

# TRENDS YOU NEED TO KNOW: DevOps and IT Support



Wondering how IT support fits into DevOps? When customers have problems, it's the support team they call. But are support and development communicating? Recent research by HDI tells all.

## IT teams practicing DevOps are overachieving!

**30x**  
More frequent  
deployments.

**60x**  
Fewer  
failures.

**60x**  
Higher change  
success rate.

**160x**  
Faster  
recoveries.

**Twice**  
more likely to  
exceed goals in

- Profit
- Market share
- Productivity

From the State of DevOps Report (2015) Commissioned by: puppet labs



## How IT Support Fits into DevOps

The Second Way of DevOps is about shortening and amplifying feedback loops. IT support plays a critical role in capturing and understanding customer feedback.



“The goal of almost any process improvement initiative is to shorten and amplify feedback loops so necessary corrections can be continually made.”  
– Gene Kim, Author of *The Phoenix Project*



**Feedback matters**

## IT support feels disconnected from development



**73%**

dissatisfied with level of involvement in development.



**99%**

express a lack of preparedness for releases.



**85%**

don't have visibility on development updates.

**40%**

of IT support professionals don't know what DevOps is.



What is DevOps?

## Innovation is about change

Change management is the #2 most adopted service management process according to HDI and critical to collaboration between IT support and development.

HOWEVER:

**51%**

of organizations don't have a change process that works.

WHICH LEADS TO:

**DISSATISFACTION**

in collaborating with development.



## How involved is IT support in the development process?

**74%**

of IT support teams are notified after software is operationalized.



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**34%**

of support tickets are analyzed to drive improvements.

## Tools can open doors... or close them

Most support teams aren't able to view updates in development tools.

**28%**

of IT support teams use a tool that integrates with development's tools.



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**85%**

of IT support teams say this lack of visibility creates a challenge for them.

## Sharing knowledge

Knowledge management is the 2nd most required technology to provide great end-user support according to HDI.



Only

**41%**

of support and development teams share knowledge with each other.

## DevOps is good for IT support

Teams that have fully adopted DevOps see positive impacts on:

Change management cycle time



Release management cycle time

Communications within IT



Support team satisfaction

Ability to help customers



“We went from a 4 step approval process taking 8 days to a 1 step approval process with daily sign-off. There are no blockers for us to do multiple web releases in a day. Within 3 months, IT improved its time to resolution by 66%, reduced call-waiting time by 50%, and increased customer satisfaction by 140%.”

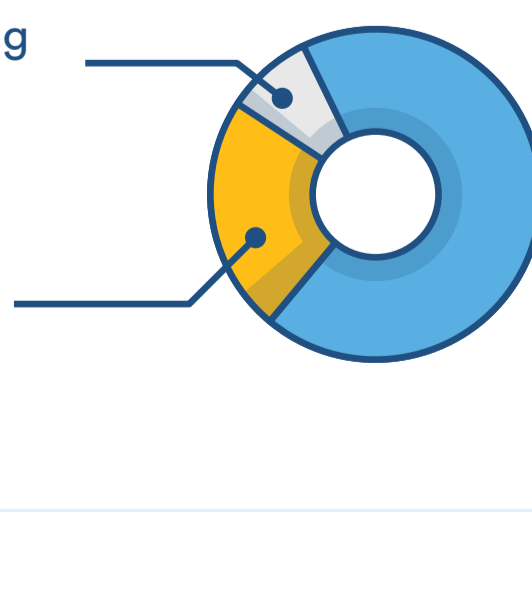
– Carol Johnson, Head of Service Delivery & Operations

The Daily Telegraph

## Things are looking up

**10%** are considering adopting a DevOps approach.

**21%** have adopted DevOps in at least some areas.



## Bring IT support and development teams together



It's time to bring support and development teams together for one common goal: building the best products and services for customers.

Find out how Atlassian can help your IT Support team embrace DevOps practices.

### Sources

HDI, "The Scoop on Technical Support and Development"  
HDI Support Center 2015 Practices & Salary Report  
Puppet Labs State of DevOps Report 2015

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