

CHATOPS

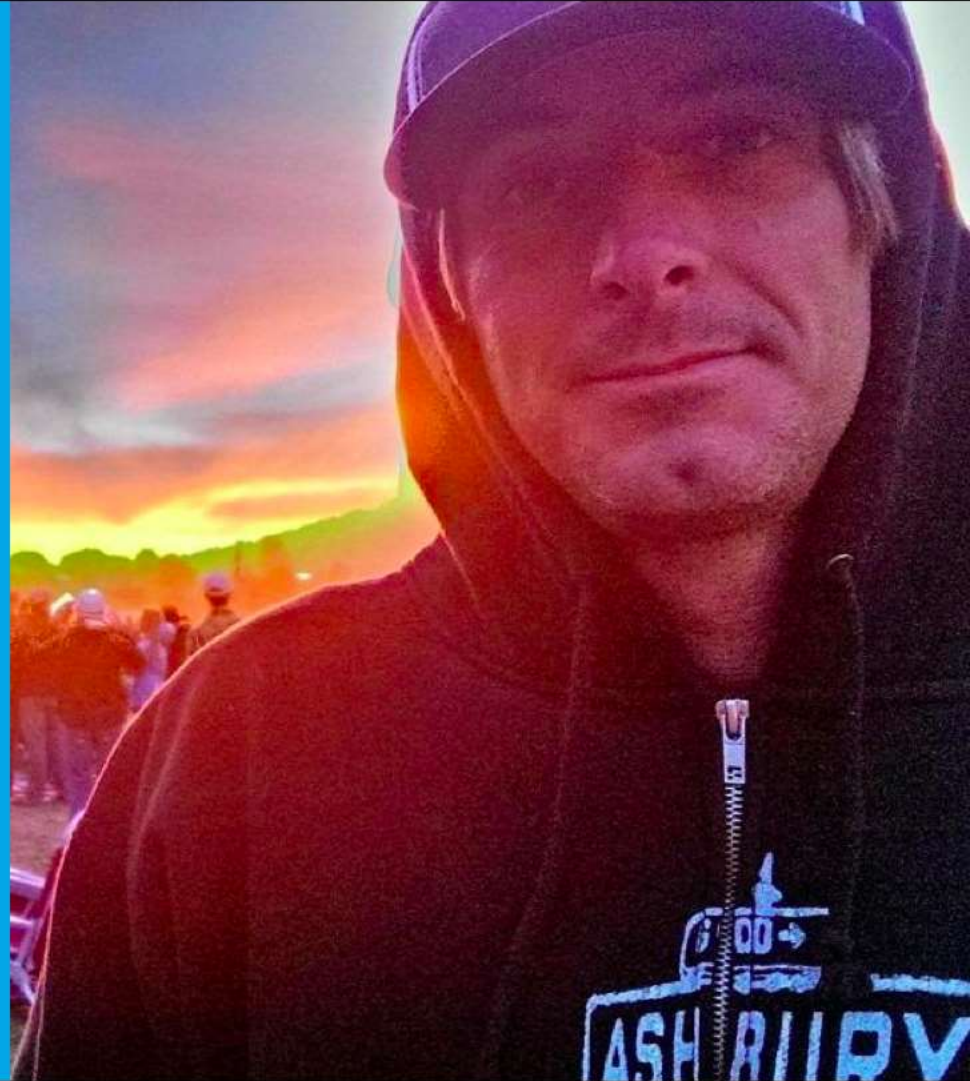
THE **NEW** INTERFACE OF DEVOPS

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**JASON HAND
DEVOPS EVANGELIST**

**VICTOROPS
@JASONHAND
#CHATOPS**

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CONTINUOUS DELIVERY

The background features a large, stylized graphic of interlocking gears. The gears are dark blue with a lighter blue outline. The labels on the gears are: BUILD (on the left gear), CODE (on the top gear), RELEASE (on the right gear), OPERATE (on the bottom-right gear), OPTIMIZE (on the bottom-left gear), and TEST (on the bottom gear). The entire graphic is set against a solid blue background.

It's what we are all after

ACTUALLY ...



CONTINUOUS IMPROVEMENT

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WE ARE DONKEYS

wanting to be

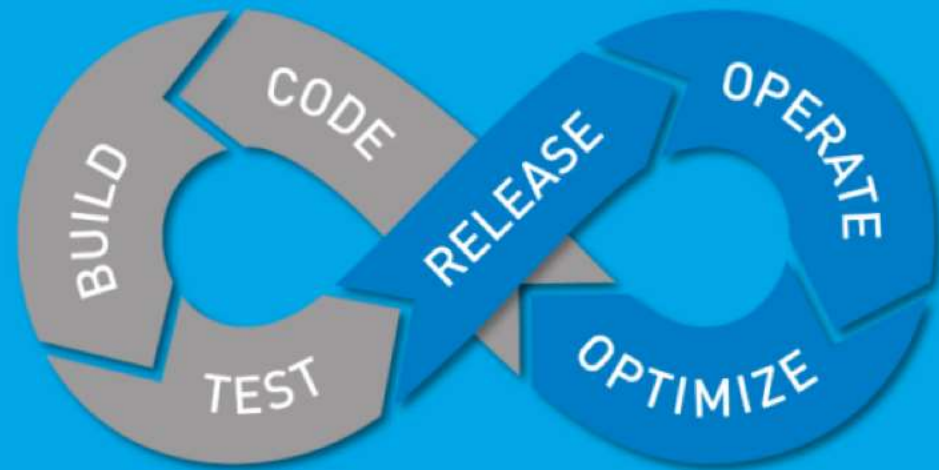
UNICORNS



CAMS

- » Culture (of)
- » Automation
- » Measurement
- » Sharing

SHORTENED RELEASE CYCLES





FASTER FEEDBACK

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#ChatOps

THE **NEW** INTERFACE

GROUP CHAT

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NATIVE INTEGRATIONS

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GITHUB

repository hosting



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TRAVIS

continuous integration



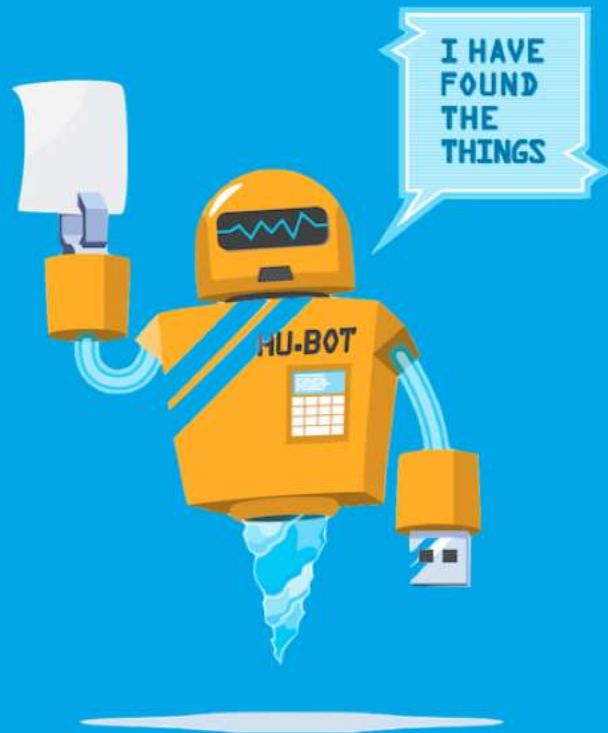
RAYGUN

real-time error and crash
reporting



BOTS

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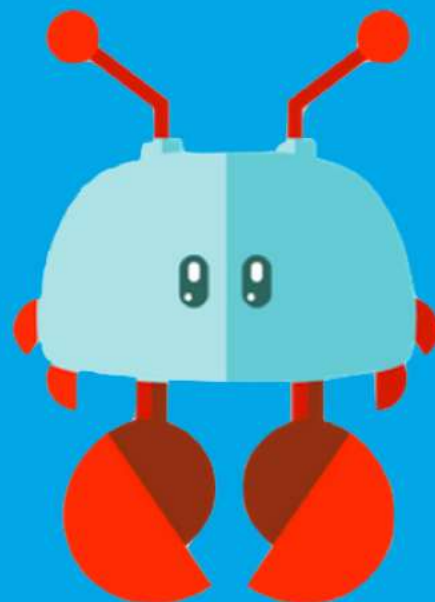


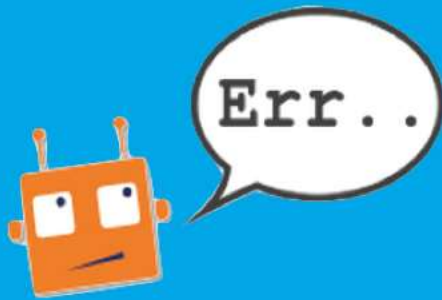
HUBOT

Node.js

LITA

Ruby





ERR

Python

API AS A SERVICE



SITUATIONAL AWARENESS

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EM·PA·THY

empəTHē/

NOUN -

THE ABILITY TO UNDERSTAND AND SHARE THE FEELINGS OF ANOTHER

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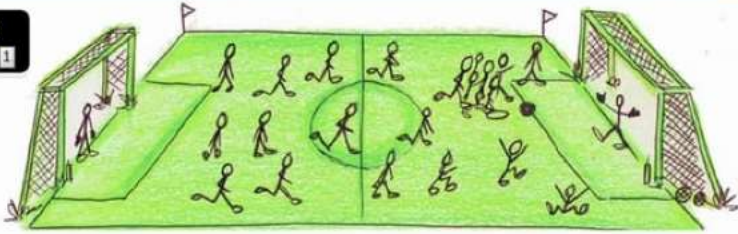
TRIBAL KNOWLEDGE

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What Makes a Winning Team?



89:30
5 SCORE 1



DEVOPSDAYS

Minneapolis - 2015

Mary Poppendieck - Author of Lean Software Development

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"Did you hear?"

"Yeah, I know."



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YEAH, TRIBAL KNOWLEDGE

vmware®

TIMELINES



Setup a Control Call

Jason Hand
@vops_jason
Shutterfly Ops, everyone

Brandon Mayhew
@badger
Database, everyone

Jesse Pinkman
@pinkman
DB demo, Database, DevOps, everyone

Matthew Rapp
@mattrapp
DevOps, everyone

Hank Schrader
@hank
everyone

Erik Thyberg
@thyberg
Shutterfly Ops, everyone

nate+testforat@victorops.com
@invited_14c84b8a32
everyone

Pete.
@skinnypete
everyone

Todd Alquist
@alquist
everyone

Bryce Ambraziunas
@bryce
everyone

Maximo Arciniega
@maximo
Database, DevOps, everyone

Aaron Atwell
@doublea
everyone

Weston Ballard
@weston
everyone

Daytona Barker
@daytona
everyone

post an update...

INCIDENT: #21348 was RESOLVED for SERVICE (host.123.xyz - Load Avg is CRITICAL) by @goodman
Sep 10, 2015 12:15:04 MDT

More Info 5 Annotations

TYPE	Custom Integration
STATE	RECOVERY
TIME	Sep 10, 2015 12:15:04 MDT
ENTITY	host.123.xyz - Load Avg is CRITICAL
MSG	Manually resolved

@goodman: Control notes: akghah.ghag #incident21348
Sep 10, 2015 12:14:59 MDT

CONTROL CALL: "DB Down" ended
Sep 10, 2015 12:14:48 MDT

CONTROL CALL: "DB Down" started by @goodman
Sep 10, 2015 12:14:21 MDT

@goodman: @pinkman Let's start a control call #incident21348
Sep 10, 2015 12:13:51 MDT

@pinkman: @goodman I need help #incident21348
Sep 10, 2015 12:13:22 MDT

NOTIFY: Cancelled paging badger
Sep 10, 2015 12:13:53 MDT

INCIDENT: #21348 was ACKED for SERVICE (host.123.xyz - Load Avg is CRITICAL) by @pinkman
Sep 10, 2015 12:12:52 MDT

More Info 5 Annotations

TYPE	Custom Integration
STATE	ACKNOWLEDGEMENT
TIME	Sep 10, 2015 12:12:52 MDT
ENTITY	host.123.xyz - Load Avg is CRITICAL
MSG	Load average on host.123.xyz: 32.56, 24.98, 17.43

NOTIFY: Trying to contact pinkman for #21348, sending push
Sep 10, 2015 12:12:40 MDT

NOTIFY: Trying to contact badger for #21348, sending email
Sep 10, 2015 12:12:39 MDT

INCIDENT: #21348 was OPENED for SERVICE (host.123.xyz - Load Avg is CRITICAL)
Sep 10, 2015 12:12:01 MDT

All Incidents My Incidents My Teams' Incidents

Triggered : 0

Acked : 0

Resolved

#21348 host.123.xyz - Load Avg is CRITICAL

Time	Sep 10, 2015 12:12:38 MDT
API	host.123.xyz - Load Avg is CRITICAL
State	OK
Resolved By	goodman

#21347 EBS Alarm

Time	Sep 10, 2015 12:03:57 MDT
CloudWatch	EBS Alarm
State	OK
Resolved By	toddvernon

#21346 healthCheck / downlink.staging.acme.com

Time	Sep 10, 2015 12:00:57 MDT
NAGIOS	healthCheck / downlink.staging.acme.com
State	OK
Resolved By	SYSTEM

#21345 DiskCheck / dmapp1.prod.acme.com

Time	Sep 10, 2015 11:54:57 MDT
NAGIOS	DiskCheck / dmapp1.prod.acme.com
State	OK
Resolved By	SYSTEM

#21344 Web Server Load Avg

Time	Sep 10, 2015 11:48:56 MDT
CloudWatch	Web Server Load Avg
State	OK
Resolved By	SYSTEM

#21343 Database Load / db7.victorops.com

Time	Sep 10, 2015 11:45:56 MDT
NAGIOS	Database Load / db7.victorops.com
State	OK
Resolved By	SYSTEM

#21342 CFEngine Runlog / haproxy2.pr.bldr01

Time	Sep 10, 2015 11:39:56 MDT
NAGIOS	CFEngine Runlog / haproxy2.pr.bldr01
State	OK
Resolved By	SYSTEM

VictorOps Connected

Download the mobile app → Get Help

ORIGINS



“Placing tools right in the middle of the conversation”

Jesse Newland (GitHub 2012)

USES

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DEPLOY CODE

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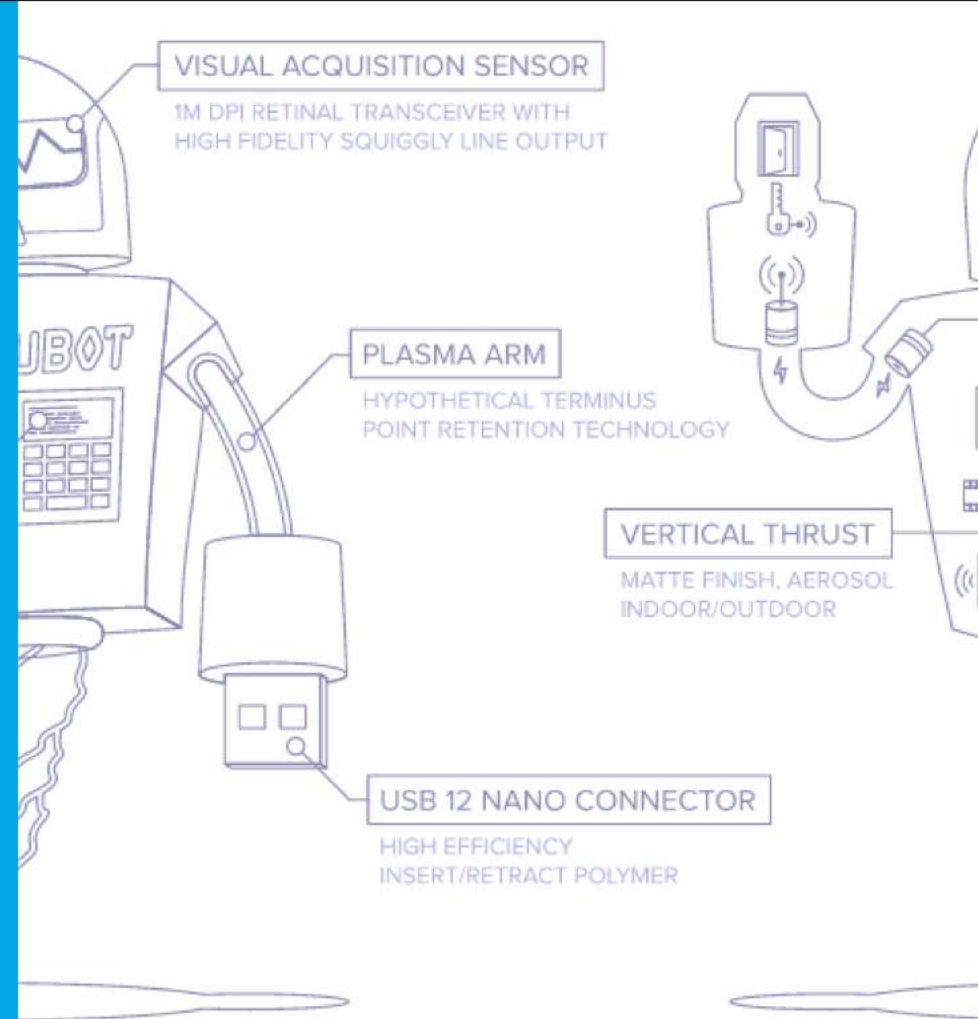
Jason:

```
foobot git push
```

Foobot:

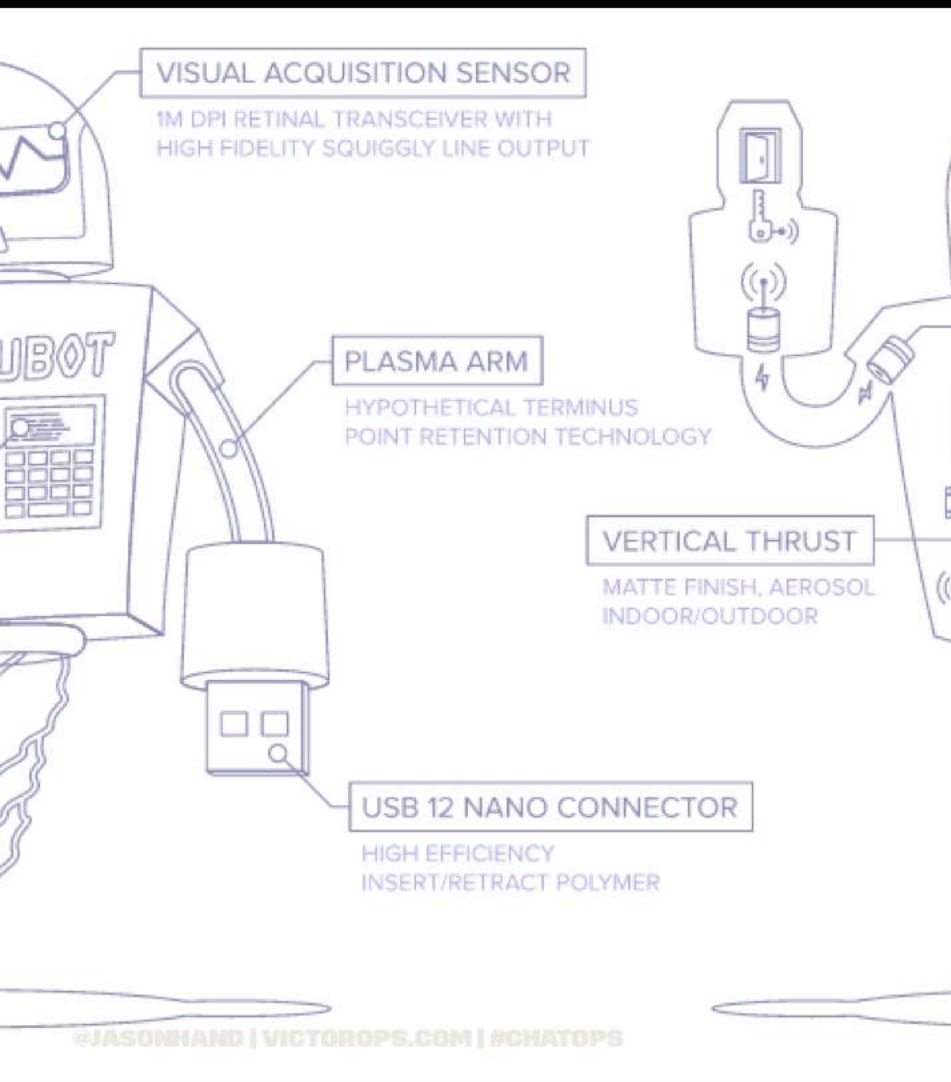
```
Counting objects: 26, done.  
Delta compression using up to 4  
threads.  
Compressing objects: 100% (26/26),  
done.  
Writing objects: 100% (26/26), 19.24  
MiB | 7.01 MiB/s, done.  
Total 26 (delta 7), reused 0 (delta  
0)  
To https://github.com/victorops/  
articles.git  
    bd06715..21e67ae  master -> master
```

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BUILD INFRASTRUCTURE

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Jason:

foobot build commit-1248994

Foobot:

building commit-1248994

Jenkis (bot):

Platform install commit-1248994 (#789).
Started by user: jhand
(09.04.2015.11:03:24)

Jenkis (bot):

Platform install commit-1248994
complete

MANAGE INCIDENTS

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Jason:

foobot ack me incident 778467

VictorOps (bot):

Incident 778467 has been
acknowledged by (jhand)

VictorOps (bot)

Stopped paging jhand -
(Backend Engineer Team) @
2:51 p.m. MT

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NON-TECHNICAL USES

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SALES

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SalesForce (bot):

Anna Gabutero
(anna.gabutero@AcmeXYZ.com) of
AcmeXYZ Inc. signed up for a
trial

Jason

@Natalie .. are you going to
follow up with this person ^^ or
should I?

Natalie

@Jason I can. Thank you! :D

MARKETING

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Jason

```
foobot trello new "build ChatOps Deck  
for UNICOM conference" my simple task
```

Foobot

You got it. A new card has been created
titled "build ChatOps Deck for UNICOM
conference"

You may view it here: [https://
trello.com/b/EXJgLhom](https://trello.com/b/EXJgLhom)

Jason

```
foobot trello move EXJgLhom "doing"
```

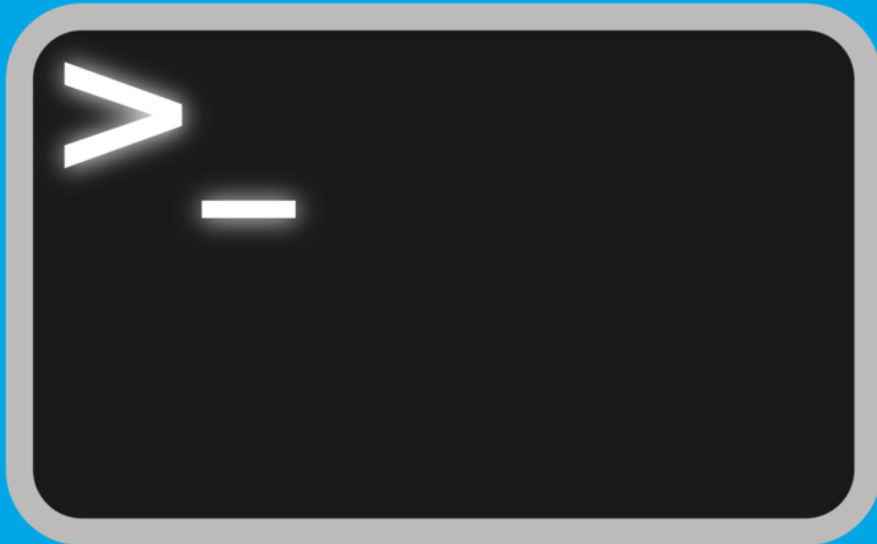
Foobot

Ok. It has been moved to "doing"



SUPPORT

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Jason

```
foobot extend trial AcmeXYZ  
10/31/15
```

Foobot

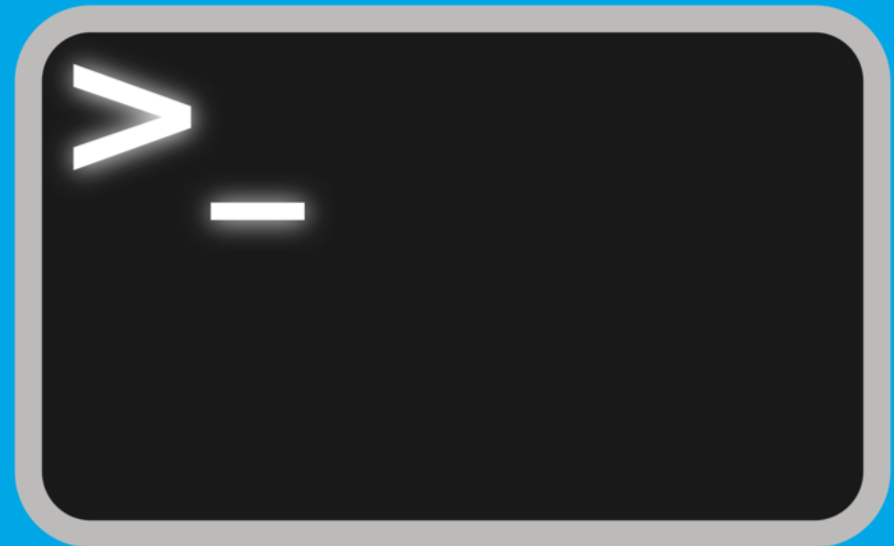
```
All set.  AcmeXYZ may now  
trial the platform until  
10/31/15
```

Jason

foobot restart apache
10.3.45.22

Foobot

Boo-yah! Apache on host
10.3.45.22 has been restarted



TRANSMOGRIFIER



Self-healing bots

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VictorOps

Incident created. Apache on host 10.3.45.22 is OFFLINE!

Foobot

I got this! Apache on host 10.3.45.22 has been restarted

Foobot

Apache on host 10.3.45.22 has been restarted!
Let's talk about it in the postmortem.



**“WE'RE TAKING THE THINGS
WE'RE ALREADY DOING
AND PUTTING THEM IN
LINE WITH THE
CONVERSATIONS WE'RE
ALREADY HAVING”**

James Fryman (StackStorm)

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SHARING

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SPEED

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LEARNING

The background features a large, light blue circle centered on a black field. Overlaid on this circle is a dark red, multi-pointed starburst or explosion-like shape. The word "LEARNING" is written in a bold, white, sans-serif font across the center of the image, partially obscuring the starburst.

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SECURITY

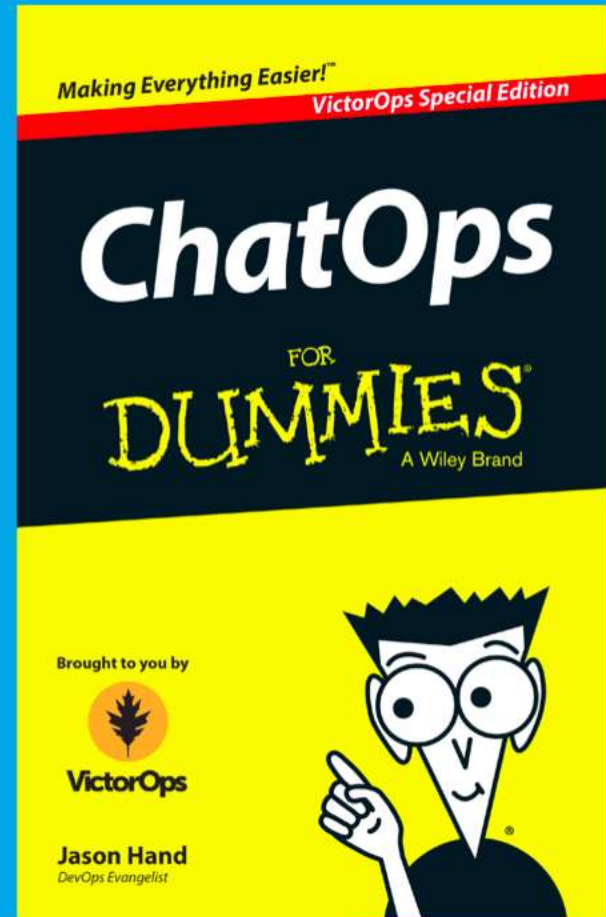
The background features a large blue circle centered on a black field. Overlaid on this circle is a dark red, multi-pointed starburst or sunburst shape. The word "SECURITY" is written in a bold, yellow, sans-serif font across the center of the image, partially obscuring the starburst.

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FREE

jhand.co/ChatOps4Dummies

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**THANK
YOU**

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QUESTIONS?

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Sources

[http://www.webdesignkingston.com/default/assets/
Image/
kingston_web_design_social_media_workshop_strategy.png](http://www.webdesignkingston.com/default/assets/Image/kingston_web_design_social_media_workshop_strategy.png)
[http://blog.appdynamics.com/wp-content/uploads/
2013/06/DevOps-infinity-loop.png](http://blog.appdynamics.com/wp-content/uploads/2013/06/DevOps-infinity-loop.png)
<http://victorops.com>