

# Digital Podcast Show Notes

## Episode 30 with guest Jon Stevens-Hall

**Hosts: Barclay Rae, Ian Aitchison,**  
**Guest: Jon Hall**

### **Greetings section,**

Greetings with Barclay and Ian. This week's trivia. Should the function of technology and IT in a business be all about attracting and retaining talent?

And let's meet Jon. Snr Product Manager at BMC and very focussed in a liminal state DevOps and industry changes.

### **<mainbit> (very shortened and summarised)**

BR: Starting with DevOps. Where would you advise an org focus to work better?

JH: We speak to a lot of people, devops is well recognised, but many enterprises struggle to start and try it as a 'startup', that works, but the problem comes when you try and scale.

They hit challenges with complexity in large legacy orgs. For service management pros: you have to enable this transformation. Help people build quickly, become more of an enabler. It's a big shift.

IA: Does DevOps have a bigger challenge because it's more philosophy than rule book?

JH: Yes, old work is built on processes and systems. That's fine in some areas, but building software isn't like that. DevOps is a bottom up culture, collapsing structure. That stretches a lot of people.

BR: Some orgs may find that impossible. What can we learn in service management from devops about working better?

JH: We need to think about team topologies and where things flow. Handover - as an example - is a bad idea. One big change is a move to direct collaboration and swarming, or move to make 'everything as a service'. So you can learn about how complex things break down.

IA: Does devops help more with moving things forward (creating or improving), but the flow of consistent repetitive consistent work might be different?

JH: Well, the principles of lean are about build small and get feedback. We have to move away from big projects, and make hacking a virtue. I would say autonomy on the shop floor is a good thing, but you do have to deliver to contracts and with governance. Move fast, break things and make great stuff, and match shareholders need. You have to push things closer to the recipient, and get people in the process.

BR: There is the concept of the citizen developer - we can reach out and help people work better across the business.

JH: And that takes to the stream and value chain. Typical HR processes involve lots of departments. A team topology model would focus on the whole onboarding experience not the silos.

IA: There is massive opportunities for teams to look at the overall experience of an employee and identify opportunities for improvement. I see a connection there.

JH: The onboarded employee is not about 'get a laptop', it is about 'work from day 1'.

DevOps is a rejection of Conway's Law to avoid processes matching org structure. This is

also the Lean concept seen with Toyota where anyone on the shop floor can stop the flow if it is not right. They own the flow.

BR: I used to work in a production line. The idea that you can stop and change it from the shop floor is very different.

If we were to take these concepts into a wider business, should it be toned down and simplified?

JH: This stuff is not just proving itself in the software industry. There is lots of very good data that shows this approach succeeds.

### **John's Recommended Drink**

Legavulin : Single Malt Whiskey.

### **Useful Links**

Jon on LinkedIn: <https://www.linkedin.com/in/jonhalluk/>

Jon on Twitter: <https://twitter.com/JonStevensHall>

### **Bar Bio**

Jon is really lucky, he lives by the seaside. When he is not making amazing software products with BMC, he can be found with his two kids rock-pooling on the beach. Sometimes though, apparently he also exists in a liminal state (yeah, go look it up) somewhere between DevOps and ITSM. I think it's more likely that his liminal state is induced by his love of malt whiskey. Or whisky.