DEVOPS-AN OPEN ACCESS JOURNAL
Open Journal

Review

Applying DevOps Practices for Quality and Reliability Improvement in Cloud-Based Systems

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Article information
Received: February 9th, 2024; **Revised:** April 15th, 2024; **Accepted:** May 1st, 2024; **Published:** May 20th, 2024

Cite this article
Tatineni S. Applying DevOps practices for quality and reliability improvement in cloud-based systems. 2024; 3(1).
doi: https://doi.org/10.70705/ppp.doaj.2024.v03.i01.pp25-31

ABSTRACT

The rising need for high-quality software development processes across different stages has created unmatched pressure. To deal with this burden, DevOps is the leading solution because it aims to improve frequency, speed, and, particularly, the quality of software deployments. DevOps represents development and operation fusion, influencing different software development industry aspects. While DevOps has been a point of interest for many researchers, most research stresses software development innovation with limited attention given to its effect on software quality. This paper aims to cover a comprehensive analysis of how DevOps features influence software quality and reliability. It is essential to understand that DevOps not only encompasses practices but also includes an organizational culture shift that bridges the gaps between development and operations within an organization. DevOps implementation breeds numerous benefits. This paper will include a systematic mapping of the different aspects of the cloud, like cultural shifts, continuous delivery, quick feedback loops, and automation. Additionally, it emphasizes the need to look at more aspects, such as the development and measurement of performance metrics and the evaluation of quality factors that include usability, portability in the cloud, efficiency, and software maintainability.

Keywords
DevOps practices; Reliability; Quality; Cloud-based systems; Automation; Security.

INTRODUCTION

In the contemporary cloud-based systems space, software deployment, maintenance, and scalability have changed tremendously. As organizations continuously adopt the cloud for its scalability and flexibility, it has brought numerous opportunities [1]. Nonetheless, the shift to cloud-based systems also brings new complexities and challenges, mainly concerning software quality and reliability. Different benefits, such as resource efficiency, improved accessibility, and scalability, push the migration to cloud-based systems [2]. But, this shift raises concerns about maintaining the highest standards of software quality and reliability in this changing landscape. This paper aims to delve into the intricacies of DevOps as an approach that seeks to resolve the challenges of ensuring software quality and reliability in cloud-based systems.

DevOps, in the principles of continuous improvement, automation, and collaboration, is vital in improving the performance, quality, and reliability of software deployed in the cloud [3]. With the everyday growth of the cloud, so does the demand for innovative solutions. With that, the paper explores how DevOps practices can be curated to address the unique challenges brought about by cloud-based systems. In most organizations, traditional practices have experienced a division between development and operations, often challenging different departments.

While this separation is well-intentioned, sometimes, it results in gaps in communication processes and prevents smooth collaboration between these departments. To deal with these limitations, professionals are opting to introduce the DevOps concept. In cloud-based environments, DevOps promotes a framework where software development and operational processes are inseparable and continuous. However, integrating DevOps in operations is not a one-size-fits-all solution but a tool to be uniquely and thoughtfully adopted for each organization. And in today's competitive market, organizations must adapt to this new norm.

II. BACKGROUND AND SIGNIFICANCE OF APPLYING DEVOPS PRACTICES FOR QUALITY AND RELIABILITY IN CLOUD-BASED SYSTEMS

The role of DevOps in software development cannot be more emphasized. This approach brings efficiency and agility to the software development process, making it essential for organizations [4]. The adoption of DevOps represents a shift in how software is conceptualized, created, and delivered. As organizations continually rely on

technology to deliver products and services, the demand for quick software releases with uncompromised quality increases [5]. Nonetheless, the conventional approach to software development and operations fell short in meeting these high demands. This disconnect between operations and development prevented progress and created a pressing need for a more collaborative approach.

With the DevOps market expected to reach 14 969.6 million U.S. Dollars by 2026, with a compound annual growth rate (CAGR) of 19.1%, there is a need to expand the relevance of DevOps in software development [6]. In cloud-based systems, particularly, some features are important in ensuring software quality. By nature, DevOps is curated to enhance software quality using given enablers. These enablers, such as collaboration, automation, monitoring, and measurement, significantly improve software quality and reliability within the cloud environment.

DevOps depicts an approach where development and operation teams work together collaboratively and harmoniously, with a shared commitment to reducing the time between code changes and their seamless transition into production. This effort is strengthened by the commitment to maintain high-quality standards throughout the software development and deployment process. The main objective of DevOps is to elevate the quality, frequency, and speed of deploying software from the developmental phase into the production environment, which is achieved by installing new organizational structures and processes that stress a high degree of automation.

III. CLOUD-BASED SYSTEMS AND DEVOPS

Today's changing technological space needs cloud-based systems for innovation, bringing forth several benefits that have transformed how organizations deploy, manage, and scale their software [7]. These systems are characterized by their innate agility, scalability, and global accessibility. The Ability to scale resources dynamically up or down to accommodate varying workloads, coupled with resource efficiency achieved through optimized resource allocation, has not only changed the software deployment process but brought substantial financial benefits for organizations [8].

Additionally, global cloud-based systems accessibility has changed how software is accessed and distributed across geographical boundaries. Various service models like IaaS, PaaS, and SaaS have diversified the strategies applied for software management and deployment in general [9]. The software deployment and management shift is driven by the adoption of cloud technology, which has further brought in new methodologies and practices. Cloud environments are hugely dynamic, and software must adapt to different variable workloads and different configurations. Therefore, organizations are compelled to rethink traditional software deployment and management paradigms.

Additionally, the dynamic nature of cloud-based systems needs effective configuration management to maintain consistent performance [10]. Consequently, service availability is vital in minimizing downtime, and service interruptions are of enormous concern. Therefore, DevOps principles and practices such as collaboration, automation, continuous monitoring, and improvement are transformative approaches. DevOps promotes a culture of collaboration, mainly between development and operations teams, thus breaking down traditional ways that have long prevented the efficiency of software deployment.

Automation streamlines the processes, thus enhancing the reliability of software deployment and management. Continuous monitoring and feedback tools ensure that software quality remains the main focus of ongoing assessment, and lastly, the commitment to continuous improvement pushes iterative enhancement in quality and reliability.

(1) Cloud-Based Software Development Challenges

The cloud-based software development space faces different complexities and challenges, thus necessitating innovative ways that ensure seamless operation and continuous software improvement. One of the most critical challenges is related to scalability [11]. Cloud environments are characterized by the dynamic nature and fluctuating workloads often brought about by seasonal variations and user demand. In these environments, software must adapt to variable workloads and ensure they accommodate diverse operating conditions that can range from minimal usage to peak loads [12]. The main challenge is creating software that scales effectively without compromising quality or reliability.

Additionally, various configurations compound the cloud-based software development aspect since they offer several configuration options and services. Due to this, software must be flexible and robust to function seamlessly in different configurations [13]. The diverse configurations present technical, management, and monitoring challenges. To ensure that software operates consistently across the different configurations, it is essential to maintain high-quality service.

Challenges associated with scalability and diverse configurations directly impact software quality and reliability within cloud environments [14]. When scalability is inadequate, it can lead to performance bottlenecks and decrease system responsiveness, thus affecting the overall quality of service. Note that when software fails to adapt to fluctuating workloads [15], it may cause suboptimal user experiences, service interruptions, and prolonged response times.

Additionally, software quality and reliability are compromised because users encounter issues related to performance, availability, and responsiveness, as earlier mentioned. Diverse configurations, on the other hand, have the potential to bring configuration-related bugs and compatibility issues. It can happen when the software is not tested thoroughly across the different configurations encountered in a cloud environment, which becomes susceptible to inconsistencies and unexpected behavior [16]. Also, managing and monitoring software across different configurations can be logistically challenging, thus leading to lapses in security and performance monitoring, affecting the overall quality and reliability of the system.

To address these issues, organizations need to adopt and incorporate DevOps practices to not only promote the necessary automation and collaboration but also facilitate the continuous monitoring and improvement needed to address these issues effectively. By integrating DevOps into the development and management of software in the cloud [17], organizations are in a better position to navigate the challenges and ensure that software quality and reliability remain the most important thing, even when diverse configurations and scalability are an issue.

Key practices for DevOps principles and strategies for cloud challenges DevOps and cloud computing are two integral aspects of the contemporary technological space that cannot be easily split. Cloud extends its capabilities by offering automation in resource scaling and provisioning, thus facilitating the agile deployment of application changes. Simultaneously, DevOps streamlines the software development process to swiftly translate user needs into tangible, producer-ready applications. This relationship between the two presents an environment that breeds substantial benefits and several challenges.

One of the main challenges, particularly with this dynamic, is the propensity of IT professionals to commit avoidable mistakes. These errors arise not only from the technological integration challenges but are more significantly rooted in an essential misunderstanding of DevOps and the established best practices. Comprehending and adhering to these best practices are important steps toward reaping the full potential of DevOps in the cloud. With this in mind, here are the best practices vital when using DevOps in the cloud;

Educate the team

Technical and cultural hurdles are prone to happen when implementing DevOps development in a cloud environment. Training the team is important in addressing these challenges as it equips your staff with a deeper understanding of DevOps adoption, making it easier for them to gel into the practice. To make this possible, engage with the key individuals in the organization and involve them in DevOps training [18]. Additionally, provide mentorship opportunities and show them the importance of learning. When the team in an organization understands the importance of the process and comprehends why it is important, they are more likely to approach and adopt it with a positive attitude.

Prioritize security

One issue that is often overlooked in DevOps is security. In cloud environments, security practices change considerably, meaning that, alongside the typical identity-based security models, organizations should extend security measures to encompass DevOps tools and practices [19]. Security should be integrated into the automated testing procedures and ingrained seamlessly into the continuous integration and deployment processes. Organizations should consider appointing a dedicated security professional to verse the security operations in DevOps across all the cloud applications.

Explore and use adaptable DevOps tools

Organizations should consider employing versatile DevOps tools that seamlessly adapt and function with multiple cloud platforms. When addressing the challenges of DevOps in the cloud, it is important to be simple. Most DevOps processes involve accessing necessary tools from a public cloud provider [20]. However, a more effective approach involves centralizing the organization's operations within a single cloud environment and deploying the applications across different spaces. This approach provides the flexibility to choose the most suitable public or private cloud, thus covering the specific needs of an organization.

Continuous integration (CI) and continuous deployment (CD) for cloud-based systems

CI includes the frequent and automated integration of code changes into a shared repository. This ongoing process acts as an early warning system, quickly identifying and addressing issues and conflicts. By creating a continuous feedback loop, developers can promptly detect and resolve integration challenges, resulting in the creation of more dependable software [21]. CD, on the other hand, automates the deployment of code changes to production spaces. This automation ensures that software updates are seamlessly executed with uniformity and efficiency [22]. CI/CD implementation not only accelerates development cycles but also promotes increased collaboration among teams. Quality is amplified, leading to faster time-to-market and improved customer satisfaction, which are essential aspects of adopting DevOps practices in cloud-based systems [23].

Agile project management in cloud-based DevOps

Agile management is a best practice approach for its capacity to strengthen adaptability, efficiency, and collaboration [24]. In the fast-paced cloud space, it can be challenging to keep up with managing delicate systems and delivering top-tier software quickly. Including agile methodologies like Kanban and Scrum, organization teams can effectively prioritize tasks and break them into smaller, more manageable components and work on them quicker. This approach fosters ongoing enhancements and expedites the time-to-market for software solutions. The cloud environment complements agile management since it offers flexibility and scalability [25]. It is an ideal platform for promoting automation, collaboration, and the integration of development, testing, deployment, and monitoring processes seamlessly. When organizations adopt agile management practices within DevOps, they can adapt to the dynamic nature of the cloud, thus achieving more efficient, innovative, and agile solutions.

Enable microservices

This approach includes the decomposition of important applications into smaller, self-reliant components. Breaking applications into microservices improves fault tolerance, flexibility, and scalability. Every microservice can be independently developed, deployed, and tested, thus facilitating faster and more efficient software development cycles [26]. Additionally, microservices are highly compatible with

containerization technologies like Kubernetes and Docker. These technologies push the orchestration and management of microservices in cloud spaces. The decoupled architecture empowers team autonomy and ensures fault isolation, which means that any issues or failures within one microservice do not disrupt the entire system. By including microservices as part of their DevOps practices in the cloud, organizations can optimize their software development processes, promote agility, and deliver high-quality applications to their customers.

Automated performance testing for improved software quality

For the software quality to be top-tier, automated performance testing is essential. Often, performance issues remain concealed until they surface in the actual production process, which is vital to an organization's reputation. End-users should be one of many to encounter application challenges. Therefore, it becomes crucial to implement rigorous testing measures to ensure performance meets the needed standards before any software goes into production.

Including automated performance testing in your DevOps practices is strategic whether organizations are engaged in mobile app development or any other application type. The implementation of these practices will yield optimal results. These measures ensure production quality, ensuring the final products exceed or at least meet the expectations [27]. Therefore, dedicating time to adopting and exploring techniques for enhancing the software development process is an integral part of culminating superior products for cloud- based systems.

Infrastructure as Code (IaC)

IaC incorporated the management and provision of infrastructure resources through code-based automation, thus replacing the need for manual and error-prone processes. This automation allows infrastructure specifications to be defined and maintained in configuration files, which is a critical aspect of ensuring software quality and reliability within cloud spaces. IaC integrates with DevOps methodologies seamlessly, thus emphasizing version control and a descriptive model to define and deploy infrastructure components meticulously. These components may incorporate load balancers, connection topologies, virtual machines, and networks. IaC is a reliable approach to ensuring consistency and predictability in cloud configurations.

IaC prevents the challenges of manually configuring diverse environments, ensuring compatibility, and reducing the likelihood of configuration-related issues. It revolutionizes how infrastructure is managed within cloud-based systems, thus perfectly aligning with the comprehensive goal of enhancing software quality and reliability in the cloud [28]. By treating infrastructure as code, organizations can achieve greater efficiency, reliability, and agility in their software delivery processes, thus contributing to delivering high-quality applications to end-users.

IV. EMPLOYING DEVOPS TO ENHANCE SOFTWARE QUALITY AND RELIABILITY DIMENSIONS IN CLOUD-BASED SYSTEMS

As mentioned, cloud-based systems are dynamic and distributed, and dimensions are important in maintaining quality and reliability. Cloud-based systems leverage the power of interconnected service, virtualization, and remote servers, making them highly flexible but susceptible to different challenges. Below are the key dimensions of software quality and reliability and how DevOps can be employed to enhance them through a set of best practices and principles.

(1) Performance

In cloud-based systems, the responsiveness of services and applications directly affects user experience. Ensuring software platforms optimally perform under varying workloads and across different cloud configurations is essential, especially since delays or resource overutilization can cause poor user experience and may lead to service degradation and costly downtimes [29]. DevOps teams foster continuous monitoring with the right tools and practices to continuously track the performance of software in the cloud, which enables the early detection of performance issues and pushes for proactive optimization.

(2) Scalability

Cloud spaces are curated to be scalable, thus allowing for resource allocation to be dynamically adjusted. Scalability is vital as applications are required to handle increased workloads properly. Well-designed and scalable software can take full advantage of cloud resources and maintain consistent performance even during traffic spikes. DevOps utilizes IaC to define infrastructure in a code-based, version-controlled way [30], which ensures that infrastructure configurations are scalable and consistent in various cloud spaces.

(3) Reliability

Cloud landscapes are expected to be dependable and available; therefore, software must be resilient and prevent failures, ensuring minimal disruption and high uptime. The distributed attribute means that fault-tolerant and redundancy architecture helps in ensuring reliability. To uphold reliability, automation helps in deployment, scaling, and recovery procedures, and this mechanism can be adopted to enhance the reliability of cloud-based systems. Additionally, DevOps promotes testing such as stress testing to identify and address vulnerabilities and failure points before they affect reliability.

(4) Security

Security is non-negotiable in the cloud as they are attractive targets for cyber-attacks. Therefore, protecting data, maintaining user privacy, and safeguarding against unauthorized access is important. This is done by implementing security best practices, encryption, and access controls to ensure software reliability in the cloud. DevOps applies security procedures into the development pipeline using Securi-

ty as Code (SaC) [31]. This is the discipline of incorporating security into DevOps tools and processes by identifying where security gates, tests, and checks may be applied without including extra delays or costs to the process of making changes to infrastructure and code.

A basic deployment can be attained by integrating security tools, penetration tests, tools, agents, and scans into the CI/CD pipeline and the code. Each time a code is committed, the test should be performed automatically. By making security scan results available to development teams terms, as cod is written, resources can be optimized, and organizations can save time and money in the SDLC. Additionally, role-based access control and identity management are important to DevOps in the cloud as they ensure that only authorized persons can access and modify cloud resources.

(5) Efficiency

Efficient software uses cloud resources effectively, thus minimizing the organization's operational costs. Inefficient software can cause energy waste, increased costs, and over-provisioning. DevOps makes sure that there is efficient utilization of cloud resources. Practices such as right-sizing instances, load balancing, and automated scaling improve resource efficiency greatly.

(6) Maintainability

Software quality and reliability depend on its maintainability in the cloud due to its rapid evolution, with scaling, patches, and update activities being common. Therefore, software should be created with easy maintenance and updates in mind, thus leaving room for rapid changes without disrupting service availability [32]. DevOps is keen on the use of immutable infrastructure where changes lead to the creation of new instances rather than updates to existing ones, which simplifies rollback and maintenance processes. All scripts and configurations are version-controlled, making it easier to collaborate, track changes, and roll back to previous states if required.

(7) Policy compliance

Cloud-based systems often must adhere to industry-specific regulations, policies, and standards, ensuring software complies with these requirements. Policy as code is an approach that can be adopted as it writes code in a high-level language to manage and automate policies. By doing this in text files, proven software development practices can be adopted, such as automated testing, automated deployment, and automated testing.

V. REAL-LIFE CASE STUDIES

In the ever-changing software development and IT operations space, DevOps has been a holy grail with its practices, principles, and culture that has changed organizational operations. Taking Amazon as an example, it is well known for adopting DevOps practices for delivering software reliably and quickly. In 2021, Amazon experienced an outage that highlighted further the principles and measures that contributed to the recovery and depreciation of the impact on its cloud services. This affected several AWS services, such as Elastic Kubernetes and Elastic Compute Cloud (EC2) [33]. Some of the tools implemented include continuous delivery, infrastructure as code, automated testing, microservices architectures, and DevOps culture. To respond to this hitch, Amazon initiated a comprehensive root cause to identify the source and areas of improvement.

Additionally, Amazon maintained regular and transparent communication with the clients by giving updates on the status of affected services and the remedies they are using. The incident response team tirelessly worked to diagnose and resolve issues, attend to networking problems, scale up capacity to deal with increased traffic, and apply workarounds where possible.

Additionally, they did extensive recovery testing to ensure all affected services were restocked fully and back to functioning as expected. Amazon extended comprehensive support to the affected clients by guiding them through the outage and offering credits and technical assistance to help things run. Amazon's Ability to respond to the outage effectively and quickly depicts the synergy of DevOps practices. When organizations embrace aspects such as continuous delivery, IaC, automated testing, etc, they can establish a DevOps excellence model even when they encounter challenges in the cloud.

VI. THE FUTURE

The future of DevOps in the cloud is attributed to the promising upcoming developments and the continuous evolution to meet the demands of a cloud-centric world. With cloud computing adoption continuing to grow, organizations increasingly understand the importance of DevOps practices in effectively managing and deploying their applications in this space. According to statistics, about three-quarters of organizations have adopted DevOps practices for development [34]. Additionally, Gartner insists that over 85% of businesses will adopt a cloud computing strategy by 2025, with 95% of new digital workflows on cloud platforms. Organizations can leverage cloud services to achieve streamlined development and operation workflows, thus leading to accelerating deployment and increased scalability.

A critical aspect of the future of DevOps in the cloud is the incorporation of Machine learning and artificial intelligence, which empowers organizations to identify patterns and optimize the performance of their cloud infrastructure. As a result, operational efficiency is improved, and cost savings are noticed. AI-driven automation extends to essential areas like real-time monitoring, deployment, and code testing, further emphasizing the precision and velocity of DevOps practices.

Another aspect is adopting server-less architecture, which eliminates the burden of server management and provisioning, thus enabling developers to concentrate just on code development and deployment. This architecture model is advantageous as organizations only incur expenses based on the actual resource consumption, thus pushing aside the challenges related to maintaining and managing

the whole infrastructure. With all these upcoming trends, organizations are positioned to navigate the cloud space with increased capabilities, thus ensuring the utmost best software deployment.

VII. CONCLUSION

Adopting DevOps practices to enhance the quality and reliability of software and systems in the cloud is a space with too much potential. Mainly as a software development approach, it will continue to respond to the evolving needs and demands of the IT industry. These were laid to respond to challenges posed by the traditional siloed approach where development and operation teams operated independently, thus causing collaboration barriers and inefficiencies. Adopting DevOps methodologies is essential in mitigating the challenges relevant to cloud-based software development.

By focusing on reliability, DevOps promotes a conducive environment to attain software quality. Integrating DevOps within the cloud brings about new vistas for software quality and reliability, thus making it a powerful approach for organizations dealing with challenges within cloud-based systems. The benefits of adopting DevOps practices for cloud-based systems are many. DevOps promoted the efficiency and agility of the software development process, thus facilitating faster deployment and increased scalability.

Additionally, incorporating artificial intelligence and machine learning into DevOps opens new ways to optimize cloud infrastructure performance and attain cost savings [35]. Additionally, automation accelerates code testing, deployment, and monitoring, thus leading to faster, more accurate procedures. The evolution to adoption of server-less architecture streamlines the development process, which eliminates the need to manage and provision servers and reduces costs.

Rather than maintain an entire infrastructure, organizations only pay for actual resource usage, thus allowing cost-effectiveness. DevOps integration practices with cloud systems bring a future where organizations can deliver software reliably and quickly [36]. With cloud computing growing, the demand for efficient software development and deployment practices will increase. When organizations embrace DevOps, they can navigate the cloud space with greater confidence, agility, and efficiency, ensuring the delivery of high- quality software meets the changing demands of the digital age.

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