

real
world

#ChatOp



S

Jason
Hand

Michael
Ansel



@jasonhand

@michaelansel

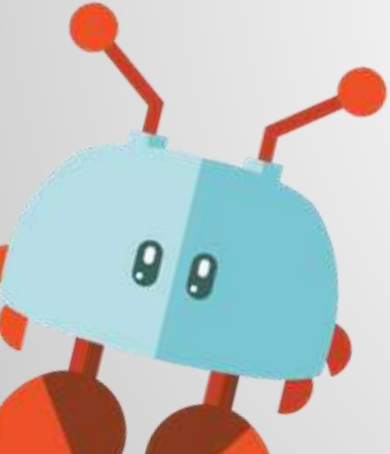


“Placing tools directly in the middle of the conversation”

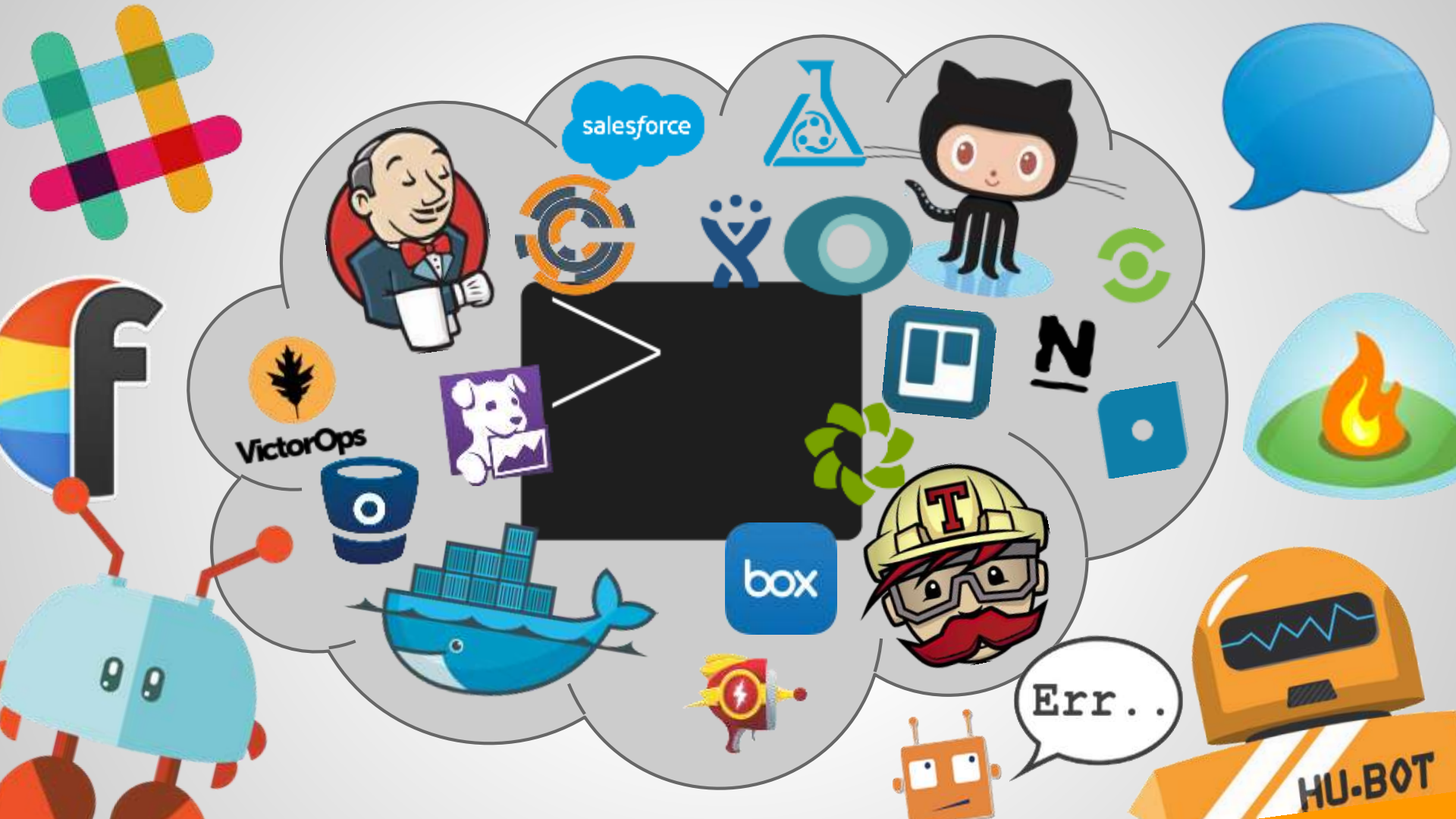
-Jesse Newland

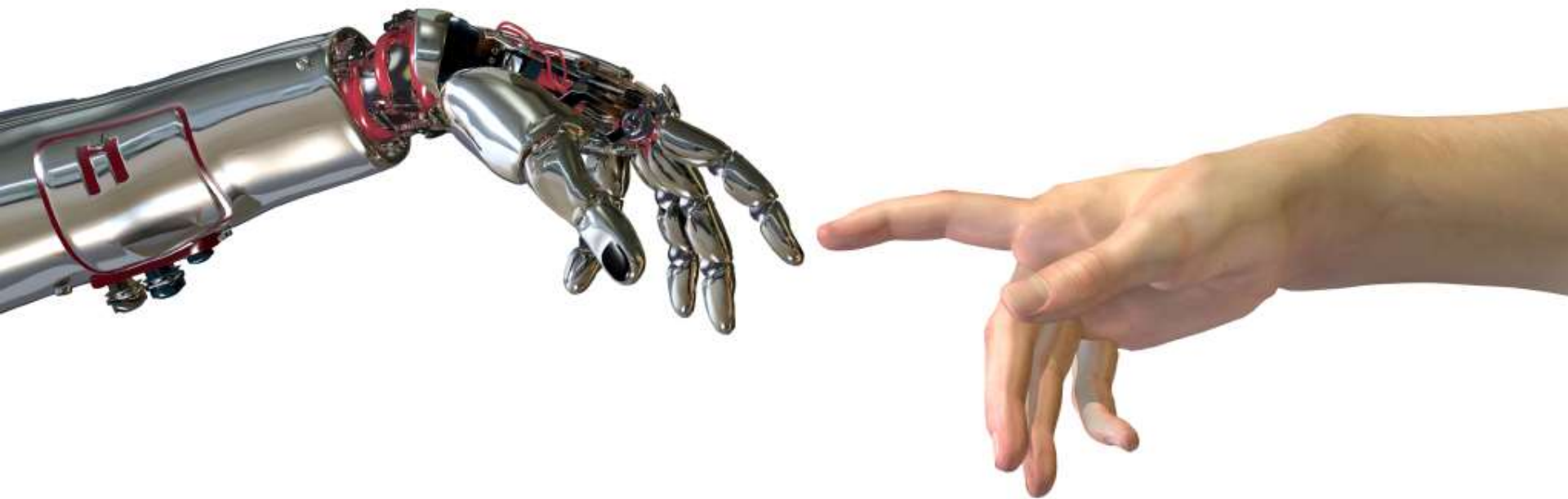


(2013)









For why?

Sharing

Speed

Learning

@jasonhand

@michaelansel

For why?

Brainstorming

Sharing

Security

Speed

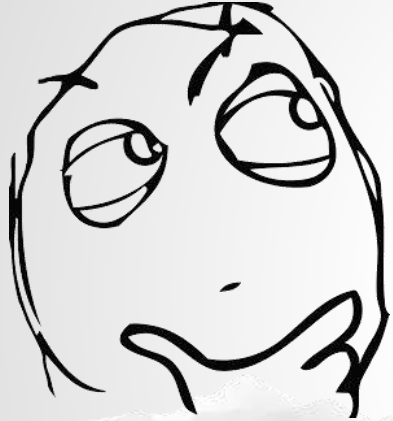
Fun

Learning

@jasonhand

@michaelansel

#Chatops, huh?



@jasonhand

@michaelansel

The background of the slide features a grayscale image of a mountain range. The mountains are layered, with the foreground peaks being darker and more detailed, while the background peaks are lighter and shrouded in mist or fog, creating a sense of depth and atmosphere.

ChatOps
is for
everyone!

*Real
World
Examples*

@jasonhand

@michaelansel



Foobot build commit-1248994



Building commit-1248994



Platform install commit-1248994 (#789).
Started by user: jhand (11:03 a.m.)



Platform install commit-1248994 complete

Devs



Foobot commit -am "bug (5563) fixed"



[master 0ccf539] changes to VictorOpsProd
3 files changed, 0 insertions(+), 0
deletions(-)



Foobot push



Writing objects: 100% (8/8), 8.12 MiB | 2.27 MiB/s, done.
Total 8 (delta 6), reused 0 (delta 0)
To https://github.com/VictorOpsProd/master_branch.github.io.git
1601d54..0ccf537 master -> master

Devs



VictorOps

CRITICAL-incident #8689 - Load on prod1 above threshold



VictorOps

NOTIFY-Trying to contact irishwarhammer for #8689(push,sms)



foobot ack #8689

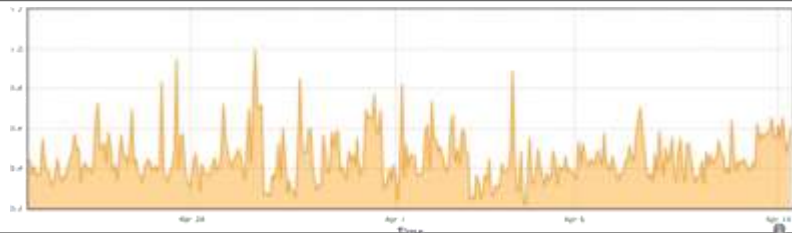


VictorOps

ACKNOWLEDGED-incident #8689 by irishwarhammer



Foobot graph-me -1h collectd.load(prod1)



Ops



Foobot extend trial AcmeOps 05/31/15



AcmeOps is all good through 05/31/15



Foobot last-ticket Rackspace



Last comm w/ Rackspace on 2/24/15

SalesForce Case Number: 00005605

View: <http://victorops.salesforce.com/..>

Support



Foobot feature-request



You've got an idea, eh? Tell me more,
starting w/ Customer name



EpicGames wants to customize timeline
fonts



New feature Request added to Jira. Ticket #:
366. View: <https://victorops.atlassian.com/..>

Support



Foobot BrightTalk-reg headcount -next



There are **135** registered guests for the “**next**” webinar - Scheduled 6/25/15



Foobot Promote webinar -next



“**next**” webinar shared to: [Twitter](#),
[Facebook](#), [LinkedIn](#), and [Google+](#)

Sales & Marketing



Foobot lead-count -2015-Q2 -all



2015-Q2 lead-count for “all” is currently 746



Foobot campaign-count -Q2 -highest



#ControlCall current providing “highest” qualified leads w/ count of 403

Sales & Marketing



Anyone know when my next blog is due?



Try asking foobot :P



Foobot PingTrello -me -blog



One moment ...



The next “blog” for “jason” is due: 05/30/15



Foobot Paid-Users AcmeOps



According Recurly, **AcmeOps** has **43** paid users



Foobot Late-Invoices -30d



According Recurly, the following orgs have outstanding invoices of “**30 days**” or more:

DeadbeatBiz,Inc

PayYouLater.com

SoSueMe.io

Finance

The point is...



Foobot mustache-me Michael Ansel



ChatOps is
for everyone!



@jasonhand

@michaelansel

... But ...

not every
command

is for everyone!

@jasonhand

@michaelansel

Like What?

Reprovision!

Account
Upgrade!

Add ACL!

Deploy!

DB Migration!

WHO
do you
TRUST?

...How?

Define attack vectors

Flexible/Tiered auth model

No god access



Foobot upgrade AcmeOps to Pro



Sorry, Steve, **this command requires two-factor authentication.**



Foobot auth me push



Sending push notification...
Two-factor auth successful!

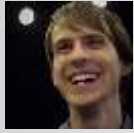


Foobot upgrade AcmeOps to Pro



Upgraded AcmeOps to a Pro account!

Two-Factor



Foobot rebuild svr-1827 role=web



svr-1827 currently has role backend. **I need approval from someone in Backend.** To approve, say 'Foobot approve slick'.



Foobot approve slick



Executing Michael Ansel's command.
Rebuilding svr-1827 as role web. See you in 10 minutes...
svr-1827 successfully rebuilt as role web!

Approvals



Foobot db migrate prod new-stuff



Whoops! Looks like you're trying to do that from an insecure chat client! Please use the special client that signs messages.



Foobot db migrate prod new-stuff



Message signature valid!
Executing DB migration in prod for branch new-stuff.

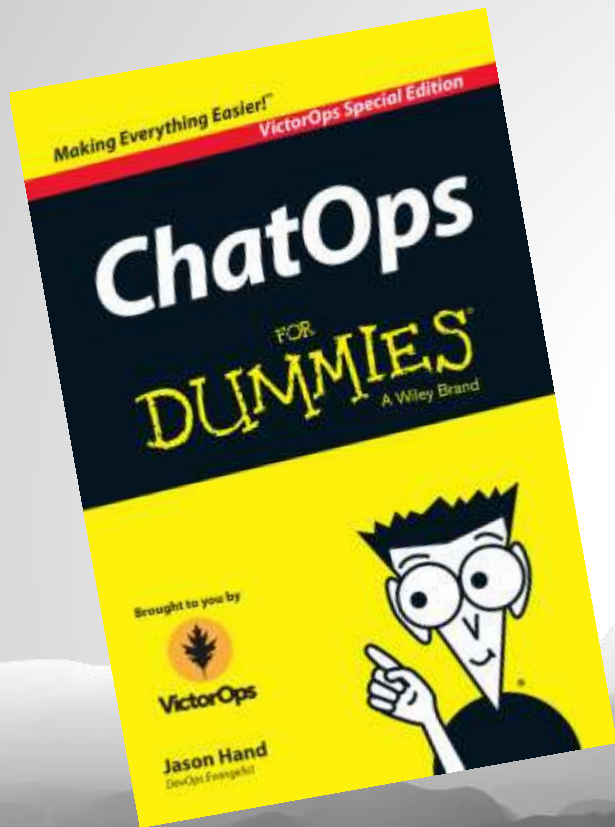
Signatures

#ChatOps

The background of the slide features a grayscale illustration of a mountain range. The mountains are layered, with the closest peaks in the foreground being dark and sharp, and subsequent ranges receding into the distance, becoming progressively lighter and more hazy, creating a sense of depth and atmosphere.

@jasonhand

@michaelansel



jhand.co/ChatOps4Dummies



#Chatops

@jasonhand

@michaelansel