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# Your journey to **DevOps**

A guide to deploying code  
faster and at lower risk

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# The need for speed

## A revolution is afoot

Software is now the centre-piece of a business. And when every business is a software business, your applications are what differentiates you from the competition.

Think about it: you would never use a bank that didn't have a good website and mobile application.

And your perception of a good application changes with time. Especially as markets shift and competitors change strategy.

So the faster you can improve your applications for your customers, the better. Thanks to the cloud, the availability and scalability of infrastructure is becoming less of a problem.

**Where your IT team now differentiates your business is by collaborating as efficiently as possible across all phases of the application lifecycle.**

## The role of DevOps

The purpose of DevOps is to create the right conditions for collaboration and cooperation between the development and operations parts of your team. However, implementing a DevOps strategy requires careful consideration.

**Do you have the right infrastructure set-up to achieve this? The right attitude? The right tools? Where do you even begin?**

## A trusted partner can help

Their experience, across countless DevOps transitions, and specialised in-house expertise place them perfectly to help you with your DevOps journey.

In this eBook, we'll explore some of the key issues that our customers often experience when transitioning to a DevOps environment, and show how a trusted partner can enhance the performance of your IT team.



# Defining DevOps

## How to define DevOps

There are hundreds of definitions of DevOps. But the only thing that needs to be understood is that the only vision that underpins it is one of **a streamlined, integrated organisation that facilitates an accelerated application lifecycle**. It's about having an idea and making it a reality, quickly and efficiently.

Result:  
**You can make your application better, more often.**

Benefit:  
**Your service is better than your competitor's.**

## Easier said than done

Ultimately, DevOps is not something you can buy off-the-shelf in a range of inspiring colours. It's a way of working built upon the right attitude, the right people and the right support.



## You need a partner

No one can 'give' you DevOps. Any more than they can give you leadership, or passion.

What trusted partners can do is use their experience and expertise to set you up perfectly to maximise your chances for success.

To set you off in the right direction, with equipment tailored for your unique expedition, tools designed to stave off the dangers they know are coming, and a well-thumbed map of the territory.

# Dev versus Ops

## Team tension

Keen developers who want to make lots of changes collide with reluctant sysadmins who don't want to create instabilities that they then have to fix.

Often, infrastructure considerations aren't brought in early enough in the development process to minimise such frictions, and vice versa.

## The cloud brings change

But now the need to release faster and at lower risk is upturning the whole process.

**The cloud is a direct solution to this need for agility and speed in an organisation.**

Prototyping, development, testing, QA, staging, deployment, post-production, monitoring, management. All this can now be done on cloud infrastructure, with scripts and code. But the understanding between development and operations needs to be there first.



## Resolving the tension

A trusted cloud provider can slice through the tension between Dev and Ops, providing infrastructure that is maximally compatible with a DevOps approach.

They will build an on-demand, software-defined infrastructure with real-time performance management at the application level. They will spin up and spin down the right components at the right time to minimise costs. They will guarantee the availability, performance and security of your application at a level you could not achieve alone.

**If managed properly, the correct infrastructure can set you up for DevOps success.**

# Infrastructure is not enough!



## Done and dusted?

So you just need the right infrastructure and off you trot? If this were true, DevOps would just involve whacking everything into the public cloud.

**The problem with the public cloud is that you still get the management headache.**

Your sysadmins will still be on a different wavelength to your devs, and will still be spending too much time configuring and tweaking hardware (albeit virtualized through software). You're just moving your problems around.

## Tooling up

It gets worse: 80 per cent of IT organisations that have tried to adjust their own tools and approaches to achieve DevOps have failed. And even businesses that have implemented a DevOps approach are in danger of failing if they cannot keep up with the rate of change. DevOps is a constantly changing landscape, in which you need the latest tools and ideas to win.

You need to reorganise your IT team from the ground up, rearranging your resources to maximise collaboration and co-operation and give your team the space to innovate.

## This is where outside help comes in

Managing your infrastructure as well as researching, testing and implementing tools whilst shifting attitudes internally takes up a lot of time. Why not speed up the process?

**A good partner will provide more than just infrastructure.**

**They can support the role of system administrator or developer. They can identify and work with you to design new operating models that take account of risk and opportunity, and organisational needs. They can eliminate duplicate activities by bringing them together and applying best practice in service governance. Most importantly, they can get to know your business and your needs. And design a solution tailored to your exact circumstances.**

# How to get **started**

Let's not waste any time. Here are the first five steps to get your DevOps journey off the ground:

## 1 - Culture shift

It all starts with a simple step. Begin educating your team on the value of DevOps. Create advocates. Listen carefully to objections. Win people over, first in your team, then in the wider organisation. This will take time, don't rush it!

## 2 - Break down siloes

Collaboration is fundamental. Problems are created when different teams go about their work without consideration for what it means for others. Organisations should organise operations staff to integrate with their development counterparts to create a matrix model, distributing core skills where and when they are needed.

## 3 - Automation

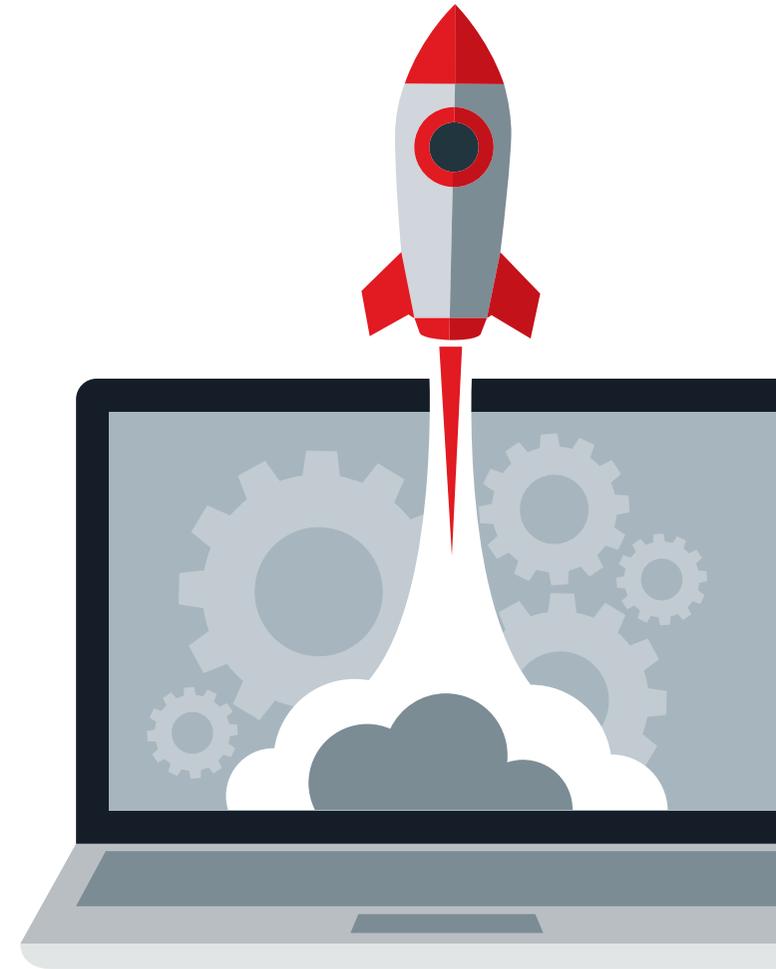
You need a fast turnaround time for releasing code. Use automation tools such as Puppet, Chef, Ansible and Red Hat Satellite to build environments quickly from templates or scripts.

## 4 - Continuous improvement and feedback

DevOps is a never-ending process. Each improvement will give you back more time, which you can then use to improve other processes. Log feedback from your colleagues and act on it.

## 5 - Choose the right partner

You need a partner, not just a supplier. But finding the right one can be tricky. Read on for advice on how to find the perfect partner for your business.



# How to pick the right partner

It's vital to pick a partner that is a good fit for your organisation and your objectives. Here's what to look out for:

## Culture

**Builds trust** - giving you confidence in your solution.

**Proactivity** - fixing things before they break.

**Partnership mindset** - getting to truly know your business.

**Flexibility** - adapting solutions to your constantly-evolving business needs.

## Size

**Too small** - and they won't have the resources to fully support your journey to DevOps.

**Too big** - and they will be a supplier, not a partner. They won't be able to truly get to know your company and to provide the bespoke support that will give you the best chance of success.

## Experience and expertise

**Experience** - means they have learned from dozens of other companies' mistakes, and can pass the lessons learned on to you.

**Expertise** - means you can have trust and confidence in the solutions provided for you – and get on with the job of improving your applications and your business.

**A proven innovator and leader** - with the ability to be able to execute now and in the future.

A partner can help:

Provide the developers with the infrastructure they need, when they need it.

Provide experience-led guidance from the get-go.

Keep you up-to-date with latest best practice.



# About Claranet

Claranet's IT services help our customers do amazing things. We simplify the management of IT services so our customers can concentrate on what they do best. By working with us our customers gain access to a wide range of integrated hosting, networks and communications managed services, as well as our support and expertise 24x7.

Claranet has been recognised as a leader in Gartner's Magic Quadrant for Managed Hybrid Cloud Hosting, Europe for the last five years. With operations in eight countries, over 1,800 staff and more than 6,500 customers we have an outstanding record for delivering high quality solutions, across a wide range of industries.

**Discover how our managed services and expert teams are helping our customers make a real difference in the world.**

**Achieve amazing things** ▶



“ The new solution has provided us with greater structure in terms of how we work. We can deploy new websites and applications quickly and easily, as well as guarantee levels of service that were previously unattainable due to the limitations of an in-house team. Claranet's support and expertise has also eliminated the need for heavy involvement of the in-house team in maintenance upgrades and patching.”

**Andrew Button, Systems Designer at Connect Distribution**

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**Contact us**

+49 (0)69 40 80 18 450

info@claranet.de

www.claranet.de