opentext™

Enterprise DevOps

Build and deliver better software faster
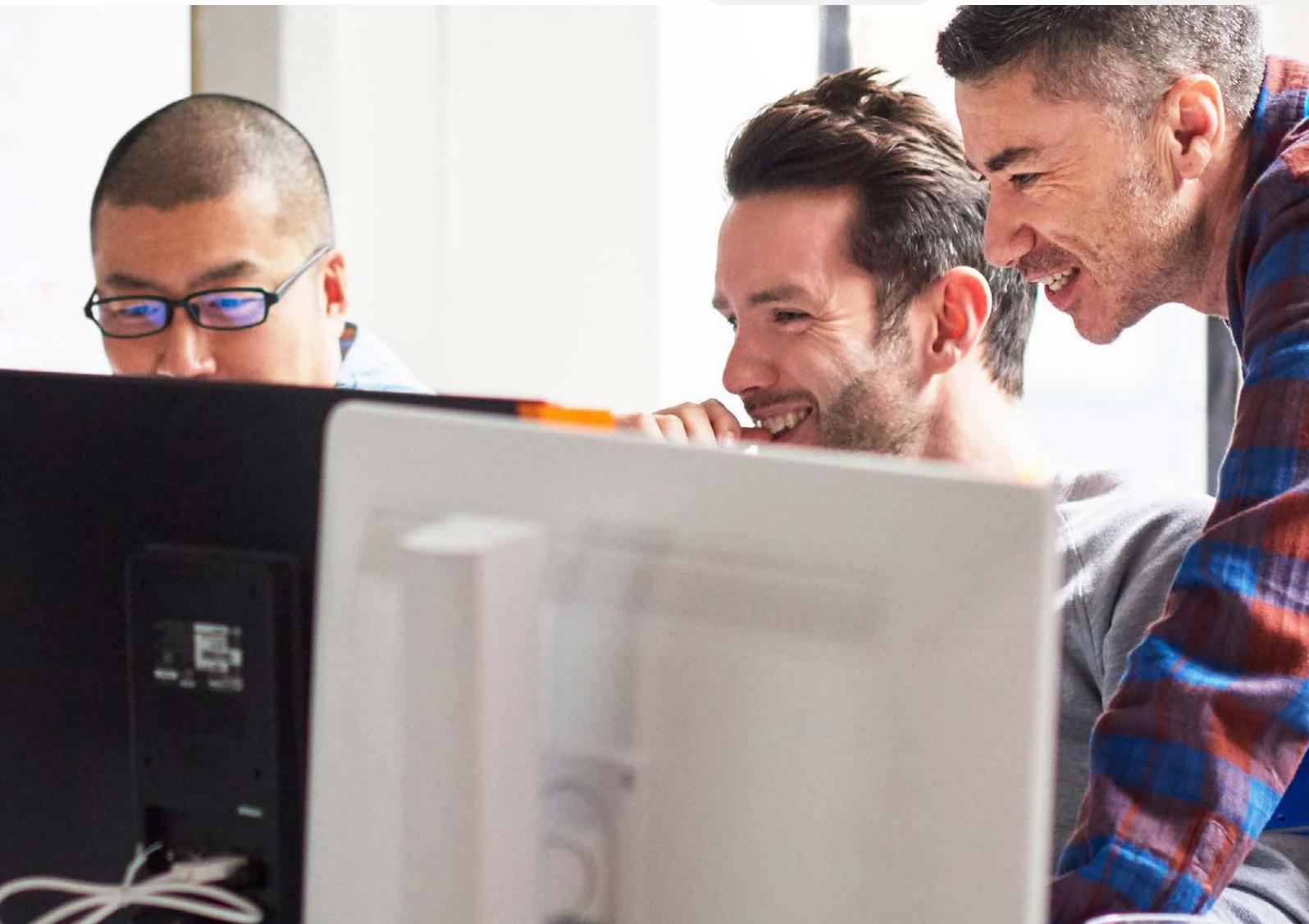
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DevOps: The challenge

The drive for DevOps and the race to innovate are inseparable. IT organizations are living the new reality that the speed of business is now set by the customer. Constant innovation is the only answer.

It is called 'digital transformation' for a reason. Invigorating hybrid IT with the benefits of DevOps requires a huge technological and cultural shift.

If organizations are going to build security and quality into everything, they must revisit how they plan, build, test, release, and operate their applications.

Delivering high quality, secure software and services faster means automation to achieve continuous delivery pipelines, from mainframe to mobile, and analytics to achieve actionable insight.

Embracing DevOps at Enterprise Scale

The enterprise is not immune to the global pressure for digital transformation. Larger IT organizations in every industry must adapt their business strategies to live in a constantly-evolving, digitally-focused business landscape. They must develop the capabilities to create and deliver new customer value faster than their competitors.

Uniting the disparate disciplines of Development and Operations, and the teams that implement them, is key. In this way, Enterprise DevOps will be the engine of change that drives the new capabilities that digital transformation demands. This is as true for the start up as the enterprise.

Complexity, Availability, Security—The Current Reality

Teams are often scattered across the globe, in traditional and hybrid IT environments, with different demands for security, compliance, innovation, and availability. So can the enterprise overcome this complexity to create a seamless digital transformation?

Scaling DevOps in large IT organizations accelerates more than application delivery—it helps to deliver better business outcomes by realizing innovation. The key is to optimize value streams and automate the continuous delivery pipelines.

The answer is not simple and the process is not easy. Embracing DevOps at enterprise scale requires a seismic shift in the way organizations plan, build, test, release, and manage applications.

The OpenText Approach

In most cases, the traditional enterprise can only achieve innovation by transforming and extending current IT environments. Uniquely, OpenText helps customers scale DevOps practices across hybrid IT environments with quality and security built in at every step.

Instead of 'ripping and replacing', we enable our customers enhance and transform their proven technology. They increase the value of these IT investments by bridging old and new technologies to enable the enterprise to navigate change faster, with less risk and with clear time-to-value advantages.

The Journey:

No two customers are the same and none will share an identical IT infrastructure. So OpenText begins by understanding where each customer is on their Enterprise DevOps journey. We then provide guidance on scaling DevOps practices, and integrating the toolchain from mainframe to mobile.

We believe it's imperative to think big and start small. Look at the system holistically, understand where the constraints are, and remove them one-by-one. We are the only vendor to provide an integrated, end-to-end application lifecycle management solution built for any methodology, technology, and delivery model.
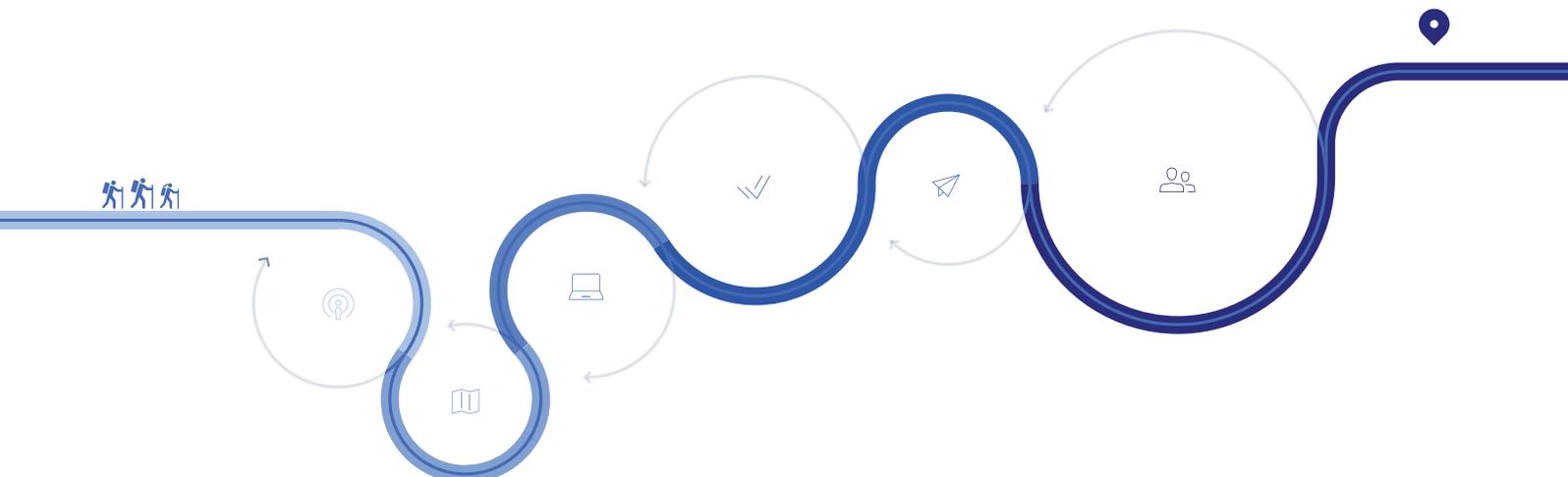
Build On What Works

Bridge your core investments with new technologies and practices

The speed of the digital economy is driven by the demand for swift innovation and the evolution of new technologies and business models. It is tempting to embrace both at any cost. The software industry seems obsessed with 'the new', but large enterprises have big investments in a world-class infrastructure that manages and controls risk, compliance, and security.

For them, implementing DevOps practices cannot be about 'ripping and replacing' current tools or infrastructure. They must work for brownfield and greenfield environments. For the enterprise, the starting point must be to build new capabilities on what already works.

An open and integrated toolchain that supports hybrid IT environments will manage the transition from waterfall to agile, or from the mainframe to the cloud. It will take the enterprise from point A to B then on to C, D, and beyond, continuously improving and transforming the existing infrastructure. In a market distinct for constantly shifting business priorities and technologies, solutions bridging the old with the new provide the anchor.

OpenText solutions are …
based on a simple idea: the fastest way to get results from new technology and practices is to build on what you have. It works, and we can prove it. You can lower cost and improve delivery speed for core business systems by modernizing current technology and processes.

Reduce Operational Friction

Prioritize business demands and optimize value streams

Customer expectations are as high as timelines are short. Delivering value at the 'speed of business' requires aligning business needs with the software delivery process—in other words, tuning it up to make it work better. That process includes removing constraints, automating manual work, and increasing stakeholder visibility across every value stream.

Another level of enterprise-specific abstraction is required, where system thinking is pitched above individual deployment pipelines. This understanding must extend from business request to product delivery. An agile and resilient enterprise is built on understanding and anticipating how the whole system should work, versus how it currently works. Organizations must emphasize T-shaped skills with teams, partners and even vendors to optimize transformational success.

OpenText solutions are …
engineered to optimize and accelerate the entire value stream, providing the real-time visibility that enables informed decision-making, and the ability to quickly change course as business priorities and customer needs shift.

Boost Business Confidence

Deliver secure, high quality, predictable applications

Moving faster and adopting DevOps practices can increase risks in security, compliance, and performance. Enterprises must undergo a cultural shift where quality and security are engineered into everything and embedded into the process from the very start.

Proprietary software underpins differentiated business processes, unique products, and valuable services for many large enterprises and marketplace confidence—the ability to be aggressive—requires an environment free from the fear of undue risk.

OpenText solutions are …
created to enable customers to 'shift left' with quality and security, preventing potential bottlenecks and problems before they occur.

Deliver Better Outcomes

Intelligently harness real-time data and KPIs throughout the entire DevOps toolchain

Identifying where your IT organization is making an impact on the business often means measuring it against a defined output. That may not be enough. Making something doesn't necessarily create economic value.

With software, the relationship between that 'thing' and its effect on the customer can be unclear. For the same reason, measuring the success of your DevOps journey against productivity and output is not an effective strategy.

Outcomes are the benefits your customers receive from what you deliver. So begin by truly understanding your customers' challenges, issues, constraints, and priorities; continuously assess them and alter your course as they change.

The key to success here is by implementing a system offering continuous feedback, harnessing real-time data and KPIs across the DevOps toolchain. Without this feedback loop, your enterprise will not be able to deliver the products and services the business requires to meet those customer needs.

OpenText solutions are …
hardwired to provide continuous feedback and actionable insight across the entire continuous delivery pipeline. This helps to ensure better business outcomes by improving cycle times while maintaining peak application performance and availability.

"DevOps is not about what you do, but what your outcomes are."

OpenText Enterprise DevOps Solutions

Our expertise aligned with the unique breadth and depth of our portfolio, enables the speed you need to develop and deliver software, and realize the promise of DevOps.

1. Plan/Govern	→	**Optimize Value Streams**
2. Develop/Test	→	**Achieve Continuous Quality & Security**
3. Deploy/Release	→	**Accelerate Delivery**
4. Operate/Monitor	→	**Increase Service Reliability**

Figure 1 - OpenText Enterprise DevOps: Agile Development, Continuous Integration, Continuous Delivery

Achieve value by aligning demand streams with business strategy and optimizing processes and governance.

1. Plan/Govern

Optimize Value Streams

To achieve continuous improvement, enterprise DevOps depends on feedback loops. From product and portfolio planning to production, data must be collected, reported back, and analyzed to enable teams to make operational and business decisions at each stage.

Successful IT organizations focus on connecting and measuring end-to-end activities across their portfolios, to deliver business value at speed. But a disconnect between the tools, and the teams planning, building, delivering customer solutions mean measuring value is difficult. Consequently, without end-to-end visibility and governance, the risk of duplicating effort and following inefficient processes can undermine time to value.

A first step after moving from a project-centric focus to a lean, product-centric portfolio strategy is establishing what to measure and which questions to ask. Leveraging analytics for answers is the way forward. Having access to simple but comprehensive dashboards, displaying metrics and KPIs, would tick that box. Tight integration between tools would ensure data was presented consistently, creating insights into status, process improvement, and measured business value.

HOW OPENTEXT HELPS
We merge islands of tools to align business strategy with execution, ensuring organizations can tame their data overload and make sense of the results. Our solutions help connect, map, and visualize crucial aspects of the technical value stream, including planning, financials, people, and capacity to uncover bottlenecks, provide governance, and ensure stakeholder alignment.

In short, organizations can better understand the value they deliver, the efficiencies they gain, and further optimization possibilities for every product in their delivery pipeline.

Figure 2 - OpenText™ Software Delivery Management provides end-to-end visibility of all your value streams.

Correct defects and architectural issues; manage risks continuously, with full traceability, by testing early and often.

2. Develop/Test

Achieve Continuous Quality and Security

Applications must now be delivered quickly and securely on an ever-increasing spread of smartphones, tablets, laptops and wearables. They may all run different operating systems and browsers, but all must deliver a superior user experience.

Speed and quality are no longer mutually exclusive. Both are essential to remain competitive. Shifting to a DevOps culture, where quality and security is engineered into everything, can deliver real benefits if the transition is properly considered.

HOW OPENTEXT HELPS
The solution is to enable customers to test earlier, and faster, by combining broad platform support with AI-driven capabilities. To test any technology, on any browser and mobile device, operating system or form factor, either from the cloud or on-premises.

Our customers can access an exceptionally broad technology stack and comprehensive vulnerability coverage, enabling implementation of security practices from the outset. Static, dynamic, and mobile AppSec testing with continuous monitoring for web apps in production provides complete software security assurance, and our end-to-end application security solutions include the entire software development lifecycle and offer the flexibility of on-premises and on-demand testing.

They tick the 'testing early and often' box by using the industryleading, integrated OpenText portfolio for continuous and comprehensive web, mobile, and enterprise application testing.
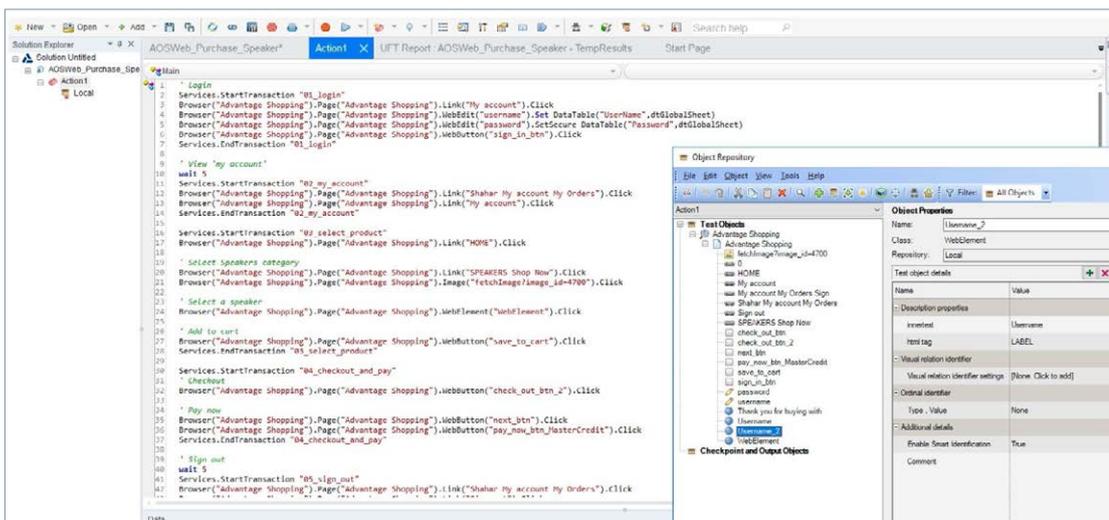

Figure 3 - OpenText™ Functional Testing helps companies significantly reduce the time, complexity and cost of functional testing.

Deliver changes into production—or the hands of users—quickly, safely and reliably.

3. Deploy/Release

Accelerate Delivery

For the IT organization, being competitive demands that businesses respond to change by adapting rapidly and cost-efficiently. This increase in business agility has, in turn, dramatically accelerated the velocity of change.

Adopting agile methodologies and continuous integration is the first logical step in satisfying the need for speed, but this typically just pushes the bottleneck further along the path to production.

Software is not being deployed into test environments or released into production any faster. Lack of control over the release process, poor collaboration between teams, and manual deployments are all leading to poor quality releases at a high cost to the business.

Bridging the DevOps divide, by solving application release complexities and automating the delivery pipeline, is key to improving application development and IT operations efficiency. Improving planning, control, and the process automation of application changes reduces deployment time, creating more space to develop business value through innovation.

HOW OPENTEXT HELPS
Our DevOps solutions combine continuous delivery and release automation with hybrid cloud management and IT process automation—perfect for organizations needing to deliver applications to any cloud, any environment,or any technology.

OpenText DevOps solutions are underpinned by a flexible, process-centric approach. They simplify application deployments across all environments, by offering visibility and efficiency across the delivery pipeline, enabling repeatable, reliable and audit-compliant processes.
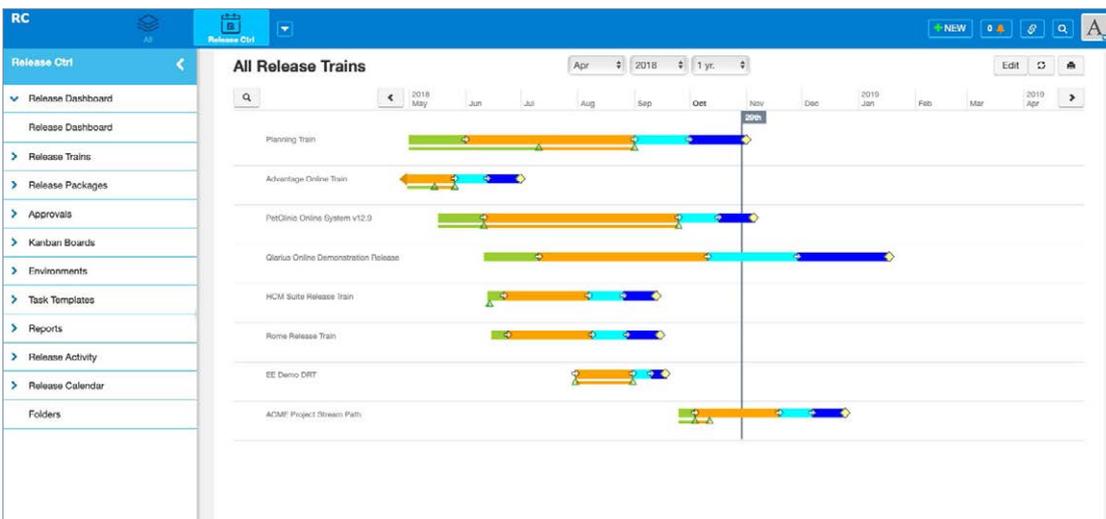

Figure 4 - OpenText™ Software Delivery Management provides an enterprise view of all releases in motion.

**Visualize, analyze and
maintain IT health and build
feedback loops to improve
the user experience.**

4. Operate/Monitor

Increase Service Reliability

While the gap between 'Dev' and 'Ops' is reducing, implementing DevOps
practices over the last mile on the Ops side is still a work in progress; the
pressure put on IT operations by the rapid adoption of continuous delivery is a
factor.

IT operations also faces a challenge to adapt the complexity of multi-speed,
multi-cloud, and traditional environments. But developers, security teams, and
the business, will not accept delayed service delivery, cost overruns, service
outages, or security breaches.

Just as applications are accelerating the Digital Enterprise, IT Operations must
match the speed of DevOps. In turn, three core requirements—easier, faster
and transformative— will drive the evolution to continuous operations.

HOW OPENTEXT HELPS
Our modern IT Operations Management (ITOM) tools bridge the gap between
traditional IT, the new digital enterprise and fast paced business initiatives
in a straightforward way. Simplified pricing and licensing models put this
prescriptive and integrated solution within easy reach.

It enables Ops to improve service reliability, and use self-service management
to fulfill requests across both traditional and cloud environments.

OpenText helps customers overcome the mismatch between the abilities
of development to deliver, and that of IT operations to deploy, operate, and
monitor. Our ITOM platform enables continuous operations for modern IT by
leveraging the Container Deployment Foundation, Microservices, and big data
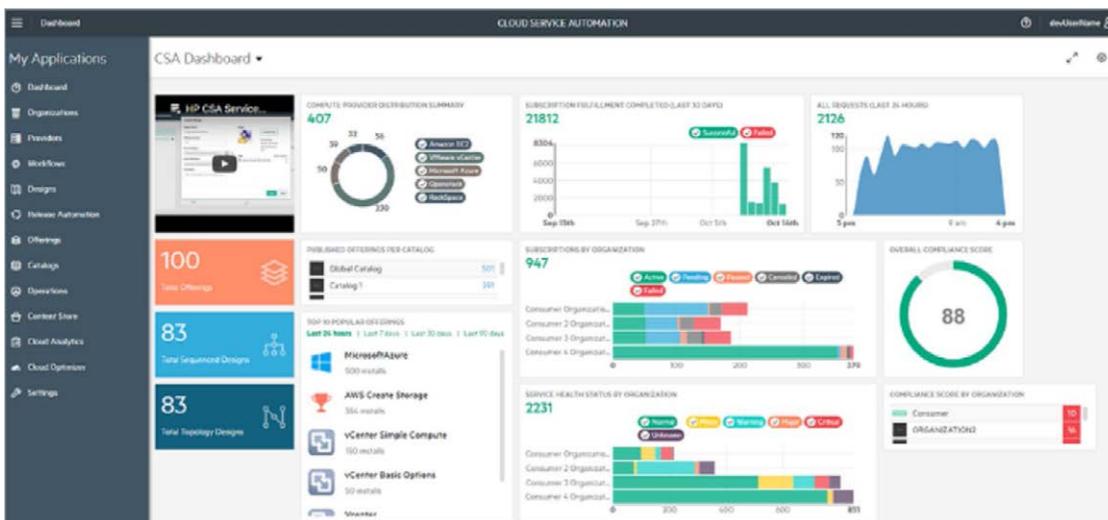analytics.

Figure 5 - DevOps
driven, multi-cloud
management,
orchestration and
migration

Find out more at

[OpenText™ Core Software Delivery Platform >](#)

OpenText enables enterprise IT to accelerate application delivery and build innovative software, with less risk, to meet the needs of the business.

Our core principle of building on solid foundations to underpin modern DevOps practices, prepares our customers to enable digital transformation.

While some enterprises may be joining the race to innovate a little late, the potential to catch up is there. Talk to us about how to bring DevOps levels of efficiency to your hybrid IT landscape.

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