

# DevOps for Pandemics

**DevOps Institute SKILup Festival**

December 7, 2020

# | DevOps for Pandemics

- Introduction
- DevOps Principles at the Core of Pandemic Response
- Responding to Crisis
- Where do we go from here?

Intro

The bottom of the slide features two overlapping, abstract shapes. The shape on the left is a vibrant teal color, while the one on the right is a lighter, muted blue. Both shapes have smooth, rounded tops and pointed bottoms, creating a modern, geometric look.

# | Introduction



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CIO & CISO Wiley

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# | Introduction

**80%** of Revenue is Digital  
**500+ Nobel Laureates** published

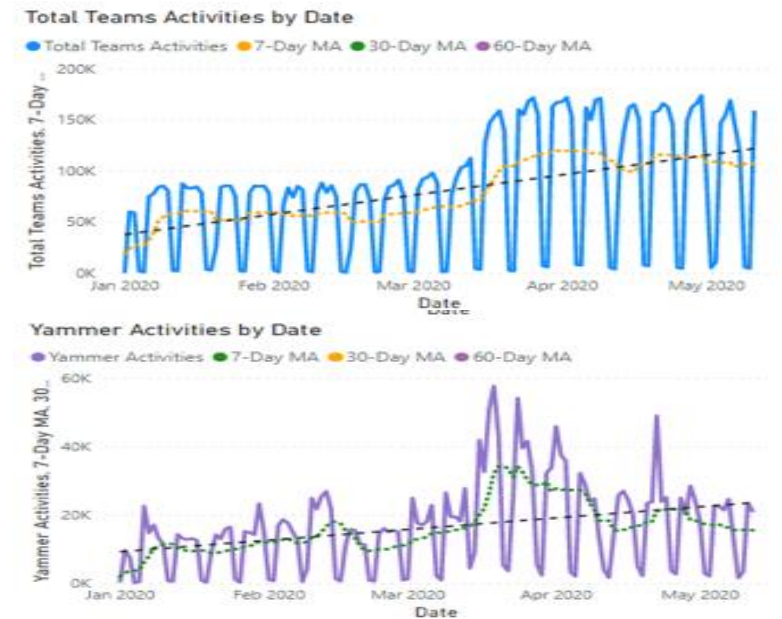
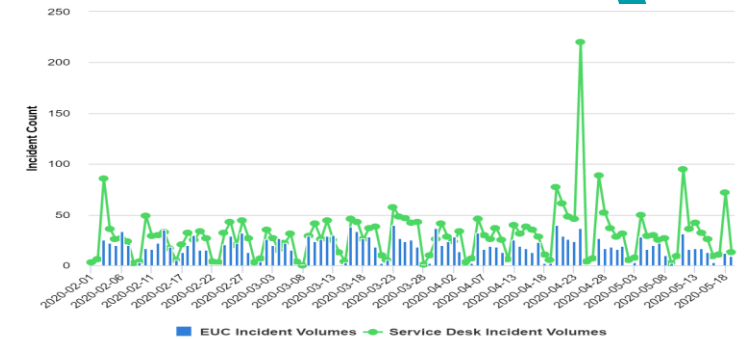
## Wiley – A History of Transformation

Wiley has been a valued source of information for 212 years. Wiley's content, products, and services help researchers, professionals, educators, and students around the world meet their needs and fulfill their aspirations. Wiley has **80 offices** and facilities in **30 countries**, with customers in over **200 countries**.



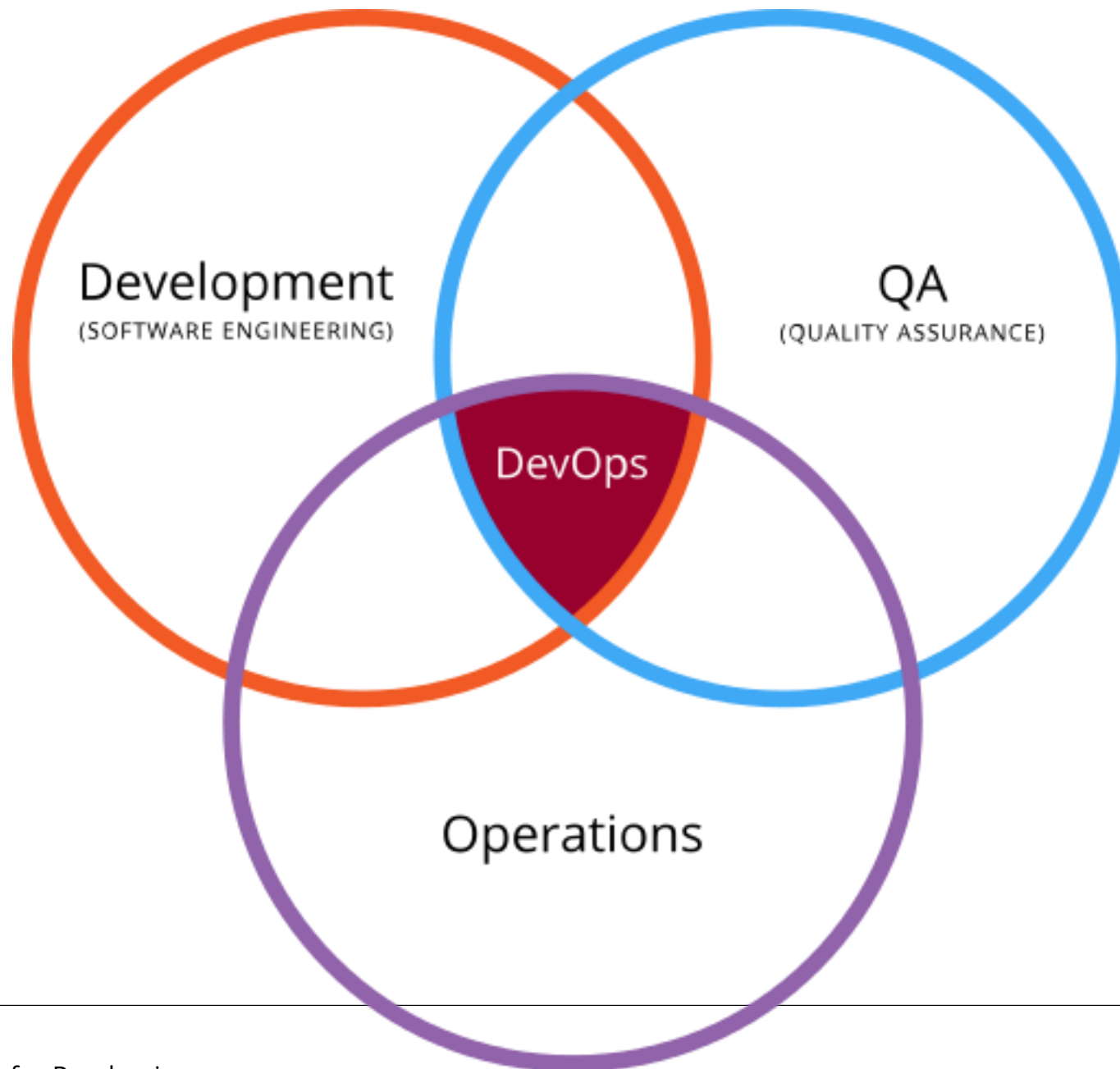
## | Impact of COVID19 @ Wiley

- Spike in support requests
- Increase in connectivity requirements
- Increase in demand for collaboration tools
- Increase in cybersecurity threat vectors
- Increase in phishing and spearfishing



# DevOps Principles at the Core of Pandemic Response









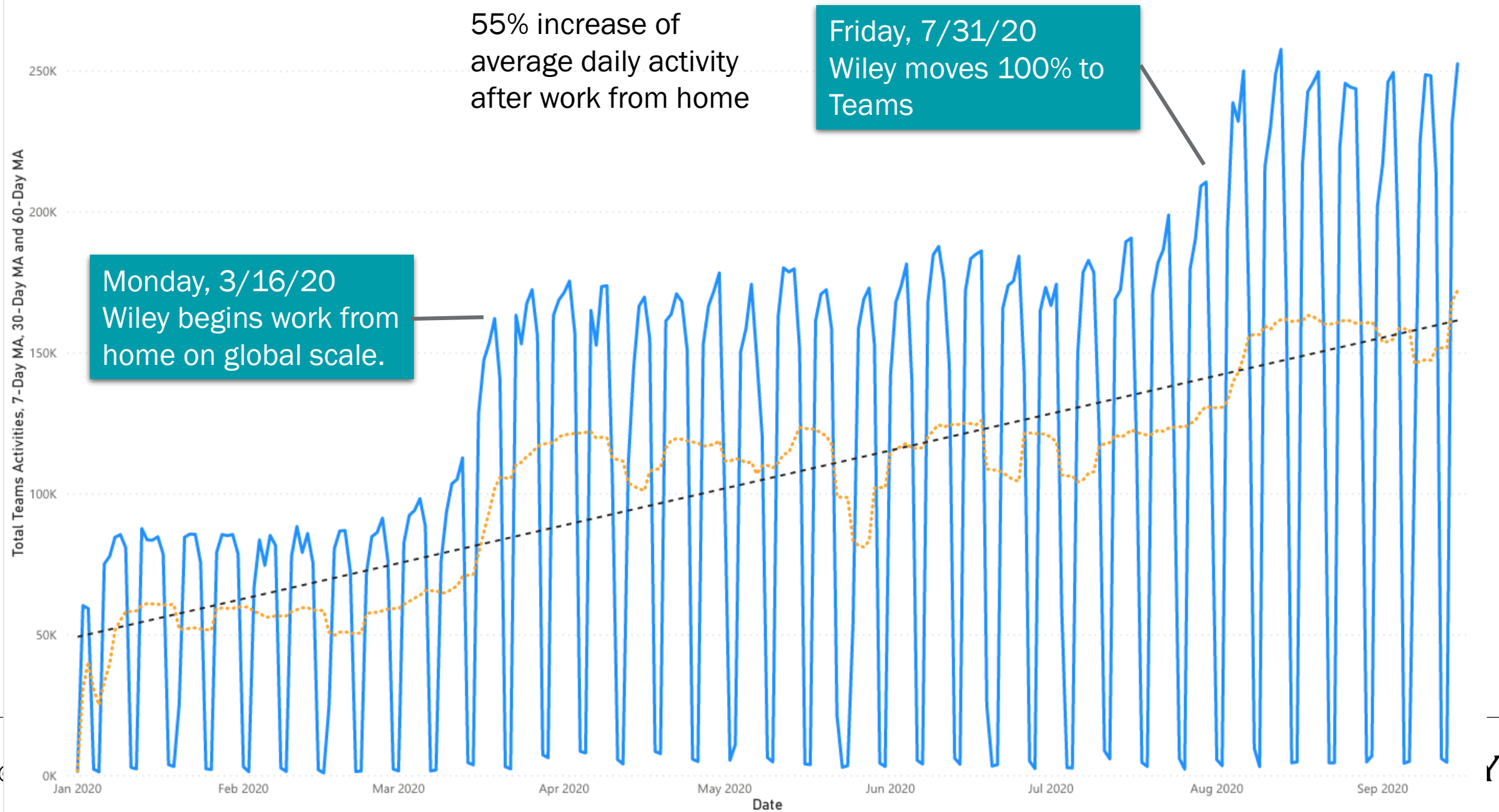
People – Collaborating with a socially distanced workforce.

# DevOps People

- Collaboration!
- Transparency
- Empowering engineers
- Learning culture
- Ownership and accountability

● Total Teams Activities ● 7-Day MA ● 30-Day MA ● 60-Day MA

## Teams YTD Activity



# Continuous Learning

A learning culture central to DevOps and becomes increasingly critical in the response to crisis.



# Process



# DevOps for Process

- Light weight
- Automated
- Trustful
- Measured



# Technology



# DevOps Technology

- Collaboration - from documentation to communications
- Empowering - cloud platforms, deployment pipelines, self-service platforms
- Small batch deployment - CI/CD
- Automation - testing, infrastructure as code, automate management



# Wiley CI/CD allowed for rapid response to changing conditions

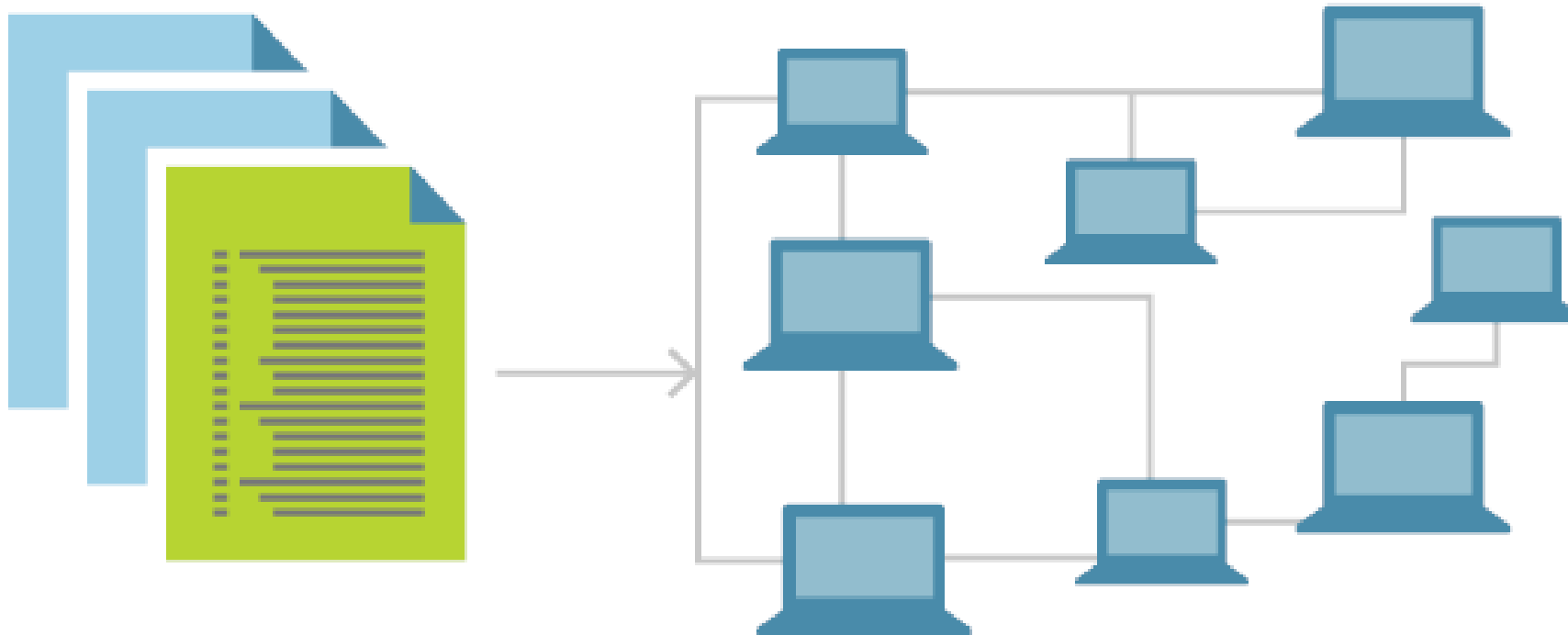




# Transparency & Observability

Monitoring enables us to see problems before they occur and resolve issues quicker when they do.

# Infrastructure as Code

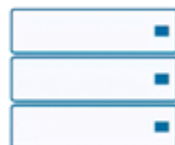


# Socially distance your applications

*Monolithic Architecture*

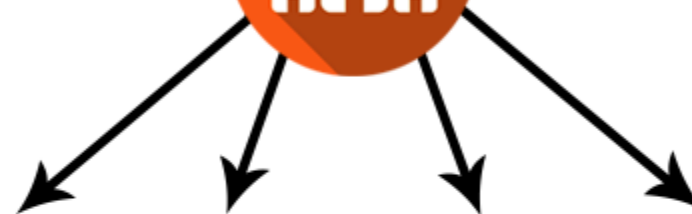


*App Services*



*Bare Metal*

*Microservices Architecture*



*Microservice*



*Bare Metal*



*Microservice*



*Virtualized*



*Microservice*



*Containers*



*Microservice*

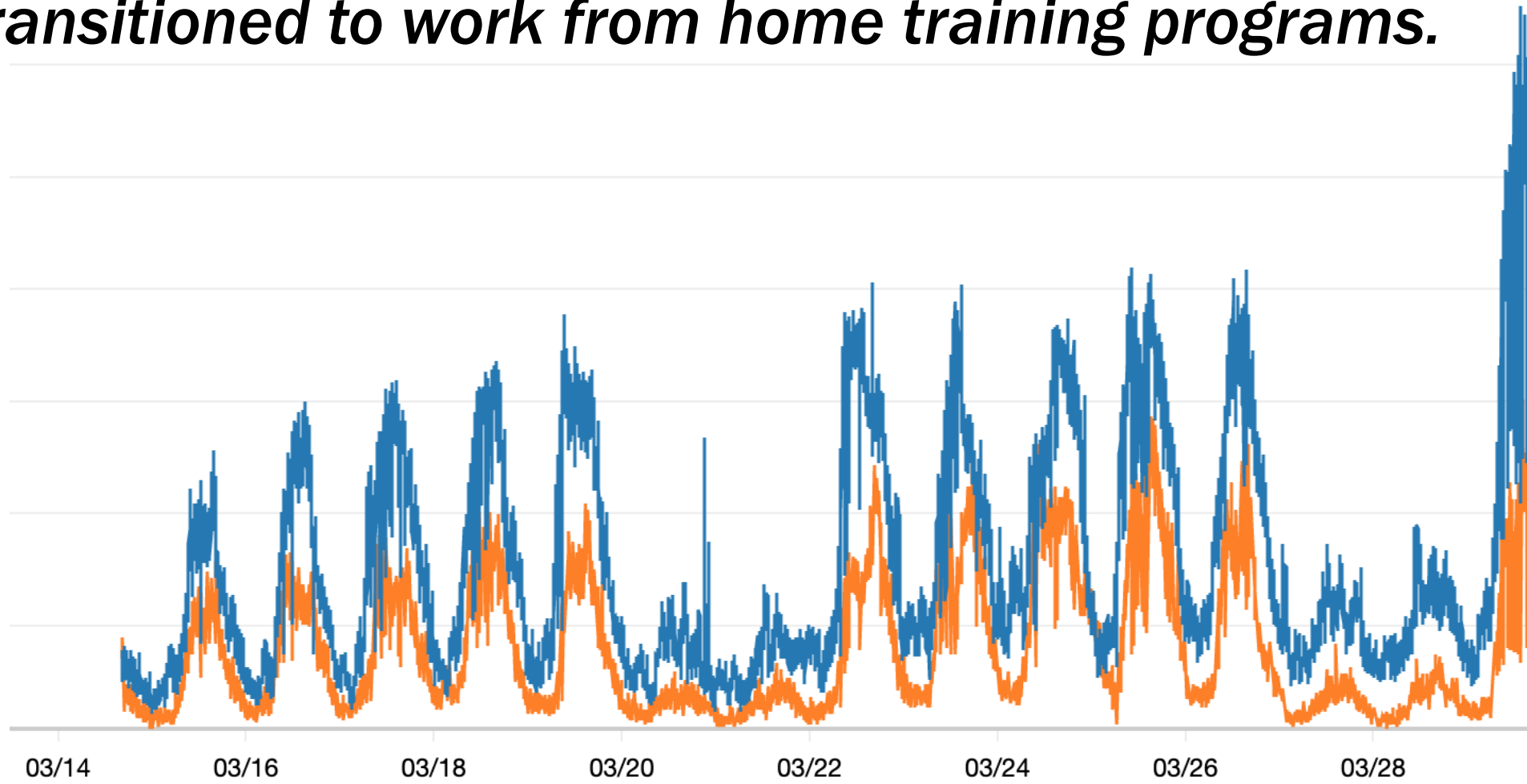


*Public Cloud*

*Applications*

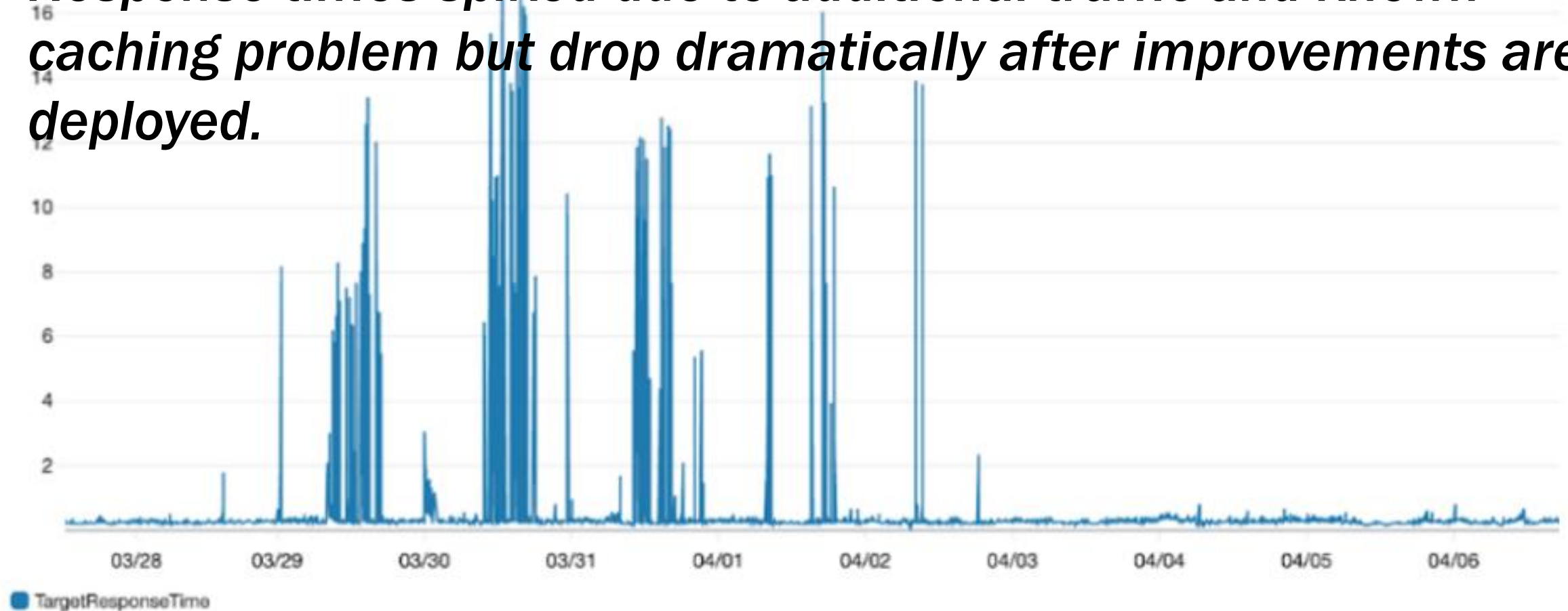
# Responding to Crisis

***Application traffic spiked in March as companies rapidly transitioned to work from home training programs.***



Seconds

***Response times spiked due to additional traffic and known caching problem but drop dramatically after improvements are deployed.***



Where do we go from here?



## | What's next?

- The world is transforming, and we must too
- Now, more than ever, we are all technology companies
- Never has operations and execution been more important
- Never has DevOps been more crucial to success

| What's next?

## Future of Collaboration

- Even after a vaccine, many companies may never return to offices as they were
- In remote-first companies
  - Meeting hubs, not offices
  - Dedicated desks will be a thing of the past
  - Offices become meeting hubs where people come together to solve difficult problems



## | Next Steps

- Do not wait for a “return to normal”
- Find new opportunities and accelerate
- Re-envision your business



## | Next Steps

- Read more: [medium.com/@seandmacknyc](https://medium.com/@seandmacknyc)
- Join Wiley team: [wiley.com/careers](https://wiley.com/careers)
- Connect with me on LinkedIn: [in/SeanDMack](https://in/SeanDMack)
- Continue the discussion on Twitter [@SeanDMackNYC](https://twitter.com/SeanDMackNYC)

# Q&A



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