

# DevOps or ITIL – what to choose?

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# Definition ITIL

- ITIL (Information Technology Infrastructure Library) is a set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business

# What you have in ITIL?



# History of ITIL

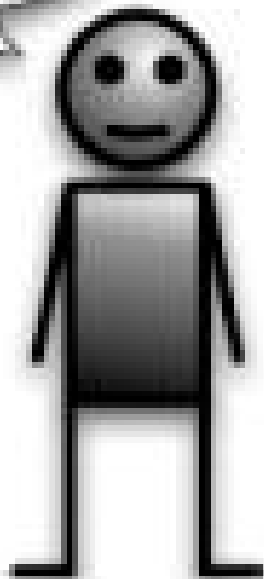
- First version - mid 1980s;
- Enable organisations to make better use of non-proprietary IT best practice for IT Service Management
- Library refreshed in 1999 to 2001 (version 2) and again in 2007 (version 3)
- Minor refreshment in 2011

# SysAdmin Challenges

- Cloud computing
- SOA (Service Oriented Architecture)
- Virtualization
- Legacy Systems
- Compatibility

# Where is the problem?

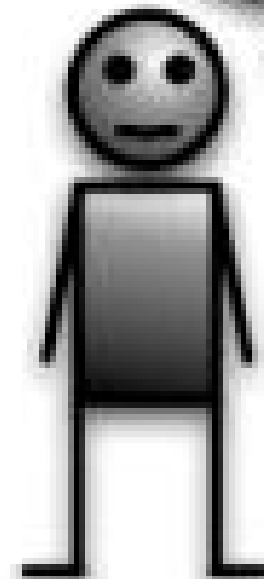
I want change!



**Development**

**Wall of Confusion**

I want stability!

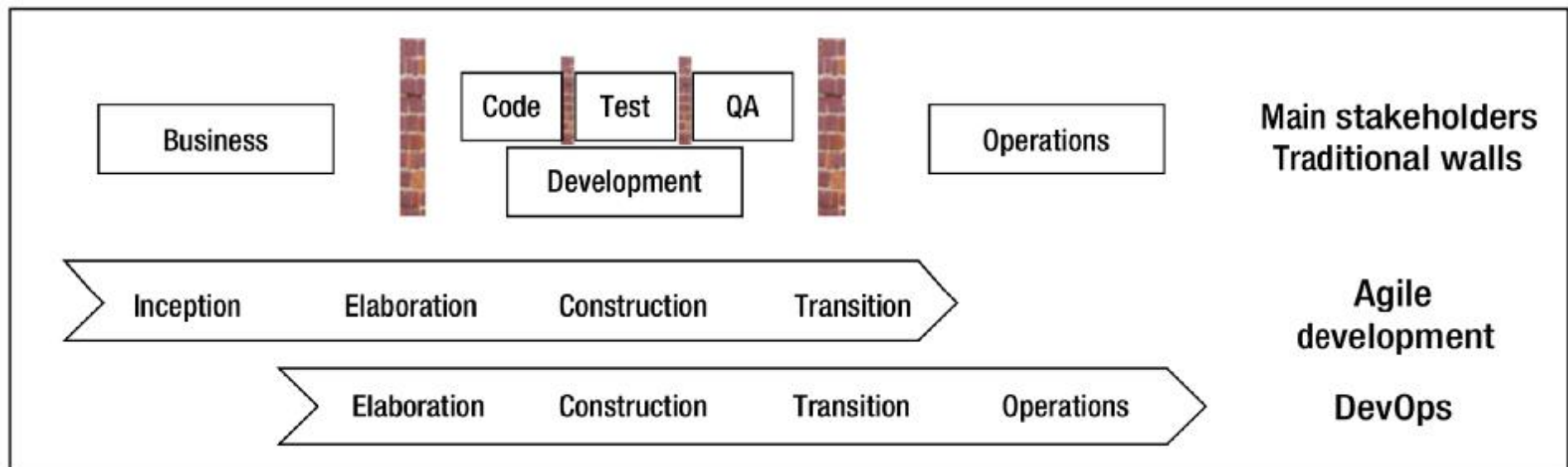


**Operations**

# Definitions - DevOps

- DevOps is the practice of operations and development engineers participating together in the entire service lifecycle, from design through the development process to production support

# DevOps concept





# History of DevOps

- 30 October 2009 DevOpsDay – Ghent
- 2010 Sydney
- 2010 Mountain View
- Movement is growing
- Started to develop tools like Puppet, Chef, juju, Sensu...
- It is coming from practitioners by practitioners
- it is experience based movement

# DevOps roots

- Cultural change
- Unified process end-to-end
- Unified tooling
  - Version Controlled SW
  - Deeply Modeled System
  - Automation of manual tasks (Chef, Puppet, etc.)
  - Turn infrastructure to a code

# ITIL and DevOps conflict areas

- The last mile – go to production
  - Change and release management
  - How teams cooperate and work together
- What will be the future of ITIL and DevOps?

# Thank you!

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