



Revolutionize Your Workflow With... ChatOps!

By Tessa Mero

Find the slides here: <http://tiny.cc/ciscospark-chatops>

Follow me on Twitter and/or tweet at me. @tessamero

SUMMARY

- Who Am I?
- DevOps
- ChatOps
- Chat Tools
- Bot Frameworks for ChatOps
- Case Studies
- Quotes by Developers

About Me

Developer Advocate



DevNet



Cisco Spark

Instructor / Mentor



Community Leader

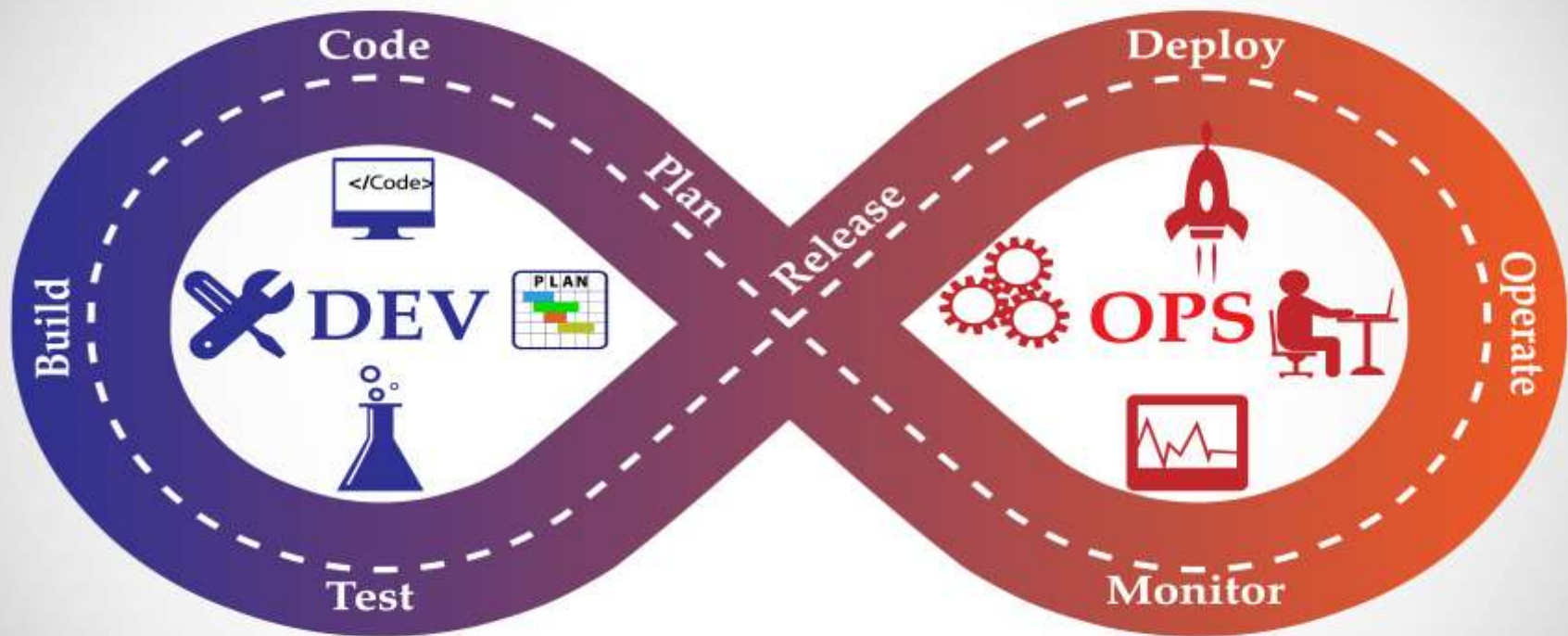


APIs

**Feliz
Mãe
Happy
Mom!**



What is DevOps?



The process of getting
multiple teams who are
involved in the software
process to **talk** to each other

DEVELOPMENT -> Code -> **OP**ERATIONS
(for deployment)

DevOps Adoption

2014: 34% (Source: Gartner Report)

2015: 66% (Source: Wikipedia)

2016: 74% (81% at larger companies,
Source: Wikipedia)

Reasons for DevOps

- 1 week of work will only take seconds
- Use of Agile and other development processes
- Demand for increased production releases
- Wide availability of virtualized and cloud infrastructure
- Increased usage of data center automation
- More focus on test automation
- DevOps being more known as the “best practice”

What is ChatOps

Term is created by Github in
2013



The process of getting
multiple teams who are
involved in the software
process to **talk** to each other

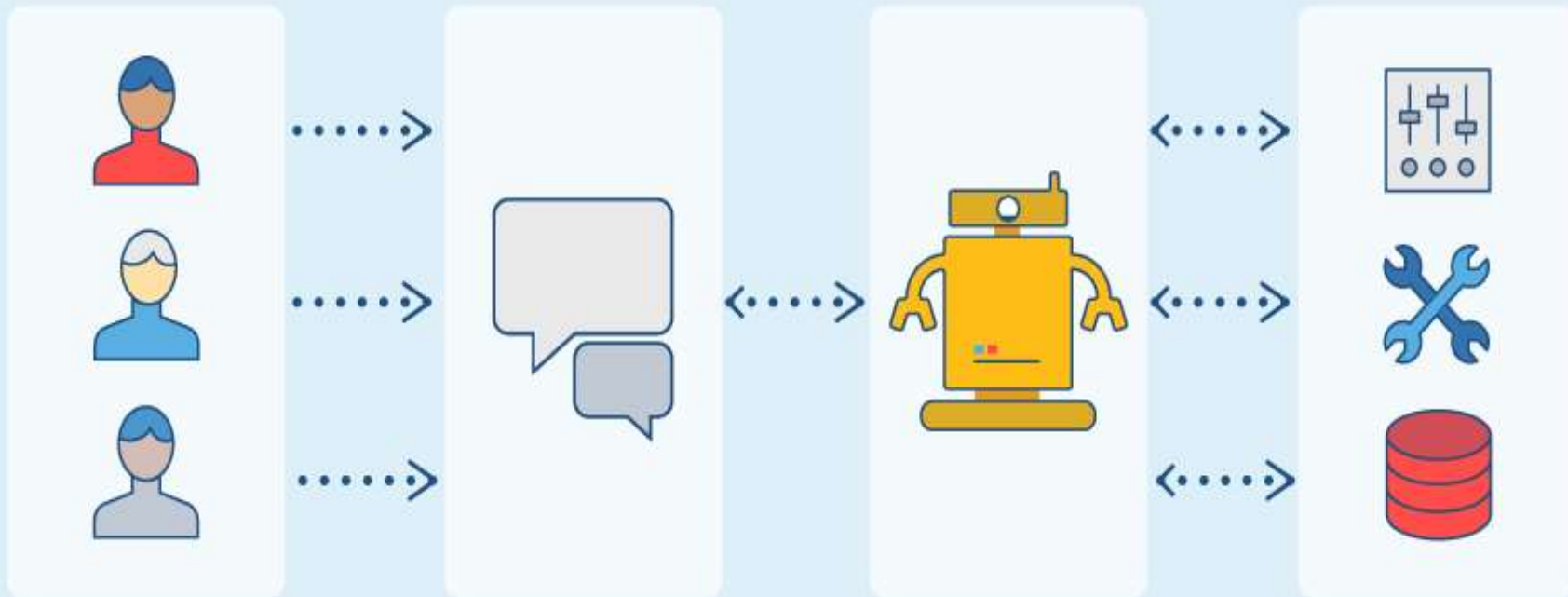
ChatOps is a way of
collaborating which connects
teams, tools, & processes to
create an **automated** and
transparent workflow

DEV TEAM

CHAT APP

BOT

INFRASTRUCTURE



NORDICAPIS.COM

ChatOps and the ability to deploy code and collaborate with your teams through one centralized platform is the future.

You have Control
of the Commands



Chat Tool



Cisco Spark



Bot Frameworks for ChatOps

HuBot

- Written by GitHub
- Open Source
- Written in CoffeeScript on Node.js
- Many core scripts to automate basic tasks
- Huge package of scripts to add for ChatOps
- Easily deploy to heroku

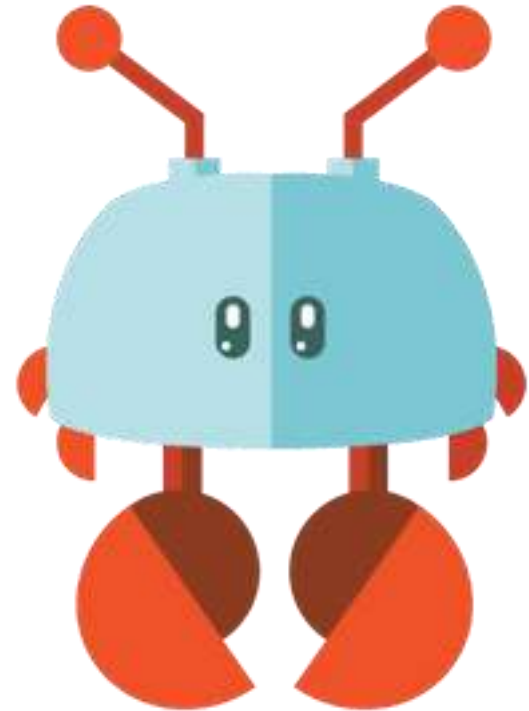


<https://hubot.github.com/>

Lita

- Written in Ruby
- Free and Open Source
- Works with all Chat Services
- Many plugins to install

<https://www.lita.io/>



LITA

Errbot

- Easy to write plugins
- Built in admin/security
- Big Community
- Written in Python



<https://errbot.io/>

DevOps Tools for ChatOps



Jenkins



Case Studies

Example Usage of ChatOps

- Incident Resolution
- Automating Routine Tasks (Anything!)
- Multiple Team collaboration
- Onboarding new employees
- Create new Virtual Machine with command
- Notifications
- Combining all tools used into your collaboration tool

Cisco DevOps Tools for ChatOps



Cisco Umbrella



Cisco Spark



Meraki

Quotes by Developers (from Twitter)

“We use **Hipchat** to allow Jr
Devs to Label PRs in **Github**
for Review”

- @philwinkle, designer at
SomethingDigitl

“We spin up new VM with
simple Bot commads”
- @snair123

“I wrote a **Slack** bot that lets us look up customer information. ChatOps created a tool to allow re-assigning/re-creating **Dev VM**”
- @halkeye, coder at SauceLabs

“Over the past few days, I’ve written a **serverless** based thing that will let you merge your own **PRs from Slack**”

- @edyesed, DevOps Manager at RealSelf

“We get information from our
ticketing system using a Cisco
Spark bot”

- @josebogarin, Chief Innovation
Officer at Altuscr

Additional Resources

<https://github.com/exAspArk/awesome-chatops>



What Can You Do?

Thank You

@tessamero

Slides: <http://tiny.cc/ciscospark-chatops>

Sources

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Infoworld.com

Cio.com

Techproresearch.com

Opensource.com

Atlassian.com