

Introduction to DevOps: Beginner's Guide

DevOps might be the most exciting trend in computing because it isn't really a trend.

In this pdf, I explore What DevOps is and why acquiring a basic understanding of its tenets is critical for advancing in today's IT environment. Read along and we'll explore:

- Quantification
- Collaboration
- Automation

Continuous customer satisfaction is the goal of implementing these tenets. Understanding DevOps is easier than you might think.

What is [DevOps](#)?

There is a lot of talk about “DevOps” in the technical community, and for all the talk we have yet to see a single definition agreed upon. One potential reason for the lack of a clear definition could be that no single solution will fit every company. If we look at the different proposed definitions, and the tools being branded as “DevOps tools,” we can start to see that DevOps is all about efficiently providing the customer with the best possible product.

There is no perfect model for the software development life cycle (SDLC). There are, however, a lot of different options for each phase of the SDLC that have been utilized successfully throughout the years.

DevOps is a philosophy of the efficient development, deployment and operation, of the highest quality software possible.

[DevOps](#) attempts to be one such philosophy. In fact, DevOps builds on these well-established concepts.

Before going further, you should understand how we're defining DevOps so that we share a common language and vocabulary. DevOps is a philosophy of the efficient development, deployment, and operation, of the highest quality software possible.

Which makes DevOps a holistic approach to continuous customer satisfaction. Continuous customer satisfaction (CCS) is related to the ongoing happiness of the largest percentage of your user base possible. This is typically manifested through the fast delivery of newly requested features with the least amount of downtime. There is a trend in DevOps to offer a “continuous everything” tone, and continuous customer satisfaction may seem like another generic addition to the “continuous” family, but it's actually a pretty powerful concept.

Continuous customer satisfaction

Continuous customer satisfaction represents a customer-centric approach to software. Customers who receive the features they want quickly, on a stable, and secure platform are generally satisfied by the overall experience.

These “happy” clients are much more likely to become repeat customers and some may go as far as recommending you to other potential customers.

When DevOps is properly adopted, it supports higher quality, faster lead time — that is, the time it takes a customer’s request to make it into production — greater stability, and increased security.

Tenets of [DevOps](#):

Below are some of the key features as defined by the DevOps Community:

Quantify

Quantify everything first. You’ll thank me later.

There are metrics to be found at all stages of the DevOps pipeline. It’s important to know which of these metrics is going to be useful to you by reviewing your existing processes. In order to know if your DevOps practices are having a positive impact, you need a good starting point to measure against.

In fact, if you’re new to [DevOps](#), here are a few key performance indicators you should track, to get you started:

- [Frequency of deployments](#)

- Frequency of failed deployments
- Mean time to recovery ([MTTR](#))
- Mean time to discovery ([MTTD](#))
- Lead time
- Up time
- Customer complaint volume
- Service performance

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