





# The Chronicles of the Lion:

The road from Agile to Enterprise Agility

Jan-Joost Bouwman

DevOpsDays Shanghai August 18-19 2017

## a little bit about me

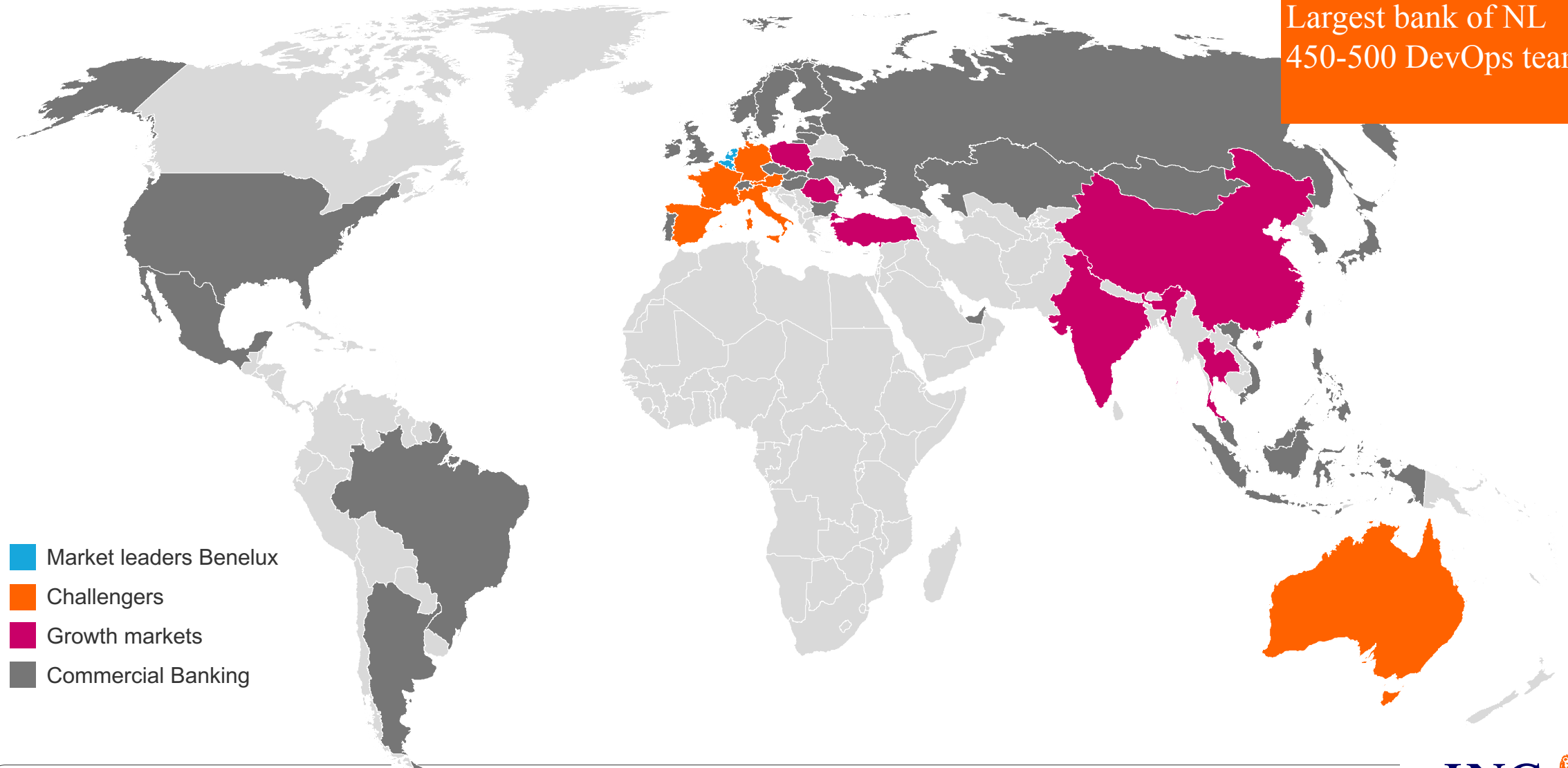
### Jan-Joost Bouwman



- Some 20 years of experience in IT in roles like...
- Tester, functional designer (voice response), information analyst, project manager, application manager, Change manager, Process Owner Change Management and now...
- Risk management (coordinator SOx testing)
- Strong background in Operations and Processes
- Self appointed DevOps Community manager @ ING
  
- Privately: birder and traveller
- Enjoys tweeting about IT conferences

# Who is ING?

Over 40 countries  
50,000+ employees  
Full- service bank  
Very strong European base  
Largest bank of NL  
450-500 DevOps teams



- Market leaders Benelux
- Challengers
- Growth markets
- Commercial Banking

# At ING the Role of IT has changed from Service to Strategy Driver



## **Clear and easy**

Today straight through processing enables ING to deliver a 5 min instantaneous offering



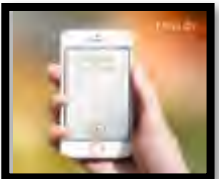
## **Anytime & anywhere**

Today internet & mobile enable ING's customers to do their banking 24x7 via Mobile or the internet



## **Empower**

Today CRM and predictive banking solutions enable ING to focus on helping customers to understand their future prosperity



## **Keep getting better**

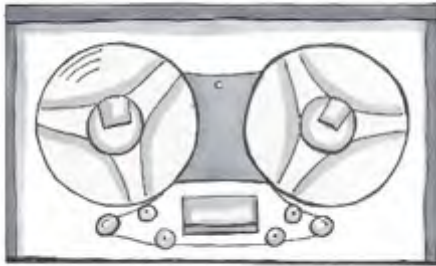
Agile development methods have enabled ING to constantly deliver new value to our customers



# Challenges

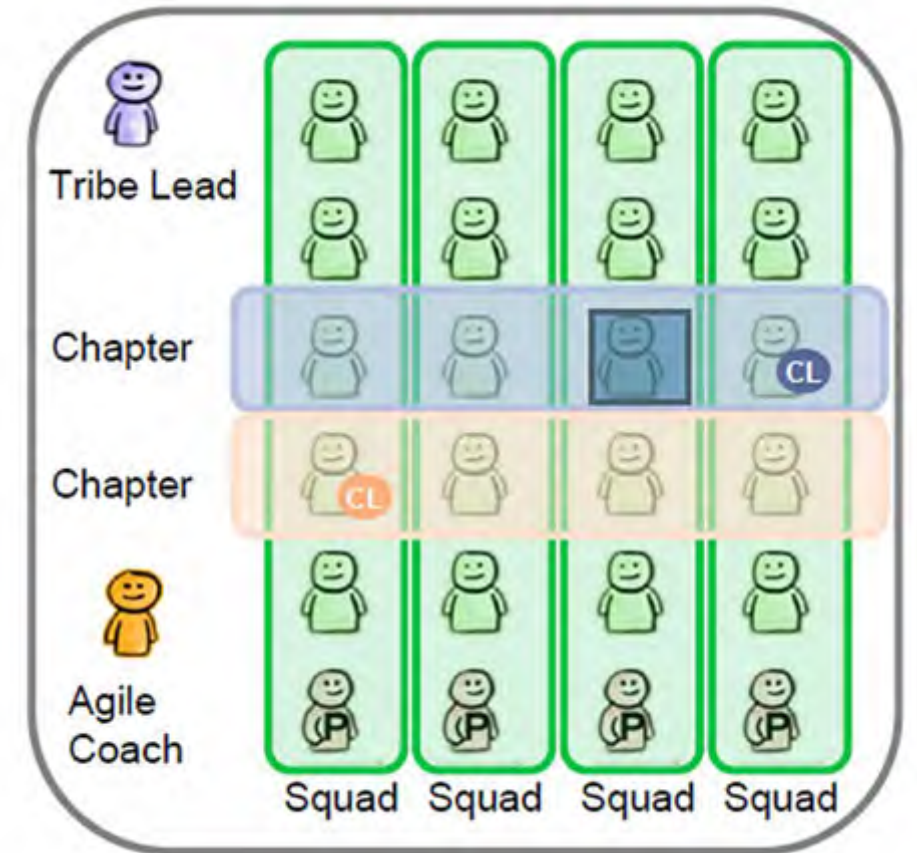


# Aspirations



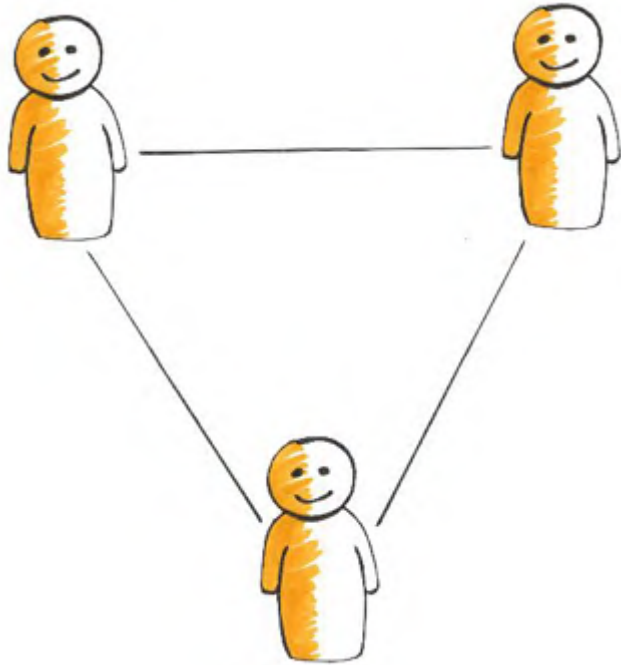
# Three phases of Agile

Chronicles of way of working: Agile => DevOps => BusDevOps



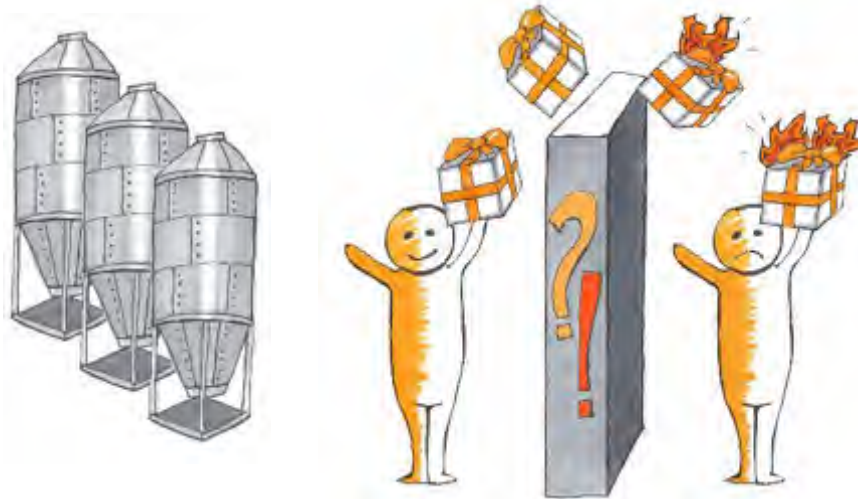
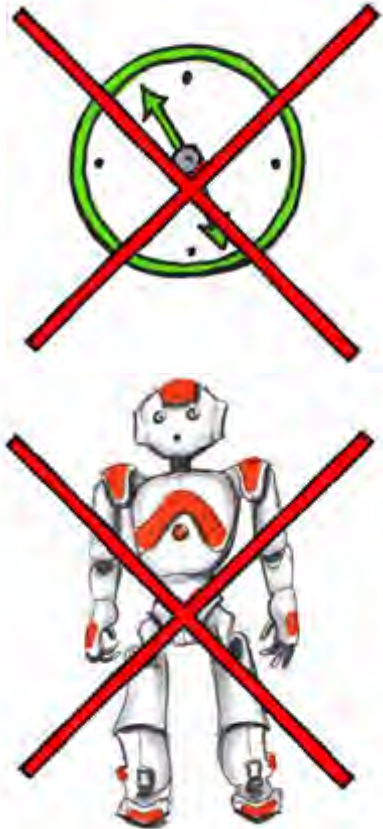
# Chapter 1: Introduction of Agile/Scrum

Start 2011



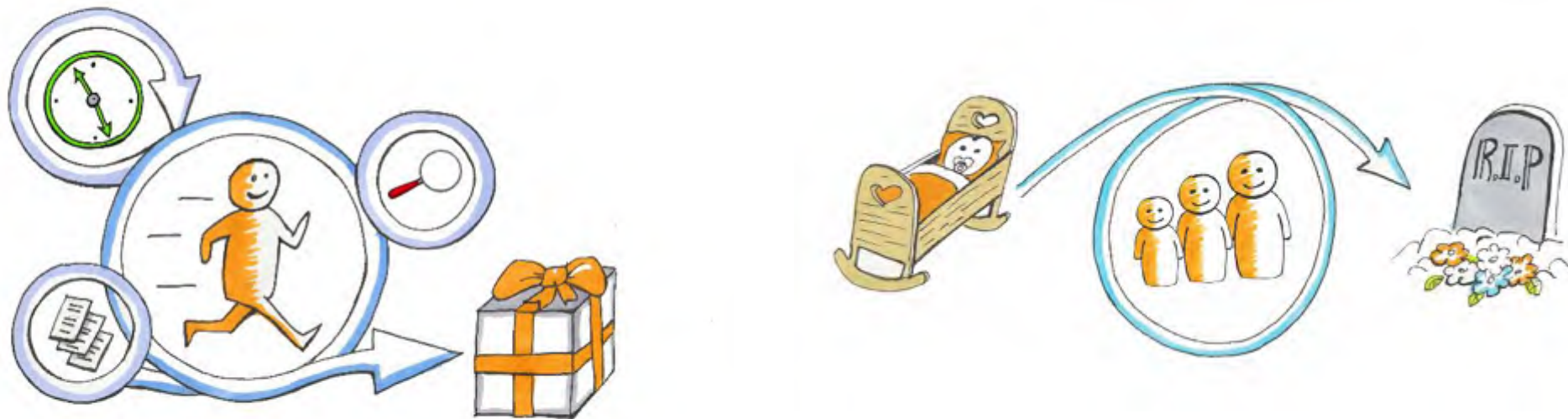


# Chapter 1: Lessons Learned from Agile/Scrum

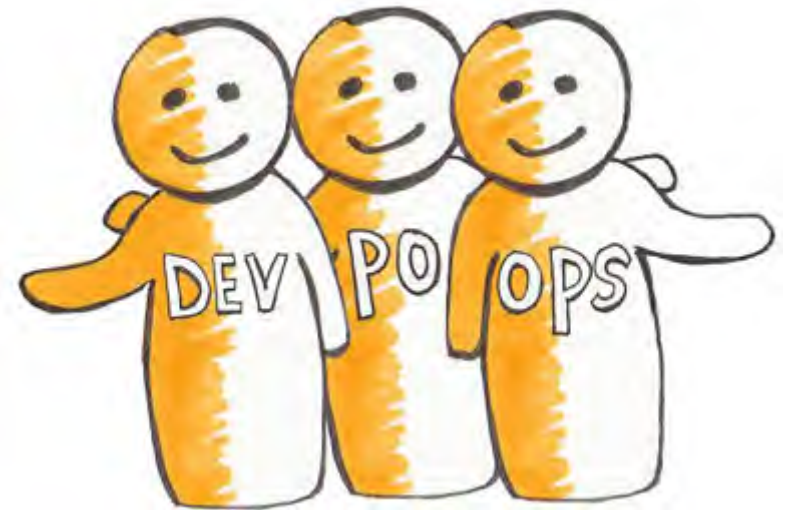
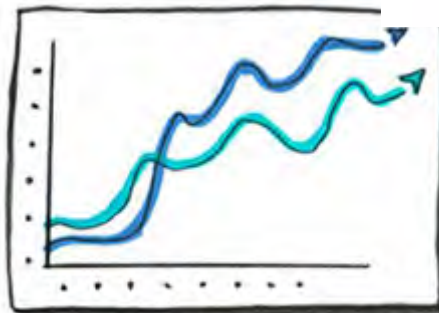


## Chapter 2: Introduction of DevOps

Start 2013

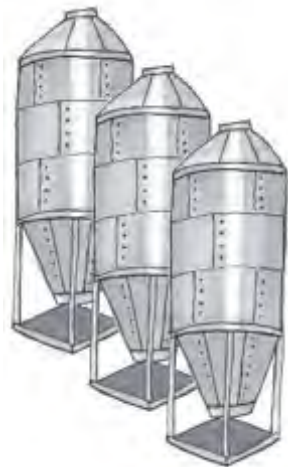


## Chapter 2: The importance of CLAMS in DevOps





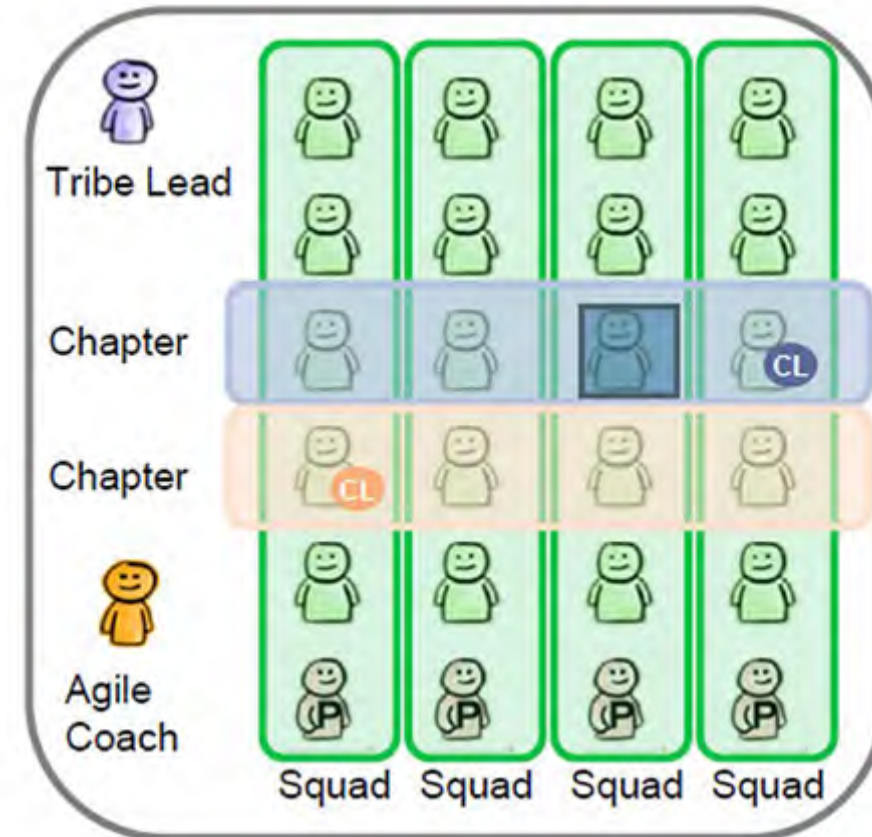
## Chapter 2: Lessons Learned from DevOps



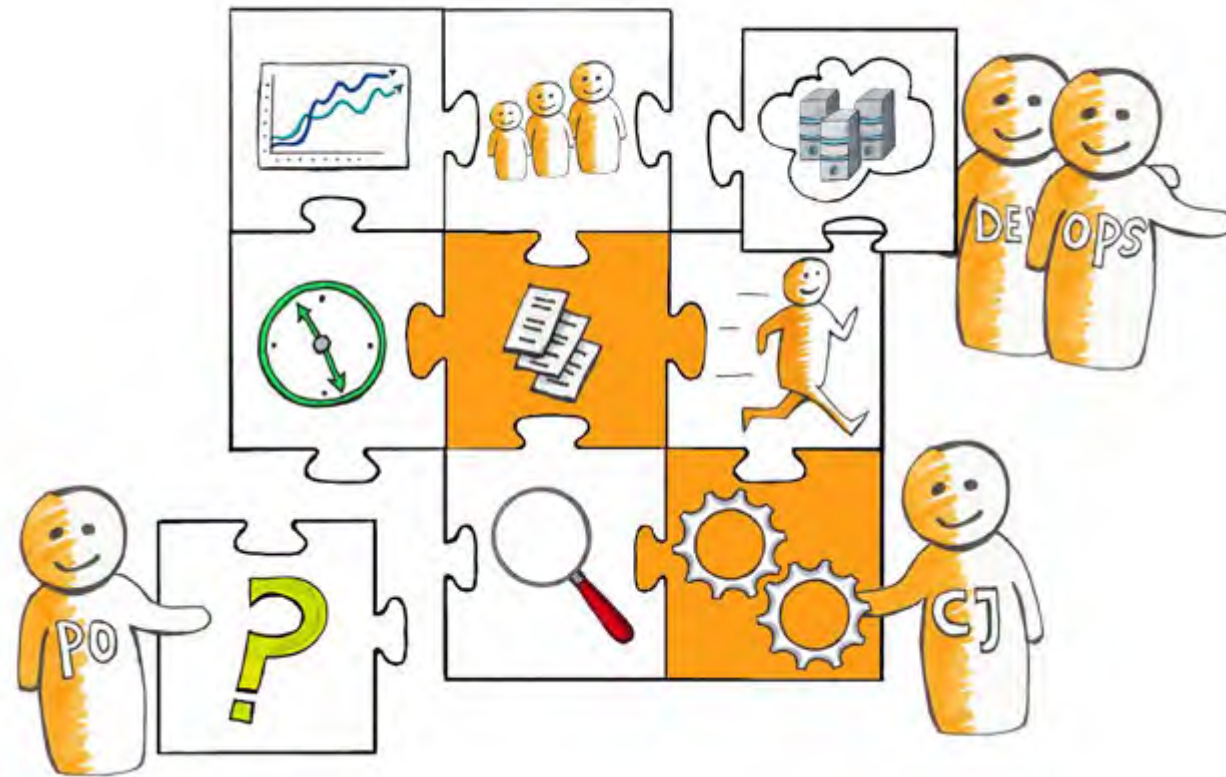


# Chapter 3: Introduction of BusDevOps

**Start 2015**  
**Taking Agile to the next level:**  
**Business and IT together in a**  
**Tribe**

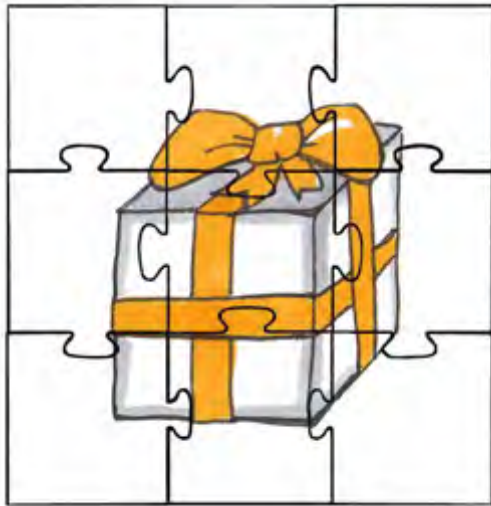


## Chapter 3: Lessons Learned from BusDevOps



## Next steps

Improving way of working based on lessons learned  
Introducing Agility to other departments (outside IT)  
Transfer of full stack responsibility to DevOps teams







高效运维社区  
GreatOPS Community



## 会议

- 8月18日 DevOpsDays 上海
- 全年 DevOps China 巡回沙龙
- 11月17日 DevOps金融上海

## 培训

- EXIN DevOps Master 认证培训
- DevOps 企业内训
- DevOps 公开课
- 互联网运维培训

## 咨询

- 企业DevOps 实践咨询
- 企业运维咨询



商务经理：刘静女士  
电话 / 微信：13021082989  
邮箱：liujing@greatops.com



# Thank you

@JanJoostBouwman

visuals by Isabelle Hörl:  
[www.isabellehorl.com](http://www.isabellehorl.com) | @IsabelleHorl

we are hiring!