DevOps Agile Skills Association (DASA)
About Me

Managing Director of the DevOps Agile Skills Association (DASA). Responsible for the day-to-day operations of DASA and is actively involved in driving the adoption of the new IT Way of Working and the DASA DevOps Competence Model.

30+ years of experience in the IT Industry with positions in computer hardware, software and IT training. With in-depth knowledge and understanding of ITSM, DevOps, Lean IT, Cloud Computing, and other leading IT Best Practices.
Digital Business Models Require a new IT Way of Working..

Digital Business Models are driving IT transformational Change - Old Waterfall approaches are being abandoned as Enterprises ask the question - What does DevOps mean for my IT organization? My IT people? What do we need to change? How can I realize strategic benefits from IT and deliver capabilities faster, smarter, cheaper?
SWD Methodologies Keep Evolving..  
Enterprise’s Keep Running to Catch-up

Traditional (1970) - structured, rigid software development methodology
Think - Silo’s, software developed as one single project - change is difficult

Agile (2001) methodology known for flexibility and fast development of software
Think - Developers develop software super fast but the agility stopped at the door of production

DevOps (2009) collaboration between development and production professionals through all stages of a product or service lifecycle
Think - High-performing teams that meet to metrics for successful digital business models
Is There a DevOps Skills Gap?  
...you Betcha!
Go Digital Or Die - The Innovators Changed Us!
What's Really Driving the Adoption of DevOps?

You and Me = Consumers
DevOps isn't Easy!

- Organizational Silos with Different:
  - Cultures
  - Teams
  - Tools
  - Mindsets
  - Priorities
  - Management
  - Skills Gaps
  - Knowledge Gaps
Culture the Most Significant Barrier to Digital Effectiveness

<table>
<thead>
<tr>
<th>Cultural and behavioral challenges</th>
<th>% of respondents</th>
</tr>
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<tbody>
<tr>
<td>Lack of understanding of digital trends</td>
<td>25</td>
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<tr>
<td>Lack of talent for digital</td>
<td>24</td>
</tr>
<tr>
<td>Lack of IT infrastructure</td>
<td>22</td>
</tr>
<tr>
<td>Organizational structure not aligned</td>
<td>21</td>
</tr>
<tr>
<td>Lack of dedicated funding</td>
<td>21</td>
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<tr>
<td>Lack of internal alignment (digital vs traditional business)</td>
<td>19</td>
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<tr>
<td>Business process too rigid</td>
<td>16</td>
</tr>
<tr>
<td>Lack of data</td>
<td>13</td>
</tr>
<tr>
<td>Lack of senior support</td>
<td>13</td>
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Source: Digital McKinsey – Digital-Reinvention_Unlocking-the-how
“You can’t Lean, Agile, SAFE or DevOps Your way around a Bad Organizational Culture”

John Willis
Founder: Botchagalupe Technologies
Co-author: DevOps Handbook
Why is Changing Culture so Hard?

DevOps requires deep cultural and organizational change. That means changing behavior -- a lot. It means throwing out decades of embedded explicit and implicit practices. You have to tell experienced senior people accustomed to running things that much of what they know and do every day has become obsolete.
What is your most valuable resource?

Your PEOPLE
How Do You Know? What You Don’t Know?

At DASA we advocate the development of High-Performing IT. We support this with our focus on Skills and Knowledge Development.

Our goal is to help IT Professionals build out T-shaped profiles to gain the confidence within so that they can work effectively in a DevOps team.
DevOps Team represent IT Professionals with different Specialities and diverse levels of Expertise.

1- Novice / 2- Competent / 3 - Proficient 4 - Expert / 5 - Master
Every Member Contributes their Skills and Knowledge to the overall Competencies of a DevOps Team

Business Analyst  Developer  Release Manager
Solution Designer  Tester  Run Specialist

Now: Focus on competencies and skills per employee and function

Future: Focus on competencies and skills per team

From Role Based  Team-Based
### DASA DevOps Competence Model

Provides the Skills and Knowledge Areas for High-Performing IT Professionals

<table>
<thead>
<tr>
<th>Knowledge Areas</th>
<th>Skills Areas</th>
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</thead>
<tbody>
<tr>
<td>Business Value Optimization</td>
<td>Courage</td>
</tr>
<tr>
<td>Business Analysis</td>
<td>Team Building</td>
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<tr>
<td>Architecture &amp; Design</td>
<td>DevOps Leadership</td>
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<tr>
<td>Programming</td>
<td>Continuous improvement</td>
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<tr>
<td>Continuous Delivery</td>
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<tr>
<td>Test Specification</td>
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<tr>
<td>Infrastructure Engineering</td>
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<tr>
<td>Security, Risk &amp; Compliance</td>
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</tbody>
</table>

![Diagram showing the DASA DevOps Competence Model](image)

1- Novice / 2- Competent / 3- Proficient / 4- Expert / 5- Master
DASA Competence Model - Certification Scheme

- **DASA DevOps Product Owner**
- **DASA DevOps Leader**
- **DASA DevOps Coach**

- **DASA DevOps Professional (Enable and Scale)**
- **DASA DevOps Professional (Specify and Verify)**
- **DASA DevOps Professional (Create and Deliver)**

- **DASA DevOps Fundamentals**
A key question to ask as you prepare to transition your IT Professionals and teams to a new IT way of working is...

What competencies do they need to flourish in the world of DevOps?
Here’s Your Chance to get a Glimpse of Knowing what You Don’t know.. Take the DASA DevOps Quickscan™

24 - Questions to Assess your DevOps Capabilities

DASA Knowledge Area: Continuous Improvement

How do you handle problems/impediments?

Answer1: If problems/impediments appear, I solve them on an ad hoc basis.

Answer2: I actively look for problems/impediments, discuss them in the team and take action to solve them on a WEEKLY basis.

Answer3: I actively look for problems/impediments, discuss them in the team and take action to solve them with a structured problem-solving method on a DAILY basis.

Every question helps to establish the maturity level against the DASA DevOps competence model.

For every competence area two questions are provided. The average between the answers determines the maturity level.

SCAN.DEVOPSAGILESKILLS.ORG
YOUR DEVOPS FINGERPRINT

Your results from the DASA DevOps Quickscan are mapped against the competence model.

The DASA Competence diagram on the left shows your personal profile on 8 Knowledge Areas and 4 Skills Areas.

About the DASA DevOps Competence Quickscan

- The DASA competence model is designed to be used by teams. This quickscan assesses an individual on 12 critical domains. Be aware there is no ‘perfect’ score for an individual. DASA recommends teams to be on level 4 or higher on all of the 12 domains.
- Be aware, this is just a quickscan as it is based on a limited set of questions. The purpose of this scan is to provide you an indicative score on each of the 12 domains.
- The DASA Competence Graph is your personal DASA Competence ‘fingerprint’ and it plots two scores per domain based, one for every answer provided.

Don’t forget to look at the Analysis page (see button below). You can compare your DASA Competence Fingerprint with known DASA profiles and certifications.
Career Path IT System Administrator

Katja
IT Operations

- 2-3 years of Experience
- ITIL Foundation
- Microsoft Technology Associate (MTA)
- DASA Quickscan

DASA DevOps Fundamentals

Step 1

Katja joins a DevOps Team
Takes DASA DevOps Fundamentals
Takes Microsoft Technology Developer

Step 2

DASA DevOps Professional Create and Deliver

Step 3

Ensuring Katja works effectively with her team to deploy quality solutions every day, she joins the Create and Deliver program.
- Mastering deployment of new capabilities
- Understanding how to best manage the live environment

Katja expands her knowledge in Microsoft tools so she takes a Microsoft Certified Solution Associate course

Step 4

DASA DevOps Coach

After a few years, she takes on a coaching role to help her team and other teams become successful in scaling DevOps.
But is that Enough?

What if there was a maturity model that could help IT Professionals and their HR departments discover other training programs that will help them bridge their skill gaps?
Today, in cooperation with our DASA members - Forerunners, Courseware Partners, Consulting Partners and Training Partner we are excited announce the launch a new major initiative - The DASA DevOps SkillsMap™
The DASA DevOps Competence Model allows Professionals to quickly determine their skills gap, but guidance is needed to help bridge the gaps.

Katja
IT Operations

In order to best support the team, Katja needs to develop skills in the areas of Business Analysis, Architecture and Design, Continuous Delivery and Continuous Improvement. What training and certification programs are available in the market to help her with this......
DASA DevOps Skillsmap will provide guidance for each Competence area to help IT Professionals build a Personalized Training roadmap.

**Architecture and Design**
- TOGAF 9.2 Foundation: Beginner 2
- TOGAF 9.2 Certified: Advanced 5
- AWS Essentials: Beginner 2

**Business Analysis**
- IIBA - CBAP: Intermediate 5
- BCS Business Analysis Foundation: Beginner 2
- CBPP: Advanced 5

**Continuous Improvement**
- ITIL 4 Foundation: Beginner 1
- Lean IT Kaizen: Intermediate 4

**Continuous Delivery**
- Git Fundamentals: Beginner 1
- Master DevOps with Puppet: Intermediate 2
- Extending Jenkins: Advanced 5
Katja, now is able to create her pathway based on the DASA DevOps Skillssmap to fortify her skills with industry recognized training Programs.

Step 1: TOGAF 9.1 Foundation

Step 2: Lean IT Foundation and Lean IT Kaizen

Step 3: Git Foundation

Step 4: Master DevOps with Puppet

Katja
IT Operations
Why is this Important to IT Professionals and their Companies?

1. The DASA Competence Model help identify the competency gaps that must be filled to create High-Performing DevOps Teams

2. It helps IT Professionals to build their Competence stack and HR departments understand future training requirements

3. Demonstrates that investing in the new IT way of working with DevOps is the key to a successful IT Transformation in a Digital world.
“You can’t Change Culture, but You can Change Behavior, Behavior Changes Culture”

Westrum, Ron. “A Typology of Organisational Cultures.”

THANK YOU!
Want More Information About DASA:
Visit our website: www.devopsagileskills.org
Email us at: info@devopsagileskills.org