

IT Operations: Bringing Dev & Ops Together



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DevOps Defined

DevOps (a clipped compound of "development" and "operations") is a culture, movement or practice that emphasizes the collaboration and communication of both software developers and other information-technology (IT) professionals while automating the process of software delivery and infrastructure changes.

Other Definitions

Many leaders refer to DevOps as a “revolution” or a “movement”

DevOps is a culture or professional movement

- Adam Jacob, CTO @ Chef

DevOps is more like a philosophical movement

- Gene Kim, Founder of Tripwire

My Definition

We refer to “DevOps” as the outcome of applying lean principles to the IT value stream

-DevOps cookbook

“DevOps is also characterized by operations staff making use many of the same techniques as developers for their systems work” - Agile Admin



patrickdebois @patrickdebois · Dec 15

today I will automate everything that requires me to use a GUI



7

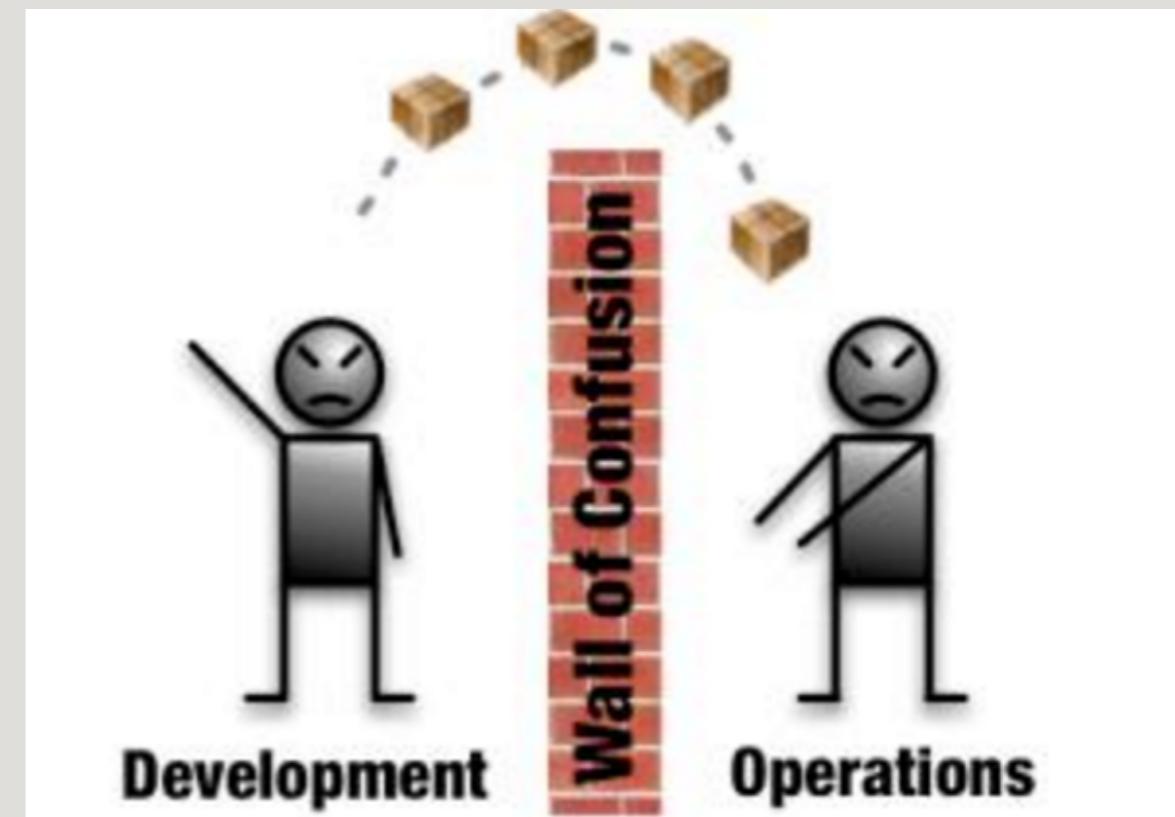


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...

Why do we need DevOps



Why do we need DevOps

Can you configure
my monitoring
software please?

WTF?



Our instrumentation,
thresholds and alerts
are out of date in
production!

Not again!



Well, your agile
releases keeps
changing the
application.

I figured it might
be my fault.

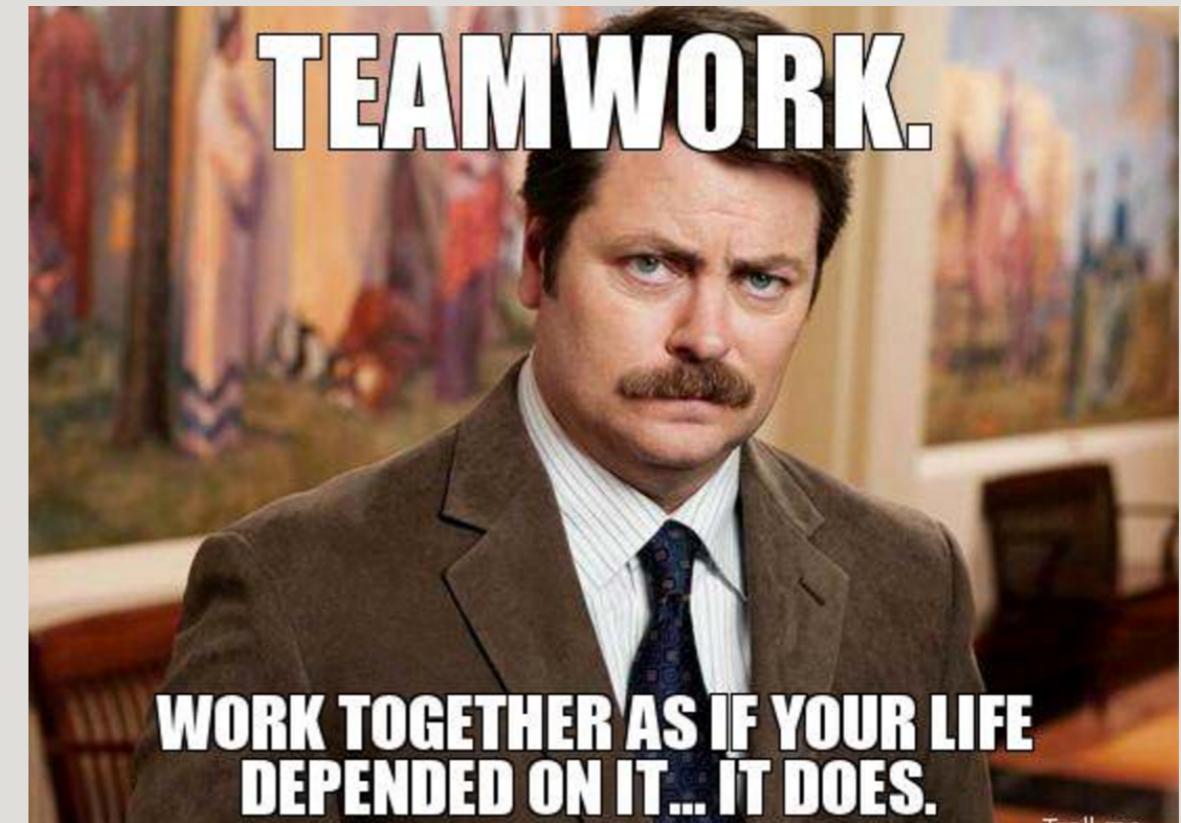


DevOps Transformation



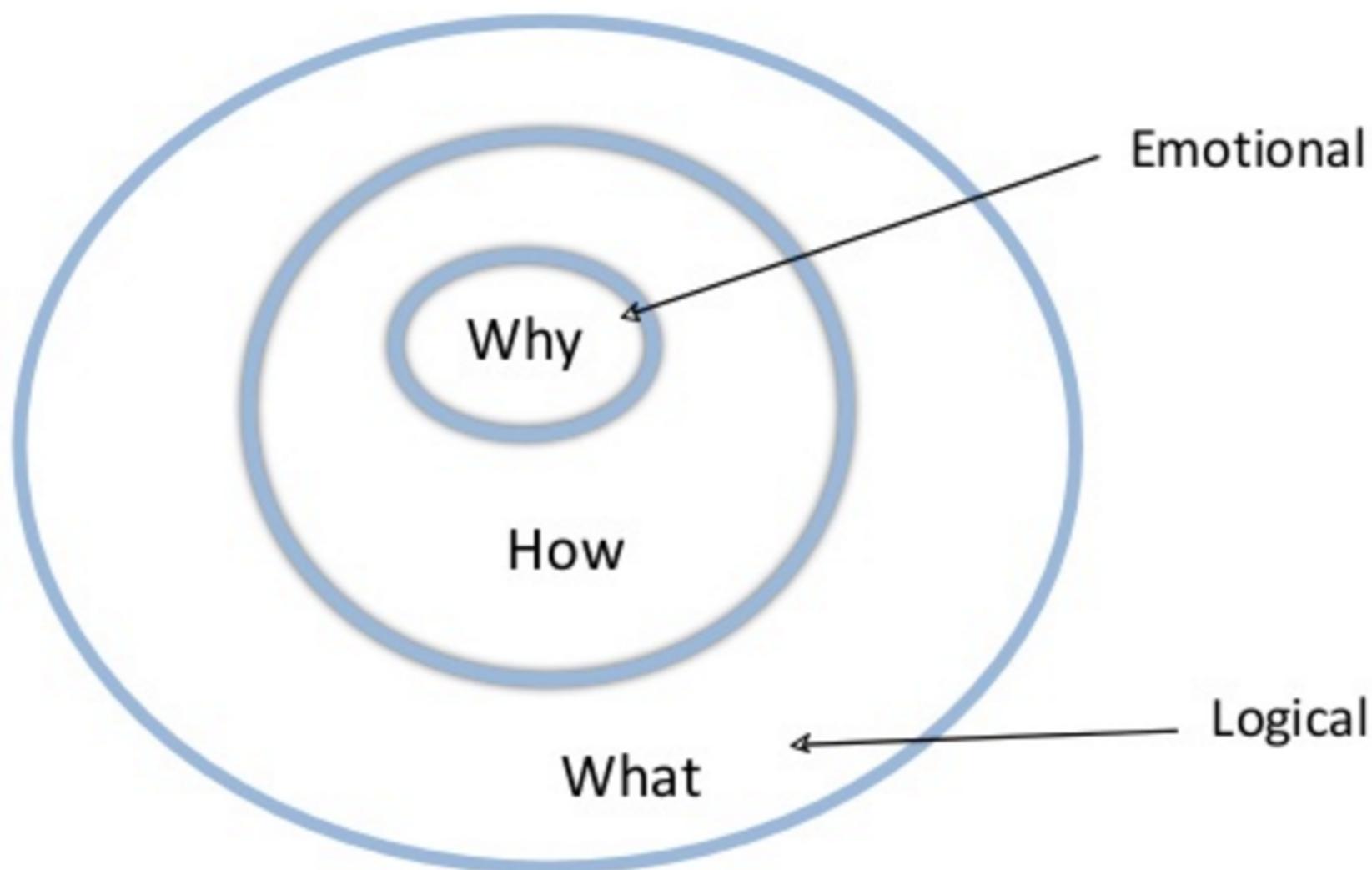
Collaboration of **People**
Organizational Design- Collaboration - Culture

DevOps Transformation



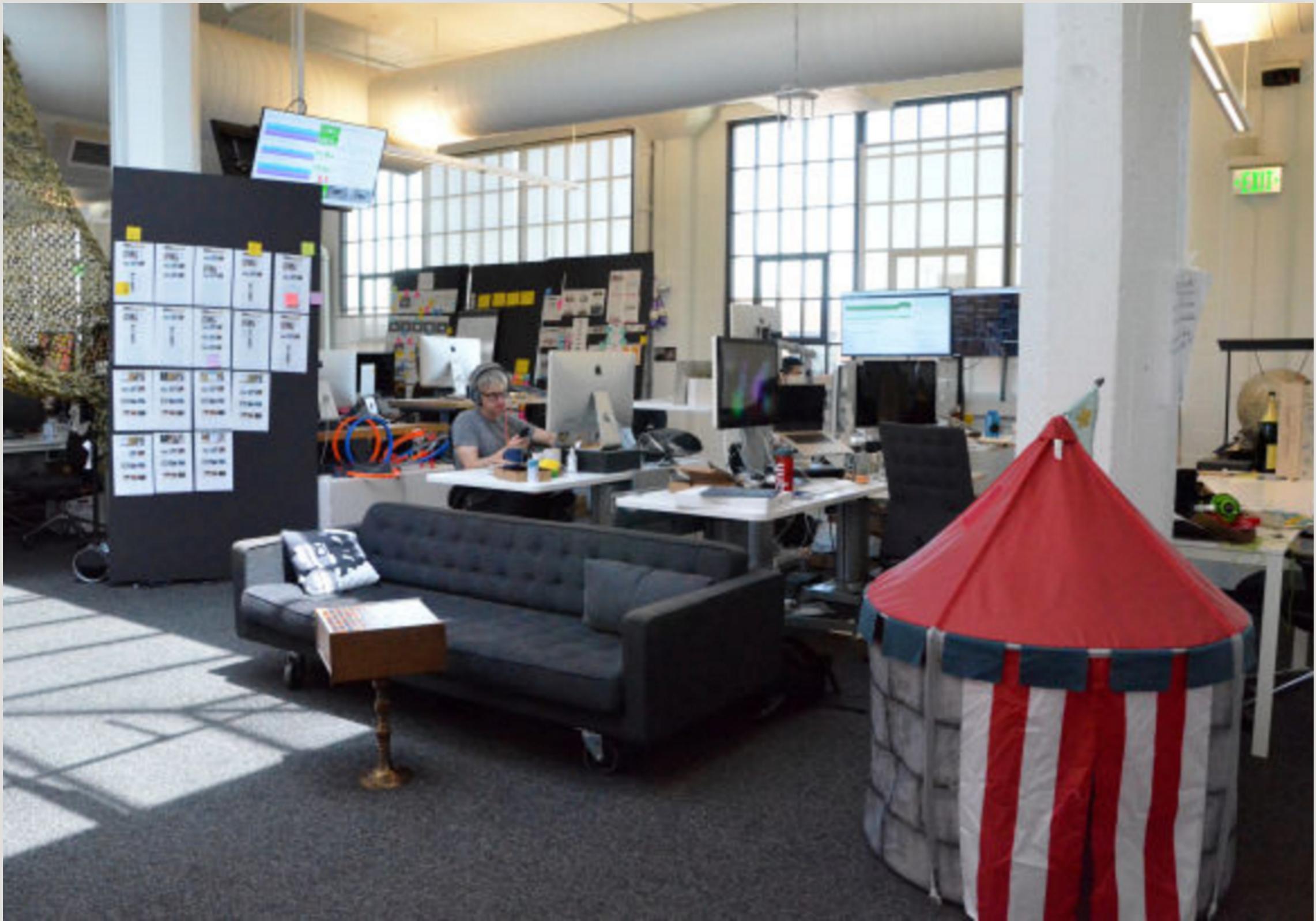
DevOps Transformation

Sinek's Golden Circle



Ted Talk: Simon Sinek: How great leaders inspire action”

DevOps Transformation

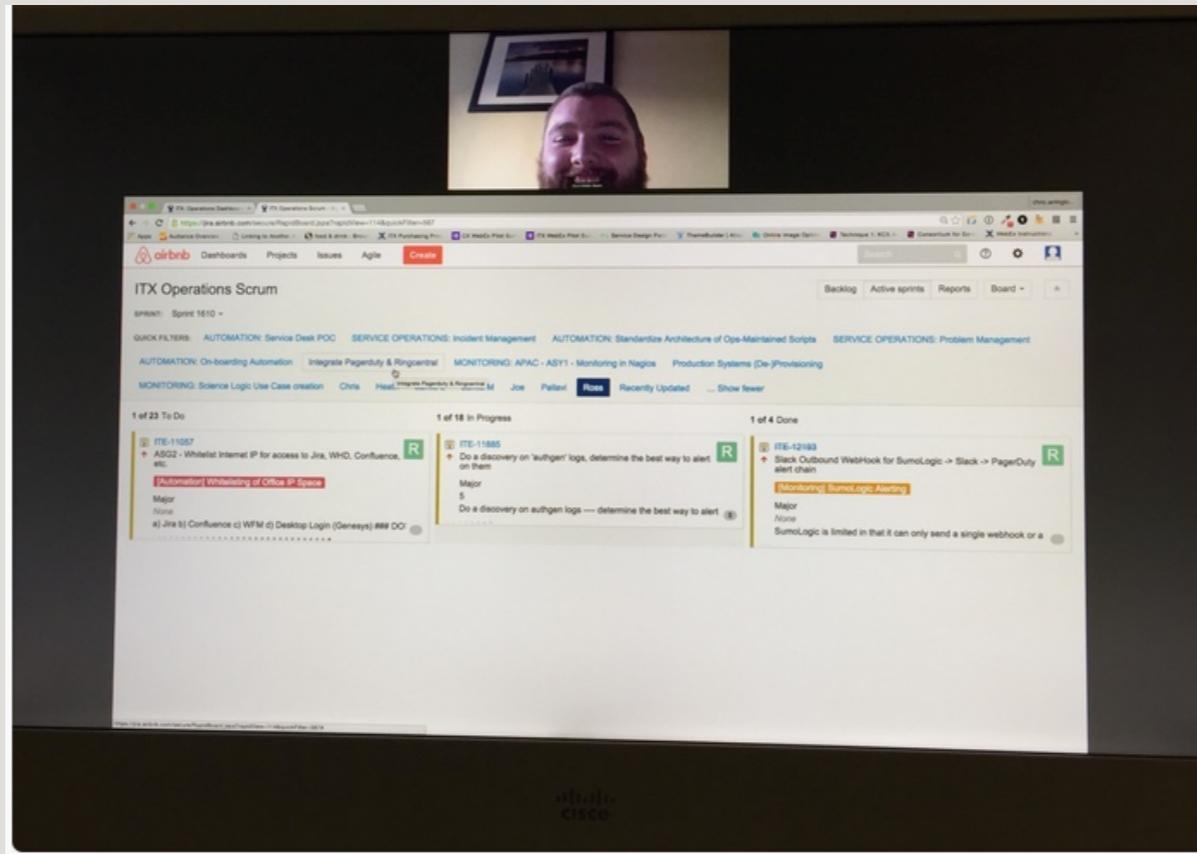


DevOps Transformation

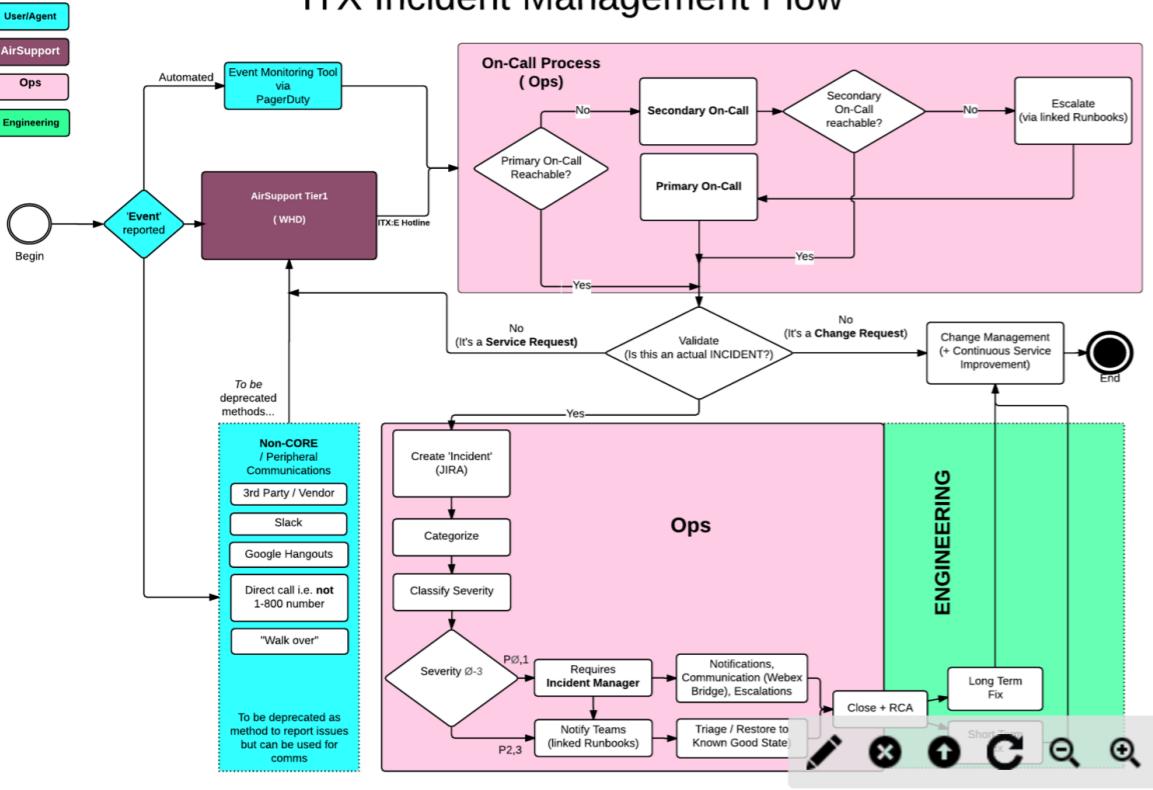


Convergence of **Process**

DevOps Transformation



ITX Incident Management Flow

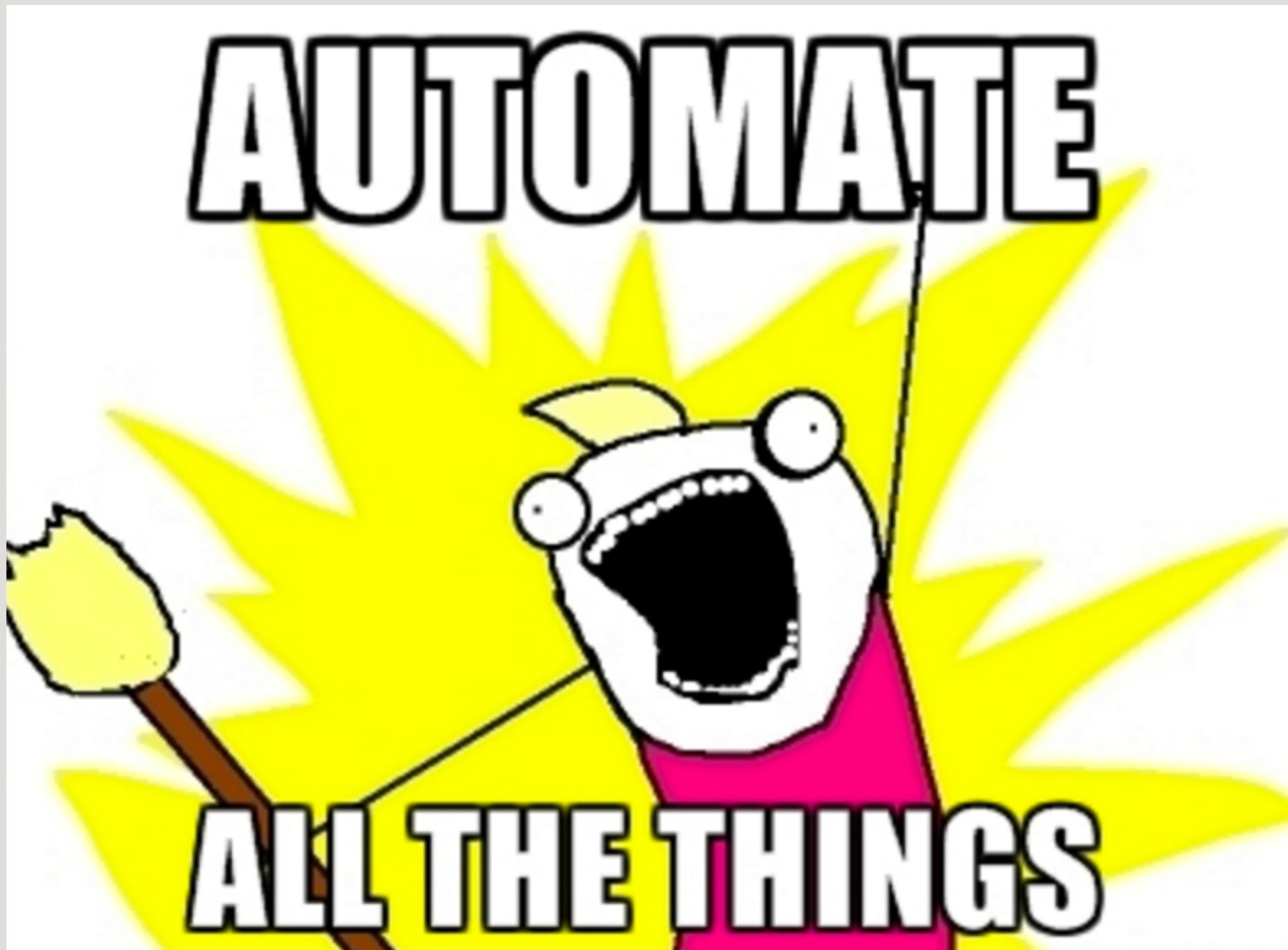


ITX:CM Kanban board

QUICK FILTERS: Only My Issues Recently Updated Hide Complete

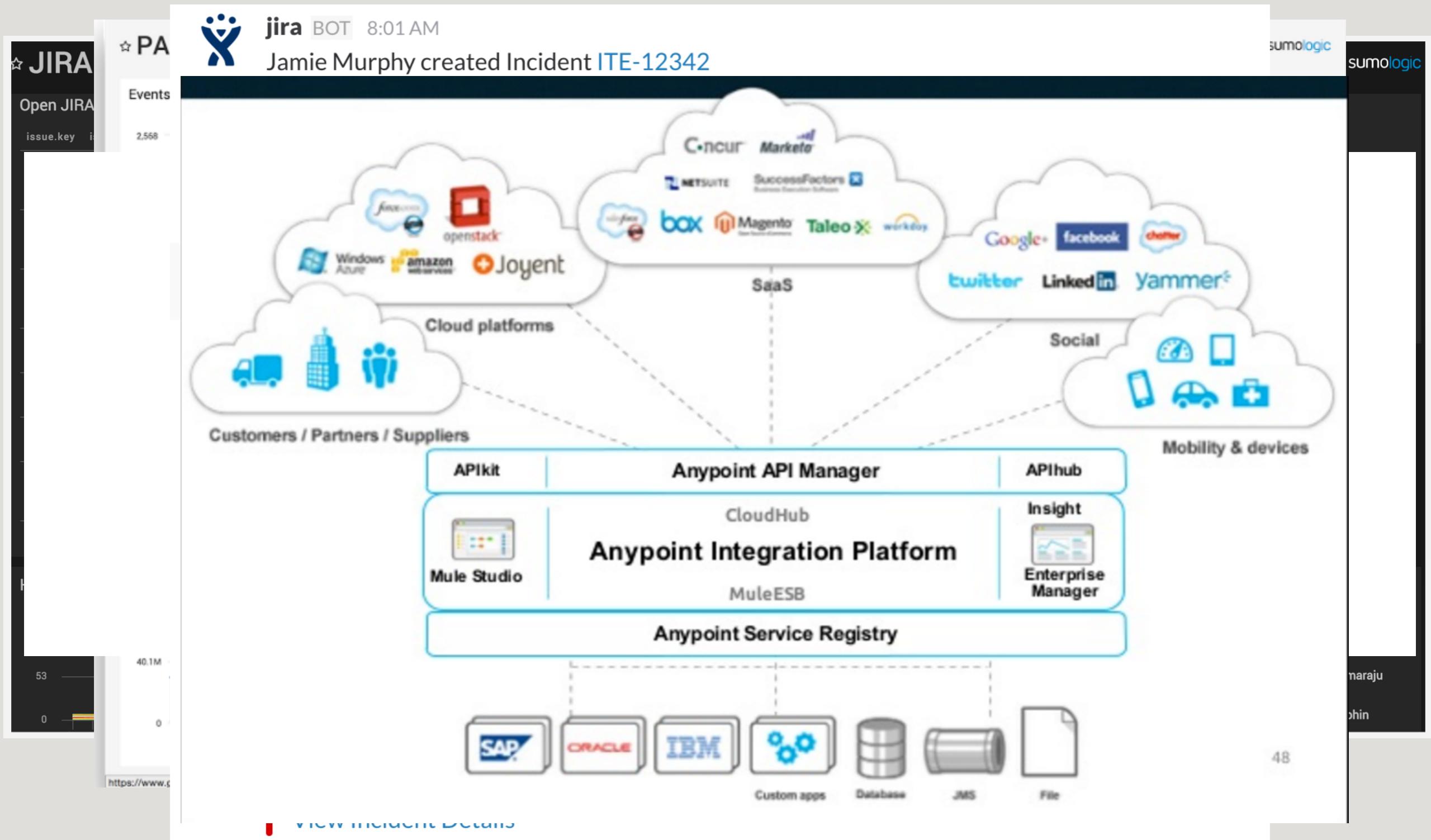
33 Open	12 In Review	9 Reviewed	0 Awaiting Approval	12 Approved	4 In Progress
<p>ITE-1233 ↑ Upgrade DSF1 Firewall to 6.0.13</p> <p>ITE-12060 ↑ EFR1 - Renew Certificates for GlobalProtect</p> <p>ITE-12244 ↑ Standardizing Network Devices APD: [Monitoring] ...</p> <p>ITE-1241 ↑ Standardizing Network Devices [Monitoring] ...</p> <p>ITE-1142 ▼ casper domain migration to airbnb.biz ITX:System...</p> <p>ITE-11949 ↑ Add new range to EU kamailio</p> <p>ITE-11083 ↑ APD1 - Eval license expiring on</p> <p>ITE-12164 ↑ Backup CX partner routers to Rancid</p> <p>ITE-11091 ↑ Add Markdown Macro to Confluence</p> <p>ITE-10707 ↑ Migrate Sydney (ASY) Palo Alto</p> <p>ITE-10632 ↑ Upgrade Sydney firewalls to</p> <p>ITE-11068 ↑ VPN users</p>	<p>ITE-12323 ↑ Patch CVE-2015-7547 (Schedule D)</p> <p>ITE-12314 ↑ Roll in Routing for APAC HOT phonelines</p> <p>ITE-1138 ↑ Update CIMplicity CNAMEs in</p> <p>ITE-11294 ↑ Config core switch ports for Synology and</p> <p>ITE-11191 ↑ Renaming Network Devices at</p>	<p>ITE-12028 ↑ Upgrade Nagios to Latest</p> <p>ITE-12296 ↑ CLONE - Patch in Synology Server to Core</p> <p>ITE-12066 ↑ Genesys EU Port changed IPs</p> <p>ITE-11455 ▼ EMEA - ADU2 - Virgin Media Secondary DIA</p>	<p>Munki: Pat...</p> <p>W</p> <p>HRC Endpoi...</p> <p>C</p> <p>P</p> <p>M</p> <p>S</p>	<p>ITE-12323 ↑ Patch CVE-2015-7547 (Schedule D)</p> <p>ITE-12314 ↑ Roll in Routing for APAC HOT phonelines</p> <p>ITE-1138 ↑ Update CIMplicity CNAMEs in</p> <p>ITE-11294 ↑ Config core switch ports for Synology and</p> <p>ITE-11191 ↑ Renaming Network Devices at</p>	<p>EMEA - Ops...</p>

DevOps Transformation

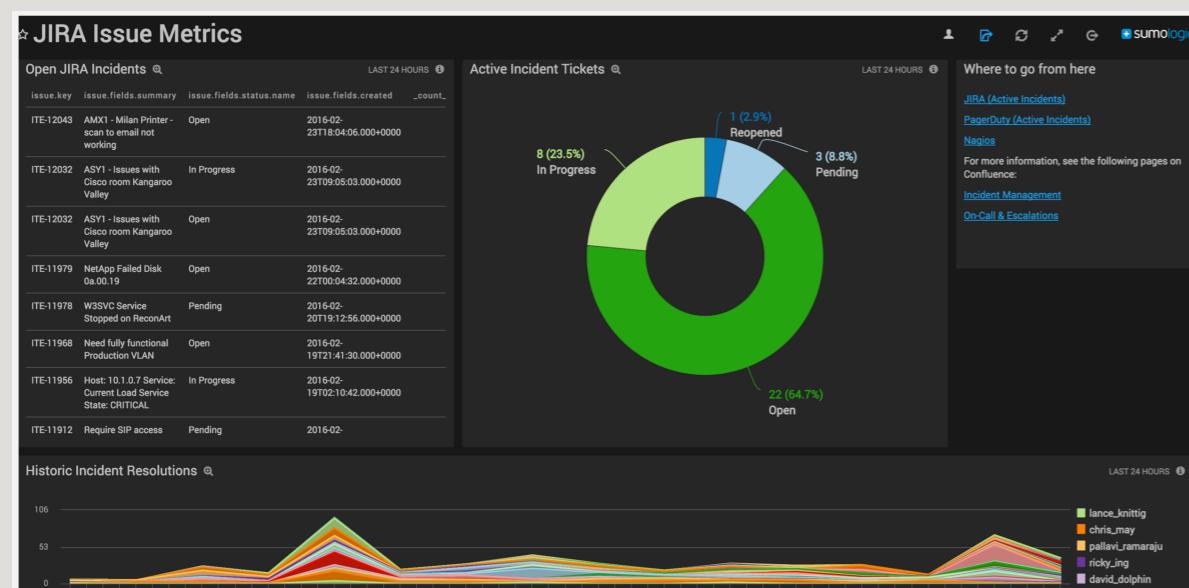


Creation and Exploitation of **Tools**
Automation - Platforms - Development

DevOps Transformation



DevOps Transformation

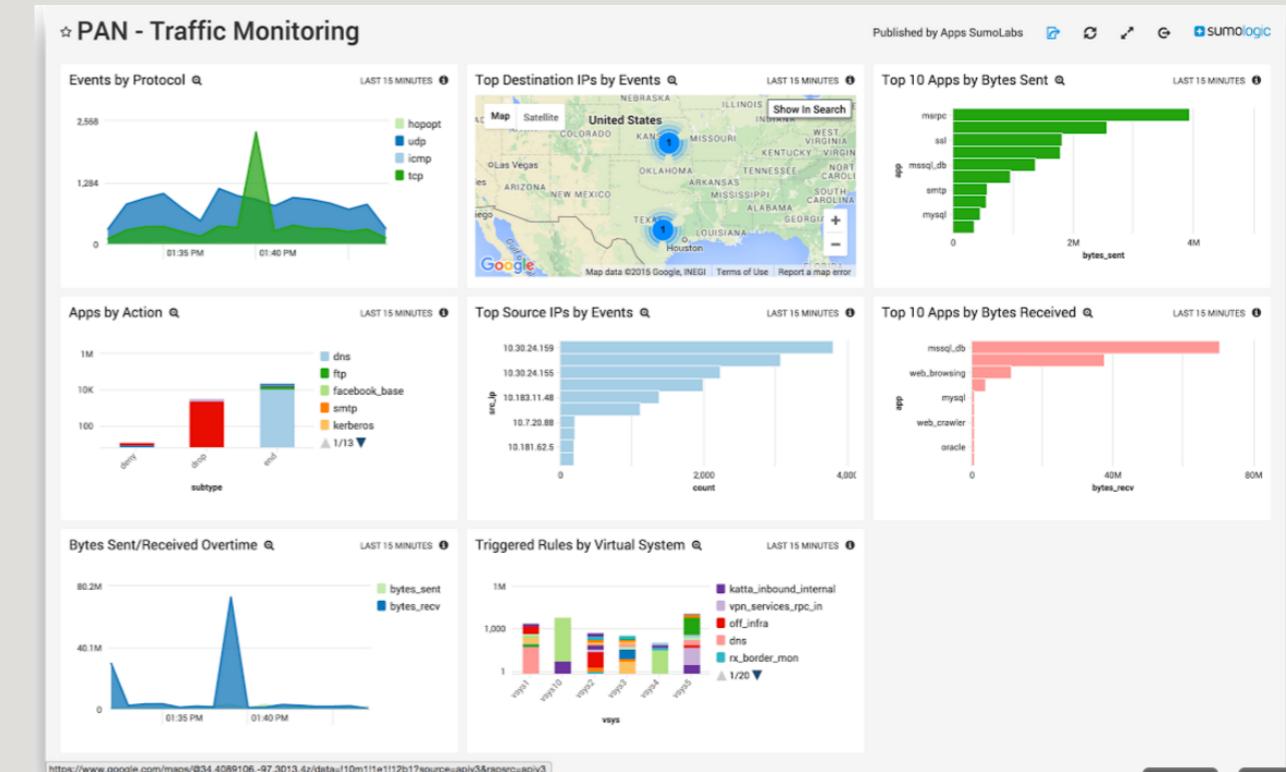
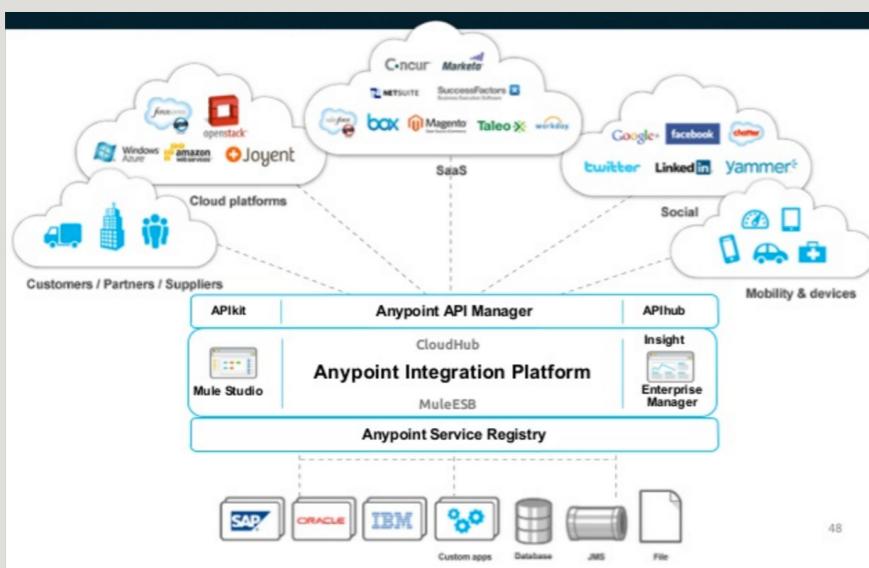


What is the name of the service?

Team: Operations

Flagged: Impediment

Escalate to oncall via PagerDuty



jira BOT 8:01 AM Jamie Murphy created Incident ITE-12342

Summary
Global: US-Gen VPN is not connecting for users. 'Server Certificate Verification Failed' error in logs attached to incident.

Priority Major

jamie_bear 8:03 AM logs attached to incident.

ITX-pagerduty BOT 8:05 AM

Triggered: Incident #14510 (P76086O)
ITX-NCS-Manual-Alert

Description
US-Gen vpn is not connecting for users. Certificate error in logs. Jira: ITE-12342

[View Incident Details](#)

Assigned To Ivano Balice

ITX-pagerduty BOT 8:05 AM

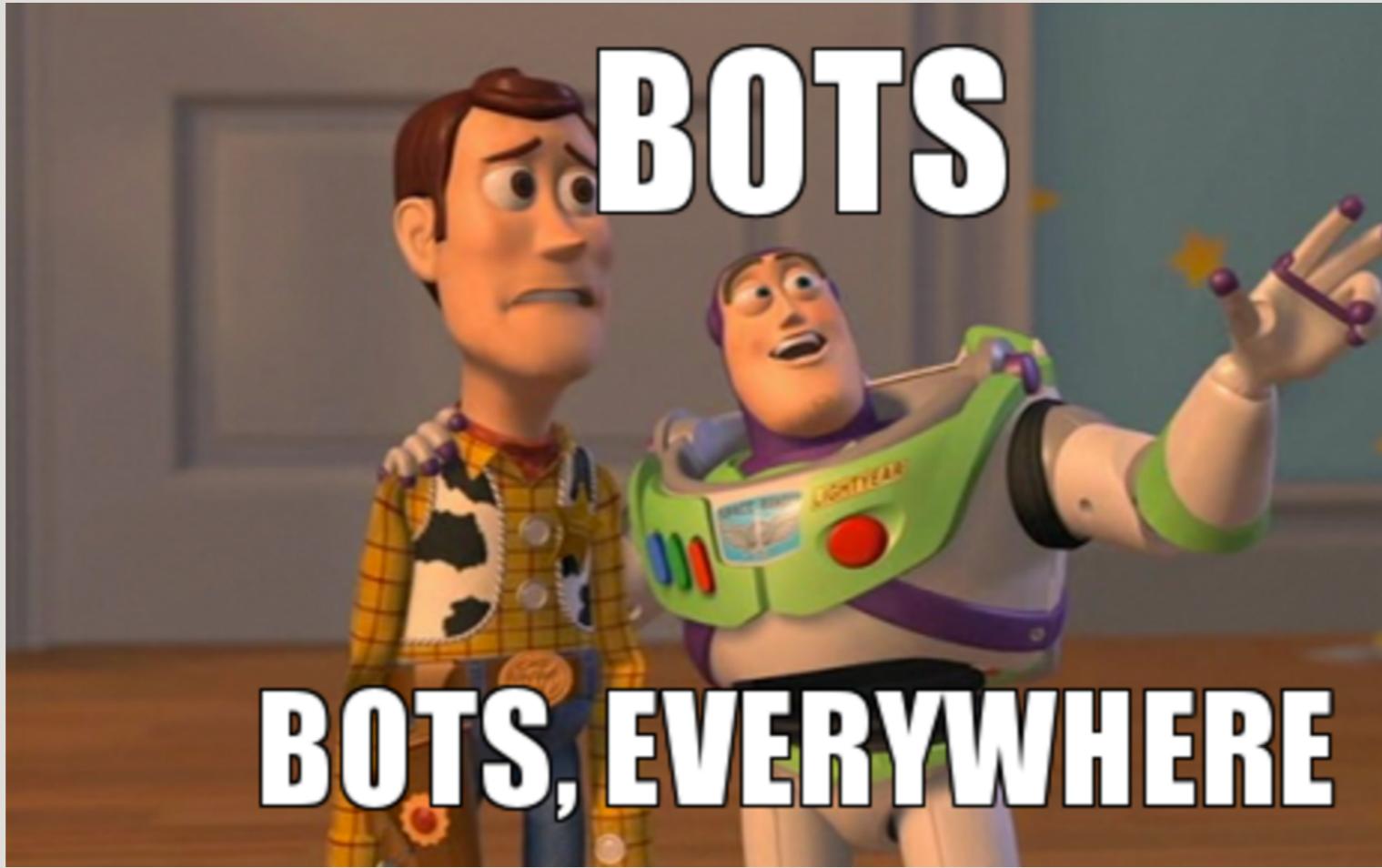
Escalated: Incident #14510 (P76086O)
ITX-NCS-Manual-Alert

Description
US-Gen vpn is not connecting for users. Certificate error in logs. Jira: ITE-12342

[View Incident Details](#)

Assigned To Ivano Balice

DevOps Transformation



10:08 AM  **kai** 10:08 AM pig list

10:08 AM  **P.I.G BOT** Active requests

- Issue PIG-112 Open please review https://git.musta.ch/airbnb/chef/pull/8582
- Issue PIG-111 Open please grant access to lpettingill
- Issue PIG-106 Open please Clean up AmazonSQSFullAccess policy after Evgeny completes SQS work

10:08 AM  **kai** 10:08 AM pig close PIG-111

10:08 AM  **P.I.G BOT** Closed PIG-111

10:08 AM  **kai** 10:08 AM pig close PIG-112

10:08 AM  **P.I.G BOT** Closed PIG-112

The End



That's all.
Thank you for listening!