

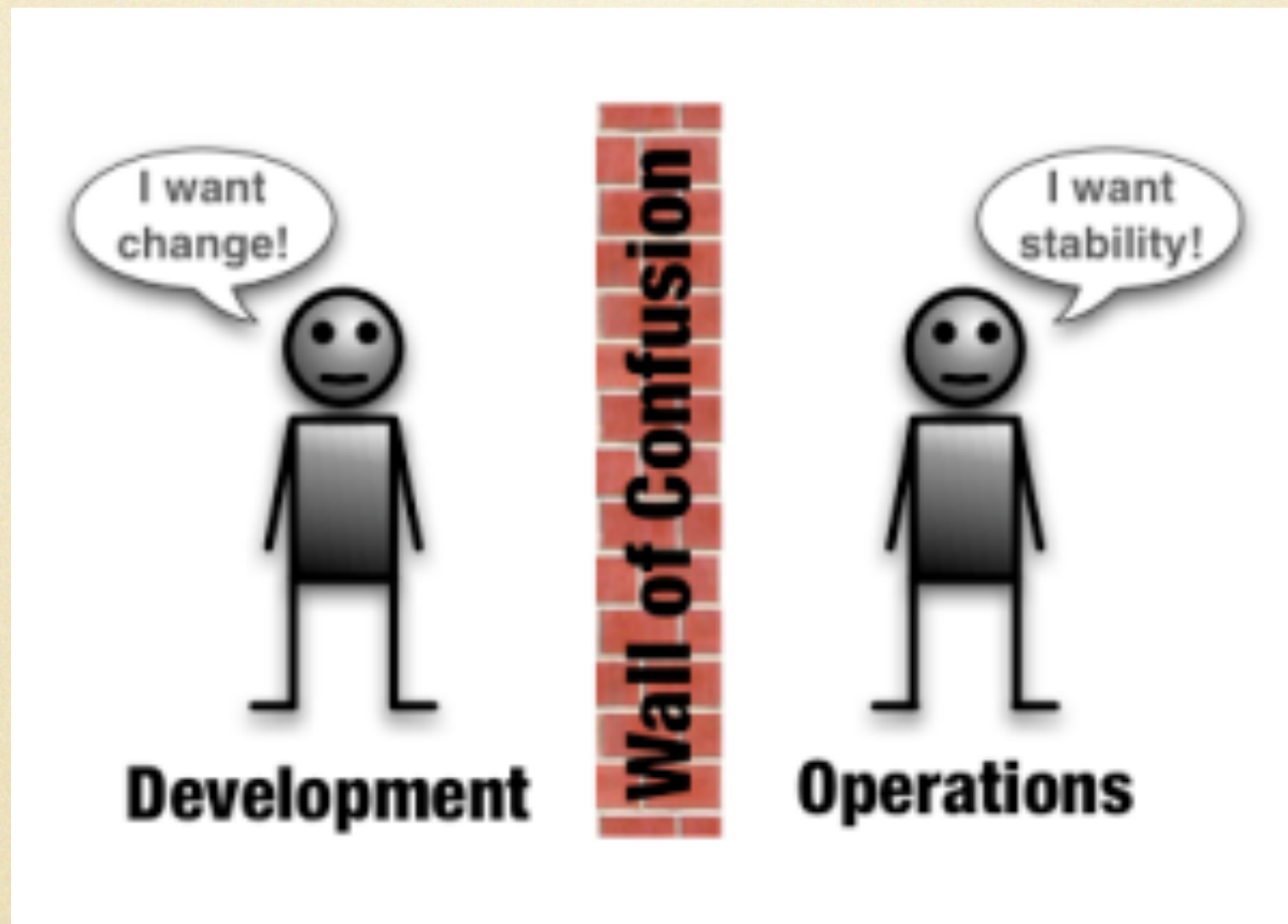
DevOps and Managing Ops

- Largely Inspired by Adam Jacob's and Theo Schlossnagle's Velocity Talks

Who's Waldo

- Geek
- Problem Solver
- Systems Engineer
- @gwaldo
- [github.com / gwaldo](https://github.com/gwaldo)

The Old Way



The Old Way's Result

- Resentment



DevOps

- Improving Operations
- Breaking down Barriers
- Adding Sanity

What DevOps Is

- Cultural and Professional Movement
- Cooperation
- SysAds participating in and using Agile

What DevOps Isn't

- Magic Wand
- Not a Job Title

Not just 'more dev in your Ops'

- It's also getting more Ops in your Dev

Operational Mentality

- Not Developing with an Operational Mentality
- Antithesis of “...but it works on my machine.”
- Operations doesn't care
 - your machine is not Prod

Operational Mentality

- Introspective
- Fault-Tolerant
- Fail Gracefully...
- ...but Loudly!

How can you say that?!

- Because you've never had to care.

Ops Responsibilities

- Availability
- Efficiency

Ops Should:

- Set Standards
- Enable Everyone
- Troubleshoot
- Put Out Fires
- Ensure Documentation Matches Reality

Give Devs Rights & Access

- Educate & Empower
- Let them deploy
- Help each other automate
- Teach them how apps run in Prod
- Introduce them to your CM

Benefits to Devs

- More Autonomy
- Fewer blocks from Ops
- Doing your own Deployments == Instant Gratification
- Realistic Environment Assumptions

Benefits to Ops

- Delegation
- Solving Better Problems
- End to Code Thrown Over the Wall
- Stability is a Feature

Deployments

- Why has Ops EVER done code deployments?
- Why wouldn't Devs deploy their own code?

Pager

- Ops should not be Tier-1 On-Call
- Dev are Tier-1 On-Call
- Ops gets escalated to

Devs on Pager: What Madness is This?

- Incentivizes that apps are Production-ready
- Devs know how their apps work.
- Typically there are many more Devs than Ops

Method to the Madness

- Basic Troubleshooting
 - Check Logs
 - Identified Failed Component
 - Do your best to Remediate
- When you're stuck?

When you're stuck?

- Escalate to Ops

On “No”

- As Operations, try to avoid saying “No”.
- Our job is not to be a RoadBlock



Try “Yes, but”


- “... your team is responsible for maintaining it.”
- “... I’m understaffed, and you have an unfulfilled req...”
- ...

Engage Early Engage Often

- Not Limited to DevOps; but it's a Side-Effect
- Just good Project Management



DevOps Borat
@DEVOPS_BORAT

 Follow

Goal of sysadmin is replace itself with small shell script. Goal of devops is replace itself with small REST API.