

Process in Practice

Experience from real life vs theory

The plan...

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Why would I have a clue?

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What is a process?
Hint: it depends

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Tools!
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Boards, processes

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Menti
Q&A

— Introductions

01





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Who am i?

Introductions are in order after all

- Working at Sopra Steria for 2+ years
- Studied engineering in electronics and IT (studying cloud services)
- Cloud Native Lead at Sopra Steria
- 23 years old (or young)
- Some titles for credibility: Architect, Solution Architect, Infrastructure Lead and more

What is a process



What is a process?

According to what?

- Broad definition
- More details and specific
- Specific to methodology



A process is a series of sequential actions or steps taken to achieve a particular end. It involves the systematic progression of activities that transform inputs into outputs, guiding the way tasks are performed to reach a specific goal efficiently and effectively.

A process refers to a set of interrelated or interacting activities that use resources to convert inputs into desired outcomes. It provides a structured framework that outlines how work flows through different stages, ensuring consistency, repeatability, and the ability to analyse and improve upon the methods used.

A process is a structured set of practices, workflows, and guidelines that teams adopt to plan, execute, and deliver work efficiently and effectively. It defines how teams organize themselves, collaborate, communicate, and utilize tools to achieve their objectives while remaining adaptable to change and focused on continuous improvement.

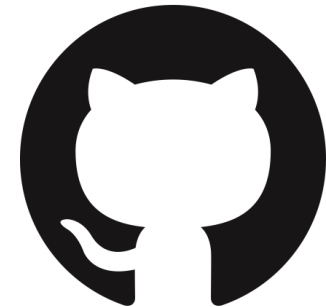
What do we use?



Tools!

What do we use IRL?

- Any guesses?
- Well...



Practical experience

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Bane NOR as a case study



- Bane NOR operates and develops the railway in Norway
- They also build and support the platforms
- AND their IT department(s) builds and supports all the tools associated

Some examples:

- The bus for train system
- The screens in the trains and on the platforms
- The voice over on the platform which informs you a train is late

The teams

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Teams process

In essence there are three types of teams

- Projects – A new solution or an improvement of an old one
- Service teams – typically deliver a service (an application, website, etc.)
- Operational teams – Keeps everything running

They have very different ways of working, ideally they should all have a process and a way to reflect that process.

Issues and solutions

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The What and The Why

Tools and decisions made

Tool choices

- Azure DevOps
- GitHub(?)
- (Almost) A single organization
- Different processes for each team

Issue

- We need a tool to manage tasks and our process
- We need better CI/CD tools
- We need to work better across teams
- Different types of teams have different needs

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Live demo!

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Q&A