

9 Steps to Agile Mainframe Ops

Getting Maximum Long-term Value from Your Core Systems

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Session MI



Questions of the Day ...

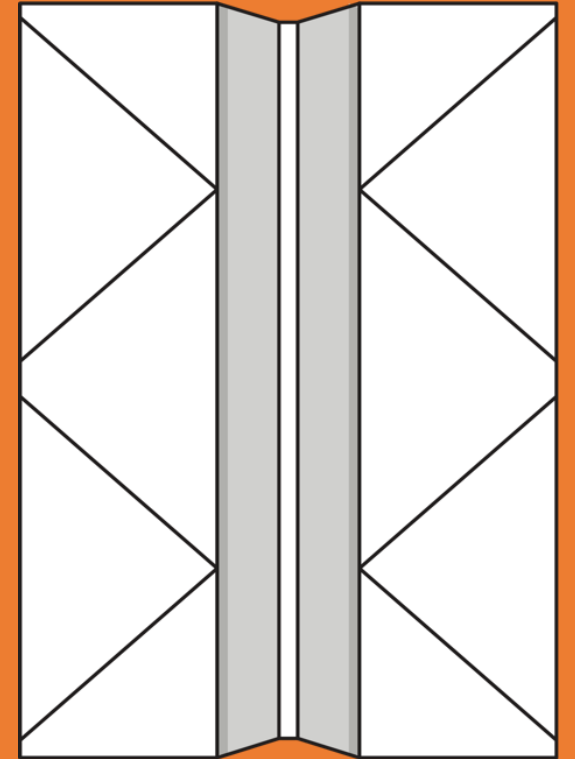
**We understand the dev part of DevOps...
what about the ops?**

Where do we start?

- Concrete steps
- Reasoning
- Success Indicators

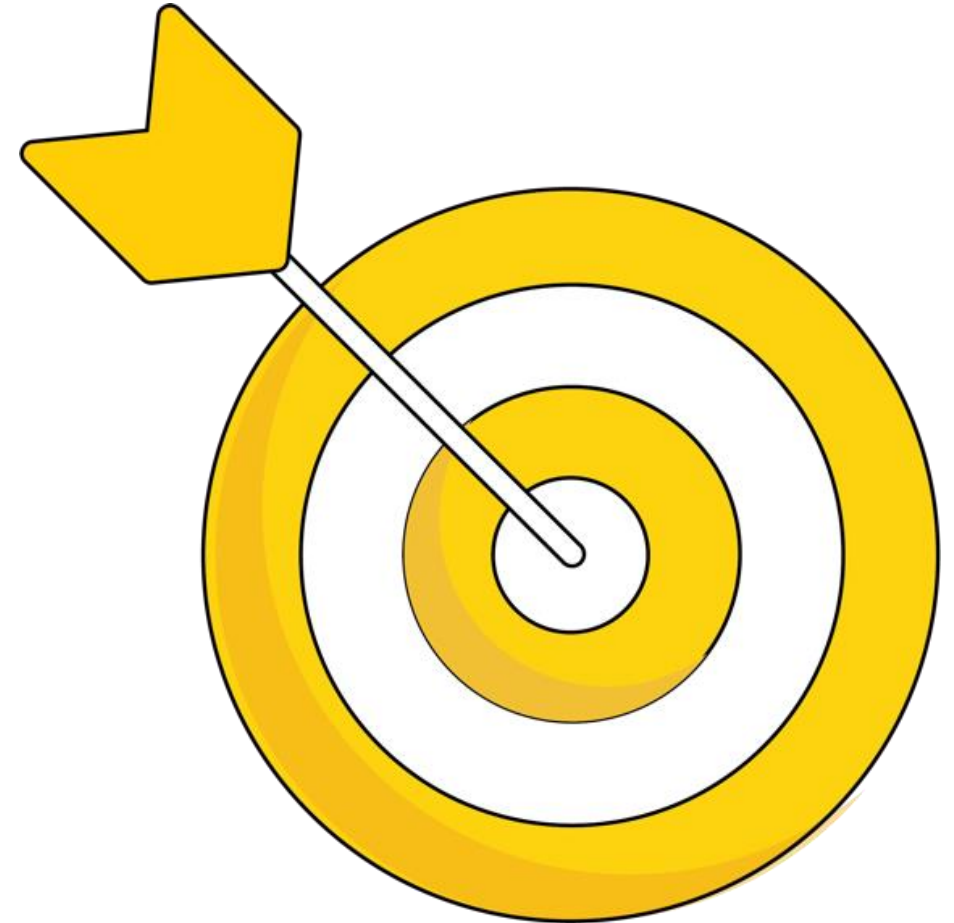


Step 1: DEFINE THE AGILE MAINFRAME OPS MISSION



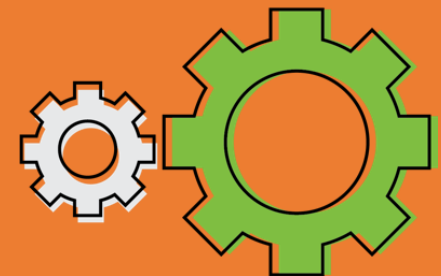
Success Indicators

- Stakeholder confirmation and understanding
- Champions and allies identified and ready to help



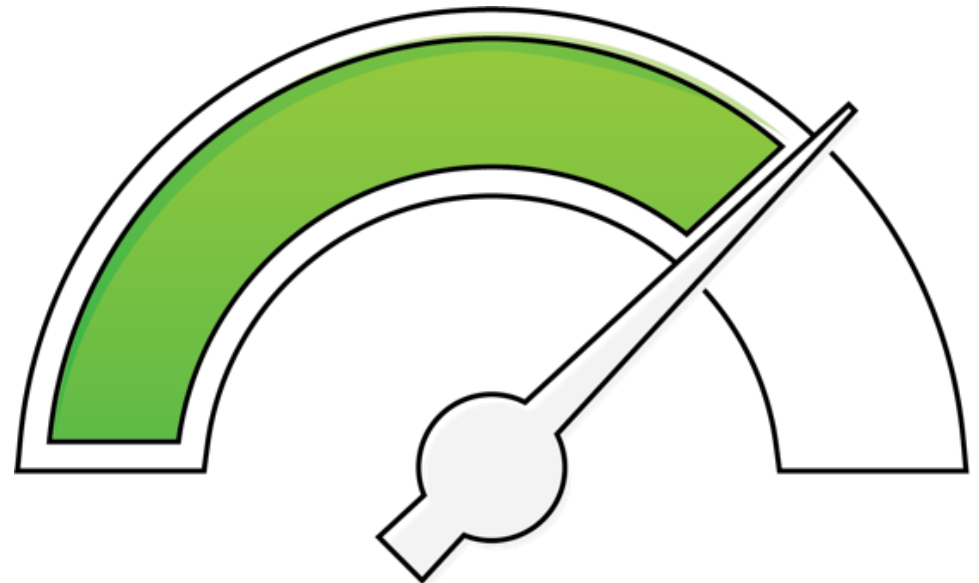


Step 2:
ESTABLISH NEW SUCCESS KPIs



Success Indicators

- 3 to 5 KPIs that align with improving quality, velocity and efficiency
- New incentives that support KPIs
- Eliminate incentives that are counterproductive
- Get explicit feedback

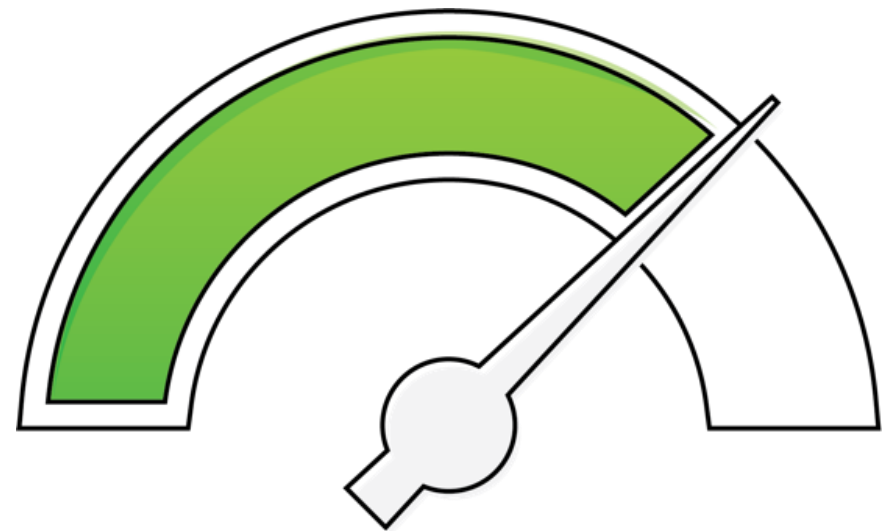




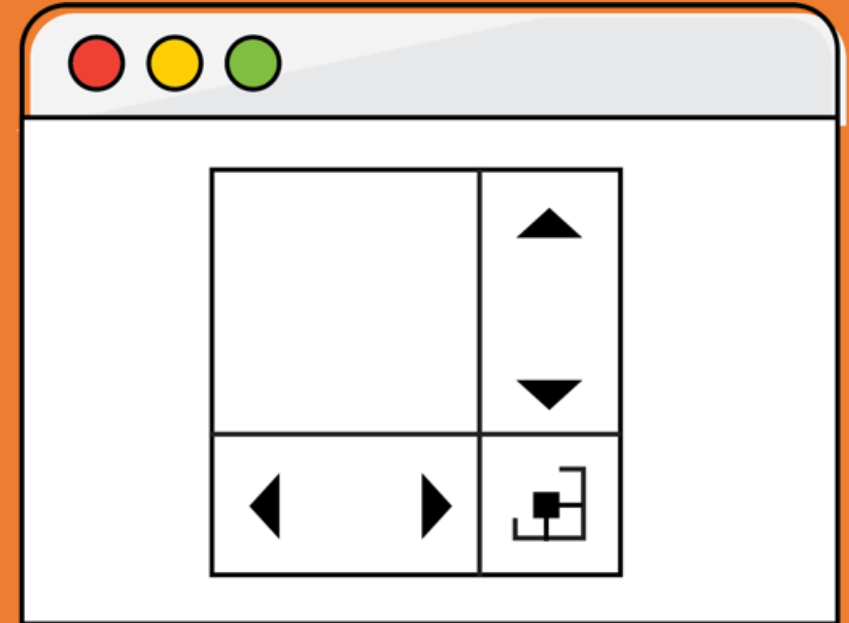
Step 3: INITIATE A CULTURE OF COLLABORATION

Success Indicators

- Team problem-solving without finger-pointing
- Increased use of shared digital tools
- Tangible increases in collaborative 'face-to-face' meetings
- Shared and/or aligned KPIs

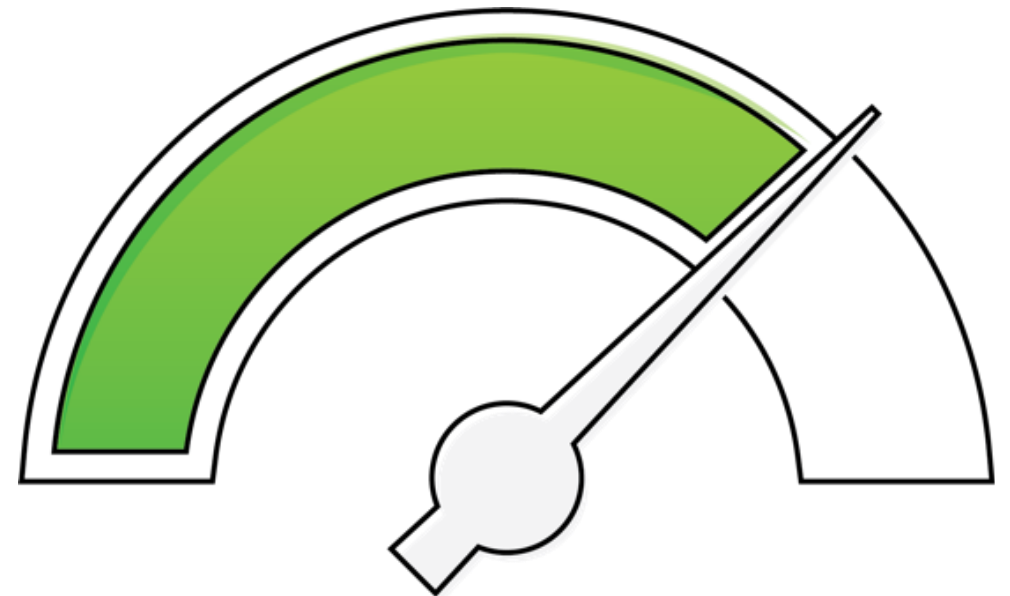


Step 4: GET GRAPHICAL AND INTUITIVE



Success Indicators

- Ops responsibilities shift from senior mainframe staff to new platform recruits
- Reduced or unchanged R4HAs, even with growing batch workloads
- Operational KPIs improve

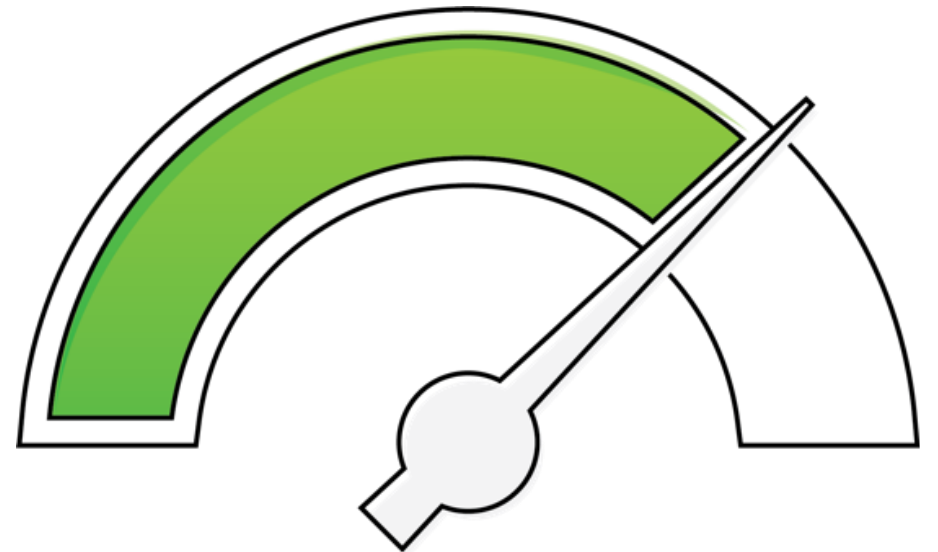


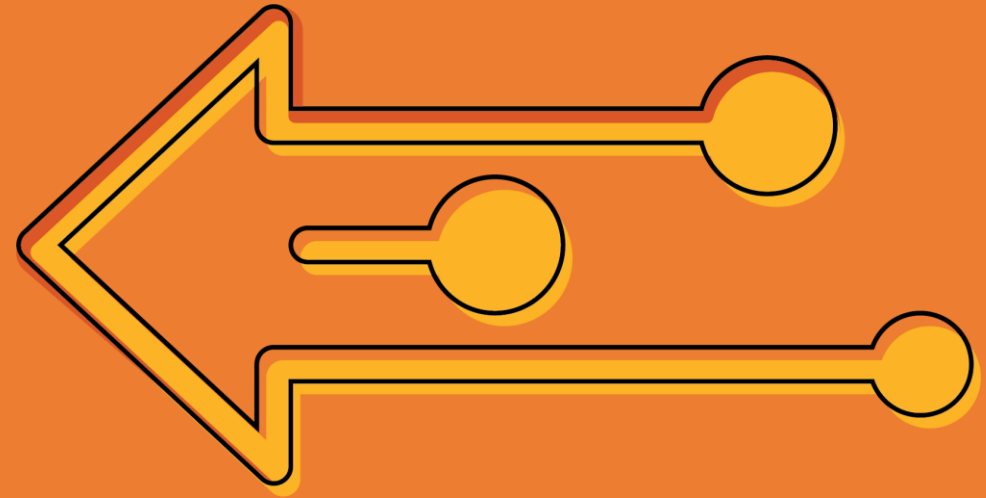


Step 5: INTENSIFY FIND AND FIX

Success Indicators

- Reduction in MTTR
- KPIs that measure ops insights
- Reductions in CPU consumption, abends, customer-reported issues

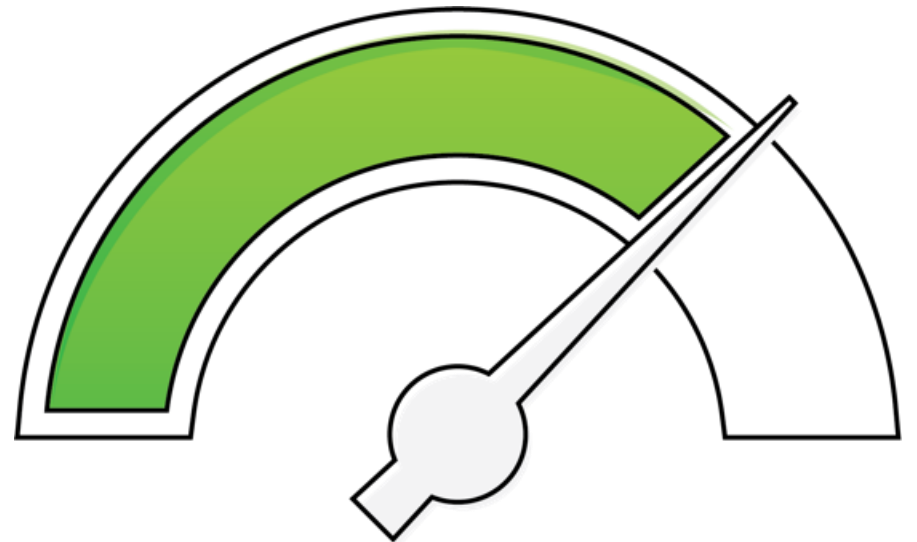




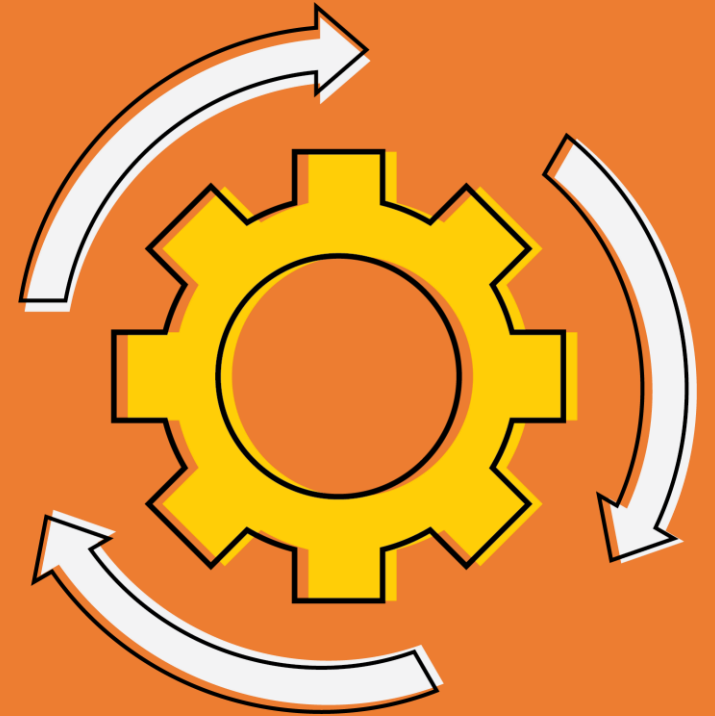
Step 6: “SHIFT LEFT”

Success Indicators

- Measurable shift of QA tasks to earlier in software lifecycle
- Reduced occurrence of specific issues and alert types later in lifecycle
- Fewer customer-discovered defects

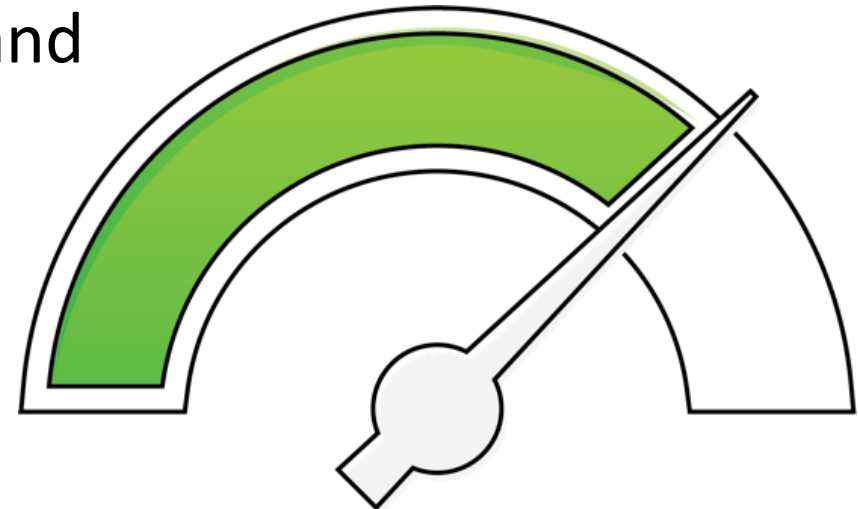


Step 7: INCREASE AUTOMATION

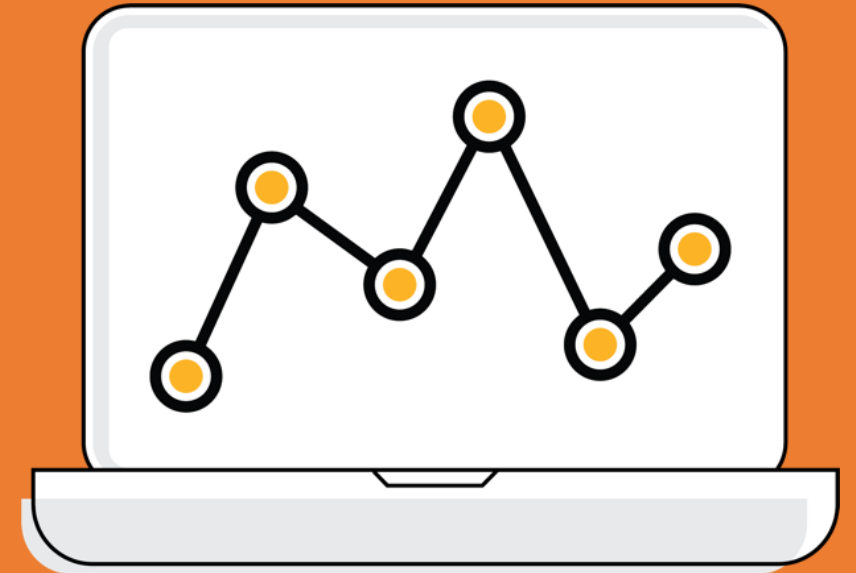


Success Indicators

- Elimination of repetitive ops tasks
- More frequent promotion of new code
- Linked cross-platform deployment
- More cooperation between mainframe and non-mainframe ops

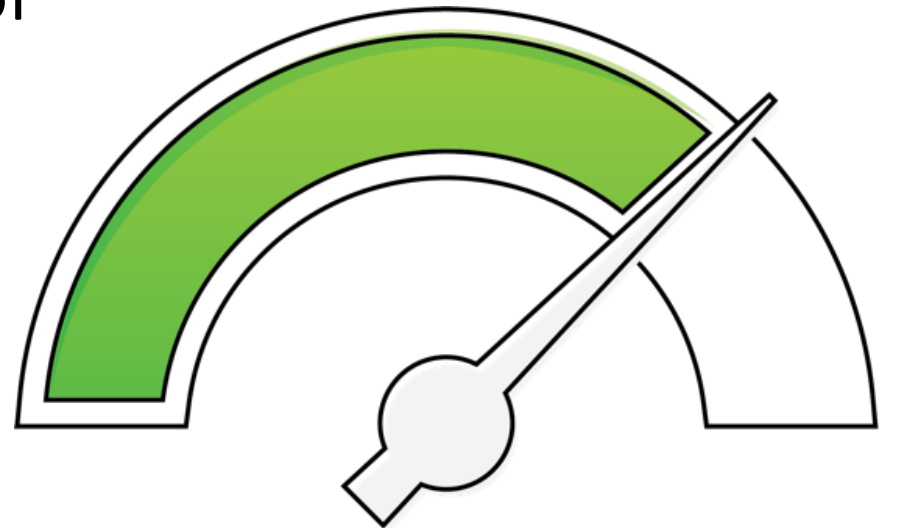


Step 8: CONTINUOUS, QUANTIFIED PROCESS IMPROVEMENT



Success Indicators

- Significant measurable improvement in one or more ops KPIs
- Socialization of first-round agile ops KPI goal results
- Roadmap created for successive rounds of process KPI targets

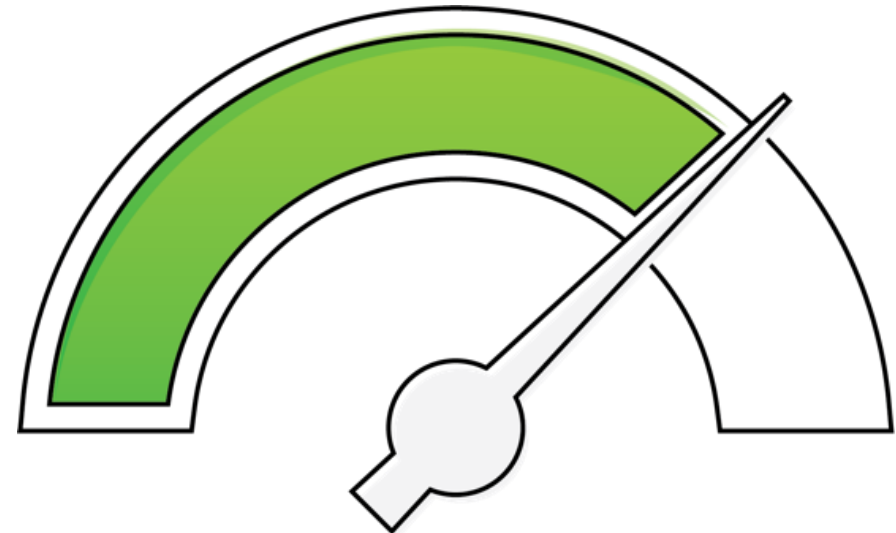


Step 9:
QUANTIFY IMPACT,
CELEBRATE WINS—AND
REPEAT



Success Indicators

- Publicly recognized ops successes
- Business people recognize your progress
- Improved recruitment of ops talent onto mainframe team



Why Now?

- I. Mainframes are critically important
- II. Development teams are moving faster
- III. Big changes require time



Recommended Reading

This presentation is based on Compuware's eBook "[9 Steps to Agile Mainframe Ops.](#)"

Other Helpful Reference Materials

- [The Phoenix Project: A Novel About IT, DevOps and Helping Your Business Win](#)
- [Start and Scaling DevOps in the Enterprise](#)
- [The DevOps Handbook: How to Create World-Class Agility, Reliability, and Security in Technology Organizations](#)
- "[Digital Transformation Needs Mainframe DevOps](#)"
- "[The Need For Speed: Drive Velocity And Quality With DevOps](#)"
- "[Use Four Key Categories To Measure What Matters In Continuous Deployment](#)"

Learn more about future-enabling your mainframe ops, compuware.com.

Learn about bringing modern DevOps best practices to the mainframe by downloading our eBook

"[Ten Steps to True Mainframe Agility.](#)"



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- Paper feedback forms are also available from the Chair person
- This session is MI

