



Case Study

Software delivery performance – Measuring DevOps

Enabling a client in the gaming industry to
measure software delivery performance
and track key DevOps metrics.



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Defining the key metrics and curating the important data from development platforms allows our client to have an up to date overview of the software delivery and its impact on the organisation's systems.

Problem.

The client has made significant investments in project delivery teams to evolve their DevOps maturity. Naturally, the management team want to measure the impact of these new practices as well as identify the best area to focus on next.

A popular way to gauge software delivery performance is to look at the metrics covered in the "Accelerate" school of thought. This could become the base for measuring their own in-house achievements as well as highlighting possible growing points to focus on in the future. However, with multiple development teams working across different projects it can be difficult to track all of these metrics. All the more so, if the software is delivered across multiple platforms.

Exposé was engaged to assist the client with developing a "performance hub" to monitor and analyse the development efforts and operational stability of their systems.

Solved.

In collaboration with the client, Exposé have designed a bespoke data model which collects data from project delivery, change management, and incident management systems. This data model was developed using the Power BI platform since it best suits the client's in-house skillsets.

The BI platform does not necessarily replace the operational reporting of each individual system but rather brings the separate data sets together to add organisational context to them as a whole. By keeping the details behind the dashboard, it allows the users to easily link back to the source systems for each record.

The four key metrics quantified were: avg lead time, deployment frequency, change failure rate, and mean time to recovery. Each data point is aligned to a team and a date which empowers the client to analyse their software delivery performance from a structural perspective (team, division, etc.) or chronologically.

Business Benefits.

- Quantified and measured software delivery performance.
- Comprehensive overview of all the processes related to software delivery.
- Ability to monitor the impact of changes after the fact.
- Individual delivery platforms do not necessarily have to be integrated with every other system in the process. The BI platform becomes the hub of contextual information.
- Users can drill into detailed records and link back to the source system to view full details within the source systems' context.
- An interactive visual analytic that can be used by management or team members alike.
- Triggered notifications for critical thresholds.

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Do you have any additional questions, or
want to know more?

We would love to hear from you.

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