Being a Sysadmin...

...at a company FULL of Sysadmins

Who am I?

Cody Herriges

Operations Engineer

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Previous to Puppet Labs?

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What my father-in-law thought I did?

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What I normally do now.

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external customers

Pre-defined

Forced

Contained

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internal customers

Culture

Grey area...

Friends?

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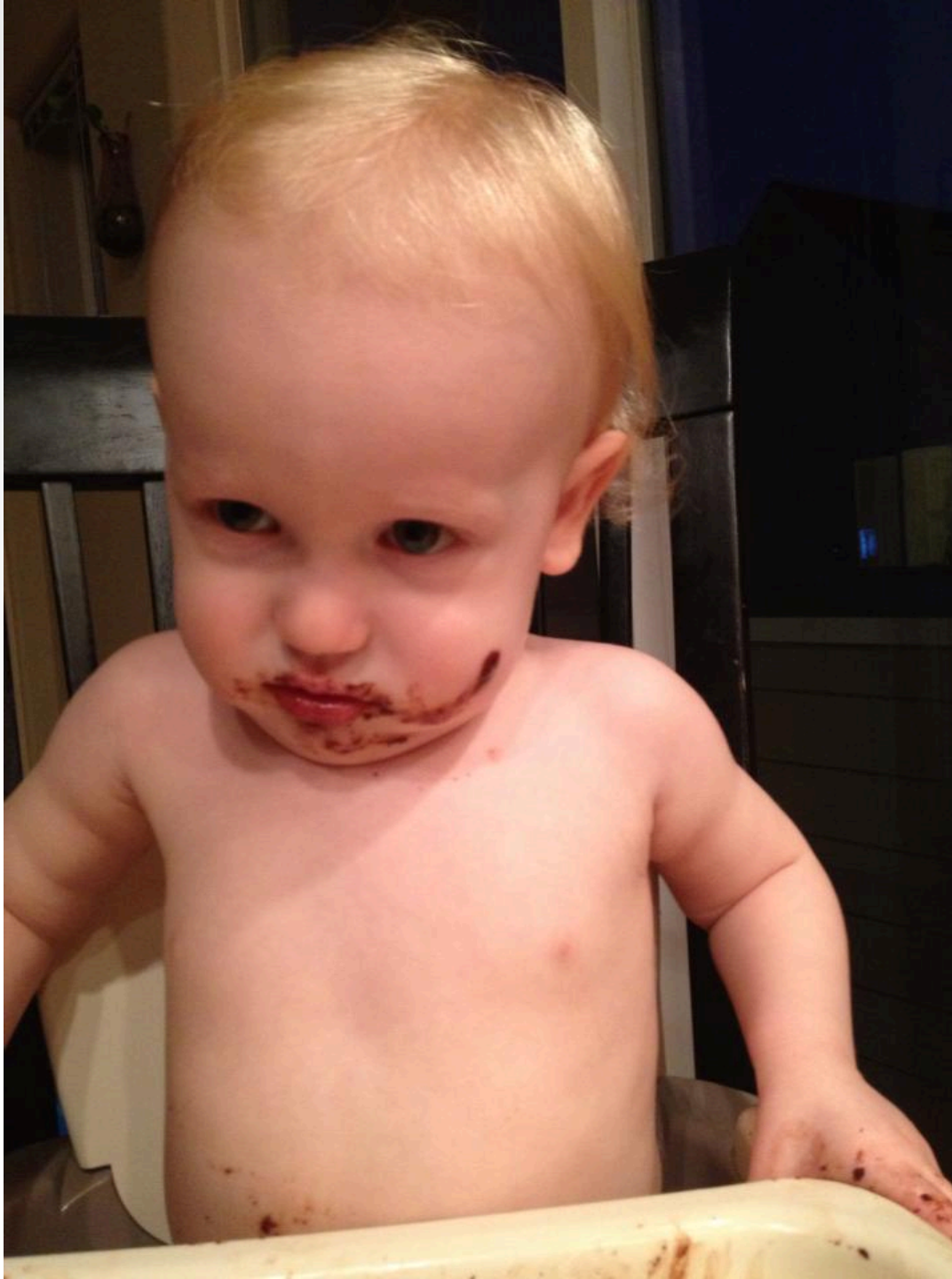
Grey area…

Drama



Best City

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Best Company

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Best People

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Side effects?

Opinions

Input

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Puppet is to our engineering team as our infrastructure is to our operations teams.

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The direct approach

"Sooo…"

"Hey…I was wondering why"

"WTF!!!"

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Indirect

I could find time to help.

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Basis for the entire interaction

Your Reaction

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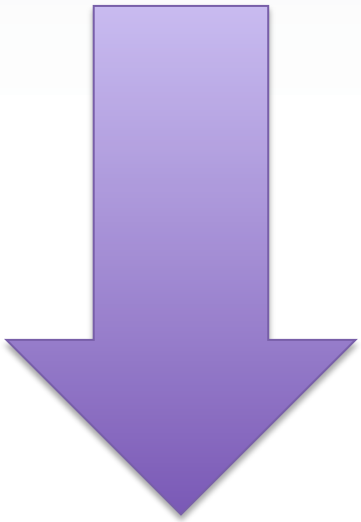
Feeling like you're not trusted



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Imposter syndrome

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The Goal

Cutting it off at the pass

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How?

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Involve everyone!

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Huh...?

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We were starving them.

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Its all Communication

the plan & the state

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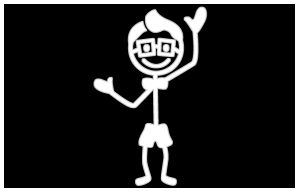
Nerd sniping



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Next Steps

Increase participation

Reduce noise

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Questions?

About anything really!

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