

# Is NoOps the end of the road for operations professionals?

BRIGHTRED RESOURCING LIMITED

APRIL 2019



# Is NoOps the end of the road for operations professionals?

Right from the time when Mike Gaulteri of Forrester Research coined the term 'NoOps', there has been a lot of buzz around the role of operations teams in a DevOps environment. Though it has been more than 5 years now, this debate still comes up in the beginning of every year or when an innovation happens in DevOps. With the advent of NoOps, operations teams became apprehensive about implementing DevOps while developers are worried that their work load will be doubled. Among this confusion, it is important for businesses to clearly understand the on-going DevOps innovation to be able to provide a clear picture to their staff.

## An Overview of NoOps

In a [BLOG](#) post, Mike Gaulteri of [Forrester Research](#) mentioned that the increased automation in continuous deployment and delivery models of DevOps would eliminate the presence of the operations teams.



says Mike Gaulteri of [Forrester Research](#).

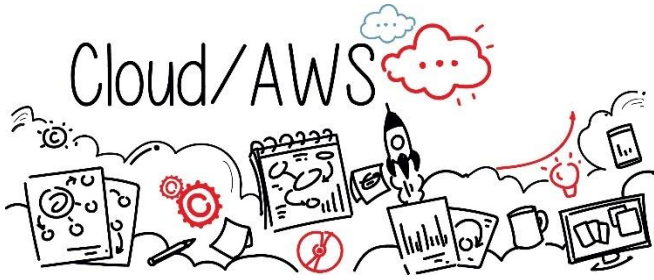
NoOps can be defined as a state of the DevOps environment wherein the underlying infrastructure is automated to such a state that a dedicated operations team is not required to manage the application in-house. As the code is developed, it passes through the DevOps pipeline where it is automatically tested and deployed without any human intervention.

This is how software development is done in a **traditional environment**:

1. The software development team gathers information about the business requirement that an app is intended to resolve.
2. The design team prepares the design of the program.
3. The development team writes the code for the program
4. The testing team runs this program in an isolated development environment to assess the performance and quality issues while tracking bugs and other issues.
5. If the code passes through the quality control tests, the code is passed on to the operations team. If not, the code is returned to the development team for editing and corrections.
6. The operations team deploys the code and manages the program.

In a **NoOps environment**, the last part of this process is automated. To be precise, tasks such as deployment, monitoring and management of the code are automated using automated deployment tools. For instance, AWS offers a simple automated deployment tool, **AWS Code Deploy** that allows developers to simply write the code and push it into production on a variety of

computer services. You can easily update code, make new releases and manage the infrastructure from a single dashboard.



Increased IT automation in the cloud is the main factor that drives the NoOps movement. As PaaS is evolving, many PaaS service providers are coming forward to offer NoOps PaaS platforms. Heroku and OpenShift 4 are a couple of examples of NoOps platforms.

## Benefits of NoOps

The key benefit of NoOps is increased IT automation that in turn offers more autonomy to developers. Without the need to interact with operational teams, developers can take quick decisions to write code, test it and push it into production. Thus, the organization can benefit from agility and faster time to market. With continuous integration, delivery and deployment, resources are optimized, and the overall expenses of the organisation are reduced. Another important benefit is that developers take responsibility for the code, right from design and development to production and maintenance.



## NoOps Sounds Scary for Operations Teams

While NoOps offers certain benefits to organisations and developers in terms of agility and autonomy, this word sounds scary for the operations team. Does the influx of automated deployment tools eat up the jobs of operations professionals? What is the future of the Ops teams? DevOps itself is a scary term for many people. The biggest obstacle for the implementation of DevOps in organisations was the apprehension and objections from the employees. While some employees feared about the change of roles, some felt it would eat up their jobs in the coming years. In such situations, NoOps speaks about removing the operations teams altogether. So, does it mean an end of the road for operations professionals? Would organisations be able to sustain operations without the operations teams? This is an important point to ponder.

First, NoOps is still in the nascent stage. This methodology is only suitable for specific development environments. For instance, consider an organisation-owned IT environment such as a data center. As the data center deals with huge volumes of data, it needs continuous provisioning, networking management, virtualisation management etc. As such, operations teams are always required here. The developers can write the code and push it to production, but they would need constant help from the operations team. Even in a regular IT environment, the operations team would first setup the IT infrastructure which can be later used by the development teams.

## So where is NoOps useful?

NoOps can be useful in cloud-based IT environments wherein main processes would be

dealing with software development and management and doesn't involve excessive data management solutions. As the hardware infrastructure is managed by the cloud service providers, developers can simply write the code, provision resources in the cloud and push the code into production. So, complete elimination of operations team is not a reality as of now.

## So, what's there for NoOps?

NoOps should be a useful tool for the organisation in automating software delivery but not as a tool to eliminate the operations team. In fact, the operations teams can use this method to automate several tasks involved in production.

## DevOps brings new opportunities for Everyone

As DevOps is evolving, it is opening up new avenues for everyone in the team. For instance, DesignOps is a new concept that brings designers and operations team together.

## The Dawn of DesignOps

DesignOps is just a new kid on the block that has been around for the last 3-4 years. DesignOps or DesOps is a term coined by the Airbnb design team. The purpose of this concept is to create a DevOps entity wherein designers work with operations teams to efficiently design products and manage a healthy design team that runs smoothly while complementing other members of the project development teams.

It works at the project level or the organisational level. At the project level, this team understands the specific design needs of the project and provisions resources accordingly. At the organisational level, this team monitors and manages the overall design needs of the organisation.

## The need for DesignOps

In the agile and DevOps software development era, developers enjoy an array of tools and methodologies that help them to seamlessly work in teams with a greater level of communication.



As software is incrementally developed and managed via a shared repository, every member of the development team knows what changes are being made to the code. As such, they can make changes to the code in real-time. But what about the design teams? Is it possible for designers working from different geo-graphical locations to work as a team? How will a designer know if there is a change made to the design? E.g.: A green shade is increased, or an image is removed from the design.

When it comes to developers, software is mostly text-based. So, tracking changes is easy. However, designers deal with huge images and binary

objects that makes it difficult to track changes to these objects. In a large enterprise, there are thousands of designers working on different projects. As teams scale up, managing the entire project becomes a challenge. This is where DesignOps steps in. With this new methodology, DesignOps guys integrate design processes across the organisation for a streamlined management system. They streamline the workflow, identify the right tools for the right processes and provision resources accordingly to those teams, handles governance and infrastructure while optimising the budgets required for each project. Simply put, they efficiently manage the workflow of how designs are integrated with the development pipeline. So, operations professionals play a key role here.

Similarly, there are several other new roles for operations professionals within the DevOps environments.



Here are a few of them:

### RELEASE MANAGER:

A release manager handles the entire release management lifecycle within a DevOps environment, right from coordinating with development teams and business analysts to scheduling the updates. Releases not only include new services, but they also include updates and

maintenance of multiple applications across the organisation, security patches and hardware maintenance etc. An operations professional can handle this job with ease as they are proficient with software engineering processes and can efficiently manage the automated delivery environments.

### AUTOMATION MANAGER:

An automation manager or an automation architect is one who analyses and optimises the continuous delivery pipeline. As more and more automation is done in the DevOps environment, an automation architect plays a key role in identifying the right automation tools for the right processes and thereby improves the efficiency of processes across the organisation.

### EXPERIENCE ASSURANCE EXPERT:

While the QA teams look at the quality of the product, the Experience Assurance team (XA) will be responsible for delivering the highest user experience. This job is to constantly monitor the user experience, collect feedback and optimise the product performance accordingly.

### UTILITY TECHNOLOGY EXPERT:

Change is one word that doesn't go down well with operations teams. However, in a DevOps environment, developers regularly keep pushing smaller pieces of code into production. As such, operations teams are required to ensure that stringent controls are implemented such that the right applications are running on critical servers. To optimise the deployment environment, utility technology experts collaborate with developers in product planning, development and deployment while not compromising on security.

## SECURITY EXPERT:

As automation in DevOps environments increase, security must be built into the product. Earlier, it was the other way around. The product was built first, and security was added to it at a later stage.

As security is built into the product, operations teams play a key role here, working hand in hand with other DevOps members.

# The Bottom Line

As the IT world is innovating at a rapid pace, new technologies are being implemented every day. By the time you define a process, there comes a new one. NoOps is just one among them. However, operations professional don't have to worry about their jobs. NoOps is surely not the end of the road for operational professionals. However, one thing is sure in a DevOps world. The only thing that is permanent is change and that change happens at a rapid pace. So, operations teams must keep in mind that new technologies and methodologies would come up every day. So, the roles will be changing. If deployment is automated, it brings newer roles. It is just the change of roles and not the end of jobs.

Be it a security expert, experience assurance expert, automation architect or a release manager, an operational professional is required in every team. Moreover, the hardware infrastructure is always a key requirement, regardless of whether the organisation uses an on-premise solution or a cloud infrastructure. It is common for an operational professional to be insecure about their jobs in a DevOps environment.

However, it is important for operations teams to proactively monitor changing technologies and adapt them as and when required. Flexibility to quickly fit into any role is the key here. The same is the case with other DevOps members as well. When it comes to organisations, choosing the right person for the right role is a challenging task, especially when the technologies are changing at a rapid pace.

However, Brightred is here to help. We offer highly experienced DevOps operations professional who are adept to changing technologies and are flexible enough to fit into any role within the organisation.

CALL US FOR A CHAT!

0844 335 2228

[www.brightred.com](http://www.brightred.com)

