DevOps @ Swiss Post Parcel Sorting

SWISS POST ✛

Agenda

Introduction

1. Swiss Post

2. Case «Weiterentwicklung Sortierung»

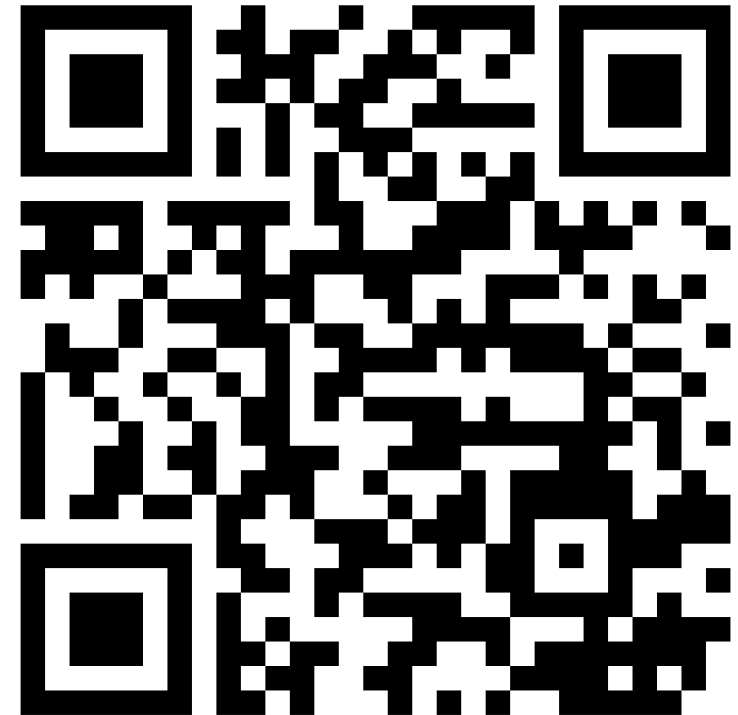3. What is DevOps and why DevOps?

Our Journey

4. Methodology

5. Success
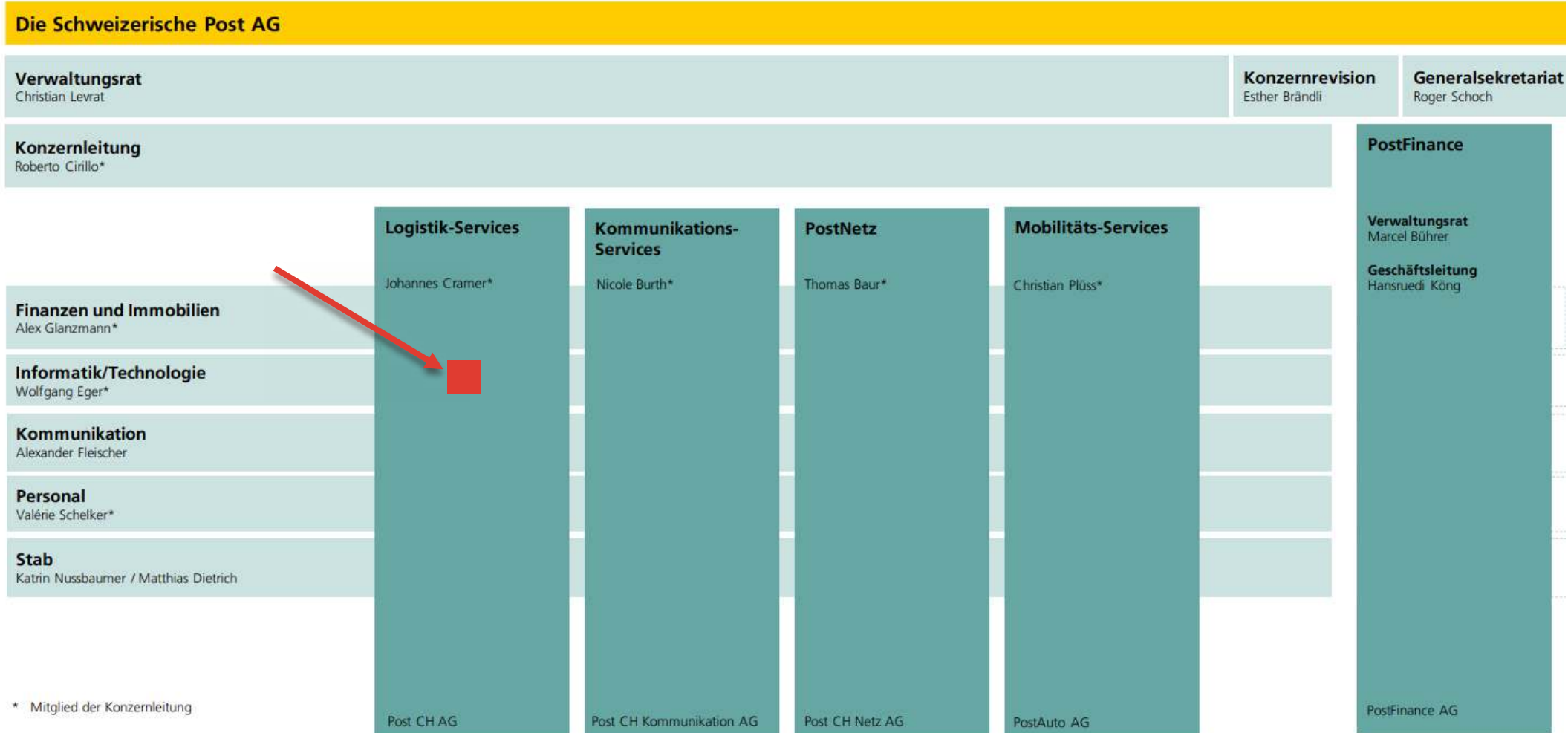
6. Failures

7. Challanges
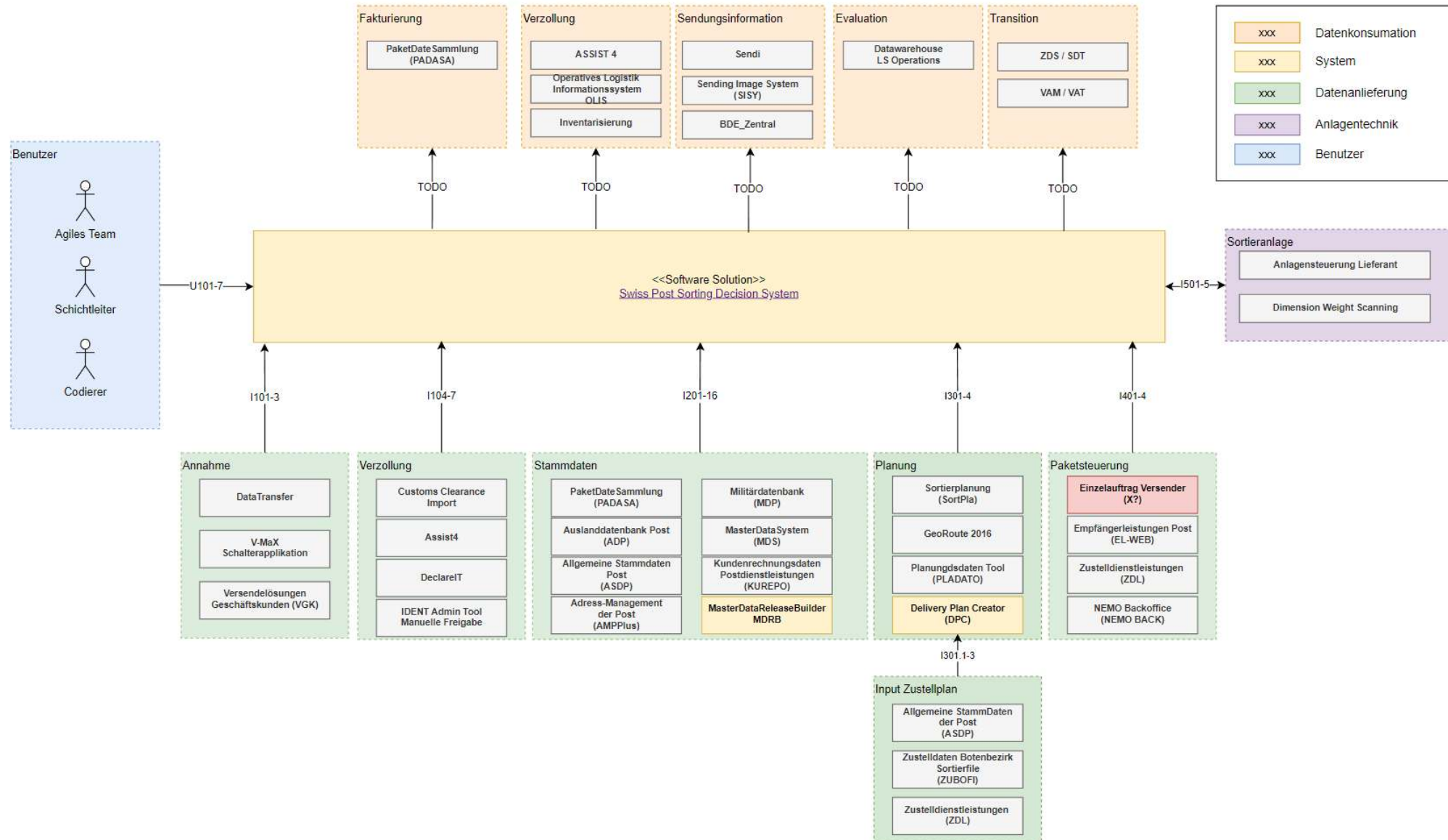
Closing

8. Conclusion

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Swiss Post

Die Schweizerische Post AG

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[1]

Case "Weiterentwicklung Sortierarchitektur"

Case "Weiterentwicklung Sortierarchitektur"

Why DevOps?

[2]

What is DevOps?! [3]

Premises:

Dev's job is to add new features!

Ops' job is to keep the site stable and fast!

Business requires change.

Conclusion:

Lowering frequency of changes.

Premises:

Dev's job is to enable the business.

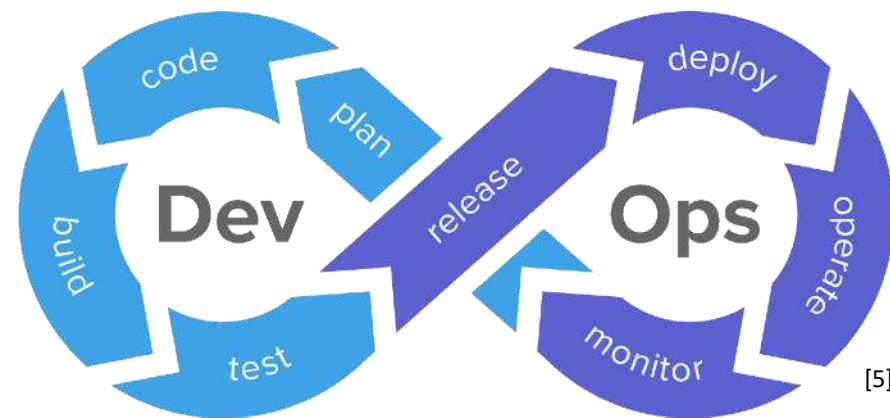Ops' job is to enable the business.

Business requires change.

Conclusion:

Lowering risk of change through tools and culture.

DevOps

Lowering risk of change through tools and culture.

"a **set of practices** intended to **reduce the time** between committing a change to a system and the change being **placed into normal production**, while **ensuring high quality**" [4]

[5]

# Methodology

Organizational

– Establish a vision & raise the bar

– Hire smart and well educated people

– Establish Culture of Excellence & Improvement

Technical Foundation

– Establish Software Engineering Practices (DORA)

– Implement Cross-Cutting-Concerns & connect Platforms

– Constantly optimize Inner & Outer Loop

Principles

– Build Quality In

– Work in Small Batches

– When it Hurts, do it more often

– Automate all the things

– Shift left
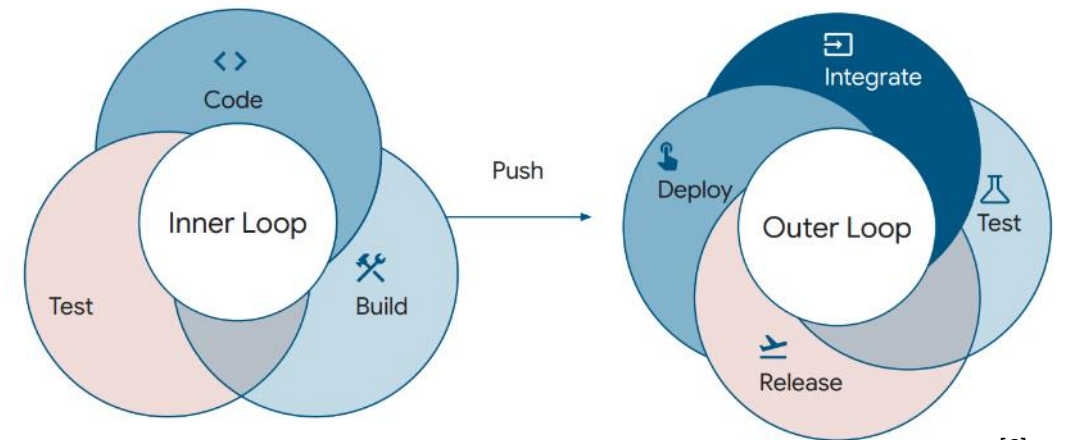
[6]

Success

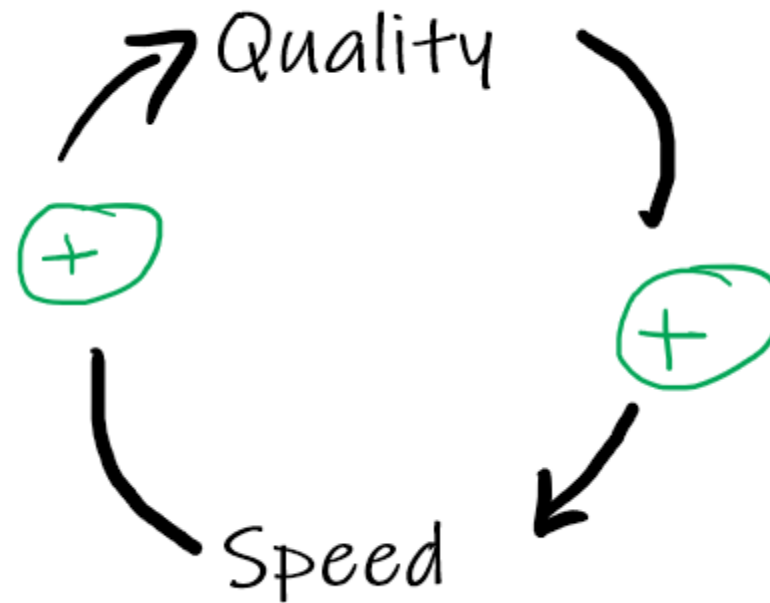|	
20 Deployments	**~3d** Lead Time
<1/% Change Failure Rate	**<1h** Time to Restore

Most important thing – "the tradable quality hypothesis"

It's vital to focus on the true value of internal quality - that it's the enabler to speed. ***The purpose of internal quality is to go faster****.* – M. Fowler, 2011 [7]

Failure

- We were not able to establish a «share» culture outside of our team

- We flew under the radar so far, nothing was officially approved

- We have no «deployment view» which resists organizational change

- We still have to fight, to enable teams to make technical decisions

Challenges

Swiss Post and Project

1. Missing Senior Personell to continue the journey

2. Dunning–Kruger effect «Every Body is an Architect» & «Management Interventions»

3. Platform Maturity

4. Missing trust within the organization

For the industry

1. Doing the things the same way, with new structures and new tools

2. Not overcome the intuition to reduce an activity, if it hurts

3. Missing Development Skills

Conclusion

DevOps is nothing more than creating software the right way but

- In Small Batches

- With End-2-End Responsibility

References

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3. https://www.slideshare.net/jallspaw/10-deploys-per-day-dev-and-ops-cooperation-at-flickr (08.10.2022)

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5. https://sitenco.com/ingenieur-devops-ci-cd/ (08.10.2022)

6. Peters, C., Farley, D., Villalba, D., Stanke, D., DeBellis, D., Maxwell, E., Speed Meyers, J., Xu, K., Harvey, N., & Kulesza, T. (2022). *2022 Accelerate State of DevOps Report*. 1–45. https://cloud.google.com/devops/state-of-devops

7. https://martinfowler.com/bliki/TradableQualityHypothesis.html (08.10.2022)