

Culture Shift

**How DevOps changed
the way we think about IT**



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Culture-bound syndrome

From Wikipedia, the free encyclopedia

In [medicine](#) and [medical anthropology](#), a **culture-bound syndrome**, **culture-specific syndrome** or **folk illness** is a combination of psychiatric and somatic [symptoms](#) that are considered to be a recognizable disease only within a specific society or [culture](#). There are no objective biochemical or structural alterations of [body organs](#) or functions, and the disease is not recognized in other cultures. The term *culture-bound syndrome* was included in the fourth version of the *Diagnostic and Statistical Manual of Mental Disorders* (American Psychiatric Association, 1994) which also includes a list of the most common culture-bound conditions (DSM-IV: Appendix I). Counterpart within the framework of ICD-10 (Chapter V) are the *culture-specific disorders* defined in Annex 2 of the *Diagnostic criteria for research*.^[1]

More broadly, an [epidemic](#) that can be attributed to cultural behavior patterns or [suggestion](#) is sometimes referred to as a **behavioral epidemic**. As in the cases of [drug](#) or [alcohol](#) abuse or smoking, [transmission](#) can be determined by [communal reinforcement](#) as well as by person-to-person interactions. On [etiological](#) grounds, it can be difficult to distinguish the causal contribution of culture in disease from other [environmental factors](#) such as [toxicity](#).^[2]

Part of a series on

Medical and psychological anthropology

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Social and cultural anthropology

V•T•E

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Paris syndrome

From Wikipedia, the free encyclopedia

*For the novel by Tahir Shah, see **Paris Syndrome (novel)**.*

Paris syndrome (**French**: *Syndrome de Paris*, **Japanese**: パリ症候群, *Pari shōkōgun*) is a transient psychological disorder encountered by some individuals visiting or vacationing in **Paris**, **France** or elsewhere in Western Europe. It is characterized by a number of psychiatric symptoms such as acute **delusional** states, **hallucinations**, feelings of **persecution** (perceptions of being a victim of **prejudice**, **aggression**, or **hostility** from others), **derealization**, **depersonalization**, **anxiety**, and also **psychosomatic** manifestations such as **dizziness**, **tachycardia**, **sweating**, and others.^[1] Similar syndromes include **Jerusalem syndrome** and **Stendhal syndrome**.

There is a 24 hour help line run by the Japanese embassy to help Japanese tourists suffering from this condition. The embassy reports that on average twelve people suffer from this disorder annually.^[2] The condition is commonly viewed as a severe form of **culture shock**.

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The Eiffel Tower, Paris

Susceptibility [edit]

Japanese visitors are observed to be especially susceptible.^{[3][4]} It was first noted in *Nervure*, the French journal of **psychiatry** in 2004.^[5] From the estimated six million yearly visitors, the number of reported cases is not significant: according to an administrator at the Japanese embassy in France, around twenty Japanese tourists a year are affected by the syndrome.^[6] The susceptibility of Japanese people may be linked to the popularity of Paris in Japanese culture, notably the idealized image of Paris prevalent in Japanese advertising.



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Jerusalem syndrome

From Wikipedia, the free encyclopedia

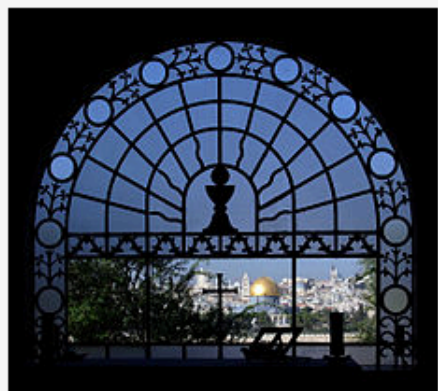
Jerusalem syndrome is a group of mental phenomena involving the presence of either religiously themed **obsessive** ideas, **delusions** or other **psychosis**-like experiences that are triggered by a visit to the city of **Jerusalem**. It is not endemic to one single religion or denomination but has affected **Jews**, **Christians** and **Muslims** of many different backgrounds.

The best known, although not the most prevalent, manifestation of Jerusalem syndrome is the phenomenon whereby a person who seems previously balanced and devoid of any signs of **psychopathology** becomes **psychotic** after arriving in Jerusalem. The psychosis is characterised by an intense religious theme and typically resolves to full recovery after a few weeks or after being removed from the area. The religious focus of Jerusalem syndrome distinguishes it from other phenomena, such as **Stendhal syndrome**, which is reported in **Florence, Italy**, or **Paris syndrome**, which has been reported predominantly in **Japanese** individuals.

In a 2000 article in the *British Journal of Psychiatry*, Bar-El *et al.*^[1] claim to have identified and described a specific syndrome which emerges in tourists with no previous **psychiatric** history. However, this claim has been disputed by M. Kalia and E. Witztum.^{[2][3]} Kalia and Witztum stressed that nearly all of the tourists who demonstrated the described behaviours were mentally ill prior to their arrival in Jerusalem. They further noted that, of the small proportion of tourists alleged to have exhibited spontaneous **psychosis** after arrival in Jerusalem, Bar-El *et al.* had presented no evidence that the tourists had been well prior to their arrival in the city. Jerusalem syndrome is not listed or referenced in the **DSM IV**, nor in the DSM 5.

Jerusalem syndrome

Classification and external resources



Jerusalem, holy city for Jews, Christians and Muslims

Contents [hide]

1 History

2 Types

2.1 Type I

Adam Mikeal — Texas A&M University — PM Exchange 2014

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Culture Shift

**How DevOps ~~changed~~ changes
the way we think about IT**

Roadmap

- 1. Why Culture?**
- 2. Our Context**
- 3. Meet DevOps**
- 4. Open Discussion**

Culture

The outlook, attitudes, values, morals, goals, and customs shared by a group.

Culture (more simply)

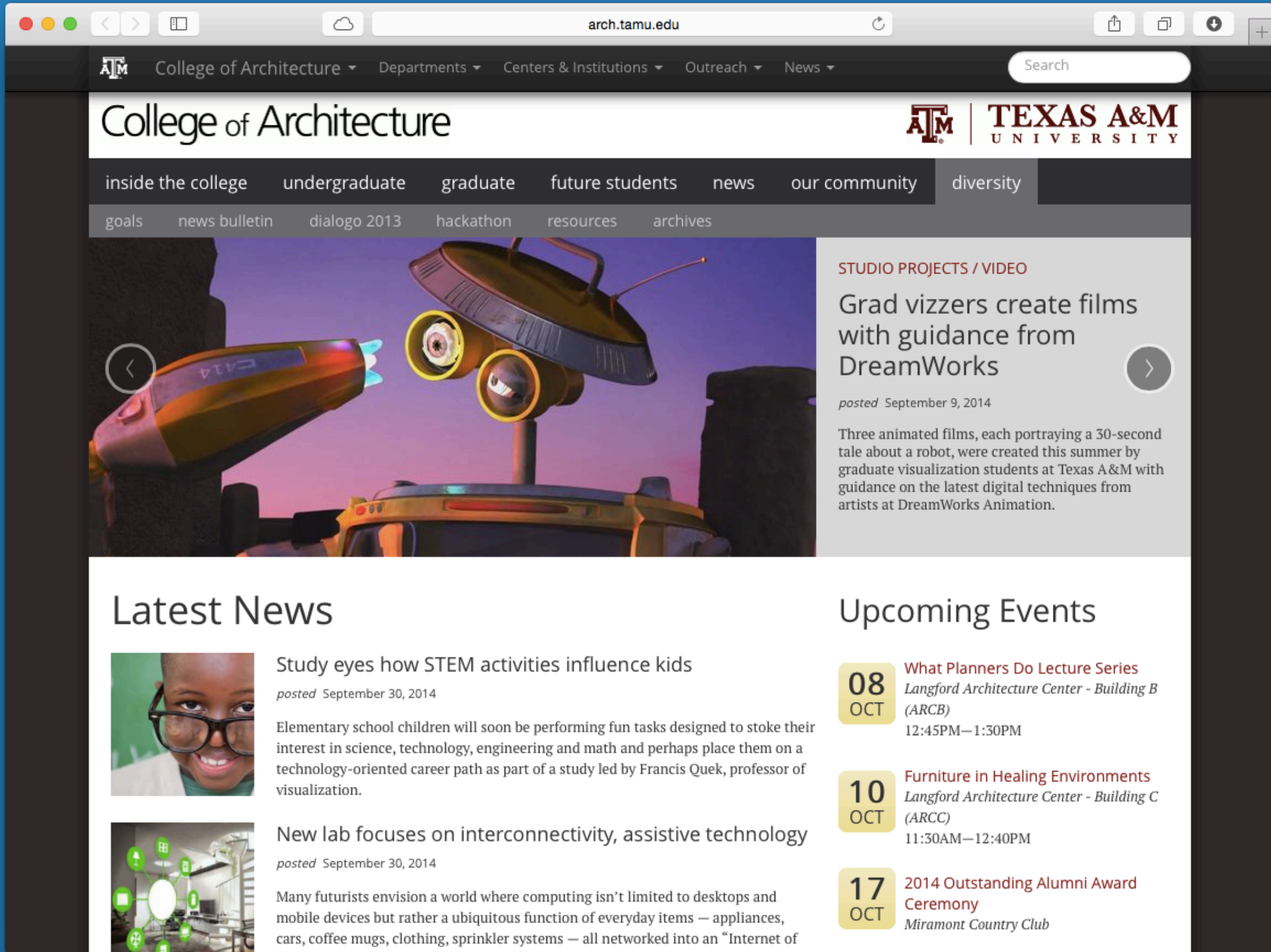
Culture is the way you think, act, and interact

The Context

The College of Architecture at Texas A&M

College of Architecture

- **4 departments**
- **8 research centers and institutes**
- **450 employees**
- **8000 students**
- **locations across Texas and the globe**

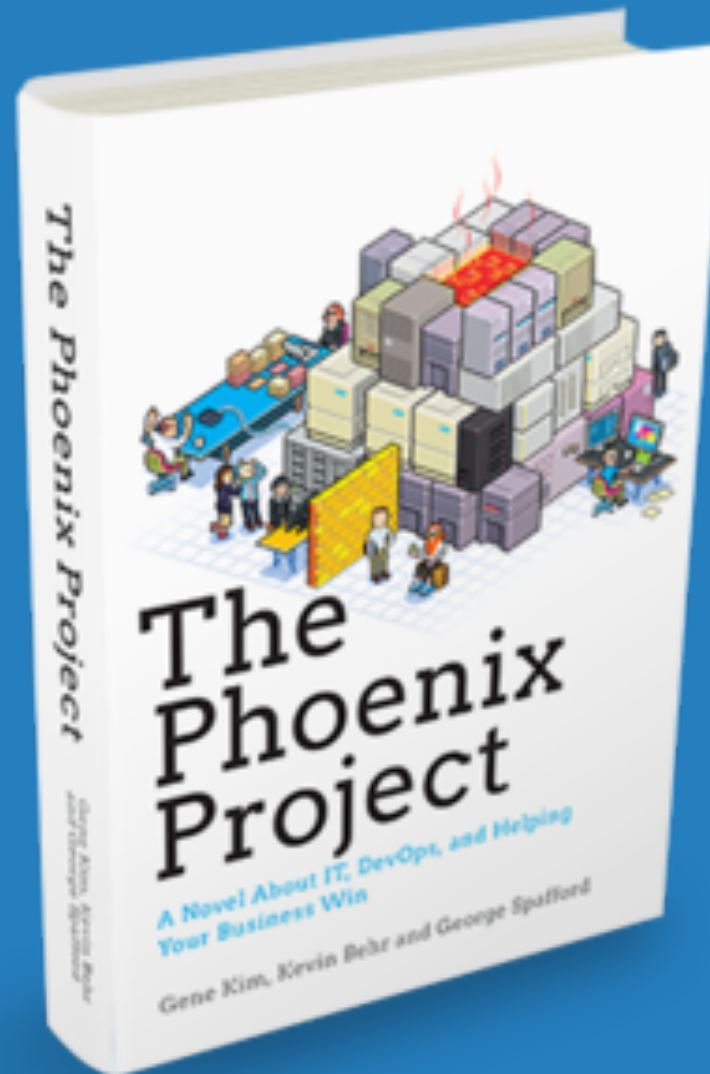


The Problem

Do we have a problem?

IT has always been like this

The Solution



The Phoenix Project

A management fable in the style of E. Goldratt's *The Goal*.

Theory of Constraints — Systems management

What is DevOps?

DevOps is a service delivery concept that stresses communication, collaboration, and integration between software developers and IT professionals.

DevOps, from Wikipedia

What is DevOps (alternative edition):

Developers need to understand infrastructure. Operations people need to understand code. People need to fking work with each other and not just occupy space next to each other.**

— John Vincent

DevOps - the Title Match from blog dot luis

DevOps : Operations :: Agile : Development

DevOps seeks to maximize:

- **predictability**
- **efficiency**
- **security**
- **maintainability**

DevOps emphasizes:

- automation whenever possible
- infrastructure as code
- disaster *indifference* over recovery
- continuous integration / delivery

So documentation doesn't look like this—

- 1. Download the `nginx` binaries form the website**
- 2. Edit the `conf` file to point to the correct data dir `/root/path/to/dir`**
- 3. Somtehing else complicated and technical `$like_this` in this step**
- 4. And another thing that wraps multiple complex steps in a single, inadequate sentence**

But rather, like this—

```
include_recipe 'nginx'
include_recipe 'git'

directory '/var/www' do
  action :create
  owner  'www-data'
  group  'www-data'
end

git node['magic']['directory'] do
  user  'www-data'
  group 'www-data'
  reference 'master'
  repo 'git://github.com/TAMUArch/magic'
end

template '/etc/nginx/sites/magic' do
  action :create
  source 'magic.conf.erb'
end

...
```

Main lessons from The Phoenix Project

- 1. There are 4 types of work**
- 2. Work-in-progress is the silent killer**
- 3. Unplanned work accrues technical debt**
- 4. Bottlenecks constrain work**

Four types of work

- 1. Business projects**
- 2. Infrastructure projects**
- 3. Changes**
- 4. Unplanned work**

The Three Ways

- 1. Systems thinking**
- 2. Amplify feedback loops**
- 3. Culture of continual experimentation and learning**

Back to Culture

Changes we made in Architecture were mostly about culture

More reading

On DevOps and organizational culture:

Empathy: The Essence of DevOps

<http://blog.engineering.it/post/72964480807/empathy-the-essence-of-devops>

DevOps Culture (Part 1)

<http://itrevolution.com/devops-culture-part-1/>

Continuously Deploying Culture: Scaling Culture at Etsy

<http://www.slideshare.net/mcdonnps/continuously-deploying-culture-scaling-culture-at-etsy-14588485>

More reading

On DevOps methodologies:

The Phoenix Project: A novel about IT, DevOps, and helping your business win (IT Revolution Press)
<http://itrevolution.com/books/>

Where To Learn More About Concepts In "The Phoenix Project" (Part 1)
<http://itrevolution.com/learn-more-about-concepts-in-phoenix-project/>

About me

<https://github.com/amikeal>

<https://github.com/TAMUArch>

`adam@tamu.edu`

Open discussion