

Connect the Unconnectable: Enabling DevOps Dashboards for Siloed Data

EBOOK

Introduction

A data silo is a collection of information that is isolated, inaccessible or incompatible with other information systems in an organization. Information cannot be shared across the systems for side-by-side comparison, making it impractical (if not impossible) to get a 360-degree view of the organization.

Every day, businesses run into problems with their data silos. DevOps teams, as well as business leaders, find themselves accessing a variety of tools to search for the answers to common questions, like:

- What is our deployment frequency?
- How many support tickets have been logged?
- Which bug fixes are we tracking?

When the answers to these questions remain in disparate views, teams struggle to understand the full scope of their business and will make their decisions accordingly, with a limited view. Searching across tools for answers wastes time and can cause important information to be missed, hindering a team's ability to make the best decisions.

It is possible to connect this data into one unified, cross-enterprise view. Progress® DataDirect®, the industry leader in data connectivity, understands the need to connect the seemingly unconnectable. With high-performing, standards-based drivers, we help businesses connect the most popular applications and data sources to their BI and analytics tools to create dashboards where siloed data can be viewed together, powering continuous improvement and better decision making.

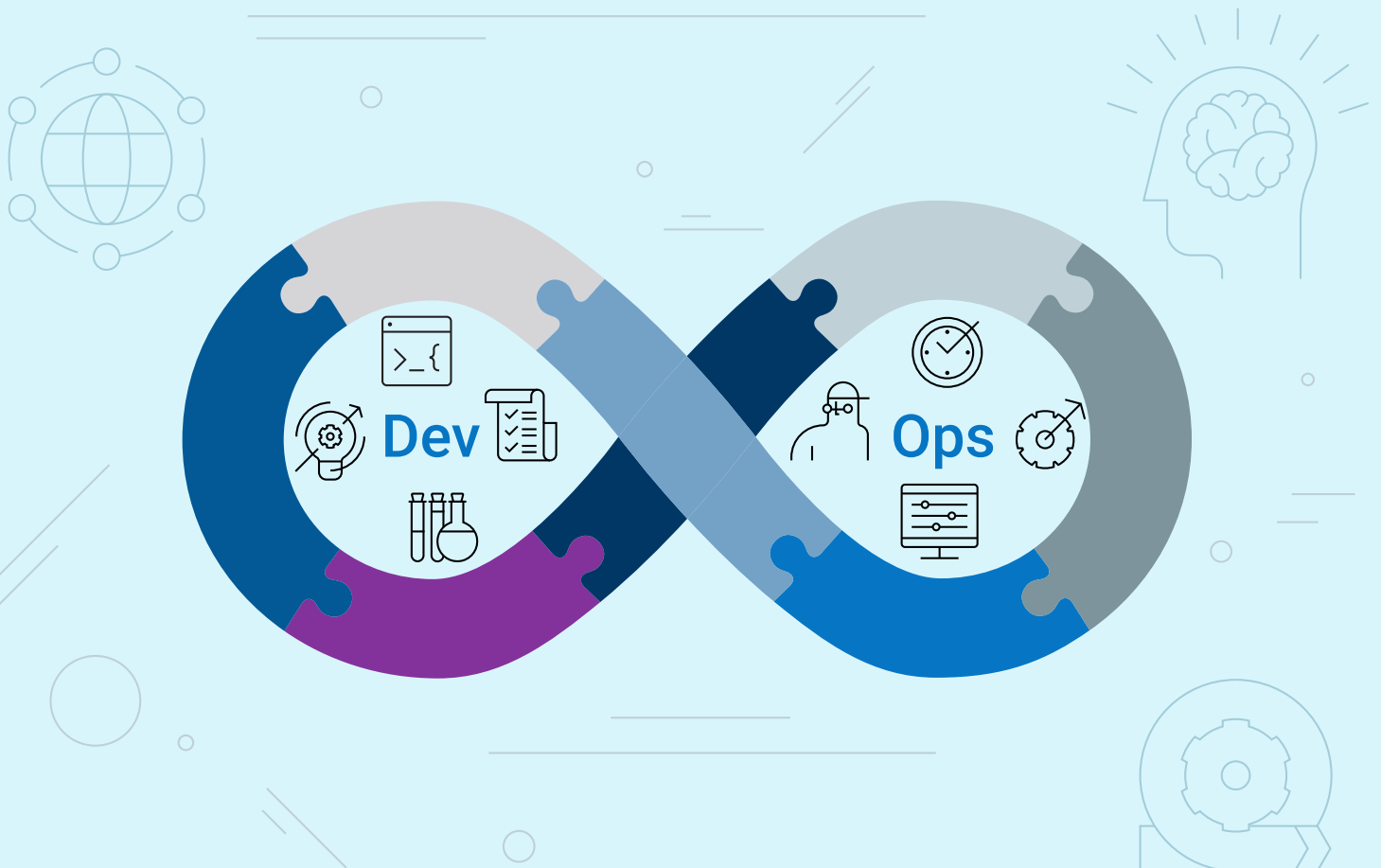
The Challenge of Silos and Rise of DevOps

Before 2009, software development organizations operated in their own team silos; taking in business requirements and then coding, building, testing and releasing code.

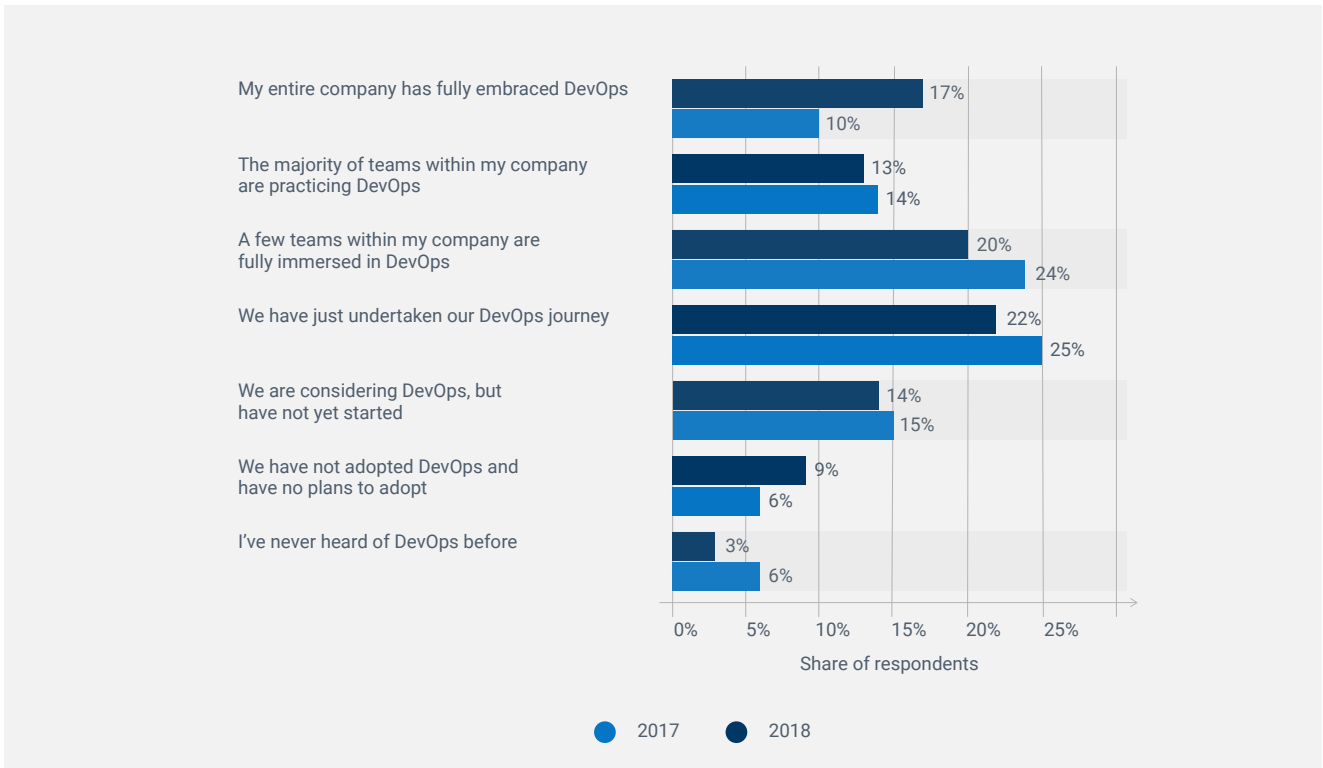
Meanwhile, IT, security engineers and systems administrators worked in a world of fixing problems that occurred after code was released to the world.

Along with product managers responsible for the vision of new software, these groups realized maintaining silos and “throwing work over the wall” resulted in bottlenecks and problems. To break down the silos and improve cross-team communication, the practice known as DevOps was born.

DevOps is a set of practices and tools that allow automation and integration processes between software development and IT teams. The DevOps process allows teams to build, test and release software faster and more reliably, creating the concept of continuous improvement.



According to a [2018 study by SauceLabs and Dimensional Research](#), over 72% of technology professionals surveyed indicated their companies are either already following DevOps processes or are considering starting. DevOps is not just a trend—it is a concept that is here to stay.



Sources: Source Labs; Dimensional Research. © Statista 2018

Tools for the DevOps Process

The proliferation of teams following the DevOps process means more tools are coming to market every year. [IDC estimates](#) the market to be worth \$15 Billion by 2023.

Every tool is built for a unique purpose. Some help product managers build and share visual product roadmaps. Another allows developers to commit code changes into a shared repository to improve continuous integration and detect problems early. Yet another allows developers to store and share projects in a version control system. Perhaps the most well-known is a bug, issue and project tracking software that allows Agile teams to handle sprints and other work management.

Each of these tools have their own reporting dashboards with end-to-end data about their own processes. While robust within their own right, those dashboards lack the ability to see and use information from outside their own silo.

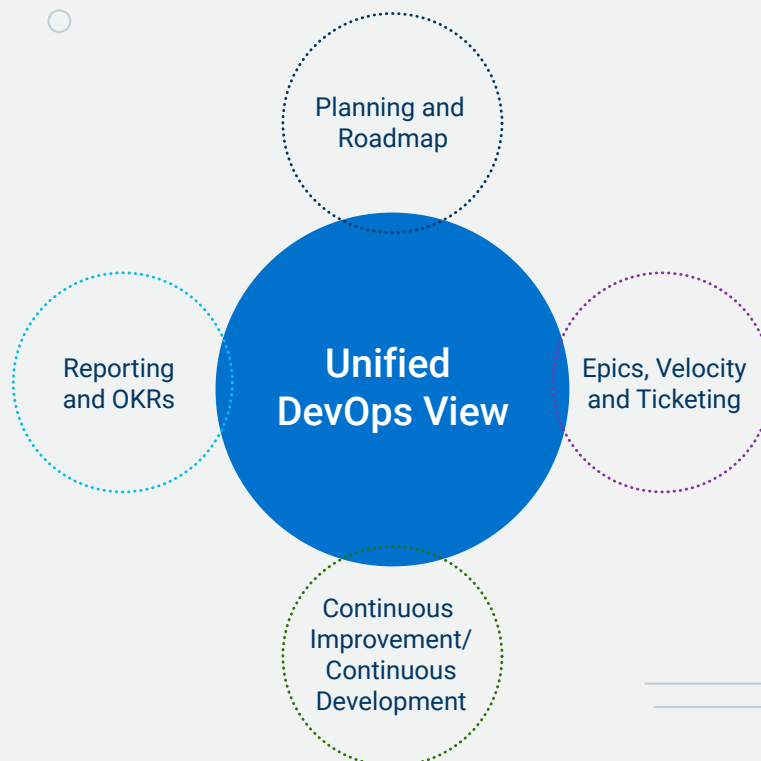
The Need for a Complete View

While some team members may never need to look beyond the data offered in an individual tool's reporting dashboard, executives and business leaders often need to understand a larger, full picture.

Understanding the complete DevOps process is the key to delivering on-time and bug-free software, powering continuous improvement and making better overall decisions for the direction of the company.

Ideally, a unified DevOps view connects four central themes.

- 1. Planning & Roadmap** — Understand what is coming next for the team and plan accordingly. Allow your teams to balance technical debt with the work of new projects by combining existing bug resolution with future software development goals.
- 2. Epics, Velocity & Ticketing** — Manage the work of Agile teams by setting achievable priorities and accurate timelines. Understand how bottlenecks slow down teams as well as an entire company's roadmap.
- 3. Continuous Improvement / Continuous Development** — Automate workflow management and detect problematic code before it is released and creates bottlenecks within the development cycle. Early detection and prevention of bugs keep development teams focused on work that moves the company forward.
- 4. Reporting & OKRs** — Did we deliver what we said we'd deliver? Did we deliver within the timeframe that we said we would? Identify potential obstacles when, or even before, they happen to prevent delays that put an entire project at risk. Find outliers in a unified report and work to resolve them before they cause larger problems.



DataDirect Enables Your Business

By connecting key DevOps tools to your analytics and reporting tools, DataDirect enables the creation of a unified, cross-enterprise view of the DevOps process, powering continuous improvement of the software development lifecycle.

Access disparate DevOps data in one place using SQL—usually an enterprise BI or analytics tool—so that no one needs to learn a proprietary query language or search across multiple siloed systems to find answers. Work faster and increase team productivity with an easy to use, centralized data view. Save money by spotting bug trends over time to understand how they impact feature delivery, dependent team efficiency and customer happiness. Create reporting dashboards that give business leaders the answers they need quickly, efficiently, and without interruption to other work.

DataDirect is the industry leader in data connectivity. We invite you to test our connectivity solutions for DevOps, as well as our other drivers and data connectors. Discover why more than 10,000 enterprises and 350 ISVs rely on Progress DataDirect to make the most of their data.



Start a free trial:

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About Progress

Progress (NASDAQ: PRGS) offers the leading platform for developing and deploying strategic business applications. We enable customers and partners to deliver modern, high-impact digital experiences with a fraction of the effort, time and cost. Progress offers powerful tools for easily building adaptive user experiences across any type of device or touchpoint, the flexibility of a cloud-native app dev platform to deliver modern apps, leading data connectivity technology, web content management, business rules, secure file transfer, network monitoring, plus award-winning machine learning that enables cognitive capabilities to be a part of any application. Over 1,700 independent software vendors, 100,000 enterprise customers, and two million developers rely on Progress to power their applications. Learn about Progress at www.progress.com or +1-800-477-6473.

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