



DevOps Mythbusting in the World of Intelligent Enterprises

Volker Kirchgeorg, SVP and Head of Integrated Quality and Services,
Thorsten Thee, SVP and Head of Global Post Sales Operations,
SAP SE
Session ID # 83655

About the Speakers

Volker Kirchgeorg

- SVP and Head of Integrated Quality and Services, SAP SE
- Responsible for the overall SAP Development Policy and Quality Management System
- Provide Services for SAP & Partners

Thorsten Thee

- SVP and Head of Global Post Sales Operations, SAP SE
- Ensures a seamless post sales experience for both customers and employees on a Franchise basis and acts as trusted advisor to the Digital Business Services Heads.

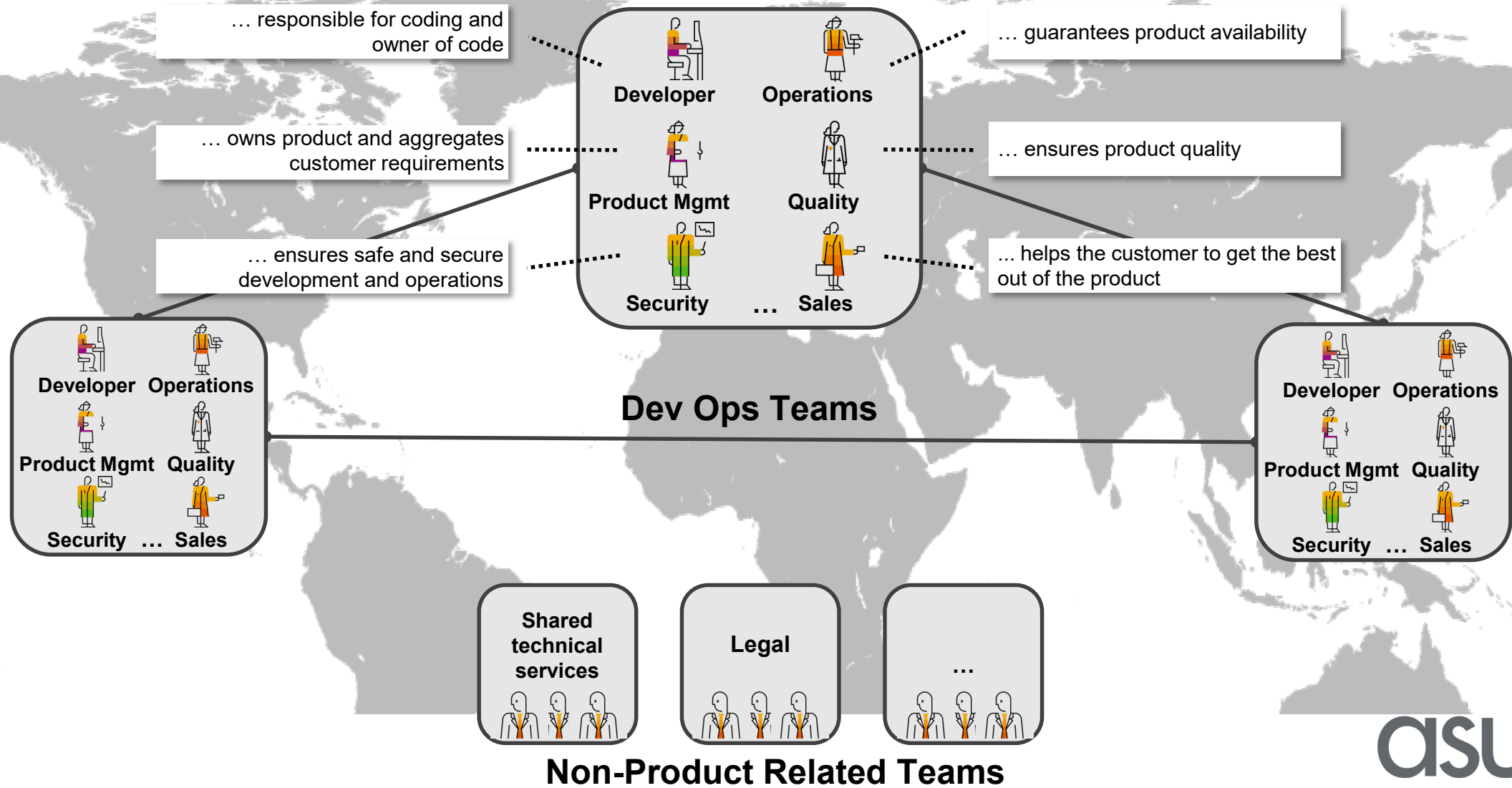
Key Outcomes/Objectives

1. Learn about Myths in the World of DevOps
2. How DevOps can help to improve software quality
3. Why in a cloud world Dev and Ops are inseparable

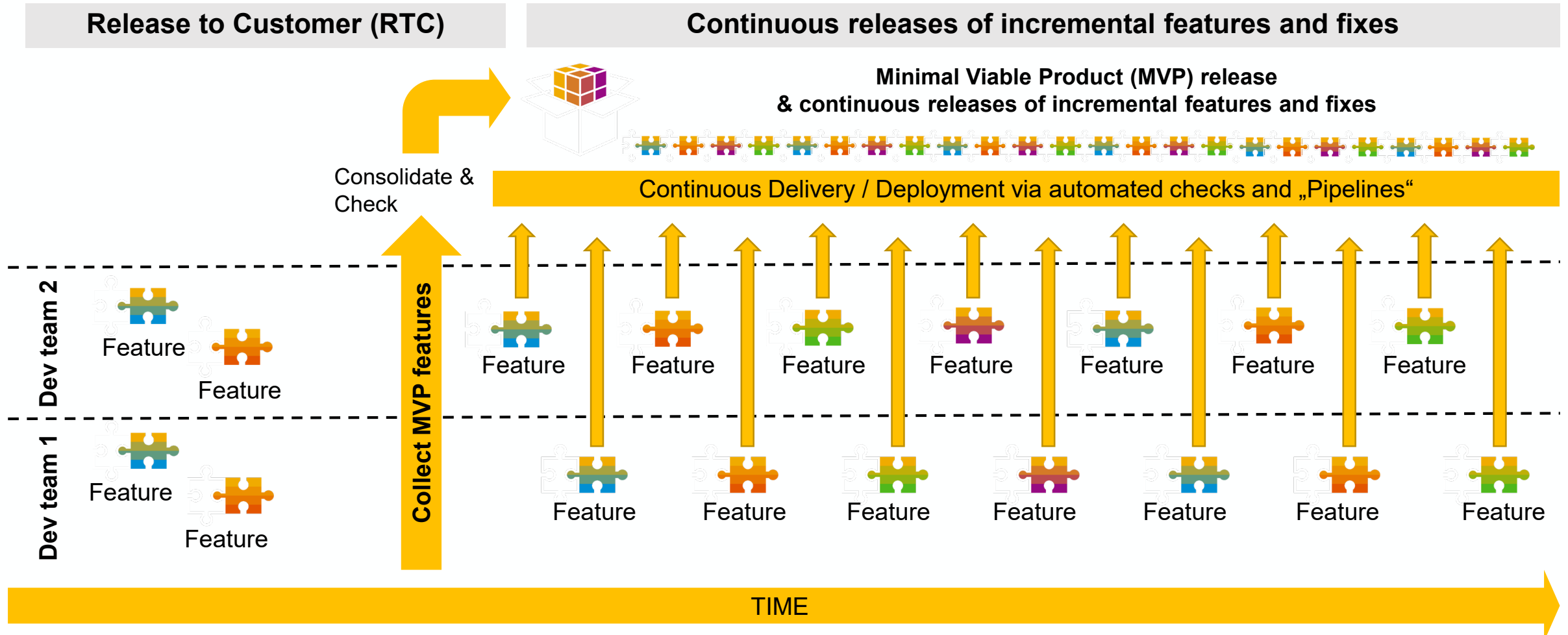
Myth: “With DevOps, you deliver either fast OR with higher quality.”



All people, regardless of title or background, with direct impact on product creation or operation should work jointly together in one DevOps team.



Micro-Deliveries are the new standard at SAP and SAP's most agile way of releasing software & services.



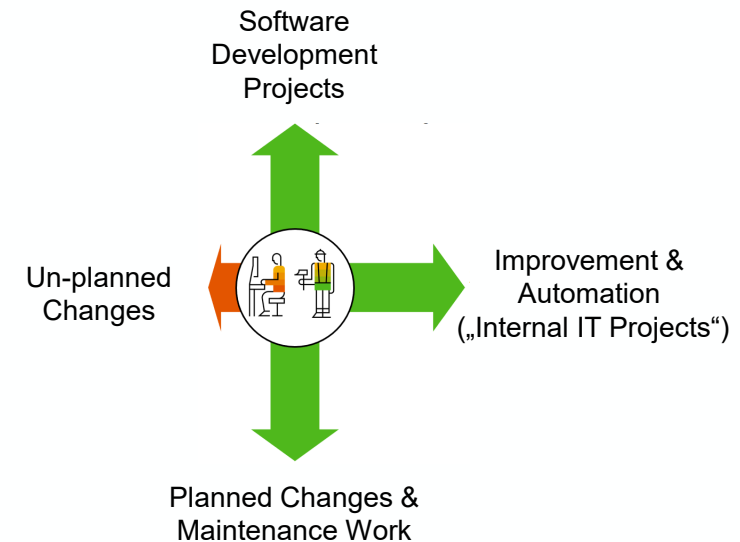
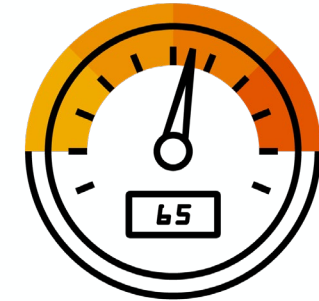
The paradox of DevOps is to ensure higher quality through faster delivery.

Faster delivery ensures higher quality

- Deployed changes are smaller
- Automated testing and quality checks detect errors earlier (via continuous delivery pipeline)

Ultimate goal of DevOps

- Reduce unplanned changes through automated testing and quality checks
- Gain more time to deliver software development projects with excellent quality



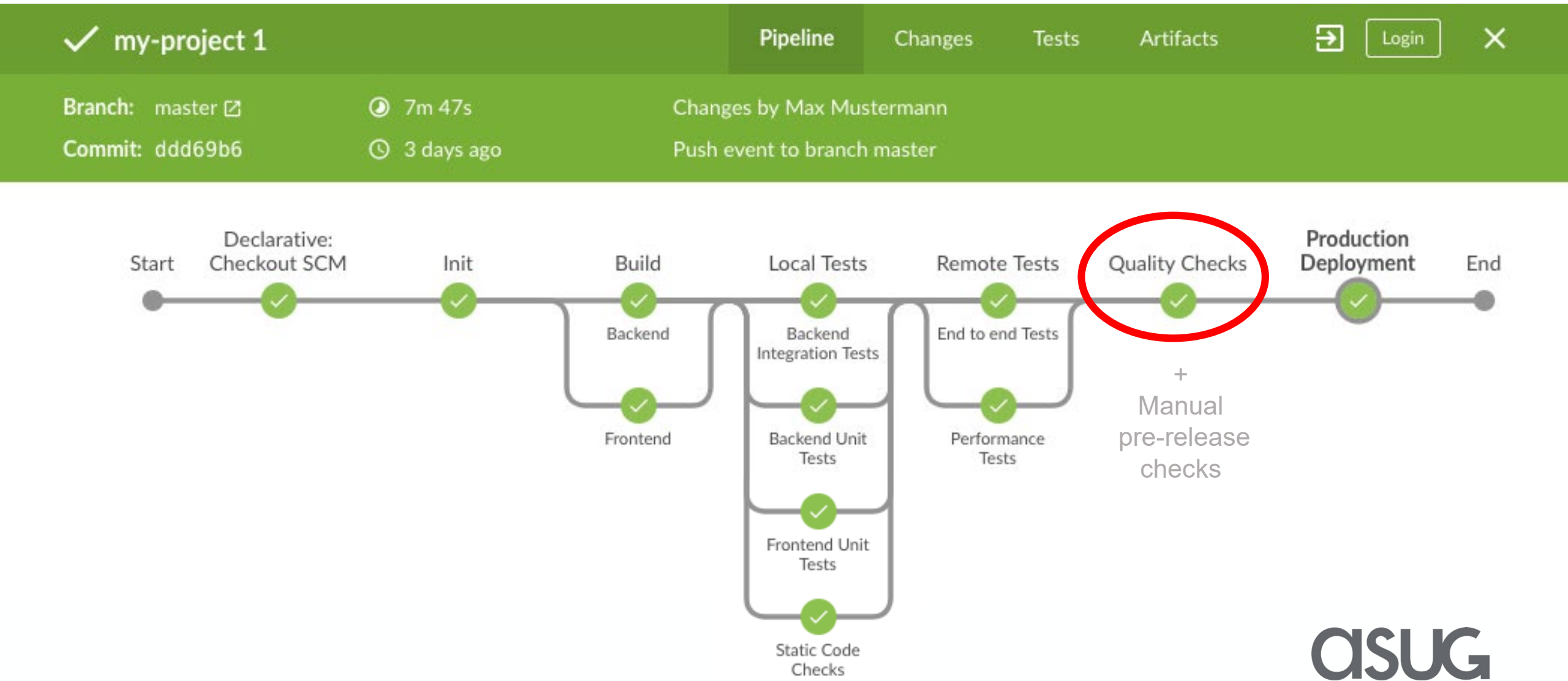
Myth: “With DevOps, you deliver either fast OR with higher quality.”

BUSTED

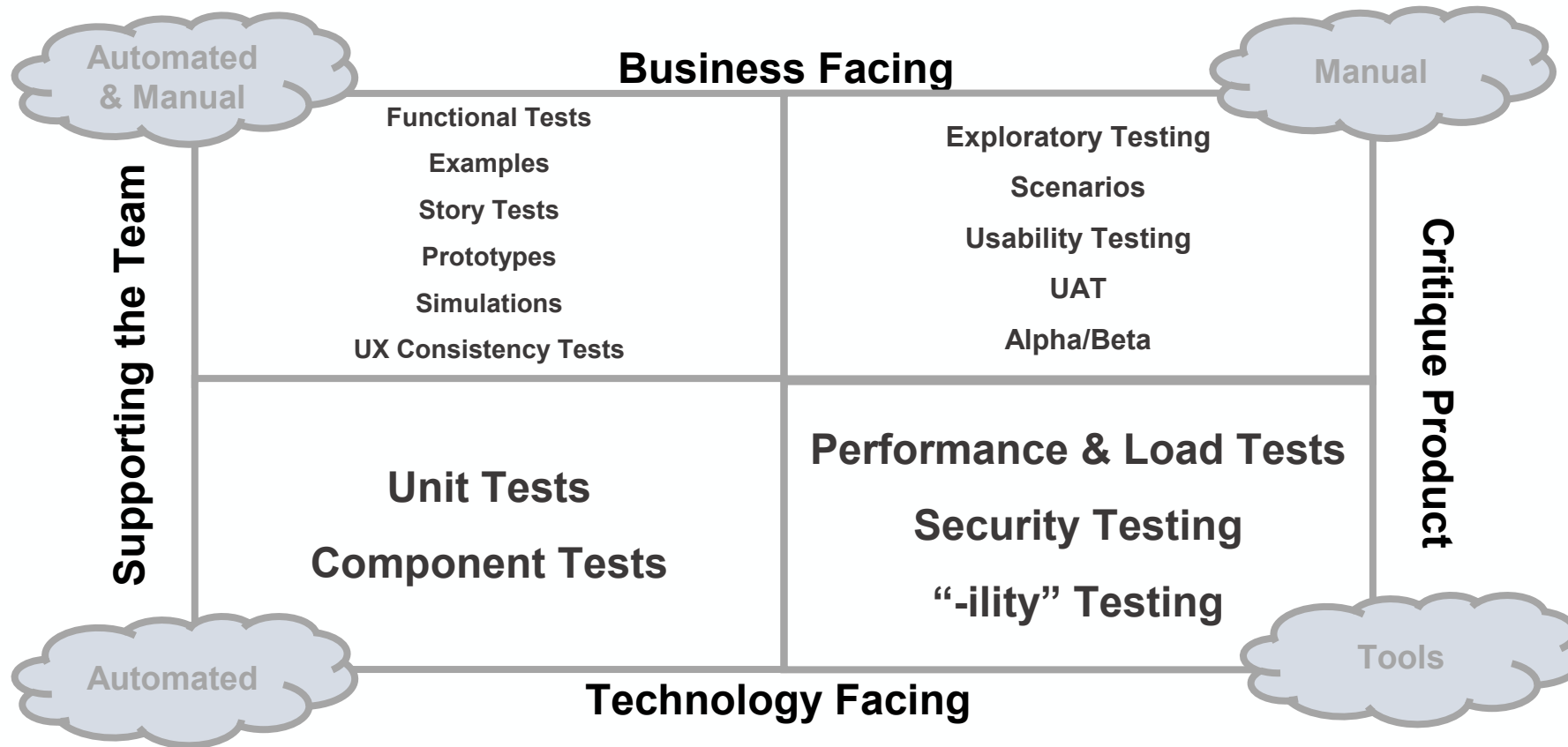
Myth: “Manual testing is obsolete with DevOps.”



A continuous delivery pipeline enables development teams to deliver features quickly and with higher quality.



Manual testing is today still key in the refined Agile Testing Quadrants and used e.g. to continuously run comprehensive E2E scenario robustness tests



Myth: “Manual testing is obsolete with DevOps.”

**PARTLY
CONFIRMED**

Myth: “Regulatory and compliance requirements contradict DevOps.”



Software Engineering practices and traditional regulatory/compliance requirements



Agile Software Engineering

- Achieve the ultimate system by **iterations**
- Environment of **continuous learning**
- Building systems in frequent and small batches to confirm or reject the **design hypothesis**
- Strong focus on **customer collaboration**
- Strong **ownership of product teams** and decentralized decision making

**change and variability =
key success factors**



Quality Management Systems

- Rigorous, **stage-gated** activities that emphasize quality, security, compliance, etc.
- System needs to adhere to **initial specification**
- Strong focus on **verification and validation**
- Evidence to standards through **reviews & audits**
- Sign-offs by **accountable** (often centralized)

**change and variability =
risk and uncertainty**

Example:

With SAP Docker Open Source Governance, we fulfill legal obligations.

Why Docker?

Easier to **Build** **Ship** **Run Any App, Anywhere**

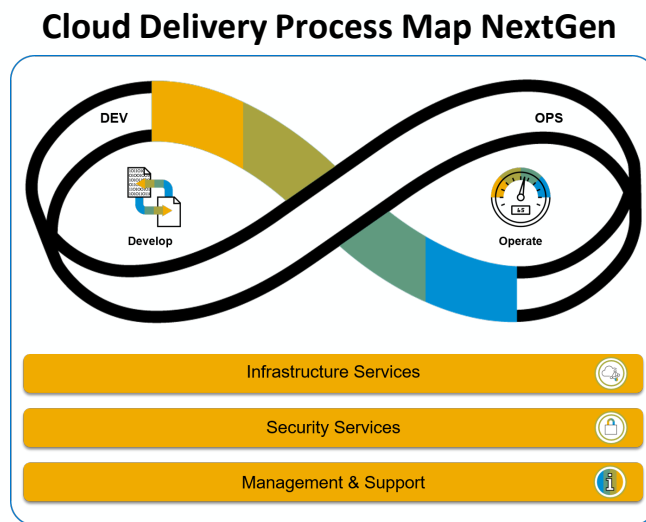
75% Docker Growth in 1 Yr.	30% Companies Adopted Docker	3.5M Dockerized Apps
Open Source High pace increase of Docker Images in Open Source domain	Top Technologies Running on Docker NGINX, REDIS, POSTGRES	Docker @SAP Strong growth, ship & use Docker Images

Docker Open Source Risks



SAP Docker Open Source Governance uses automated Docker IP scans to **ensure** license, security and IP compliance

Golden Standard Processes + Multidimensional Compliance Framework come together in SAPs Golden Standard Framework



=

Building Blocks

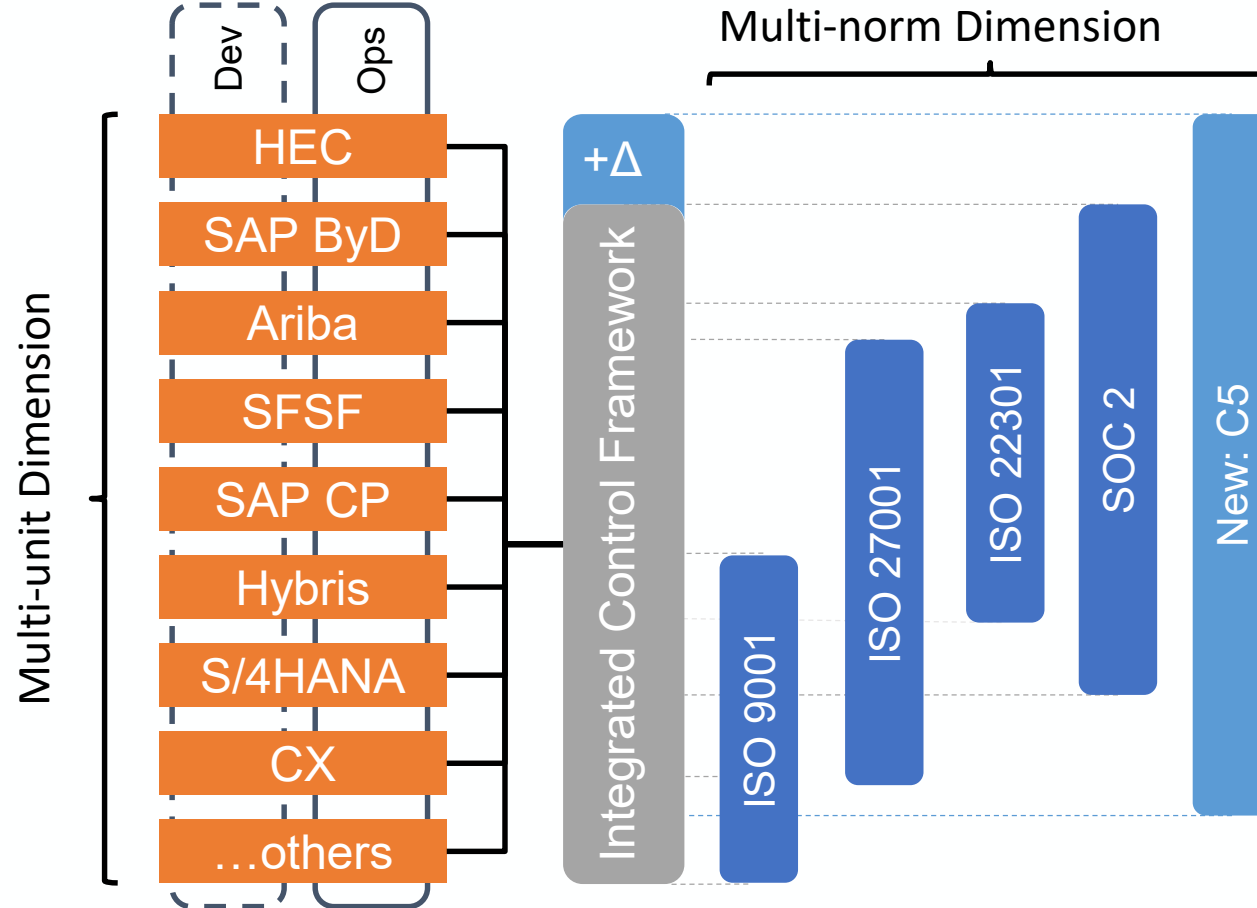
Cloud Delivery and Customer Service processes (ITIL) Focus Processes (e.g. Incident, Problem, Change etc.)

+

MCF Processes (Security & Compliance Mgmt.)

Multi-dimensional Compliance Framework (MCF)

Audit Once – Use Many



Audits are extremely efficient: One result is used for many norms and many units

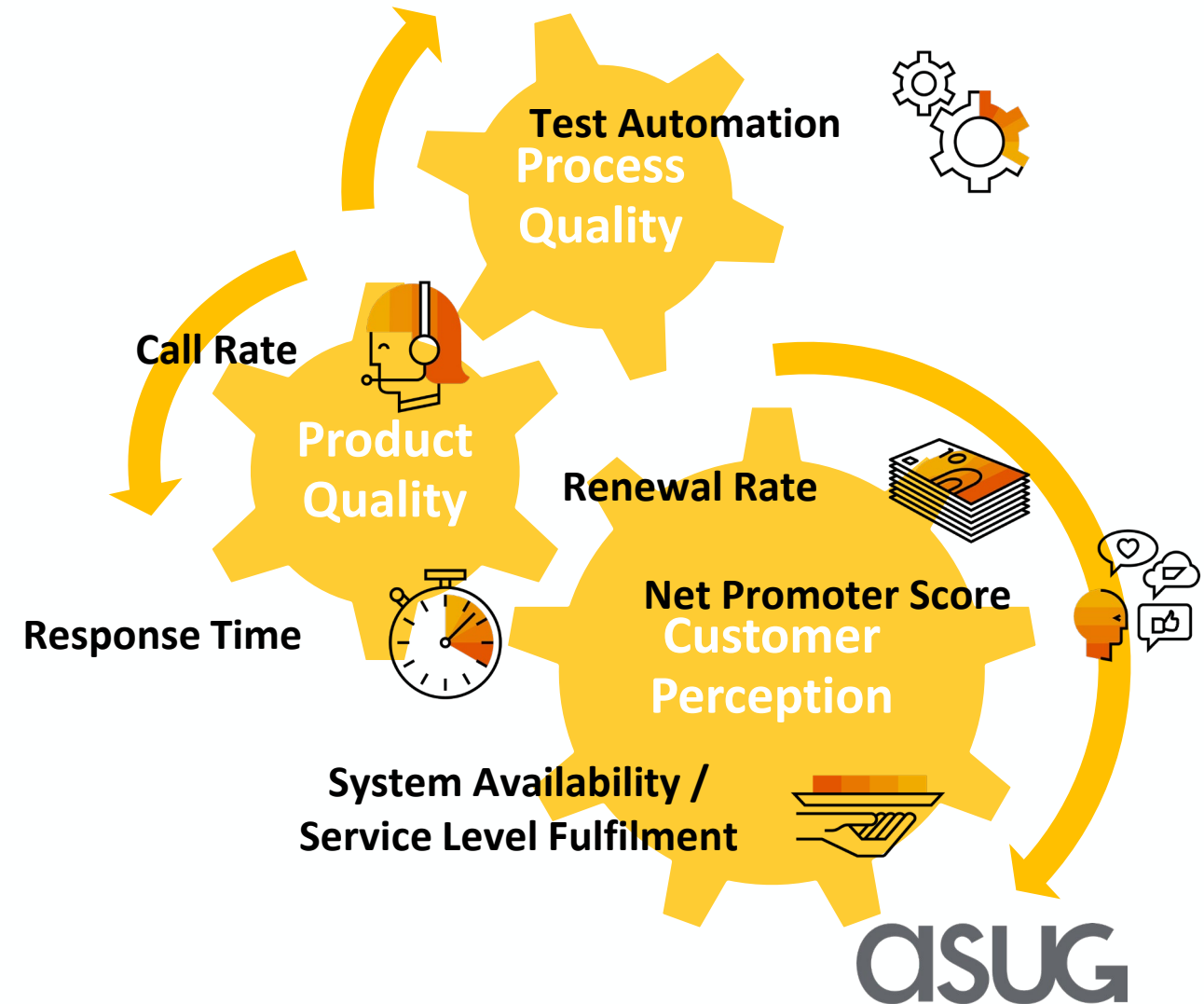
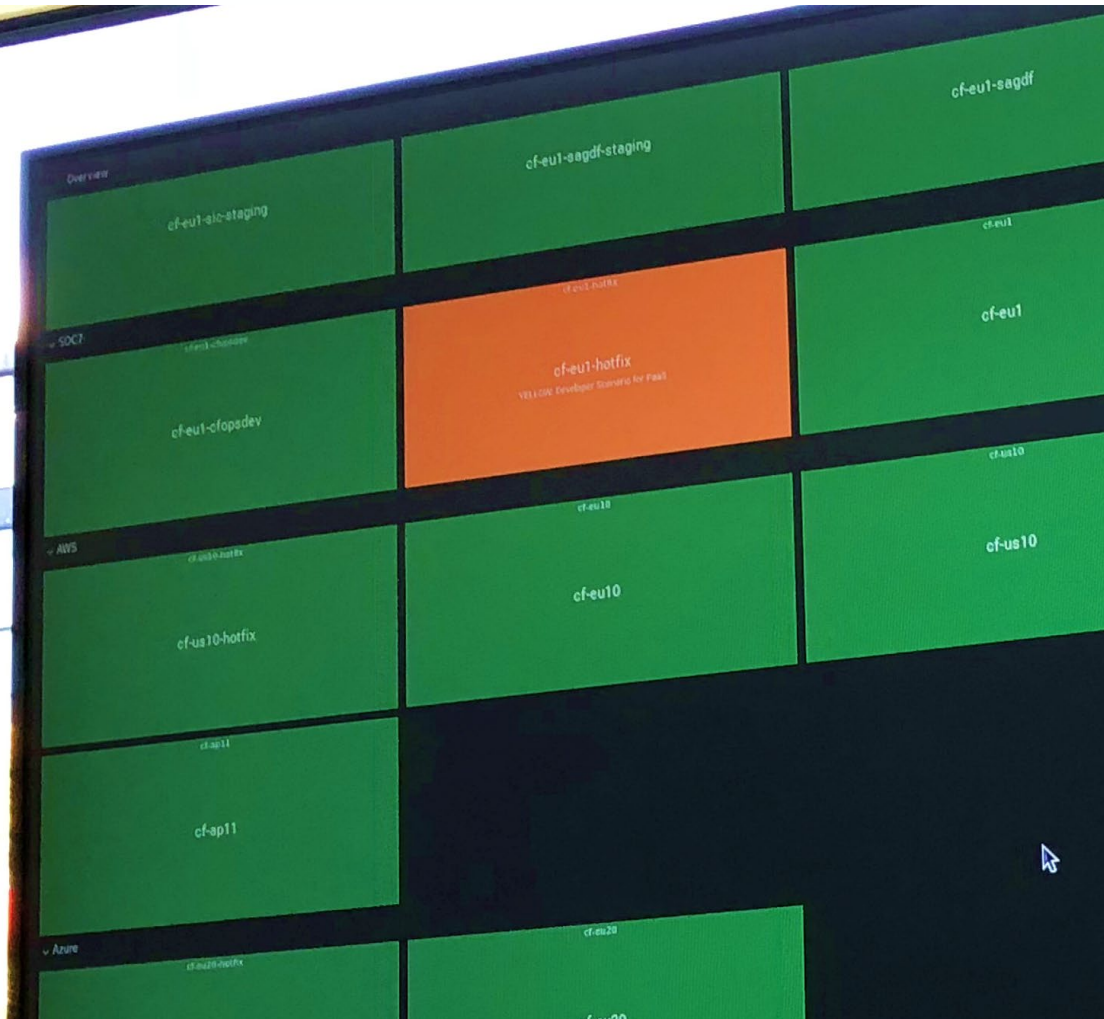
Myth: “Regulatory and compliance requirements contradict DevOps.”

BUSTED

Myth: “Measurement in DevOps is only about technical metrics.”



SAP Quality KPIs will provide new levers to govern Product Quality to enhance customer perception of SAP's solutions.



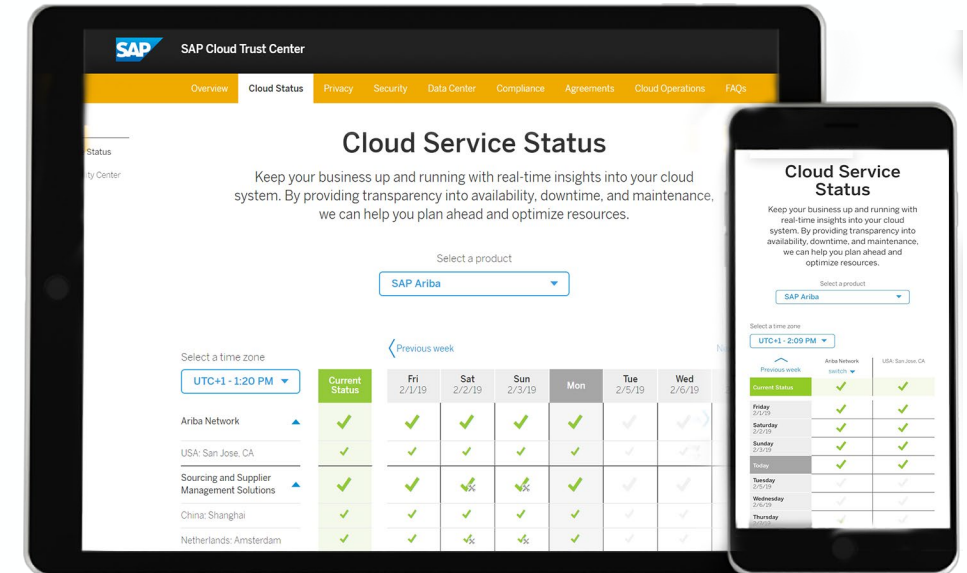


SAP Trust Center

www.sap.com/trust-center

The **SAP Trust Center** is a public-facing website on sap.com, designed to provide unified and easy access to trust related content.

- Delivers **transparency**
- Users can **initiate requests and engage with SAP**
- Easy access to SAP trust-related **documents, certificates, and contracts**



Cloud Service Status

Availability data of our cloud services showing the current live status



Security

Measures to ensure SAP Cloud Security



Privacy

SAP respects and protects the rights of individuals



Compliance

Shows the vast variety of ISO/BS as well as certificates



Cloud Operations

Shows how SAP runs cloud operations to help plan and optimize resources



Data Center

Virtually and physically protected data with state-of-the-art technologies



Agreements

Overview of the building blocks of a SAP Cloud contract

asUG

Myth: “Measurement in DevOps is only about technical metrics.”

BUSTED

Myth: "With DevOps, you deliver either fast OR with higher quality."

BUSTED

A man in a grey t-shirt and jeans is sitting on a wooden bench in a workshop, holding a bicycle wheel. The background is filled with various tools hanging on a wall and a red toolbox. A large red stamp with the word "BUSTED" in white capital letters is overlaid on the image.

Myth: "Manual testing is obsolete with DevOps."

**PARTLY
CONFIRMED**

A hand wearing a blue nitrile glove is holding a green stamp with the words "PARTLY CONFIRMED" in white capital letters. The background is a blurred laboratory setting with various glassware and equipment. A small number "10" is visible in the bottom right corner.

Myth: "Regulatory and compliance requirements contradict DevOps."

BUSTED

Three musicians in black suits are performing on a wooden stage. One is playing a double bass, another a saxophone, and a third is partially visible. A large red stamp with the word "BUSTED" in white capital letters is overlaid on the image.

Myth: "Measurement in DevOps is only about technical metrics."

BUSTED

A woman in a dark blue sleeveless top is pointing at a large digital screen. The screen displays various data visualizations, including line charts, bar graphs, and maps of different countries. A large red stamp with the word "BUSTED" in white capital letters is overlaid on the image. The "asug" logo is visible in the bottom right corner.

Our mission of Integrated Quality & Services and Global Post Sales Operations @SAP

We innovate and deliver **high quality** in the cloud:

We drive an **integrated
end-to-end view** on
quality & management
systems across SAP

We make your solutions
seamlessly integrated

We accompany you on
your **journey to the
cloud**

ASUG

Take the Session Survey.

We want to hear from you! Be sure to complete the session evaluation on the SAPPHIRE NOW and ASUG Annual Conference mobile app.



Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

<http://info.asug.com/2019-ac-slides>

Q&A

For questions after this session, contact us at Volker.Kirchgeorg@sap.com and Thorsten.Thee@sap.com.

Let's Be Social.

Stay connected. Share your SAP experiences anytime, anywhere.

Join the ASUG conversation on social media: **@ASUG365 #ASUG**

