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The things I learnt about DevOps when my car was engulfed by flames.







<https://www.flickr.com/photos/mohtj/125678098/>

1. Don't let your expertise be your blind spot.

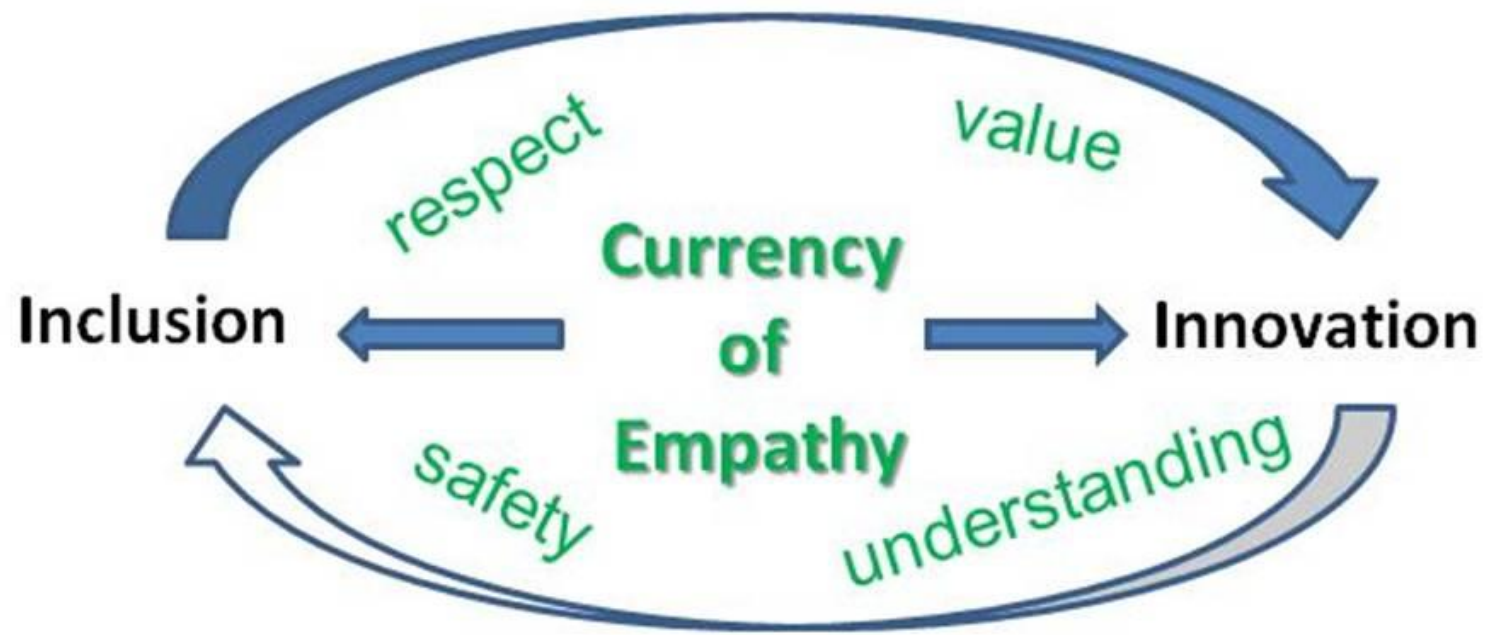
"The curse of knowledge: better-informed people find it difficult to think about problems from the perspective of lesser-informed people."

"The curse of being good at stuff: jumping to conclusions"





2. People are more likely to assist when they understand your motivations.





3. Don't just plan for disaster
expect it, practice for it.

...and not just in production.



4. Failures are rich in learning.

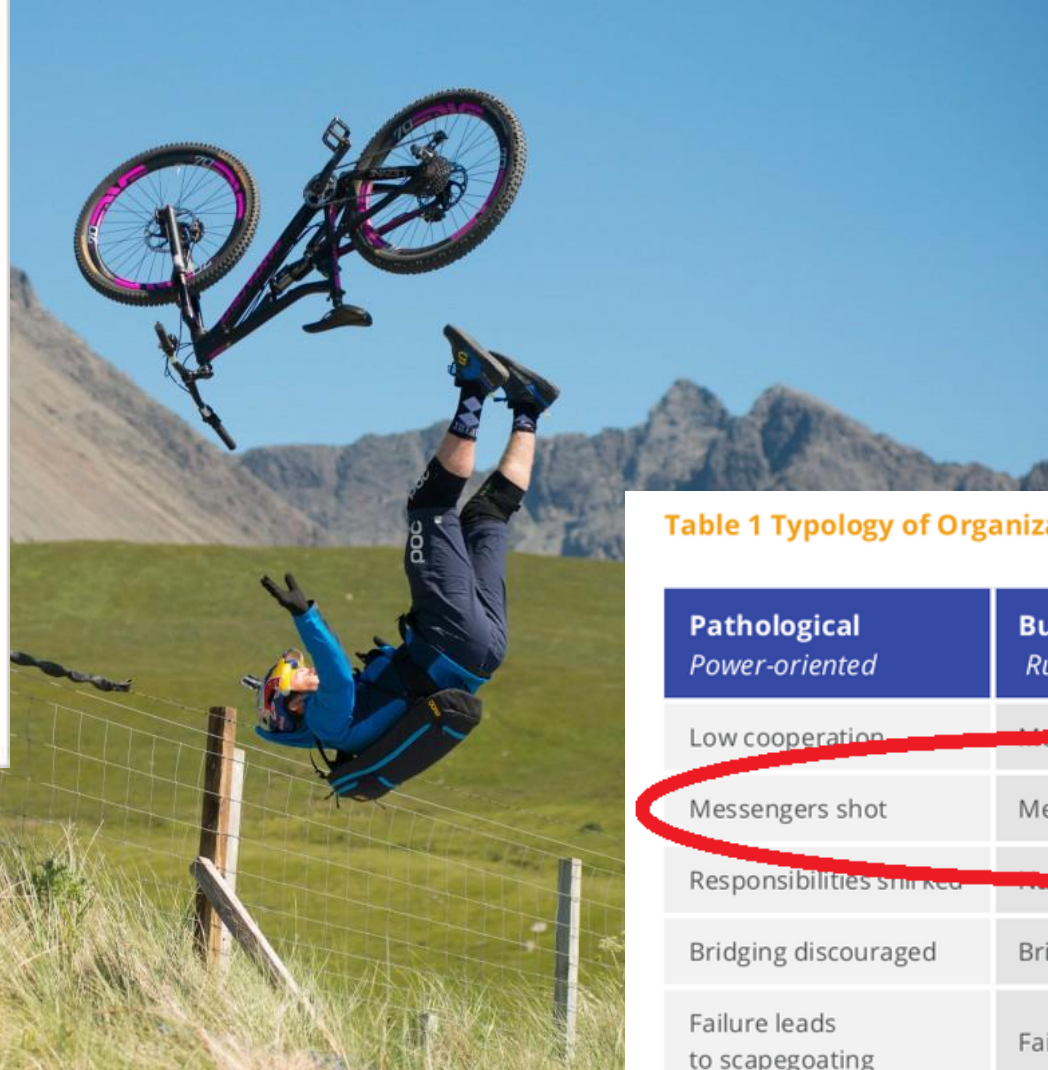
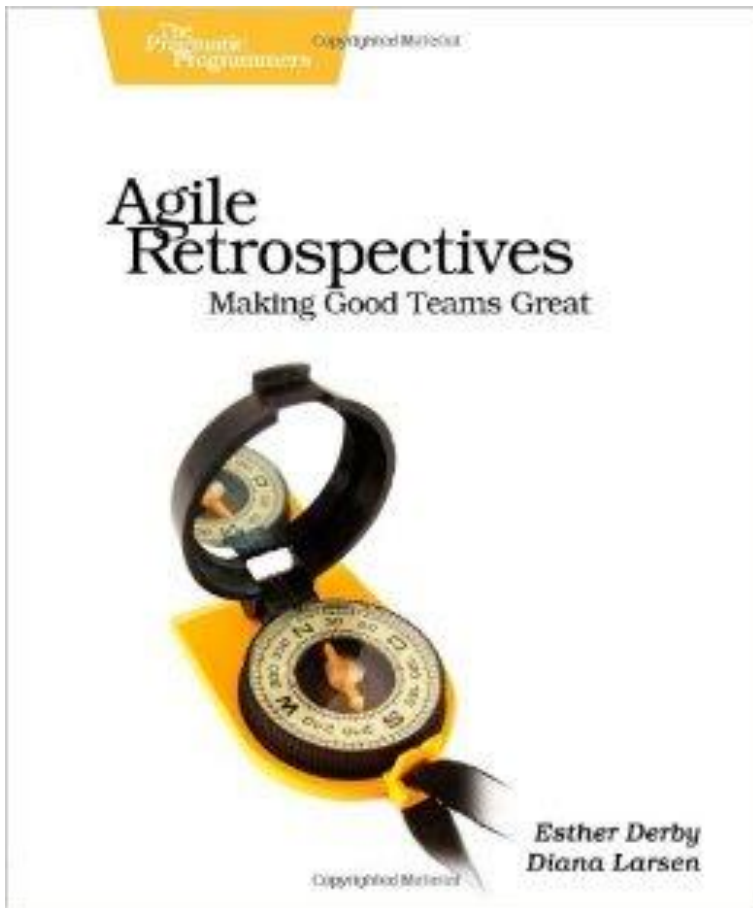
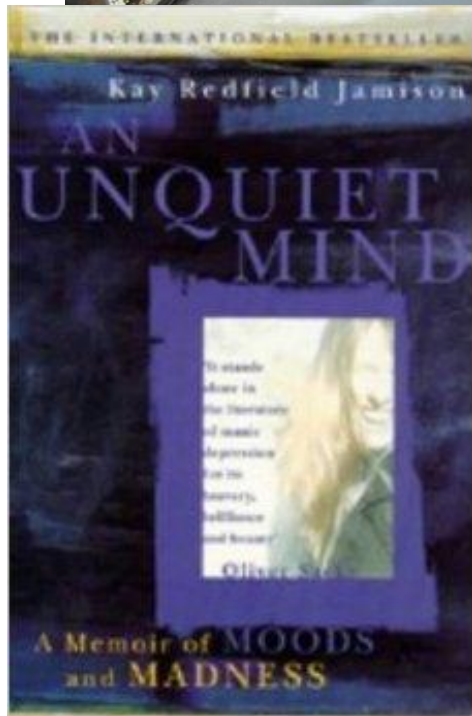


Table 1 Typology of Organizational Culture (Westrum, 2004)

Pathological <i>Power-oriented</i>	Bureaucratic <i>Rule-oriented</i>	Generative <i>Performance-oriented</i>
Low cooperation	Modest cooperation	High cooperation
Messengers shot	Messengers neglected	Messengers trained
Responsibilities shirked	Responsibilities with rules	Risks are shared
Bridging discouraged	Bridging tolerated	Bridging encouraged
Failure leads to scapegoating	Failure leads to justice	Failure leads to inquiry
Novelty crushed	Novelty leads to problems	Novelty implemented

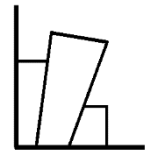
5. If it matters share it, you never know who will benefit.





Thanks!

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Cotelic