# DevOps-as-a-Service (DaaS) Values

## DevOps Business Values Are Well Proven

#### Reported by Well-Accepted DORA Research – State of DevOps

Business Agility – Dramatically reduced Lead Time, faster Release Frequency
Quality – Fewer failed deployments
Reliability – Faster time to restore service
Availability – when coupled with SRE practices
Human benefits - Team satisfaction, collaborative culture
Improved compliance, security and governance

And by numerous ROI cases—based on Cost Savings

What is the value of DevOps-as-a-Service (DaaS) and how do you measure it?

## DevOps-as-a-Service (DaaS) Blueprint

Stakeholders Business App-Dev Users DaaS Teams **Services Access** DaaS Team Portal, DaaS User Portal, Access Layer **APIs APIs** Security **User Services Management Services** Repos for Code, Artifacts and a Service Catalog Issues and Change Requests Data Services CI/CD Pipelines and Sandboxes SLOs, SLIs Layer Test Data, Configuration Governance Policies-as-Code Templates, Guides, Training **Experience Monitoring** Automated tasks Resources – App Stack, Compute, Configuration Management - Infra-Resources Storage, Networking, Tools as-code, topology data Layer

### DevOps-as-a-Service (DaaS) Values

Example SLOs that represent value for stakeholders.

#### **Business Values**

- ROI based on tracking cost savings relative to a benchmark comparing prior non DaaS., trend cost per developer and per release
- SLO agility of services Lead time for changes, and Frequency of releases
- SLO Reliability of services –
   Change Failure Rate, Time to
   Restore services
- SLO Governance Compliance and Security

#### **App-Dev User Values**

- SLO availability of DaaS,
   SLIs depend on service components and architecture
- .SLO service response time
- SLO experience scores
- SLO change request response time

#### **DaaS Team Values**

- SLO Scope of applications -# apps supported, # users per month
- SLO # requests served per month
- SLO critical events per month

## DevOps-as-a-Service (DaaS) SLO/SLI Development



