



Mindtree

A Larsen & Toubro Group Company

# The Evolution of NoOps

*White paper on Driving More Value  
with Hyper-Automation*



The term “NoOps”, first coined in 2011 by Mike Gaultieri of Forrester Research, and was intended to mean “no need for the developers to interact with operations people to get things done.” Although this may have been how NoOps was born, the concept of NoOps has morphed significantly over the past several years. This whitepaper explores Mindtree’s viewpoint on how NoOps can stretch today to drive more business value through Hyper-Automation.

## The Evolution of NoOps

The core objective of most IT strategies should be focused on maximizing the value-chain. However, with the introduction of new technologies and capabilities, the value-chain itself has adapted. Mindtree believes that NoOps has taken on a life of its own that is not only complementary to DevOps, but also necessary to accelerate the entire IT value-chain.

### New Cloud Technologies Are Driving Shifts

The wide adoption of cloud technologies, particularly Public Hyper-scale Cloud, has introduced new technologies, scale, and capabilities that have accelerated the IT value-chain. Along with the shift in both ownership and operation of IT services to cloud service providers (CSP’s), we also see a plethora of interesting cloud services. CSP’s provide more complex and affordable

technologies to subscribers, which also require more complex skills and knowledge to utilize these technologies for the business. All of these dynamics have caused a fundamental shift of value in the IT value-chain.

### The Shift in the IT Value-Chain

If we were to isolate a simple view of the IT value chain, it would have an ITILv4-like shape that includes 4 stages: build, test, release, and operate. From this simplified view, the DevOps zone represents the most value of the chain (build, test, release) as this is where new capabilities are created. However, the most value is really buried in the “build” and “test” stages, which typically requires the most skilled resources. The promise of NoOps was intended to eliminate the friction with the infrastructure operations, particularly for the “release” stage, so that highly-skilled developers could accelerate their value by not having to interoperate with IT ops.

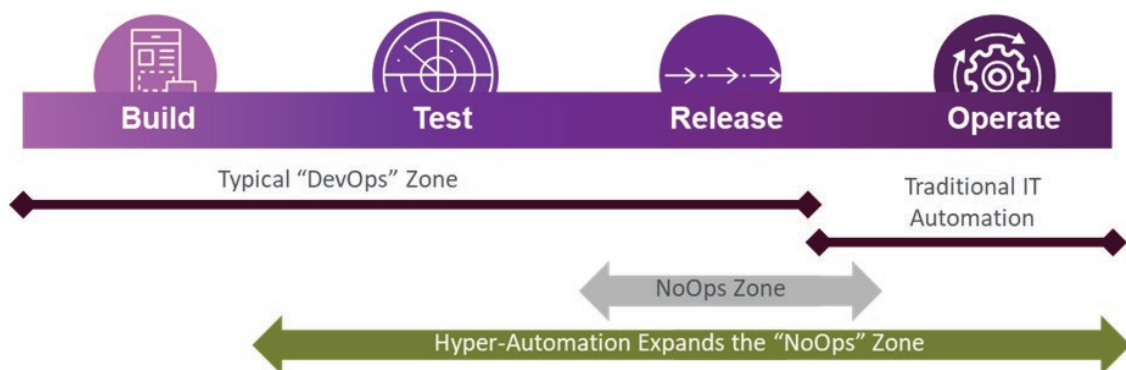


Figure 1: Extending NoOps Zone with Hyper-Automation



## Reaching Up and Down the Value-Chain

Mindtree believes that the “NoOps Zone” can extend further up and down the IT value-chain to drive even more accelerated business value with our Cognitive Hyper-Automation Platforms. Towards the right in the value chain, additional AI/ML automation can drive significant cost savings and operational efficiency for IT infrastructure and application operations (Mindtree’s

SMART Command Center). Toward the left, NoOps automation can provide quality engineering and testing automation, and also reach into build automation to accelerate the build process itself (Mindtree’s CAPE for Accelerated DevOps). This platform-led Hyper-Automation extends the NoOps zone to accelerate the entire IT value-chain.

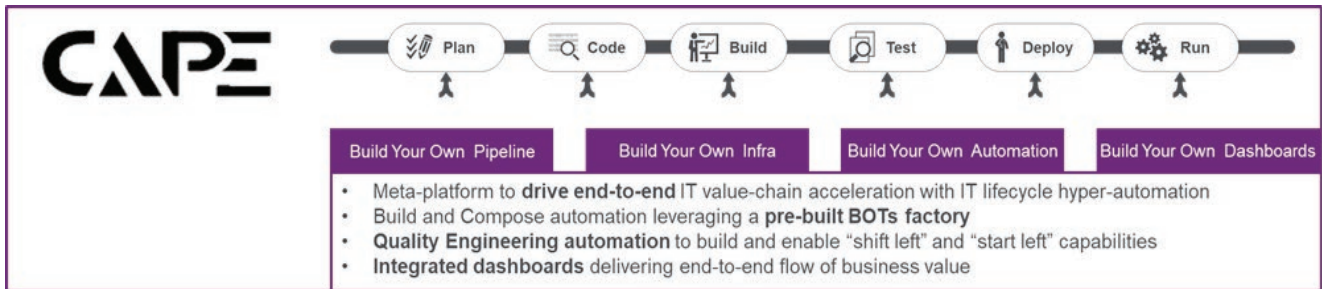
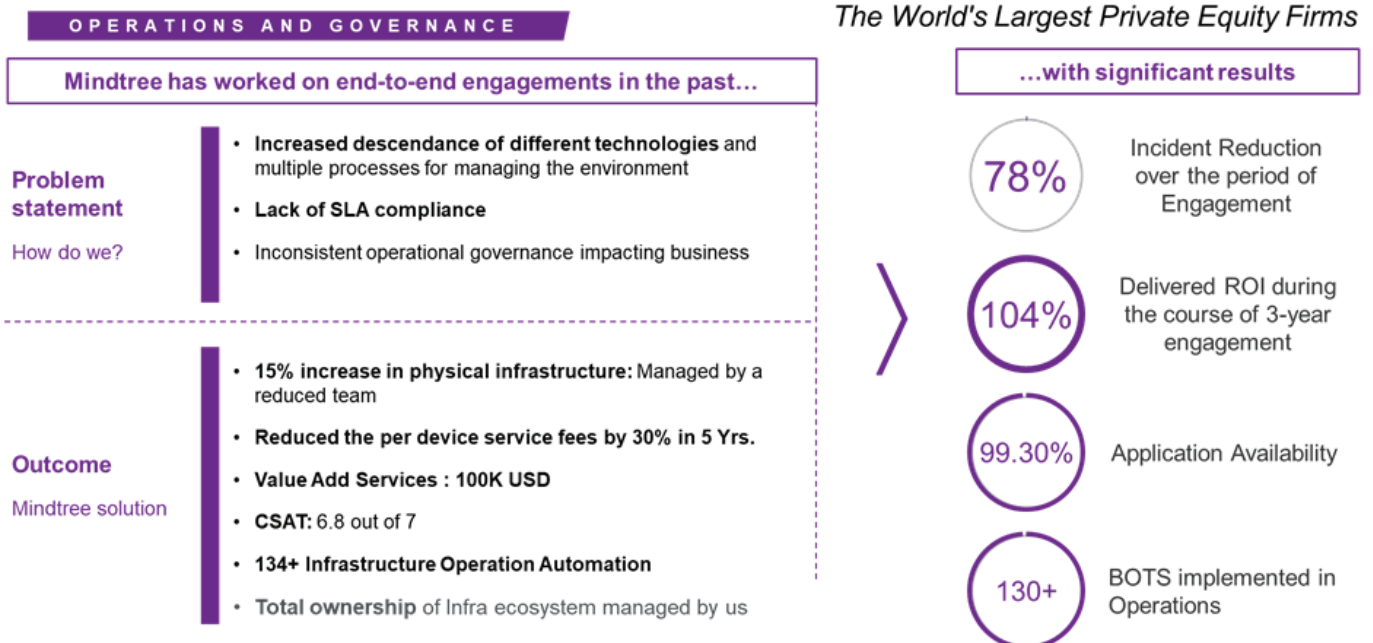


Figure 2: Mindtree’s End-to-End Hyper-Automation Platform, CAPE™.

## Proof Points

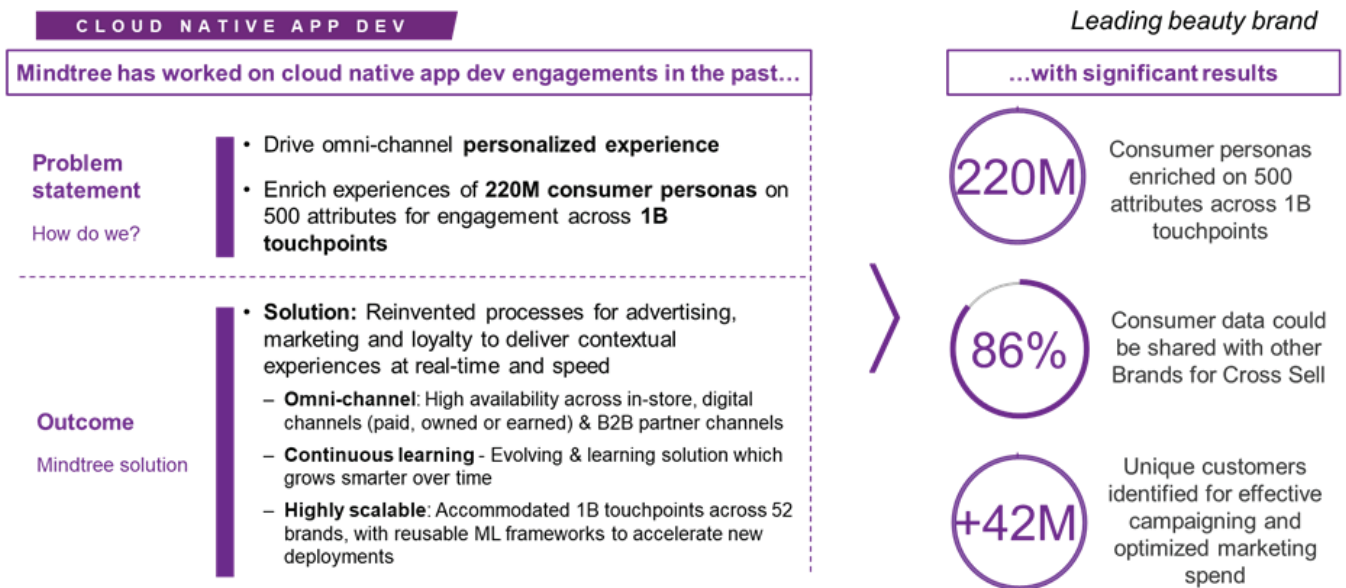
**Proof Point 1:** Implement and operate a Hyper-Automated IT Operations Command Center for the world’s largest Private Equity Firm:

### Case study: Hyper-Automated IT Operations and Governance



**Proof Point 2:** Define and implement platform-led cloud native application DevOps solution for a leading Beauty Brand company:

# Case study: Cloud native app dev engagement with Mindtree



## Conclusion

Today we cannot fully eliminate the human element of IT Operations, we can greatly improve the scope and scale of “NoOps” through a Cognitive Hyper-Automation Platform. Although the IT value-chain contains friction points that erode the business value, the real issue is

“process”, not IT infrastructure. However, extending hyper-automation through cognitive automation platforms up and down the value chain is the right answer to drive additional business value. And NoOps is just the beginning of what we’ll be able to do with Hyper-Automation.

## About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. “Born digital,” in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to 300+ enterprise client engagements to break down silos, make sense of digital complexity and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of Continuous Delivery to spur business innovation. Operating in 18 countries and over 40 offices across the world, we’re consistently regarded as one of the best places to work, embodied every day by our winning culture made up of over 21,000 entrepreneurial, collaborative and dedicated “Mindtree Minds.”