



Failure is not an option.

Autonomic DevOps



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About Autotestpro (ATP)

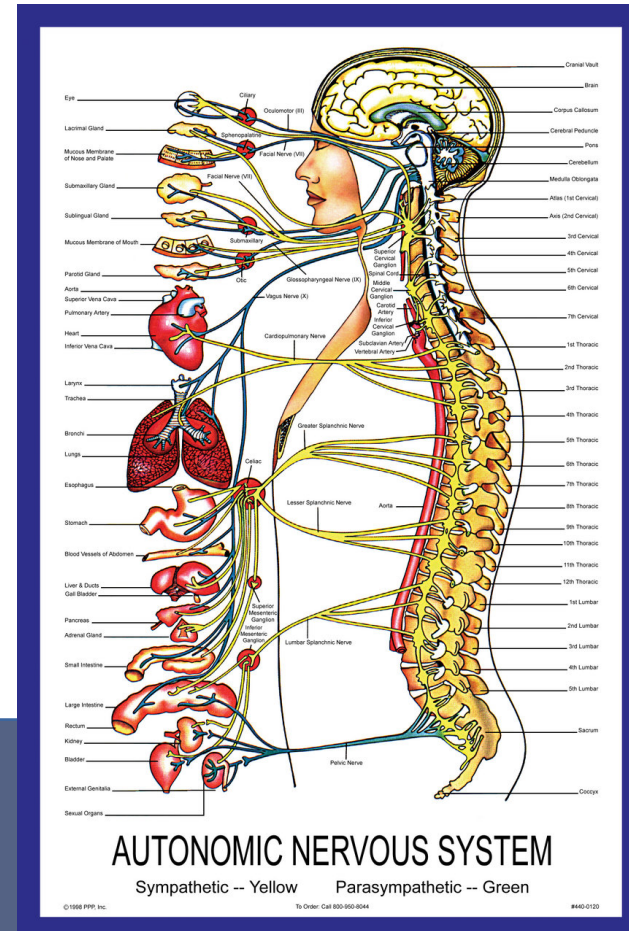
- Established 6 years ago
- Founders with over 50+ years IT experience
- Automation, DevOps and Automated Testing Experts
- Patented Solution
- DevOps Solution for ServiceNow and other PaaS Platforms
- Offices in London and Cambridge
- Automation Centre of Excellence (ACE) in Cambourne
- Global Customer Base
- Several Fortune 500 and FTSE 100 Customers



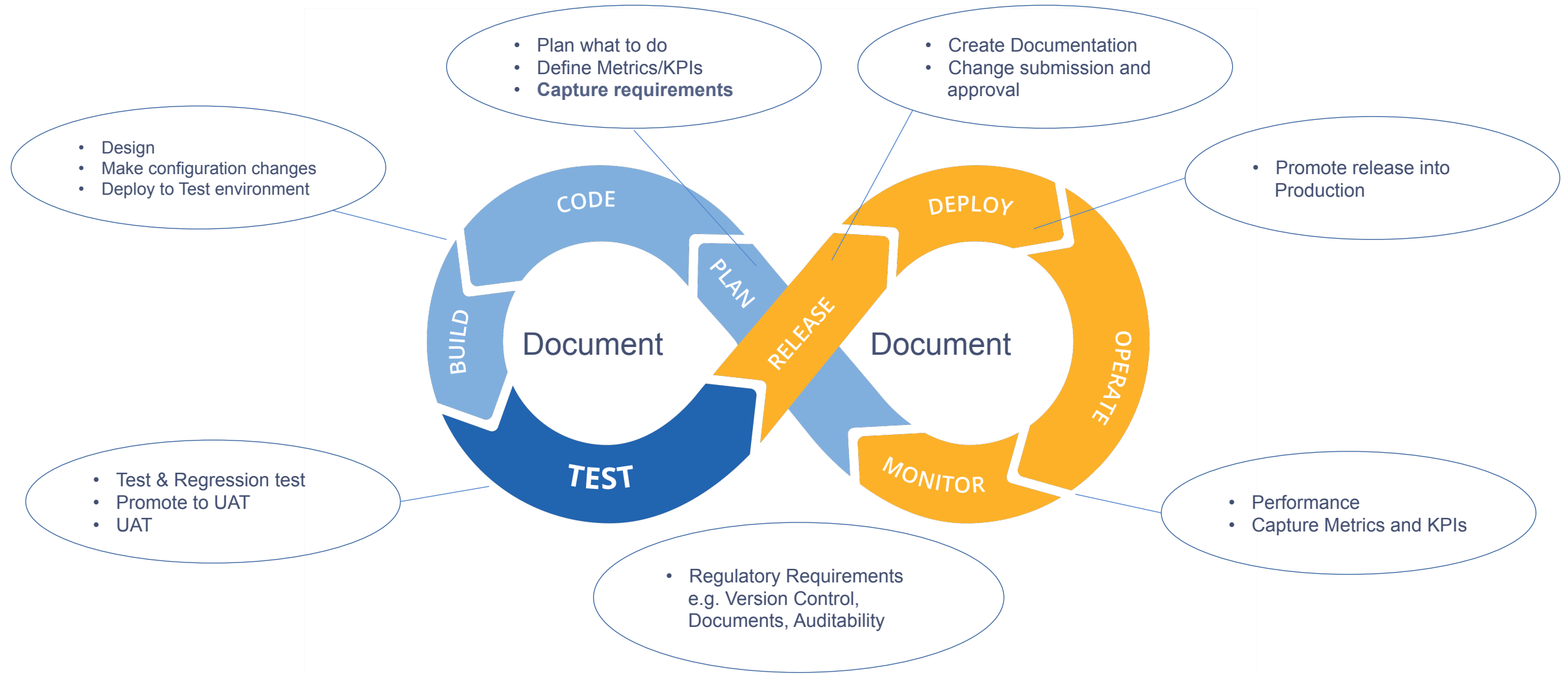
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What does Autonomic mean?

- Autonomic Nervous System
 - Breathing
 - Digestion
 - Heart rate
 - Pupils



- Autonomic DevOps
 - ‘Invisible IT’
 - Testing happens as part of defining requirements
 - Regression testing happens invisibly
 - Documentation gets automatically refreshed
 - Change requests get automatically raised
 - Deployment happens automatically



A **DevOps toolchain** is a set or combination of tools that aid in the delivery, development, and management of software applications throughout the systems development life cycle

DevOps...is it successful?

85%

Of companies who have attempted DevOps have seen no increase in release frequency

30%

Of IT Development team time spent on developing business features

61%

Of developers time spend less than 4 hours a day coding

70%

Of IT Development team time spent on non-value added work



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DevOps Performer - how do you score?

4 Metrics

Release Frequency

(To Production)

ELITE

Multiple times per day

3 Points

HIGH

Between once per day and once per week

2 Points

MEDIUM

Between once per day and once per month

1 Point

LOW

Monthly or longer

0 Points

Lead Time for Changes

(Average time from starting Coding to Production)

Less than one day

3 Points

Between one day and one week

2 Points

Between one day and one month

1 Point

Between one month and six months

0 Points

Time to Restore Service

(Average time to fix a defect found in Production)

Less than one hour

3 Points

Less than one day

2 Points

Between one day and one week

1 Point

Between one week and one month

0 Points

Change Failure Rate

(% of changes that need a fix)

0-15%

3 Points

16-45%

2 Points

46%-75%

1 Point

76%+

0 Points

Cost of unplanned outage = c.£230k per hour! (Gartner)



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How did you do?

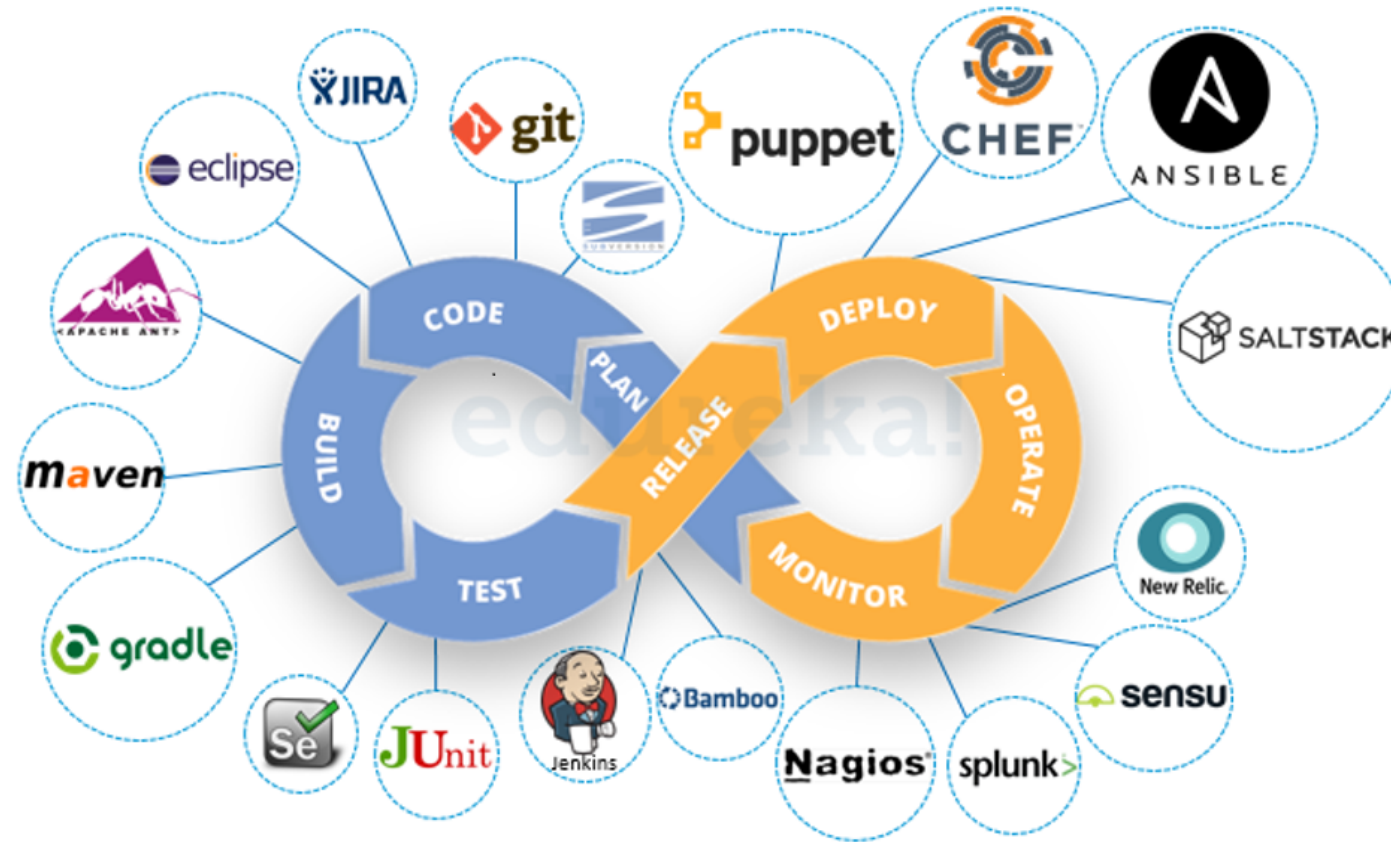
- 10-12 Points
 - Totally awesome - you have achieved Autonomic DevOps!
- 7-9 Points
 - Pretty good— still could be better
- 4-6 Points
 - Ok, but lots of room for improvement
- 0-3 Points
 - Oh dear...but this is surprisingly normal!

DevOps Roadmap

- Where are you now?
- Where do you want to get to and when?
- How are you going to get there?



Why is it so difficult?

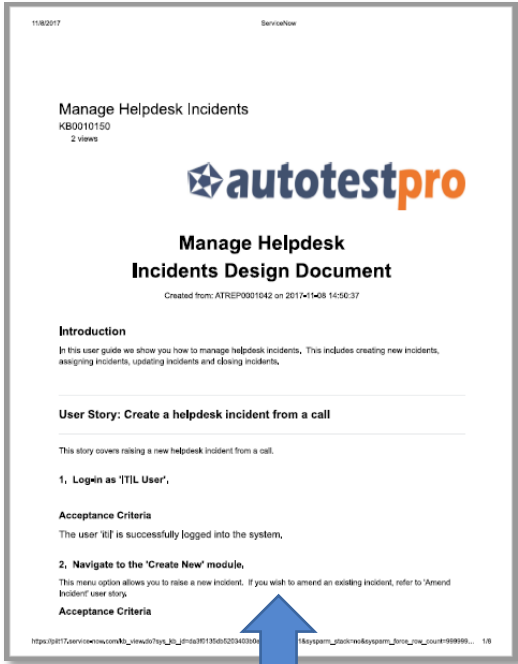


<https://www.edureka.co/blog/devops-tutorial>

68% of IT Projects Fail

...and more complicated with PaaS and SaaS

Design Sign-off Document



Test Results

User Story Test Execution Details

User Story Description: This story has been automatically generated by ATP for the table Incident using the data from record INC0010664.

Story Status: **Passed**

Related List Title: User Task Test Execution List

Table name: x_jira_autotest_user_task_test_execution

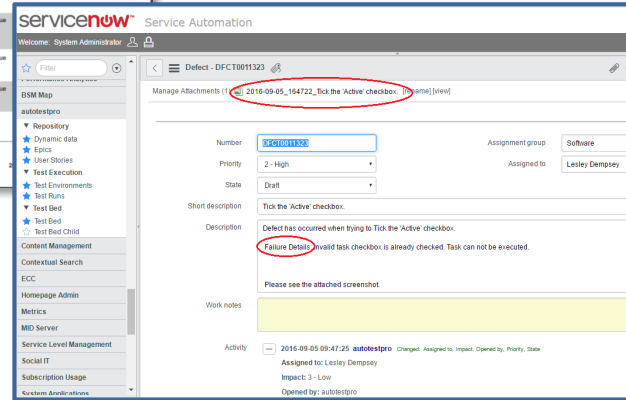
Query Condition: User Story = ATEU0001563

Sort Order: Order in ascending order

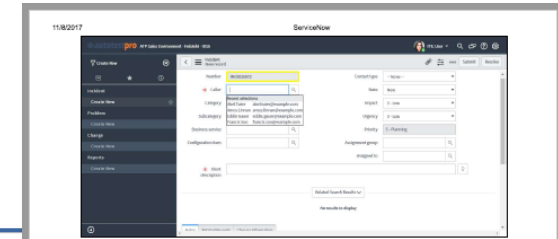
Number	A Order	Action Test	Task Status	Originating User	Defect	Active	Updated
ATEU000212	10	Login as 'TTL User'	Passed	ATRU0002871		true	2016-12-10 13:28:30
ATEU000211	20	Navigate to the 'Create New' module in the Incident application.	Passed	ATRU0002872		true	2016-12-10 13:28:37
ATEU000196	30	Store the data displayed in the field 'Number' as a dynamic value with the label of 'ID incident number'	Passed	ATRU0002873		true	2016-12-10 13:28:41
ATEU000197	40	Type 'Amos Linnar' into the 'Caller' reference lookup field and select the 'Amos Linnar' option.	Passed	ATRU0002874		true	
ATEU000203	50	Select the 'Software' choice from the 'Category' choice lookup field.	Passed	ATRU0002875		true	
ATEU000215	60	Select the 'Email' choice from the 'Category' choice lookup field.	Passed	ATRU0002876		true	

Run By: Paul Charley

User Guide (KB Article)

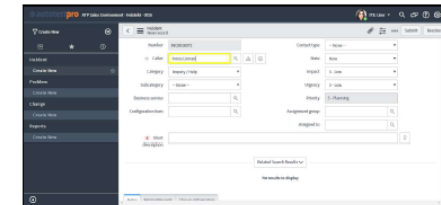


Meet AAA Insurance Ltd



Screen shot: 0000866_Store the data displayed in the field 'Number' as a dynamic value with the label of 'DEMO_IN'

4. Type 'Amos Linnar' into the 'Caller' reference lookup field and select the 'Amos Linnar' option.



Screen shot: 0000887_Type 'Amos Linnar' into the 'Caller' reference lookup field and select the 'Amos Linnar' opt

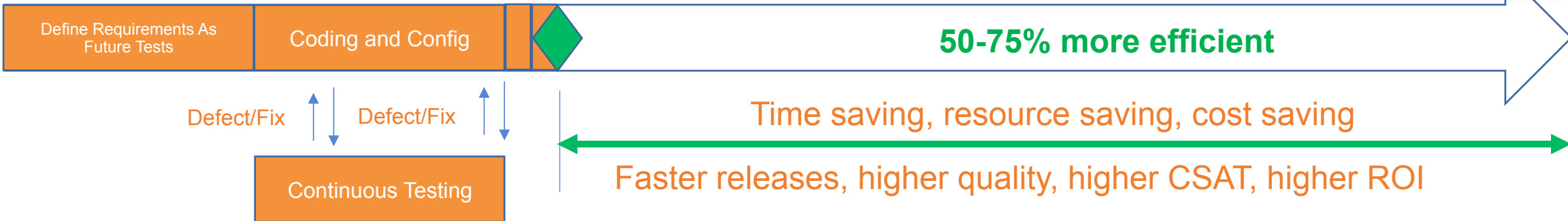
5. Select the 'Hardware' choice from the 'Category' choice lookup field.

Select the most appropriate category for the callers incident. Only select Hardware if it is really an issue with the users hardware.

https://8117.servicenow.com/.../view.do?sys_id=1316820343330a7008198f198f&sysparm_action=tracktool&sysparm_store_new_count=99999... 5/31



Test & Release



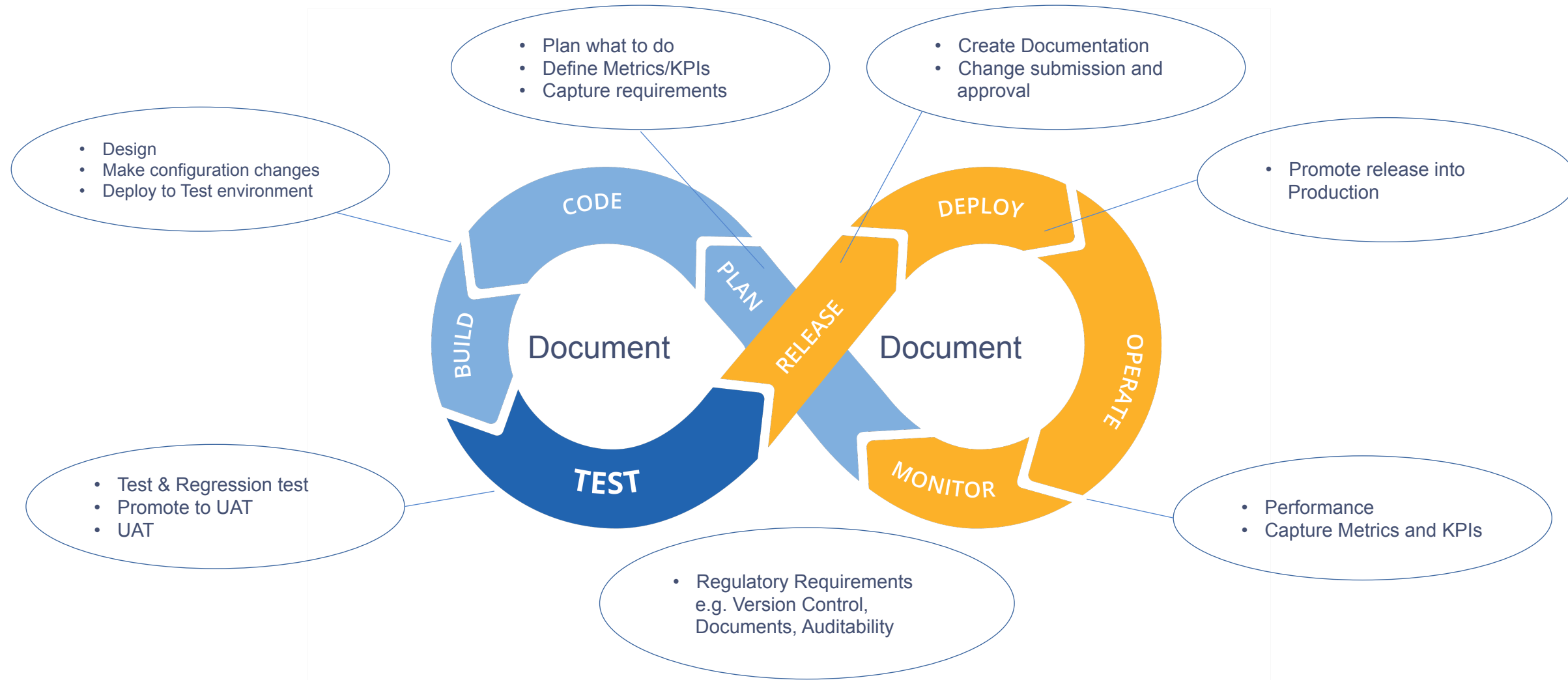
50-75% more efficient

Time saving, resource saving, cost saving

Faster releases, higher quality, higher CSAT, higher ROI



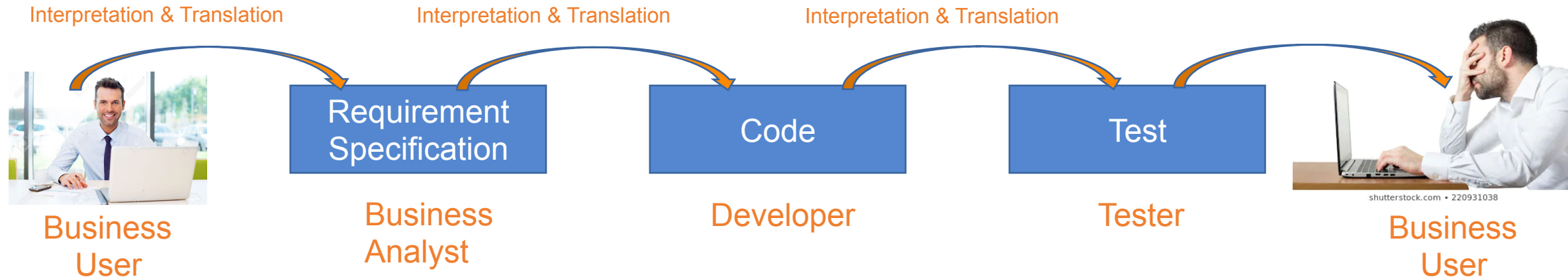
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Which phase causes you the most pain?

Why requirements are so important...

“Chinese Whispers” of the Business needs



World War One famous whisper in the trenches...

“Send re-enforcements we’re going to advance”
“Send three and fourpence we’re going to a dance”

How long does it take you to produce User Guides?

20 User Guides = £84,000

“Nobody wants to produce documentation right!”

ServiceNow Account Manager

About a week...

At least two weeks...

About 3 days...



How about quicker than Usain Bolt can run 100m?



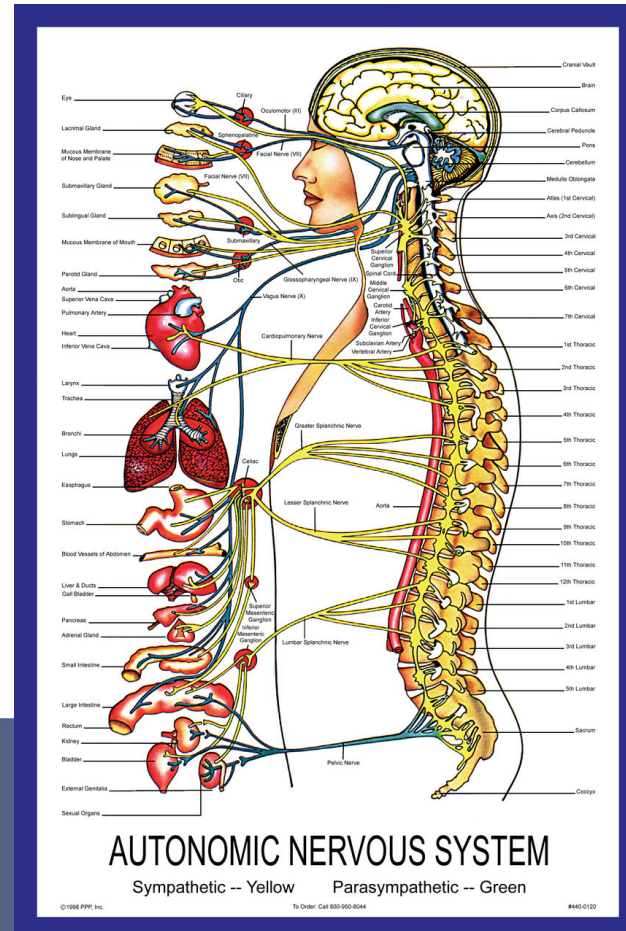
 autotestpro™

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So is Autonomic DevOps Achievable?

- Autonomic Nervous System

- Breathing
- Digestion
- Heart rate
- Pupils



- Autonomic DevOps

- Requirements are key enabler
- Start at the very beginning...
- All stages are automated
- PaaS/SaaS Platforms help
- Automated documentation is key
- ‘One stop shop’ system

- DevOps can be as easy as Breathing

Developing and maintaining systems can be
as easy as breathing...



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Questions and Answers

www.autotestpro.com

Comments welcome on our Blog



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