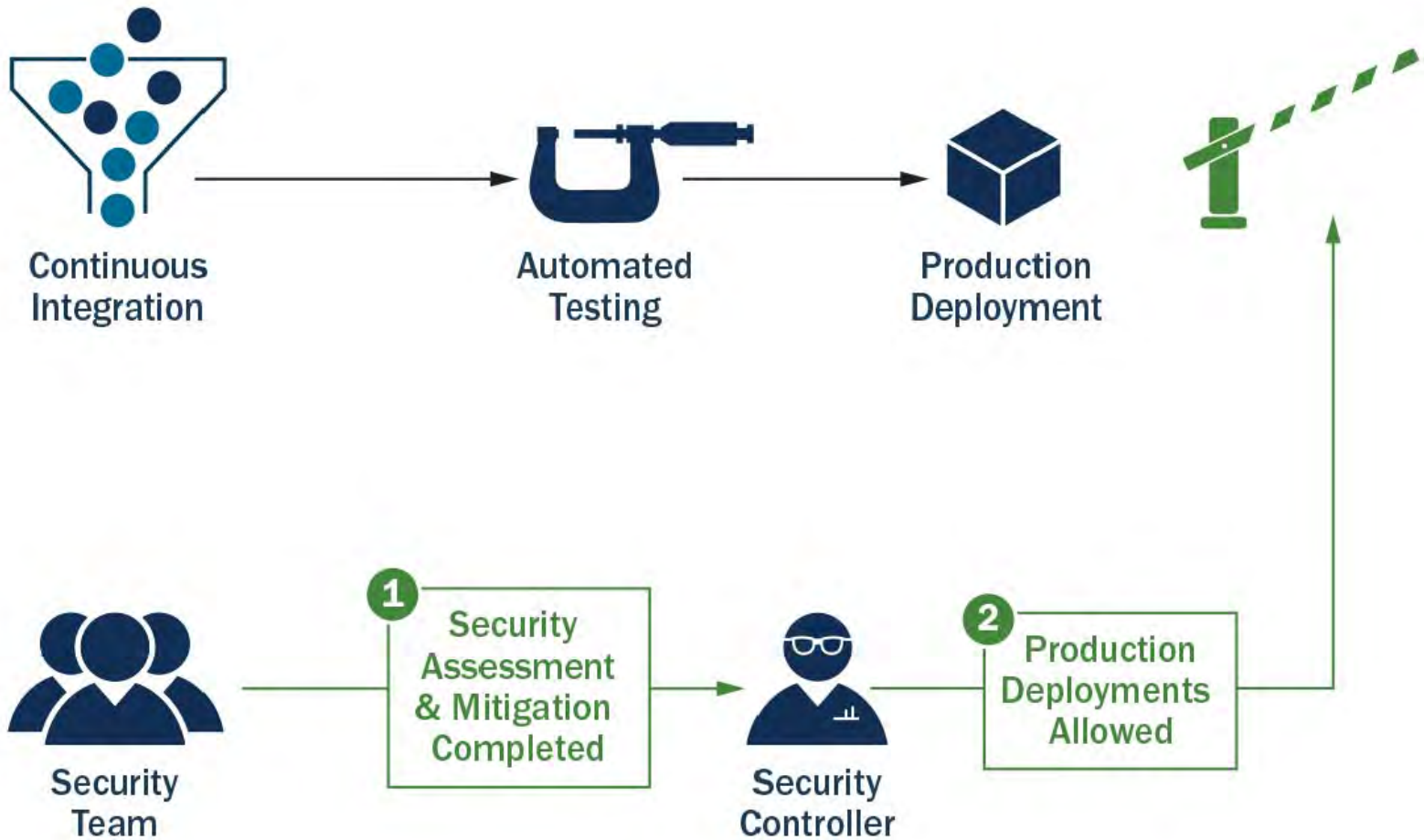
© 2015 Carnegie Mellon University

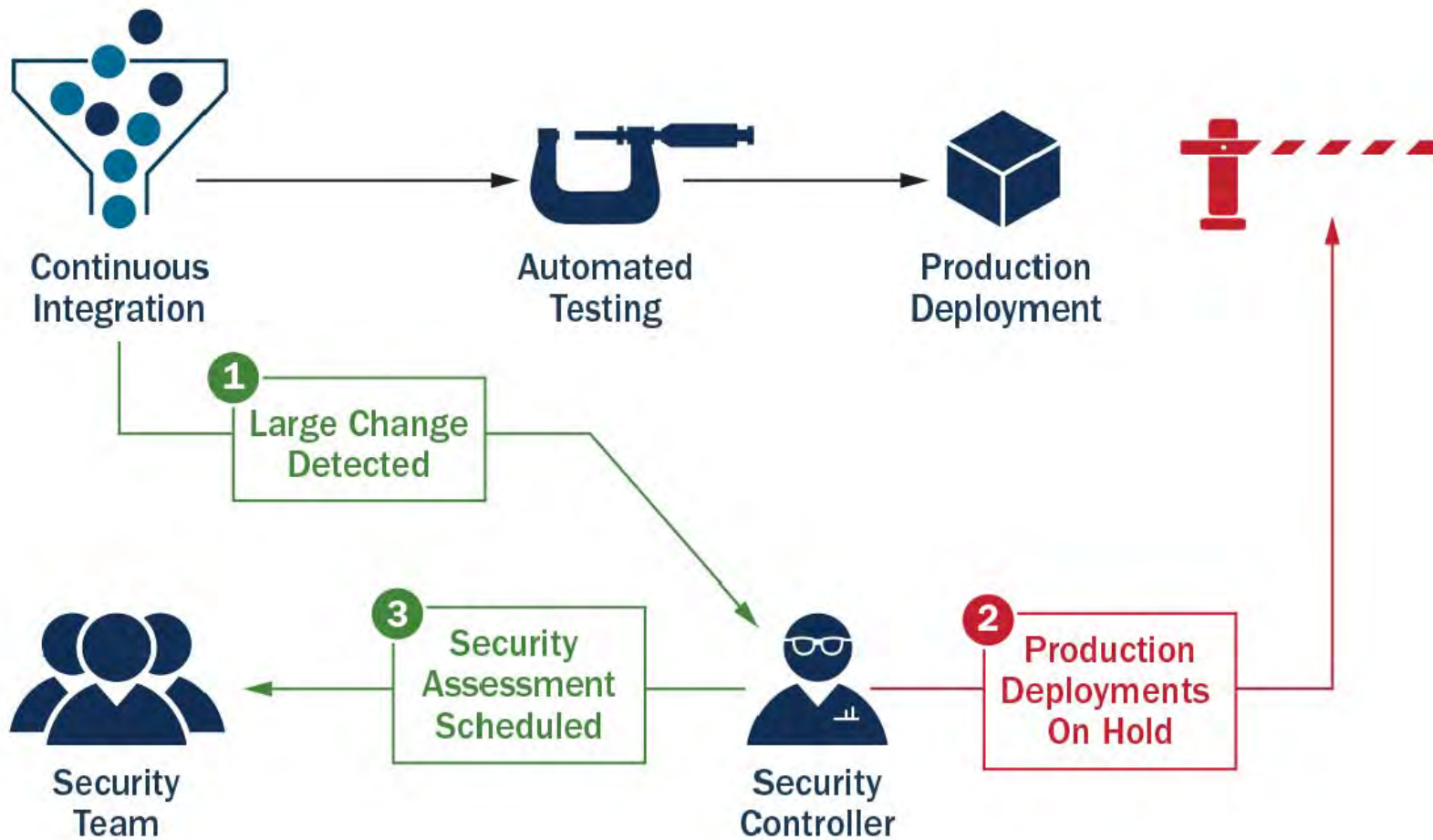
Distribution Statement A: Approved for Public Release;
Distribution is Unlimited

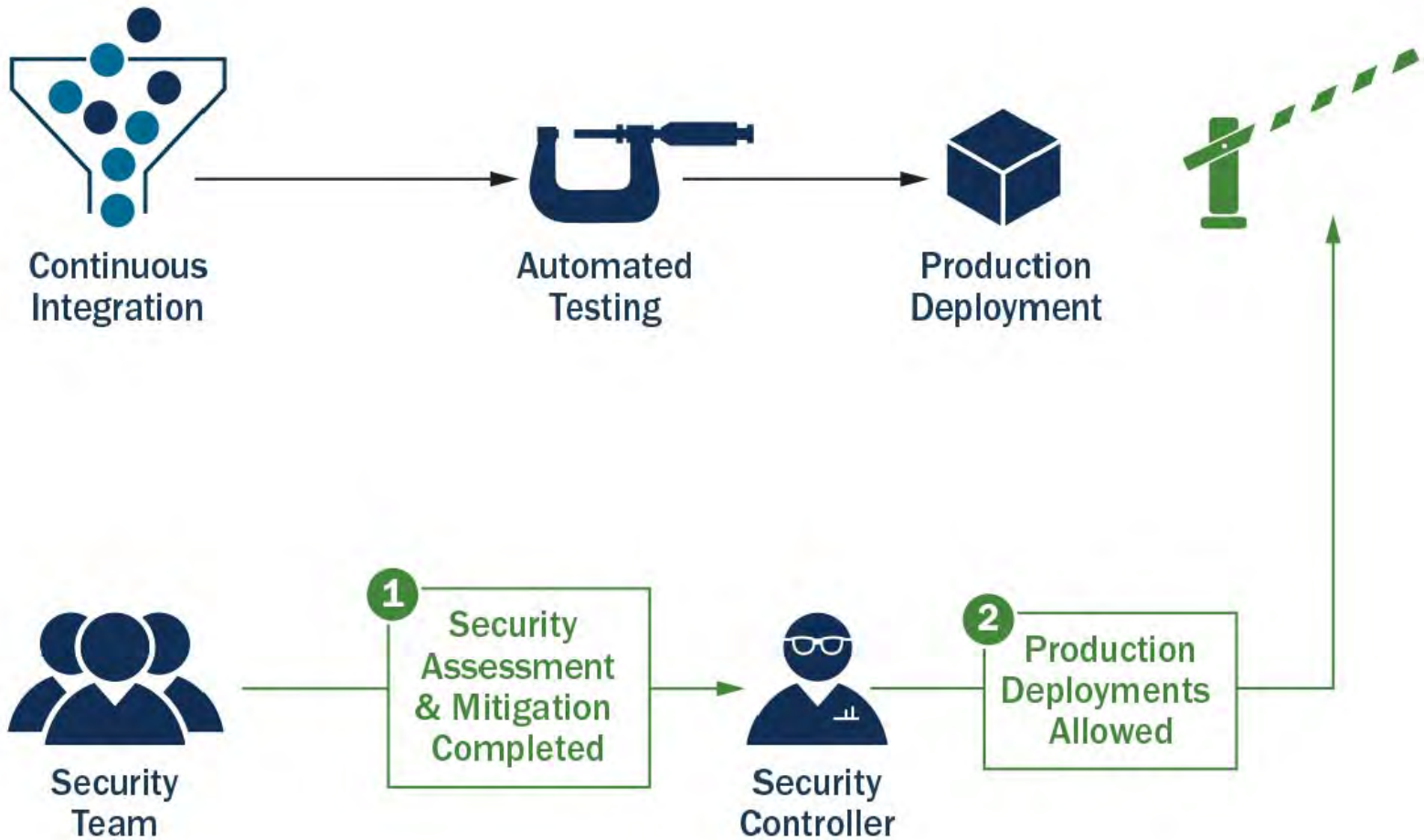
Security Bottleneck

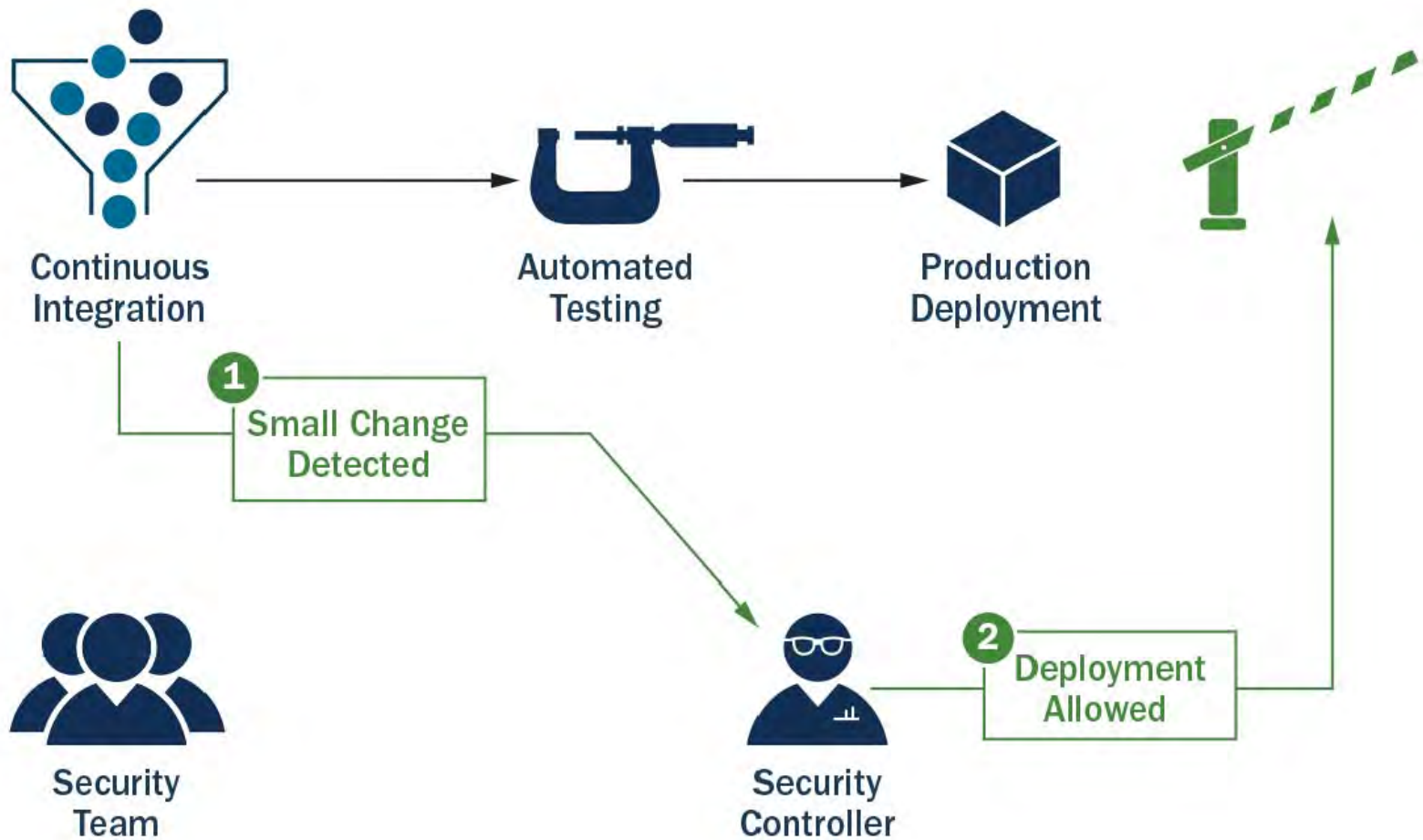












Experimentation and Learning



PCSAM

Problem

Cause

Solution

Action

Measure



“I fear not the man who has practiced ten thousand kicks once, but I fear the man who has practiced one kick ten thousand times.” – Bruce Lee



Improved Feedback



An actor operating as a singleton is sabotaging the system.



Empathy



Strangers == Stress == Lower Empathy



Results



SEI DevOps Blog

<https://insights.sei.cmu.edu/devops>



Thanks!

Aaron Volkmann

@aaronvolk

amvolkmann@cert.org

