

# THE FUTURE OF DESIGN OPS



**DOMINIQUE WARD | DESIGN OPS LEAD | ATLISSIAN**

**THE FUTURE OF DESIGN OPS  
IS SERVICE DESIGN**

# Service Design is...

People-centered

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Holistic

Orchestration of  
experiences & systems

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**GETTING FROM HERE**  
**TO THERE**

**WORK TOWARDS A FUTURE-  
STATE VISION**

# WORKING TOWARD FUTURE VISION

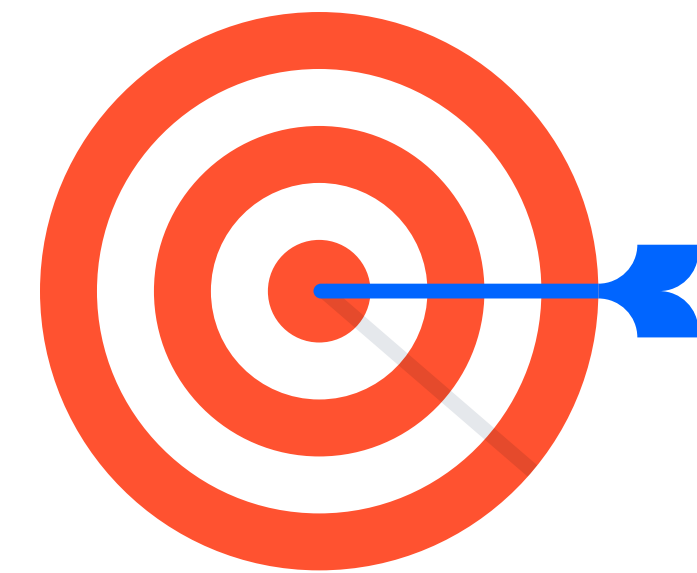
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**Yesterday**  
Disaster Recovery



**Today**  
Managing Chaos



**Tomorrow**  
Continuous Resilience



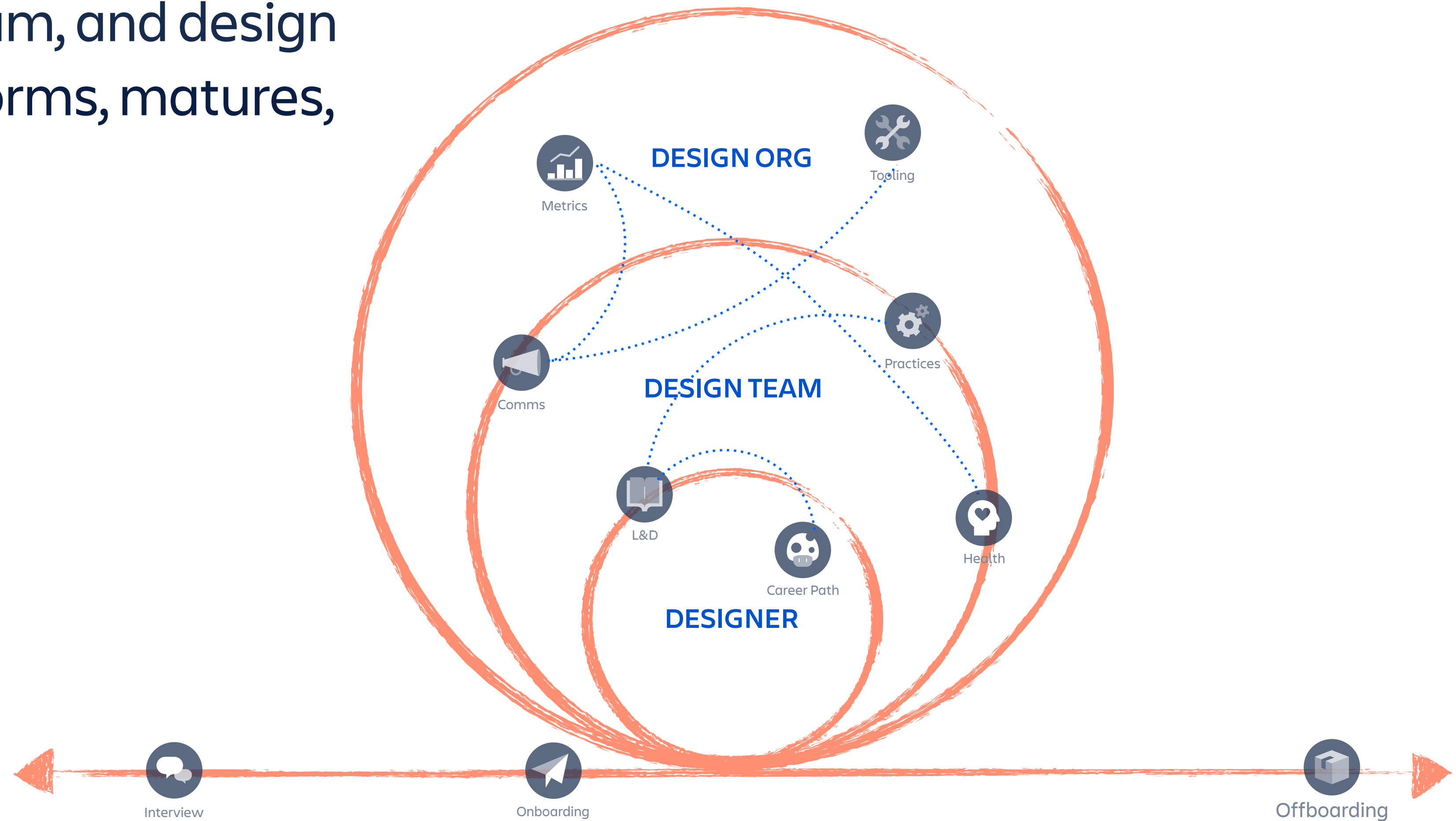
**TRANSCEND**

**SCALE**



# TRANSCEND SCALE

Each designer, design team, and design org is a unit of **one** that forms, matures, and evolves over time.



**CONNECTING DOTS**

**CREATE EVOLVING SYSTEMS**

**LOOPS**



**OPTIMIZE RATHER THAN  
MAXIMIZE**







**DESIGN OPS PRACTITIONERS**  
**MUST BECOME SERVICE**  
**DESIGN PRACTITIONERS**

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MUST BECOME SERVICE  
DESIGN PRACTITIONERS**

**Thanks.**