

The path to operational maturity

How to become a change agent and break down dev and ops silos

Ryan Taylor, VP of Customer Success & Solutions Engineering at Transposit

Digital services have reached criticality

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Fastly revenue falls due to outage, CDN loses major customer

Impact expected to be felt across the whole year

August 05, 2021 By: [Sebastian Moss](#) [Be the first to comment](#)

COMCAST OUTAGE —

Comcast admits “widespread” outage as tens of thousands of users report problems

Large outages reported in Chicago, Philadelphia, New Jersey, and San Francisco.

[JON BRODKIN](#) - 11/9/2021, 8:34 AM

Holiday hell as British Airways has another IT meltdown and 500 flights are axed over weekend

By [DAVID CHURCHILL](#) [TRANSPORT EDITOR FOR THE DAILY MAIL](#)

PUBLISHED: 18:15 EDT, 27 February 2022 | **UPDATED:** 04:02 EDT, 28 February 2022

Facebook, WhatsApp and Instagram ALL go down in huge worldwide outage

Facebook, WhatsApp and Instagram have all gone down in a huge outage that has hit users worldwide today.

By [DION DASSANAYAKE](#)

20:57, Fri, Oct 28, 2022 | **UPDATED:** 23:45, Fri, Oct 28, 2022

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Amazon's likely multimillion-dollar disaster on Prime Day proved it's not immune from embarrassment

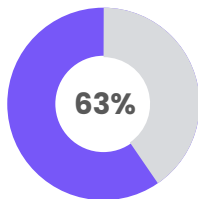
[Dennis Green](#) Dec 14, 2018, 6:50 AM



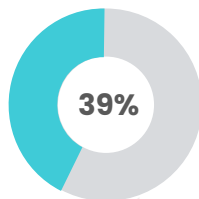
Customers pay for uptime. Companies pay for downtime.



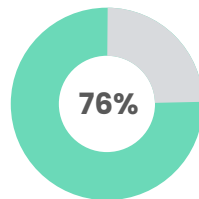
Cost of downtime for large enterprises



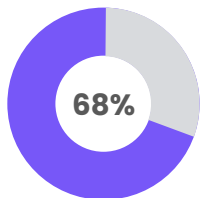
Increase in service incidents that affected customers



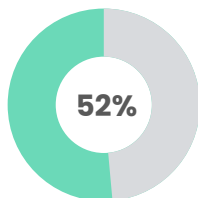
1+ full time engineer building custom in-house tools & bots for automation



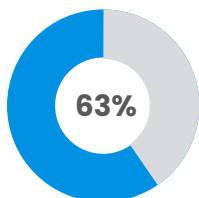
Increasing focus on SRE practices



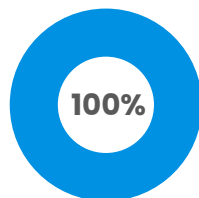
Cost of downtime has increased



Incidents take longer to resolve



Do not have all their tools integrated through platform



SREs that cited decrease or no change in incidents said it was because they implemented automation

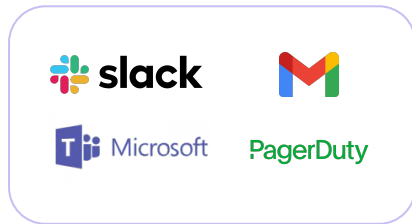
Cultural & technological shifts must be made

Challenges hinder organizations' ability to reach operational maturity



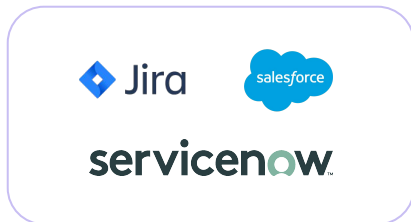
— Silos between teams

Lack of collaboration between dev, sec, ops, and eng



— Manual comms and process

Coordination wastes time and leaves stakeholders uninformed



— Multiple systems of record

A matrix of disconnected systems, workflows and glue code



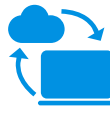
— Dev resource strain

Not enough devs or too much time spent building in-house

What is operational maturity?



**Operations is not
a team, but a
responsibility**

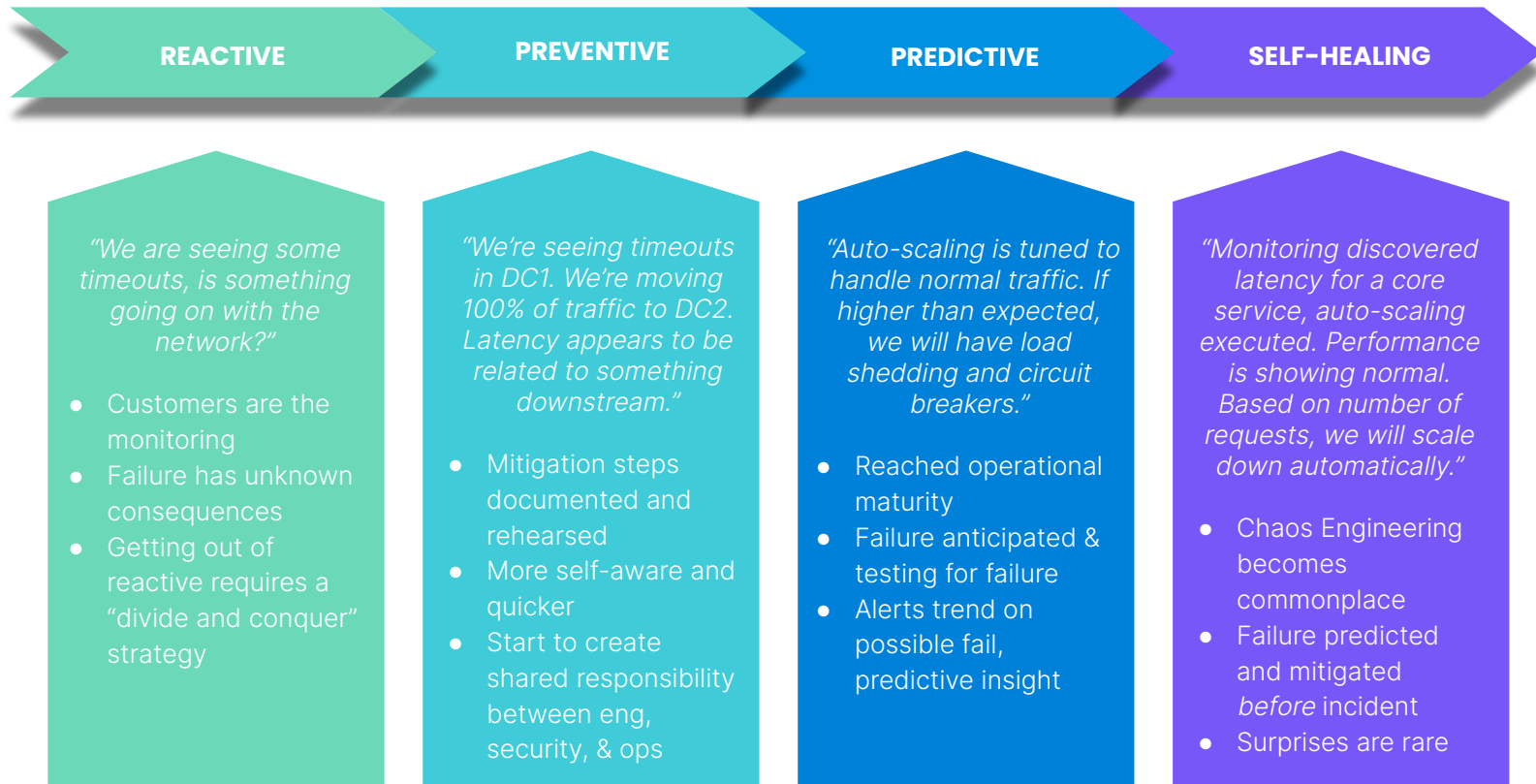


**Operations is
present at every
stage of the
product lifecycle**



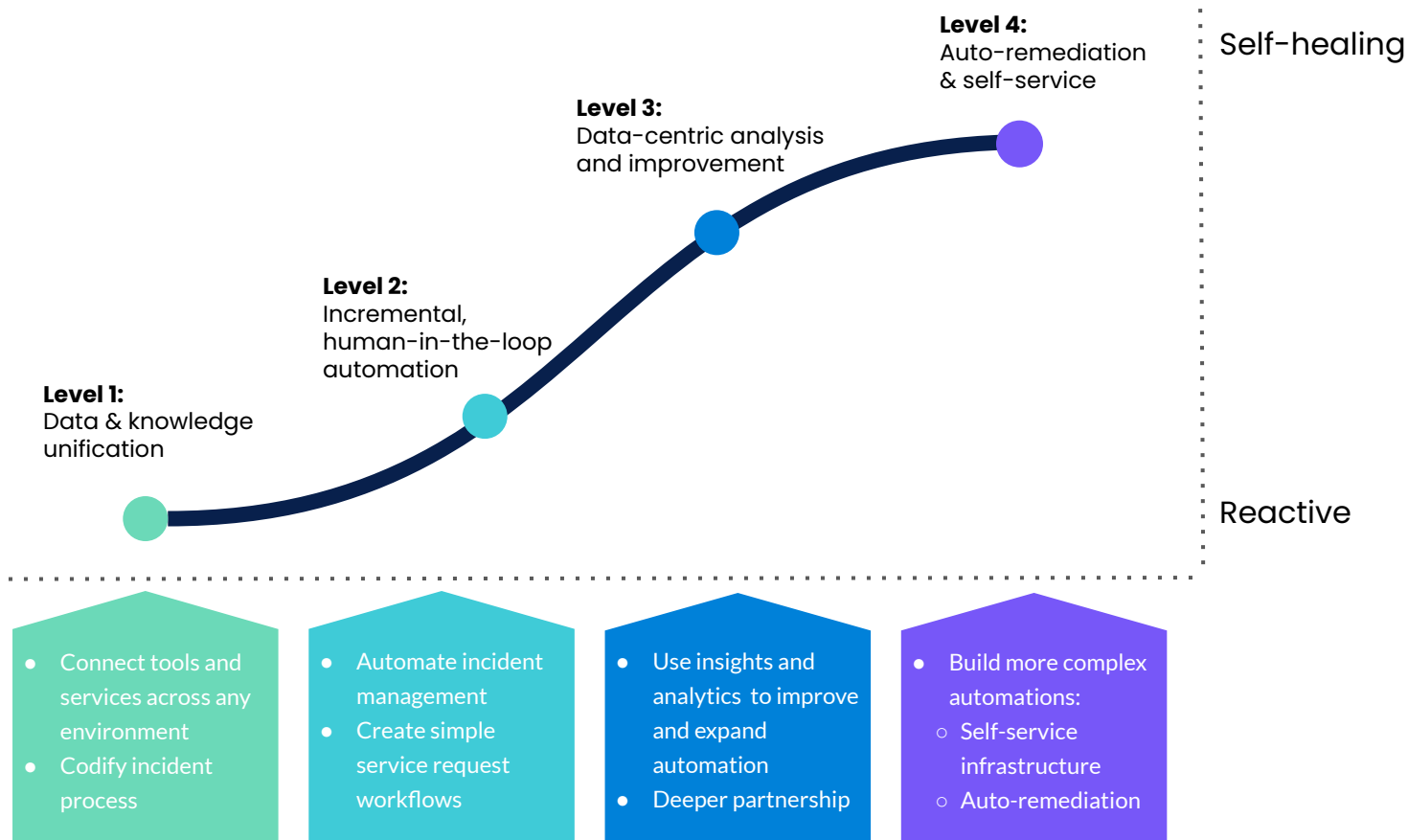
**Failure is
decoupled from
incident**

Stages of operational maturity



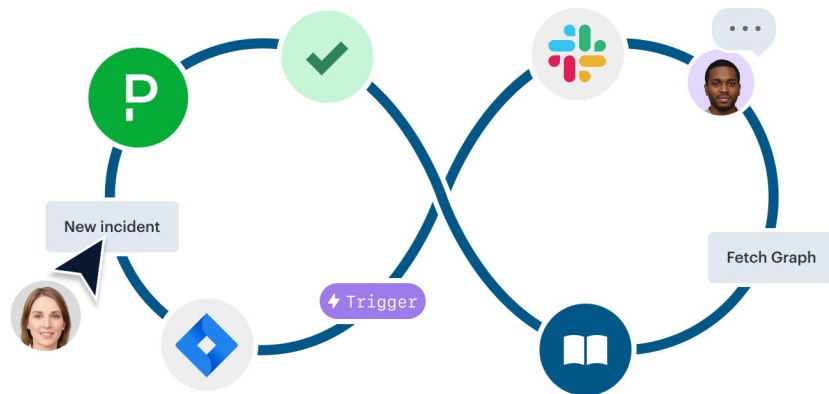
My Path to Operational Maturity

Where are you in your automation journey?



**Best practices and solutions
to driving operational
maturity, today.**

Enable Human-in-the-Loop Automation



- Teams incrementally automate processes, keeping humans in the loop to use judgment and context.
- When repeatable tasks become an afterthought, teams use the same principles to automate more complex workflows.
- Identity and security are baked into processes to ensure governance and auditability.

Best Practices

Take an incremental approach

Start small and build up to more complex automations

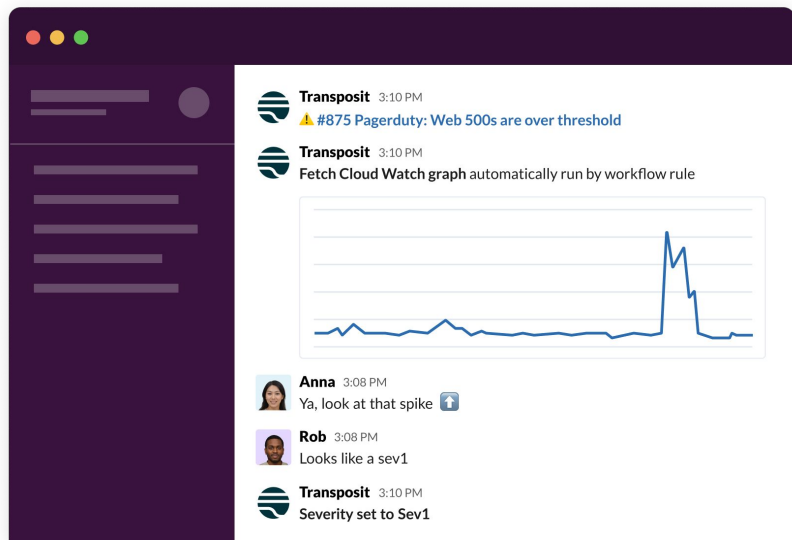
Make it human-centric

Reduce toil & accelerate response with human- and machine-triggered scripts

Lean into low-code

Empower anyone to automate & customize workflows

Enhance Cross-Team Collaboration



- Draw on common operational services when possible.
- Dev, sec, ops, and eng share process, communications plan, data, and remediation.
- Platform services perform at the same level as a SaaS service.

Best Practices

Ensure shared context in chat

Pull in data and take action from Slack or Teams.

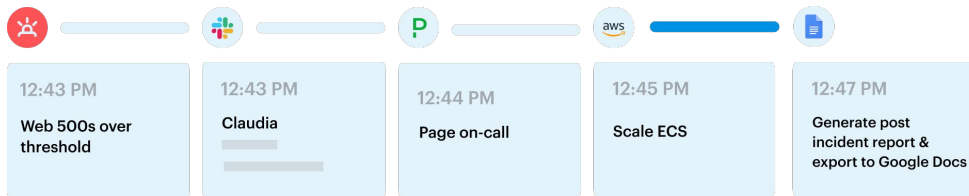
A single source of truthiness

Ensure data is up to date and accurate across tools and systems

Trust and verify

Ensure governance through “trust and verify” rather than “command and control”

Develop Continuous Feedback Loops



- Use human and machine data to continuously improve processes, services, and customer experience.
- Teams seek customer feedback and have the ability to drive improvement across the organization.
- Teams use data from previous events to tackle future incidents.

Best Practices

Auto-record human + machine data

Use automatic timelines to review the effectiveness of processes

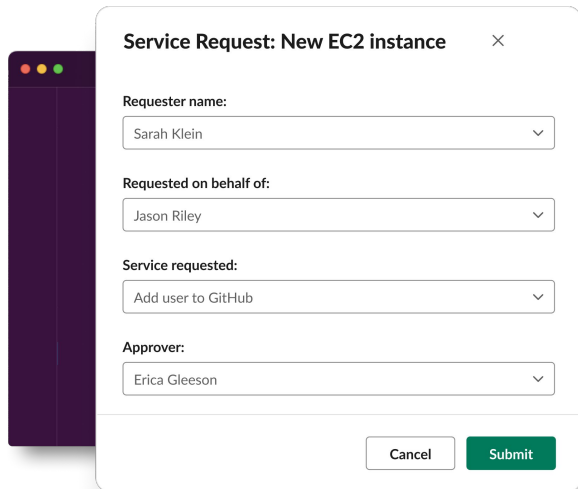
Context is key

Understand full context of past incidents to use in future incidents and to investigate root causes and prevent future failure.

Create advocacy role

Focuses on acquiring feedback to improve services and provide best practices across teams

Balance Engineering Skill Set With Self-Service



Service Request: New EC2 instance ✕

Requester name:
Sarah Klein ▾

Requested on behalf of:
Jason Riley ▾

Service requested:
Add user to GitHub ▾

Approver:
Erica Gleeson ▾

Cancel Submit

- Invest in engineering training to ensure operations teams have the engineering skills to customize, operate, and maintain complex systems.
- Engineers build platforms that enable non-engineers to build and operate processes autonomously.
- Buy for industry standards and build for the gaps

Best Practices

Low-code + dev platform

Enable everyone across operations to automate processes. Customize in common coding languages.

Make self-service user friendly

Create an application layer that is accessible and usable by all

Workflows with guardrails

Use automation to reduce human error and ensure compliance

**Learn more and
request a demo at
transposit.com**