



ReleaseTEAM

May 2015



Welcome to our May 2015 Newsletter!

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When ReleaseTEAM 1st opened its doors over 15 years ago we were a consulting organization that specialized in Software Configuration Management. Fast-forward to today and our clients and prospects now know us as experts within SCM and DevOps. People who are not familiar with software development often wonder what exactly DevOps is. DevOps is process automation; automating the process for software projects from start to finish, from concept to production, or from requirements to deployment.

As a "team" our consultants have successfully gone in and performed several DevOps assessments. The outcome of these assessments has been remarkable. We have managed to help our clients more rapidly produce software products and services, improve operations performance, reduce errors and downtime, and drastically improve deployment frequency.

A typical assessment usually begins by interviewing all the stakeholders involved. This does not mean just the management, but also the ground level folks (developers, testers, system admins, and deployment personnel).

Generally, the interview covers the following topics:

- Environments
- Source control
- Database changes
- Unit tests
- Automated testing
- Automated deploy scripts
- Monitoring
- Disaster recovery
- Lifecycle Management
- Change management
- Code review
- Continuous integration
- Non-automated testing
- Deployment

When ReleaseTEAM hear horror stories like, "It worked in UAT but it blew up on production, the customer is upset and is thinking of taking business elsewhere, not sure of competency, undocumented changes make it to production, improper or inadequate testing so bugs that should have been caught and fixed get found in production, or unsure exactly what is going to production"; we can help! Any one of these problems makes the potential client a prime candidate for ReleaseTEAM because we can help you mitigate/eliminate the issue(s)!

What can ReleaseTEAM do for you? Call us today!

Quick Links

- [ReleaseTEAM Website](#)
- [IBM Rational Website](#)
- [Colorado Rational Users Group](#)
- [ReleaseTEAM's Rational Users Group Page](#)

IBM Technotes



To see the latest IBM Rational TechNotes
[CLICK HERE](#)

ReleaseTEAM's Spotlight



Desmond Murphy - IBM Systems Software Solutions Specialist

Far too often sales people get lumped into a category of selfish dialers who care more about closing a sale than the actual needs of the customer. It is said the human touch is missing and the idea of creating a personal bond has disappeared from the profession. For this week's spotlight we are profiling Desmond (Des) Murphy of IBM who definitely does not embody that cliché and maybe it is due to a different beginning to his career. Upon graduating from Boston College, Desmond decided to try something different than the usual by moving to the US Virgin Islands and working with nervous tourists trying their hand at parasailing. Perhaps it was the need to assure people of the safety and fun of parasailing and its benefits, which created the foundation of handholding for Desmond's sales methodology.

Currently a middleware sales specialist for the IBM Systems Group, Des got his start within the Rational brand in April 2014 and has proven to be very personable, knowledgeable, and attentive to detail. He works extremely hard for all of the prospects and customers, and is always well liked. He is a great team player, involving everyone in each discussion and has a very positive, upbeat spirit. Des is not only great with clients, but also loves to help other colleagues and Rational Business Partners.

Here is what some of his past customers have to say about him:

"In all of the sales people I've worked with, I found Des to be committed to his customers, as well as dedicated to building strong relationships with them as well."

"His dedication and enthusiasm coupled with people skills and the knack for team building helped make the initial deployment and subsequent upgrades much smoother."

Prior to joining IBM, Des worked in technical sales, securities, and for start-ups for over 20 years and even founded his own company, The Chart Zone until, he laments, the idea was co-opted by a large conglomerate. Born in the Bronx, raised in New Jersey, and with an accent to match this upbringing, Des spends his time outside of Work Mountain biking with his German Shepard, Shania. Des insists she was not named after the country singer but rather the word is from the Native American nation Ojibwe (also known as the Chippewa) meaning "she is on her way."

Des covers the Rockies and the Southwest for IBM. If you think he can help please reach out to him at dmurphy@us.ibm.com

Colorado Perforce User Group



On April 30th we hosted our first Perforce User Group at Dave and Busters in Denver. It was a success! We were able to have Matt Attaway fly in to discuss Helix. He discussed what Helix was and quite a few features and how they can be helpful. The discussions were inviting and informative and the audience was full of intrigued, interesting people. We had a great time. We will be having another Perforce user group soon so stay tuned.

For those of you who missed Matt's presentation, we will be hosting his slides on our website in the near future. Go [like us on Facebook](#) and we'll let you know as soon as his PowerPoint is online.

The next Colorado Rational Users Group is coming soon too! We don't know the details quite yet, but mark down May 21st and [stay tuned on our website](#).

Is DevOps a Competitive Advantage? A Debate

The idea of DevOps being a competitive advantage is not a new one. Service providers, software sellers, and internal IT frequently use this argument to justify all kinds of investments. But is there any real merit to this argument? Is DevOps truly a source of sustainable competitive advantage? Or is it simply just hype and a new way to sell a product / service?

[Check out this excellent debate write-up on DevOps.com](#)

On IBM's Cloud Ambitions, An Interview With Big Blue's Cloud Tsar

"Much has been said and written (including by me) about IBM's cloud ambitions and its ability to deliver upon those ambitions. IBM IBM +1.39% is in a funny space. On the one hand it counts some of the biggest organizations in the world as its customers, the "nobody ever got fired for buying IBM" adage is alive and strong in many traditional enterprises. On the other hand, however, IBM has very much been seen as a laggard in the cloud space. I remember attending the Cloud Connect conference around 2010 and hearing IBM opine its cloudy viewpoint – sitting in a room of well-informed cloud commentators, it was seen as a serious case of "cloud washing."

But time has moved on and, to its credit, IBM has also changed its approach. Its much-heralded acquisition of cloud vendor SoftLayer was seen as a transformative move by the company. Watson, IBM's analytics offering, has gone from merely a brand building initiative (who can forget Watson famously winning Jeopardy?) to something more. Watson is being used as the foundation for a series of vertical-specific offerings that IBM believes will pay real dividends."

[For the full interview click here.](#)

5 steps towards successful DevOps

DevOps is one of the hot topics for 2015, with Gartner predicting it will evolve from a niche strategy into the mainstream by next year, with around a quarter of the world's top 2000 organisations adopting this practice.

The reality is that DevOps isn't new, but its moment in the sun finally seems to have arrived, partly prompted by the advent of new technologies (such as Docker, Vagrant and others), plus a dawning realisation in the IT profession that it could be the key to future survival.

If the IT department is to evolve, the boundaries are blurring and there is a growing demand for people who can see life from both sides of the fence – not view development and operations as two warring factions.

However, there are still some big hurdles to address before achieving DevOps nirvana, not least of which is the cultural shift in getting diverse practices, namely the software development and IT operations teams, to work together.

[Click here to read the rest of this article by Perforce's Mark Warren](#)

The Puzzler

The winner of April's puzzler was Paul J.! Email us at puzzler@releaseteam.com and let us know where to send your \$27 gift card!

Here is last month's question:

I am an eight letter word that you use frequently while working on your respective computers.

The 4th, 5th, 6th, 7th and 8th letter when read, makes a weapon.

The 1st, 2nd and 8th letter form the end part of a basic computer typing software.

The 3rd and the 4th letters are same.

The first four letters can be understood as an outcome of any exam.

The 2nd, 3rd and 4th letters make an animal.

Solution:

The answer is PASSWORD.

Now for this month's puzzler:

Shawn has one of the numbers 1, 2, or 3 in mind. Sarah is allowed to ask one question to Shawn to find out which of these three numbers he has in mind. Shawn will answer this question only with the answers "yes", "no", or "I don't know".

Which question should Sarah ask Shawn to find out in one time which number he has in mind?

Send us in your answers and we will randomly pick a winner from all the correct answers to win a \$27 ReleaseTEAM gift card. If you'd like to send us puzzlers of your own, feel free to do so!

Send your answers to puzzler@releaseteam.com.