Better software

Modern development & operations

James Watters & Coté
VMware Tanzu

2020

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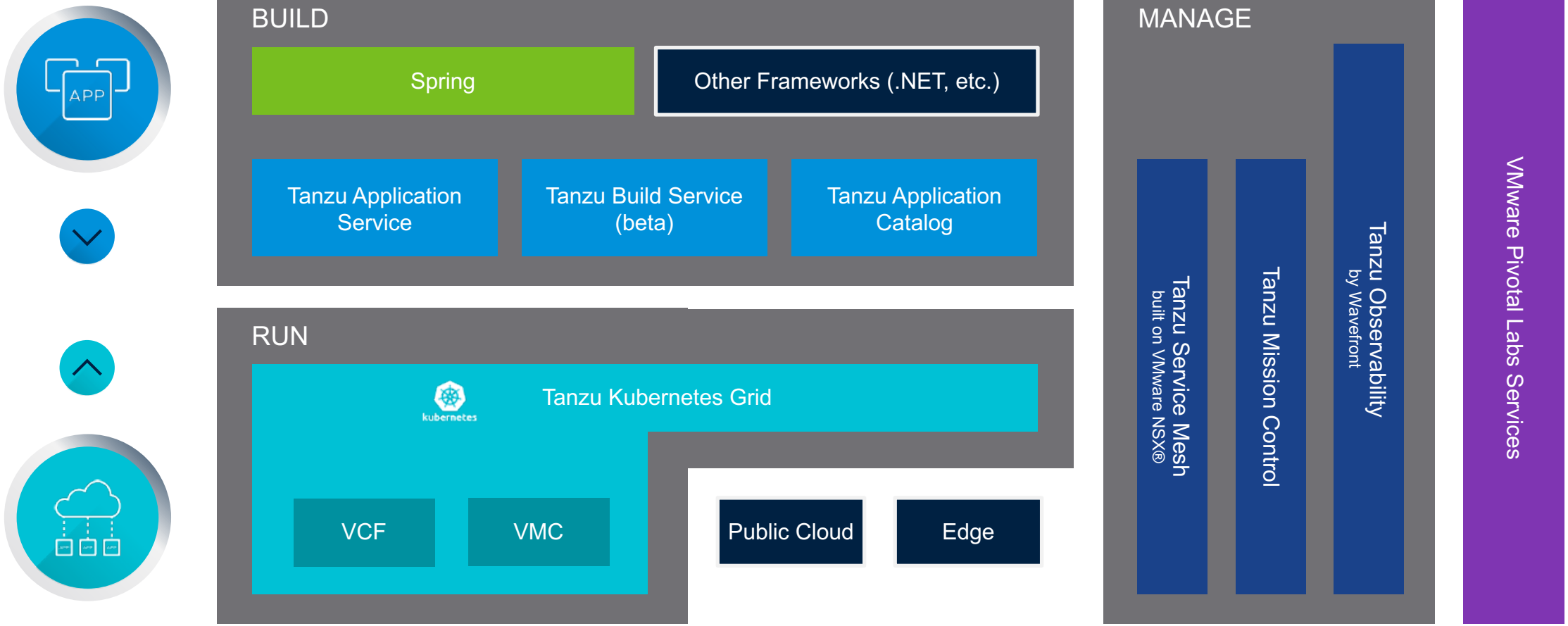
@wattersjames

@cote

Comprehensive Stack to Modernize Your Applications

VMware Tanzu Including VMware Pivotal Labs



How do I focus on build apps that improves customer experience and create value for the business?

TECHNICAL IMPROVEMENTS

Daily deploys

+30% developer productivity

+78% operational efficiency

60% reduction in incidents

BUSINESS IMPROVEMENTS

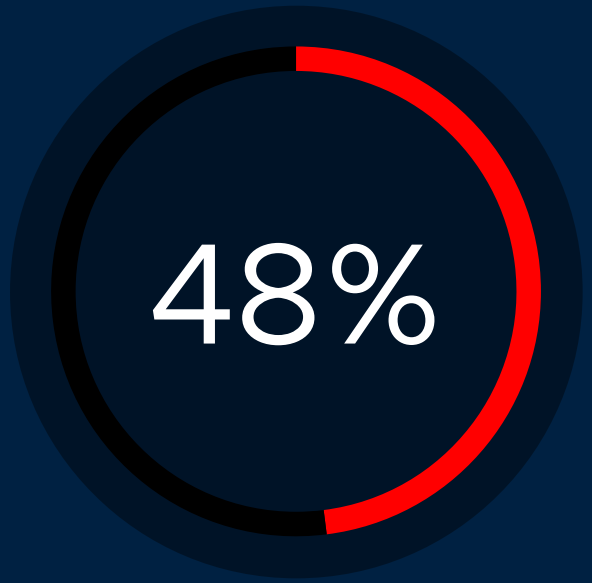
65% in online ordering

+46% enrollment rates

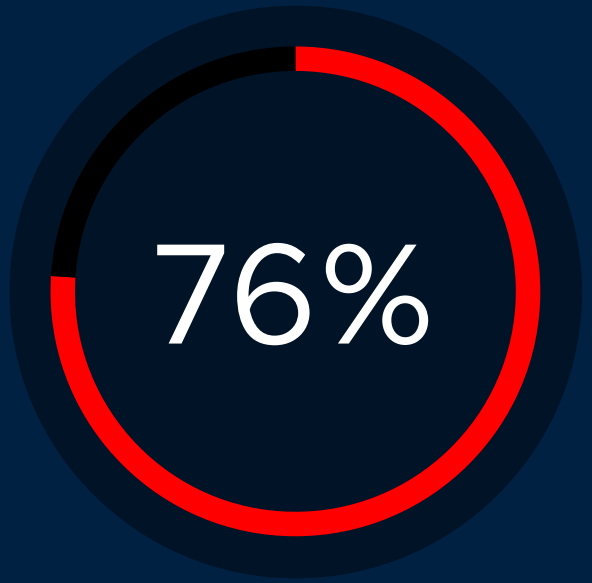
40% reduced call center volume

6 months to launch a new business

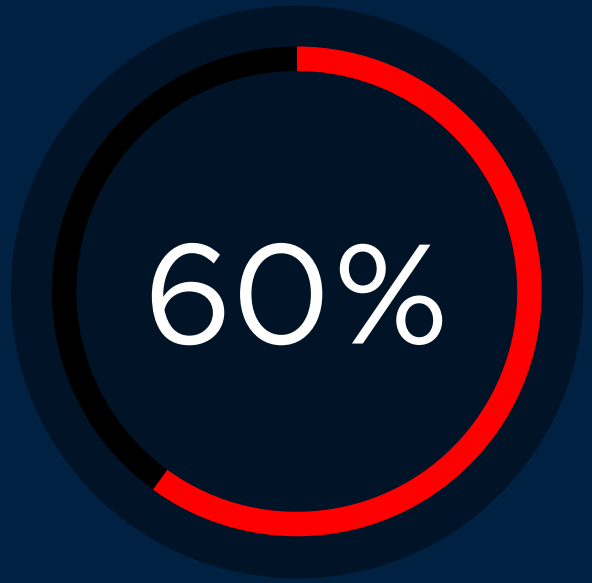
30% of software projects are successful, 70% challenged or failing



Have not made app improvements in 1+ years



Too invested in legacy apps to change



Release apps twice a year or less

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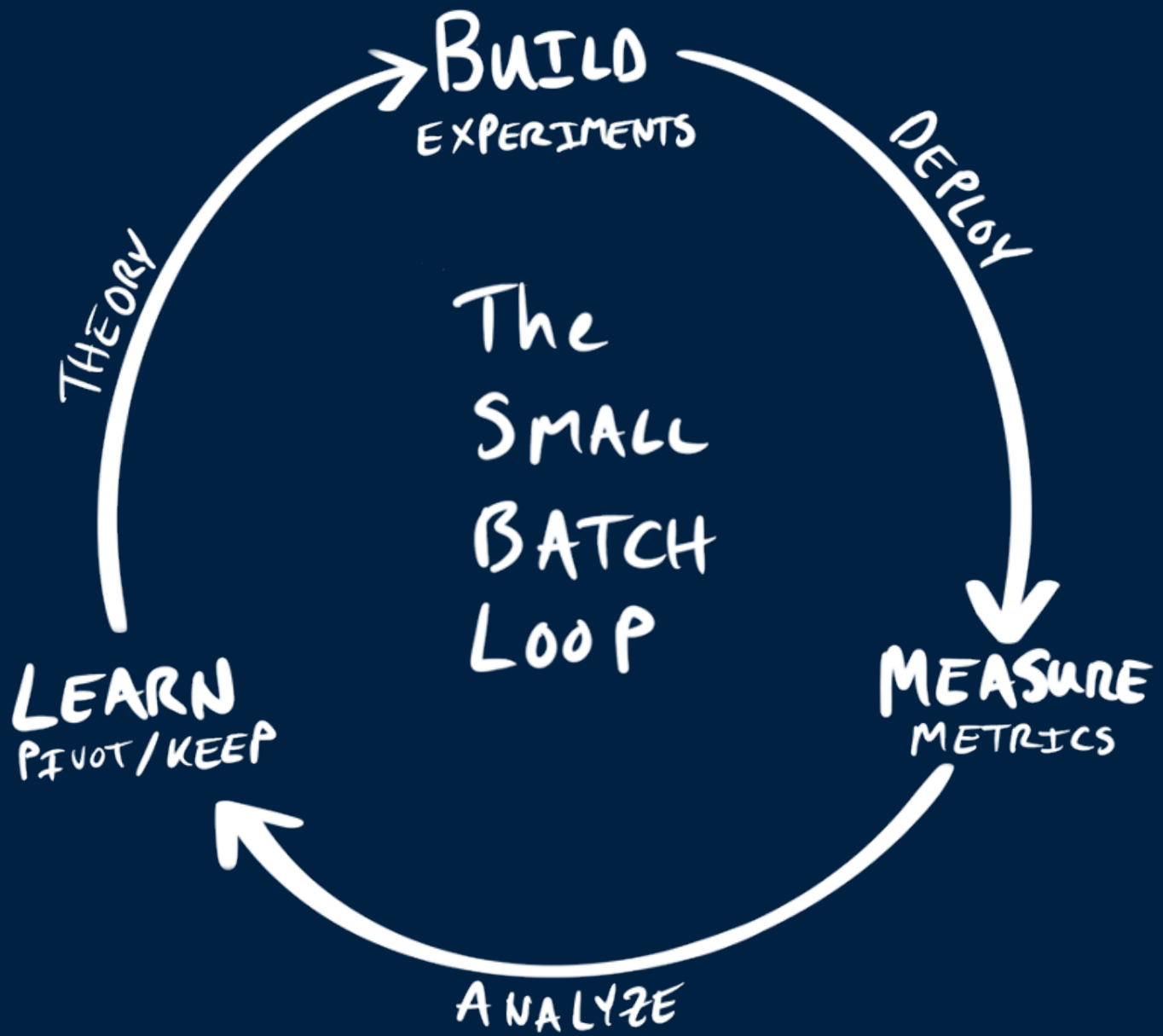
Sources: 30% success rate based on 13 years of Standish Group studies, 2009 study and 2015 study; "Improving Customer Experience And Revenue Starts With The App Portfolio," Forrester Consulting, commissioned by VMware, March, 2020; CI estimate based on Forrester survey (2019), DZone CD reports (2014, 2015, 2016, 2017, 2019); release frequency from commissioned 2019 Forrester TEI study, "CEOs and Software," Rymer & Hammond, Forrester, Jan 2019. Cf. State of Agile 2020.


BUILD
EXPERIMENTS
DEPLOY
MEASURE
METRICS
ANALYZE
LEARN
PIVOT / KEEP
THEORY
The
SMALL
BATCH
LOOP

Sources: Sophie Seiwald, Daimler, case study in *The Business Bottleneck*. Pic: pictavio.

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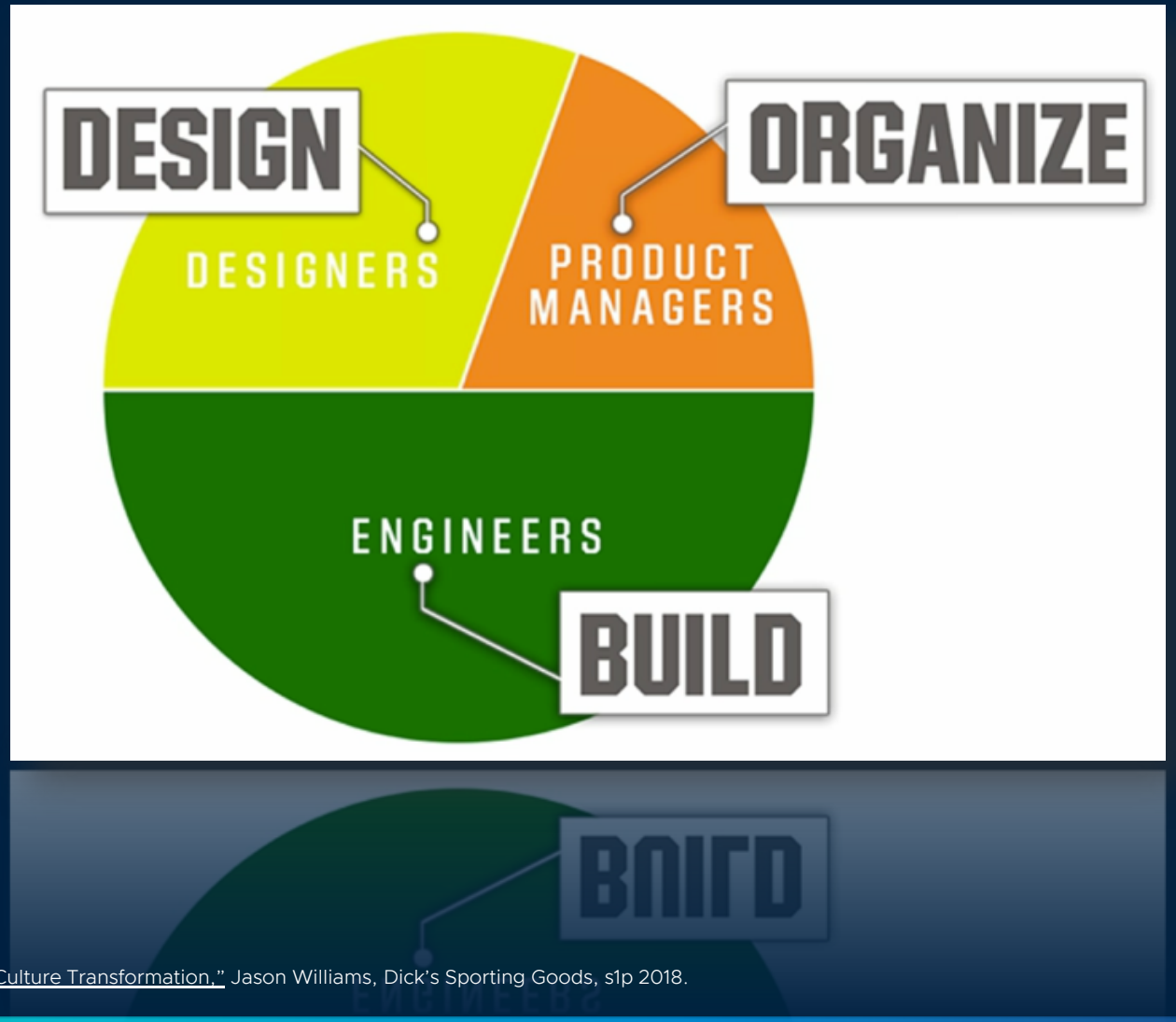
Sources: Sophie Seiwald, Daimler, case study in *The Business Bottleneck*. Pics: Luke Kanies.

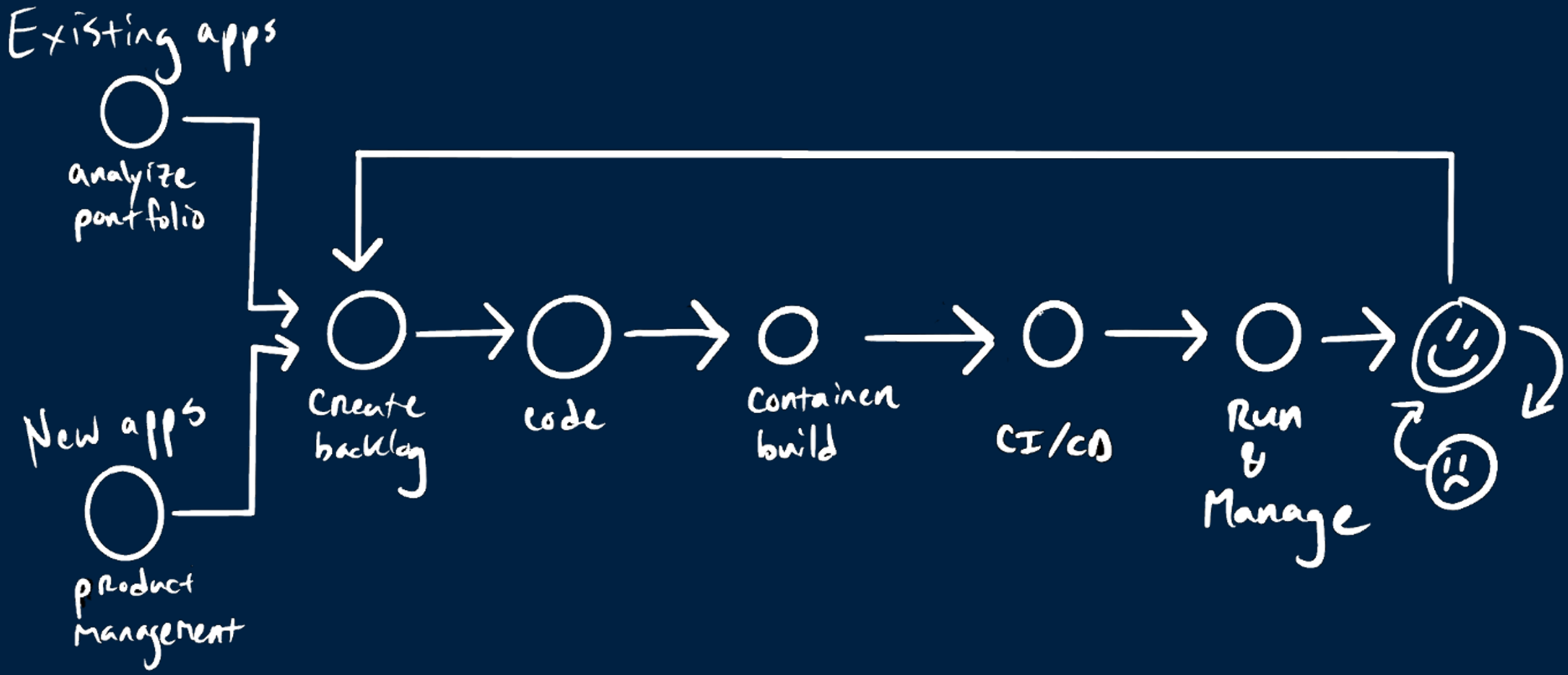
Product-centric, balanced teams

Autonomous, innovative, product-focused



Source: "Developer & Culture Transformation," Jason Williams, Dick's Sporting Goods, s1p 2018.

29% of developers say wait time is their top blocker, only 6% of executives say the same



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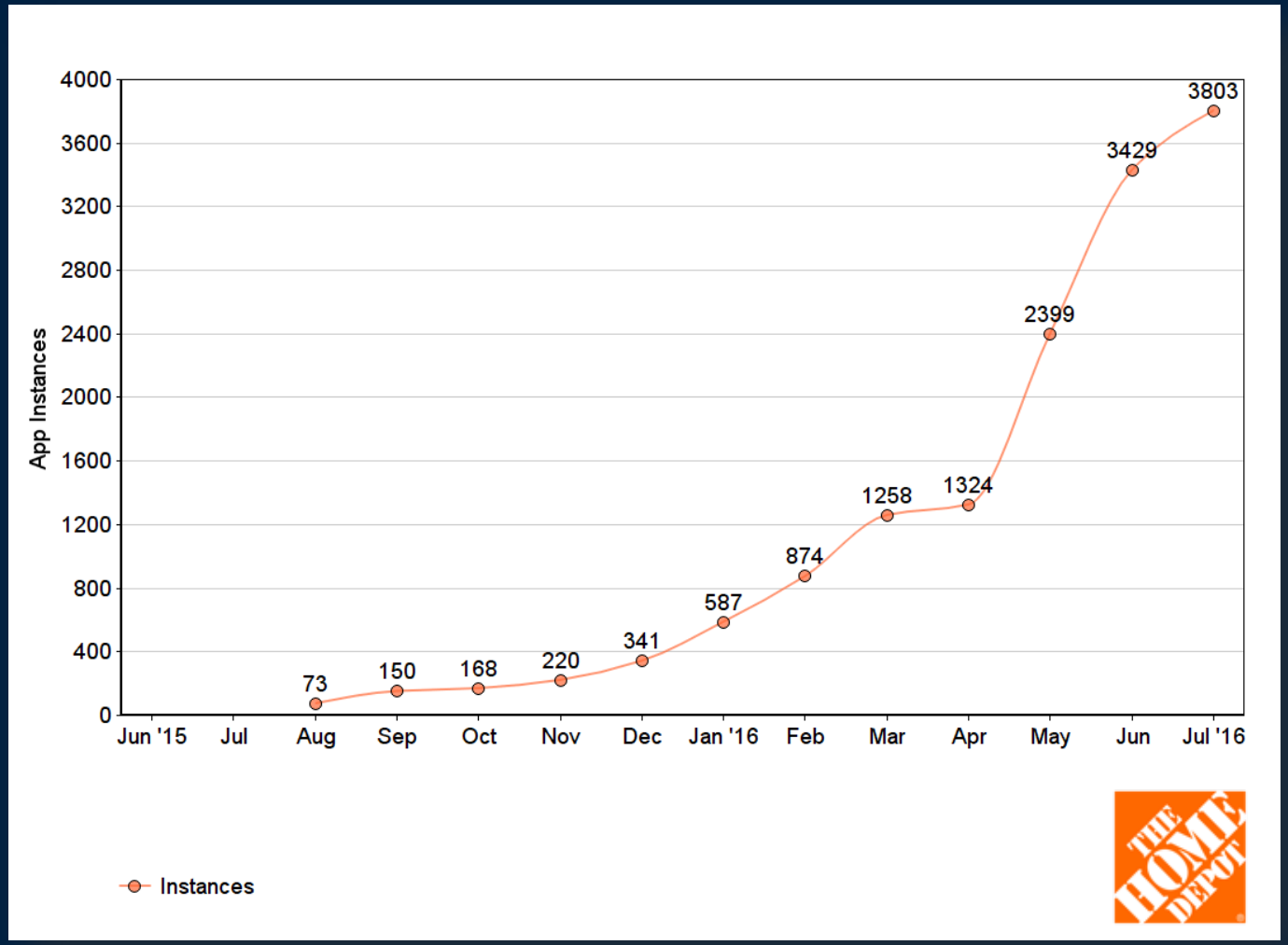
Source: State of Kubernetes Survey, 2020. Pic: based on James Watters VMworld 2019 keynote; concept to ka-ching, Edwards and Willis.

A new business in six months, doubling the average sales rate

Source: "Leap of Agile Faith," Mojgan Lefebvre, SVP & Chief Information Officer, Global Specialty, Liberty Mutual Insurance, June, 2017.

1. Start small
2. Seed projects & people
3. Build trust

Start small with low-risk apps and ramp up



2016

130 apps & services, estimated

2019

4,000 apps & services, estimated

Sources: Home Depot meetup, Oct 2015; Humana at CF Summit 2015; "Getting started," Coté, Oct 2016; Comcast's Christopher Tretina at SP1 2016; "Cloud-Native at Home Depot, With Tony McCulley"; "Bottom Up Enterprise Transformation," Kyle Campos, CSAA Insurance, CF Summit EU, Oct 2017; "Running the platform at The Home Depot," Tony McCulley interview, June 2019. 2016 estimated apps & services: # of AI's equates to ~130 apps composed on ~900 services; 4k in 2019 from Tony.

Transform by doing, then cloning & seeding

HEATMAP OF DEVOPS TRANSFORMATION STRATEGIES BY PERFORMANCE PROFILE

	Low	Medium	High	Elite
Training Center	27%	21%	18%	14%
Center of Excellence	34%	34%	20%	24%
Proof of Concept but Stall	41%	32%	20%	16%
Proof of Concept as a Template	16%	29%	29%	30%
Proof of Concept as a Seed	21%	24%	29%	30%
Communities of Practice	24%	51%	47%	57%
Big Bang	19%	19%	11%	9%
Bottom-up or Grassroots	29%	39%	46%	46%
Mashup	46%	42%	34%	38%

Further analysis of just high and elite performers shows the following use profiles:

- 46% - Communities of Practice, Grassroots, and PoCs
- 23% - Grassroots efforts and Communities of Practice
- 22% - all by Big Bang and DOJOs, but inc. PoC but stall
- 9% Centers of Excellence, Communities of Practice, and Training Centers

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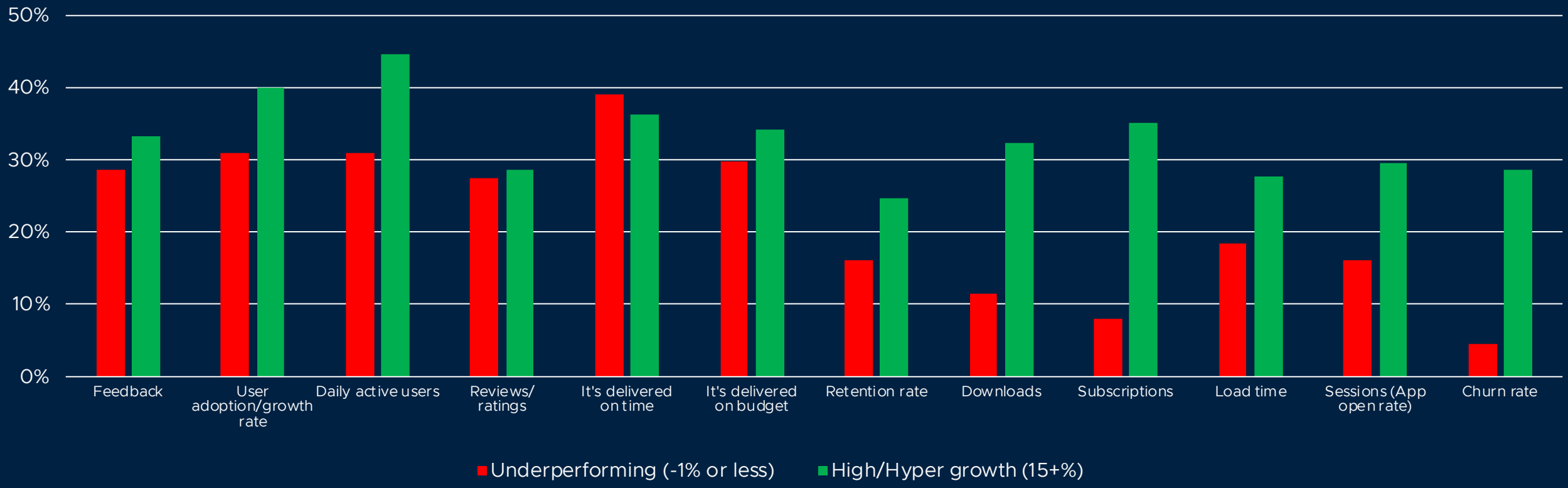
Sources: "Accelerate State of DevOps 2019," DORA, August 2019.

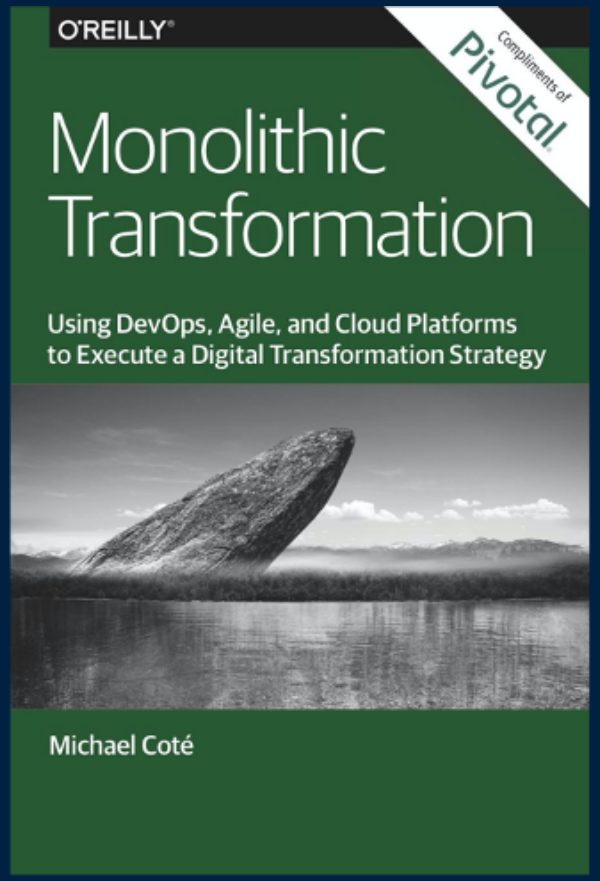
Build trust with “the business” by using business metrics

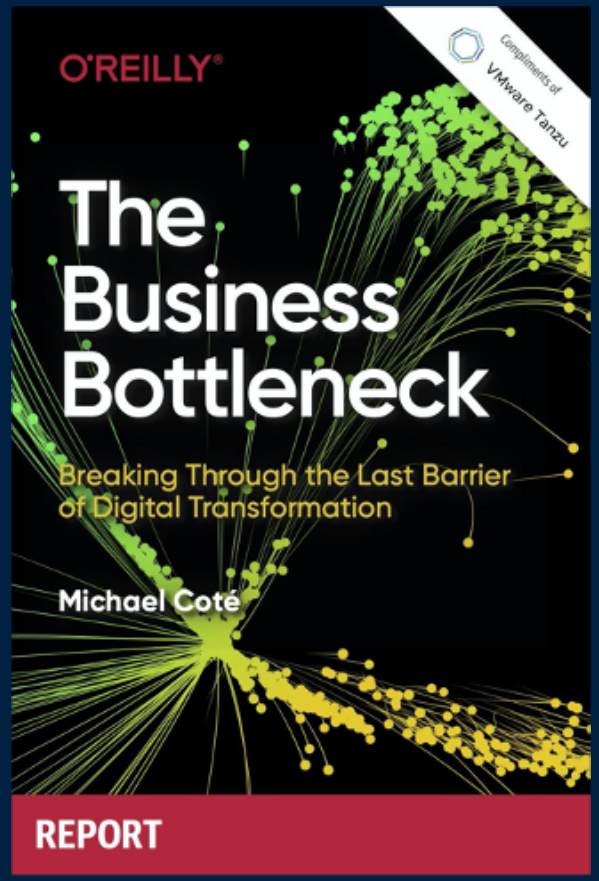


Q: How do you measure the success of the new/updated applications that get to production and deployed to end users? [4888] respondents whose organization has at least some software/app efforts that make it to production, split by growth, omitting some answers. Underperforming/High or Hyper growth self-assessed.

Source: “Successful Digital Transformation: Apps At The Ready,” VMware commissioned from Vanson Bourne, fielded March/April 2020.

Thanks!





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Q&A and discussion

What is your business focusing on now?

What app improvements do customers keep asking for?

What is your portfolio modernization plan?

How are you changing “culture”?

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Let’s start with an interactive Discovery Workshop to find joint possibilities for success.

From there…

We can partner with your product development teams to enable them in these new ways of working.

We can work with your infrastructure teams to embrace platform engineering practices.

We can also customize this content and present to your leadership team.

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Path to Production

end-to-end path to production
275 business days (55 weeks)

Idea	budget	req	purchase	dev	test	staging	prod
10d	5d	90d	20d	90d	35d	11d	14d