
Ghostwritten for a DevOps consulting client, for an audience of engineering and platform leaders. Approved by the client's CEO.

A CI/CD pipeline finishes in five minutes. Getting the environment to run it takes two days.

That's still one of the biggest bottlenecks in software delivery, and it isn't in the pipeline itself. It's the ticket for a test environment, the back-and-forth, and the configuration that's almost right.

Over time, that waiting becomes more expensive than shaving another 30 seconds off your build.

The answer isn't processing tickets faster. It's removing the ticket.

Self-service infrastructure lets developers provision what they need while policy, security, and compliance stay embedded in the workflow instead of depending on manual approvals.

AI will accelerate this shift, but it isn't the shift itself. The real change is moving platform teams away from fulfilling requests and back to building platforms that developers can use without asking for permission.