

Building an Enterprise DevOps Community

Pauly Comtois



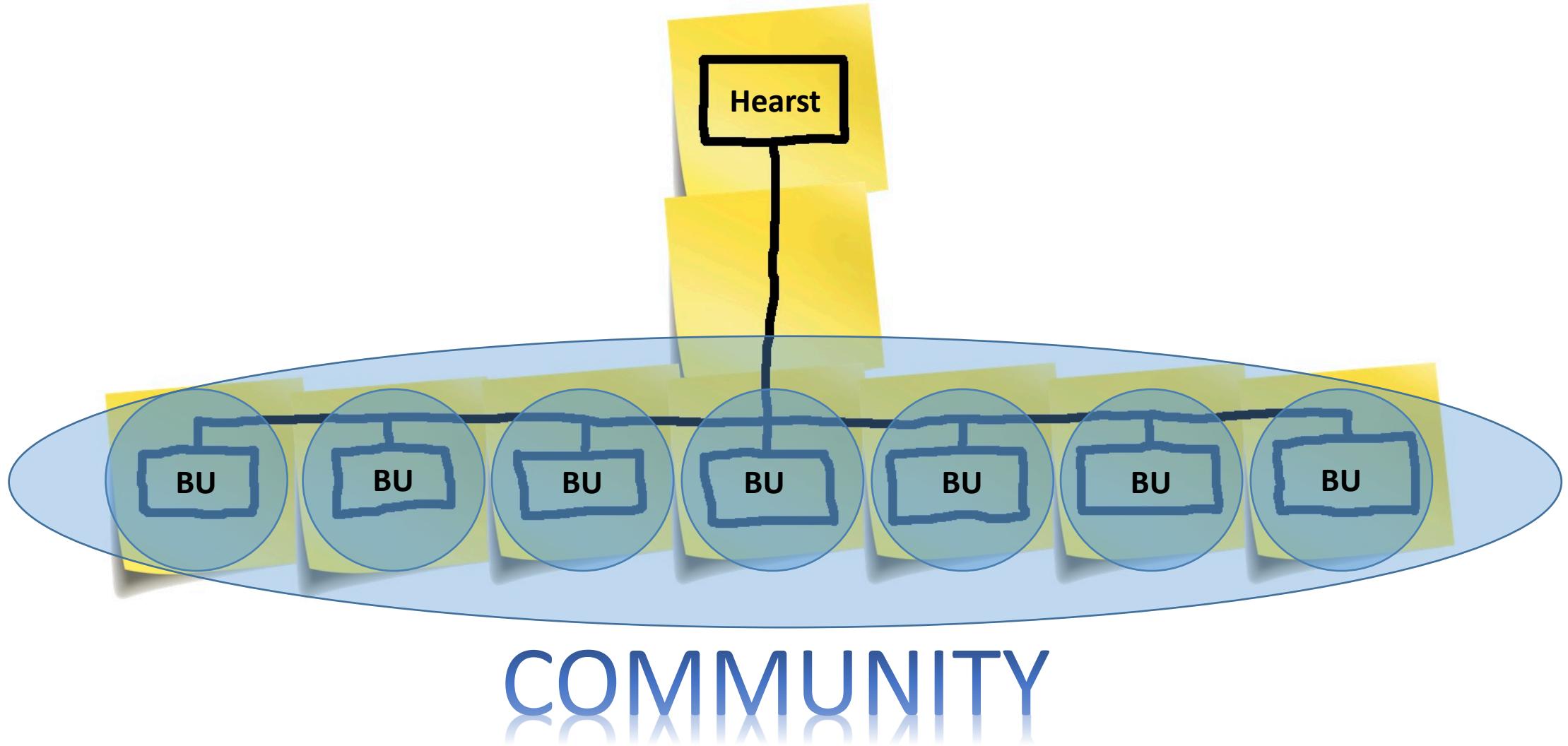
A little about me...

- Veteran
- Sys Admin, Developer and Network Engineer
- Addicted to learning
- DevOps Therapist



www.devopstherapist.com

Every single choice you have ever made in your life has lead you to this exact moment, reading this sentence.



Culture

or

The truth about talking sticks, trust falls and patchouli

- HugOps over DevOps
- Culture overcomes all else
- Underpinning all that we create and do are people



Why is Community Important?

Moral
Technical
Empathic

Relationships and Trust

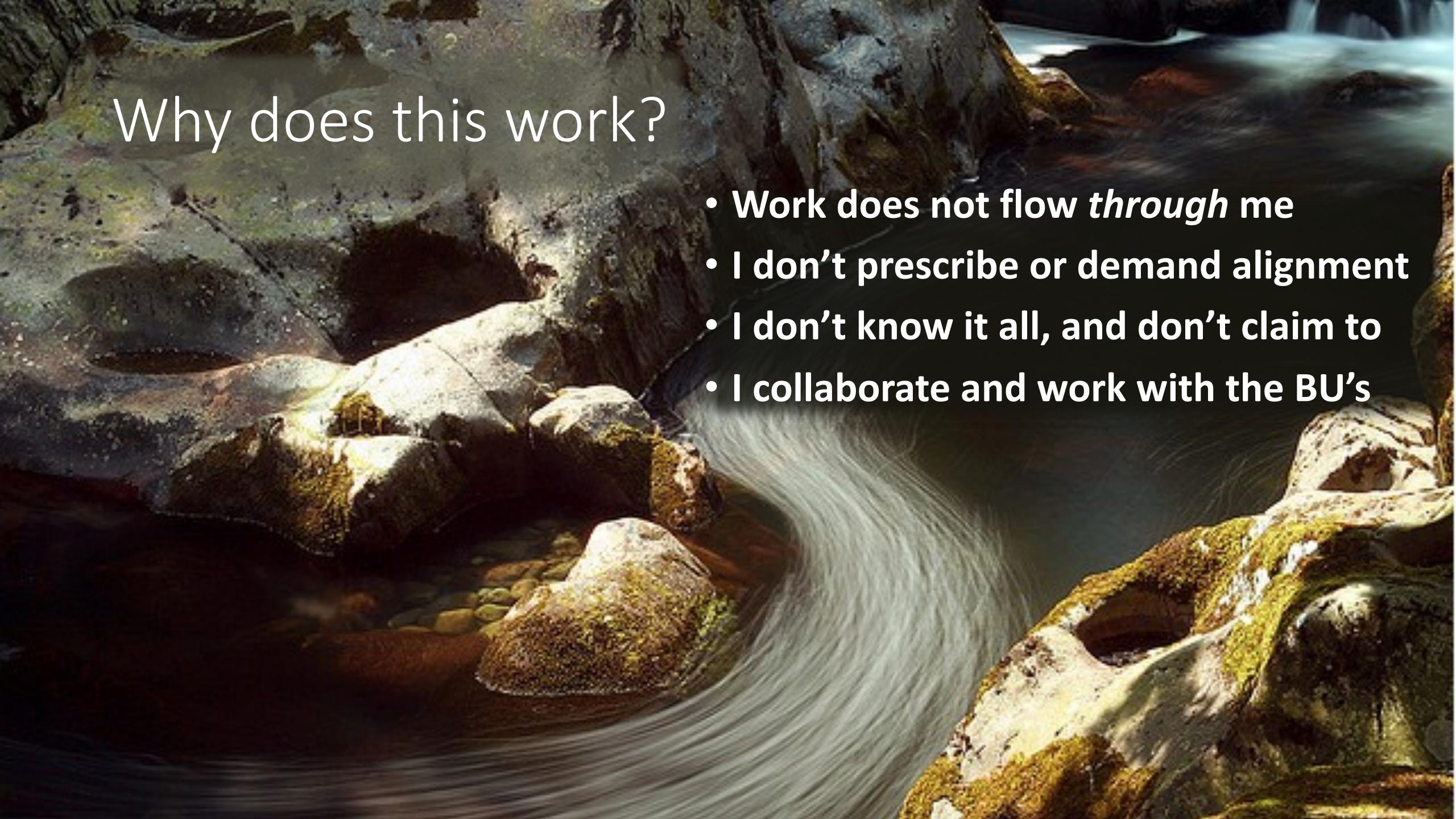




VP DevOps

BU's

- Cautious optimism
- Proper foundation
- Dispel fears, concerns and rumors

A close-up photograph of a rocky stream bed. The rocks are large and mossy, with water flowing over them. The lighting is dramatic, highlighting the textures of the rocks and the movement of the water.

Why does this work?

- Work does not flow *through* me
- I don't prescribe or demand alignment
- I don't know it all, and don't claim to
- I collaborate and work with the BU's



Be a guide

Community Supports Culture

- Think of the culture you want
- Build the community that supports that culture
- Compassion and Assertion

If we could read the secret history of our enemies we should find in each man's life sorrow and suffering enough to disarm all hostility.

-Henry Wadsworth Longfellow

Relationship Building

Automatic mental processes that cause group identification

Focus on the similarities between “us” and “them”

Create mental categories that include others you usually regard as “not-me”

Be mindful of default processes of valuing your group and devaluing others



Compassion and Assertion

The two wings working together to get a relationship off the ground, and keep it flying.

Compassion is brought about through empathy

Empathy allows an “us” rather than “them” mentality

Empathy does NOT mean agreement or approval or waving your rights



Compassion and Assertion

The two wings working together to get a relationship off the ground, and keep it flying.

Assert virtuously

People remember not what you said, but HOW you said it
We judge ourselves based on our intentions, and others on their behaviors



5 Takeaways

- Relationships are critical to strong communities
- Relationships are harder for techies
- Effort diminishes but never dissipates
- Community increases efficiency by leveraging slack
- Your community supports your culture, whether you want it to or not



How do we get the rest of the business into the community?

Product Owners/Managers
Leadership
Finance

