

THINGS HAPPEN THAT
HAVE NEVER BEEN
SEEN BY HUMAN
BEINGS.

THE BLOOD
FLOWS LIKE
VINTAGE
WINE.



SEE IT WITH
SOMEONE
YOU HATE.

From
Dev/Ops
to
devops

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Once
Upon
A Time

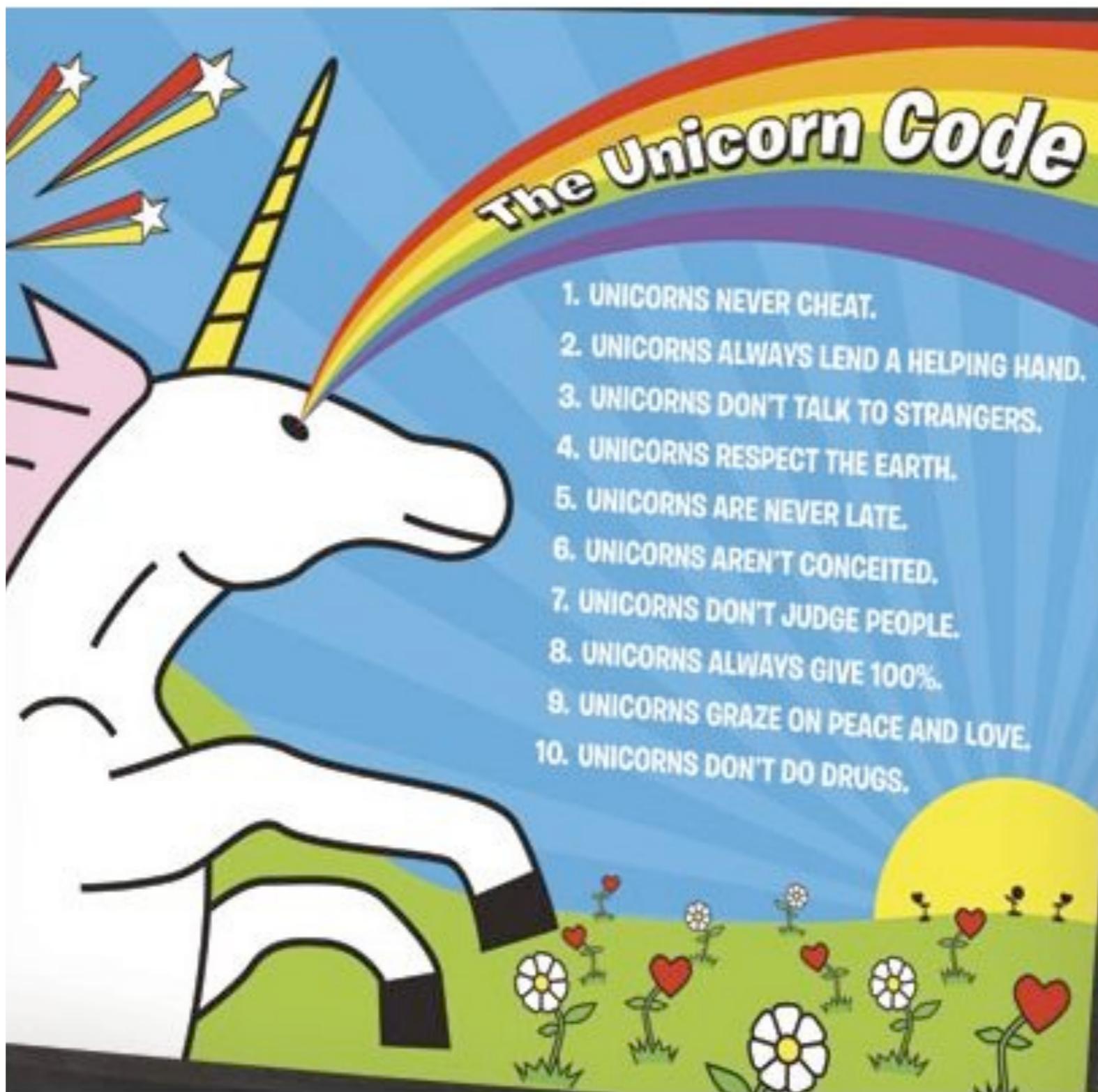


There was this
great IT company



THE MAGIC
Rainbow

Full of IT-professionals



But when
a new
release was
at hand



Things changed



DEVS



OPS

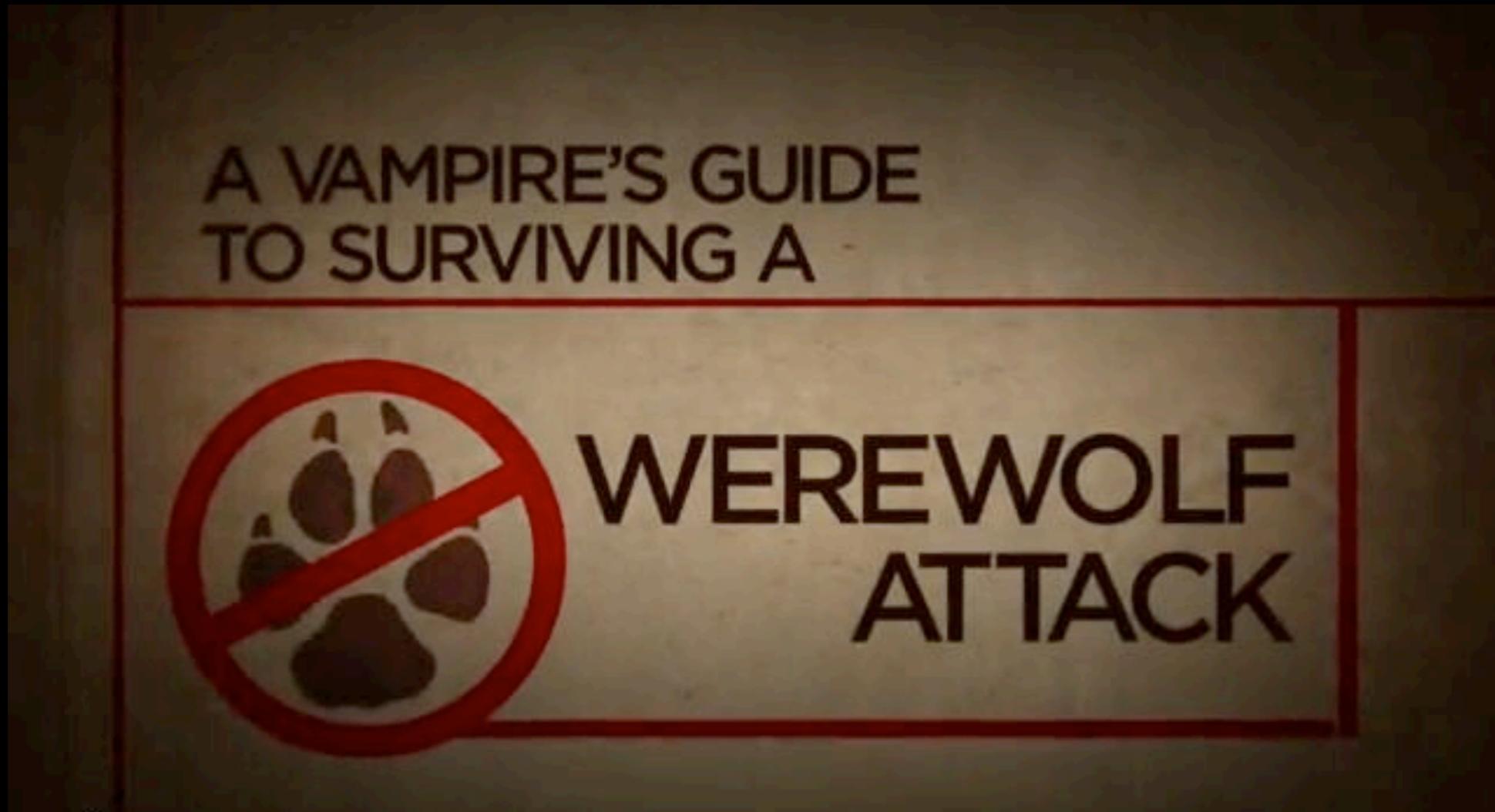
“please deploy this
warfile now”





“we need more detail”

“just do it, it’s important”



“we still need more info”



I'm superior!



Operations is so slow

We create real value

I'm superior!



Devs don't know production

We protect real value

And after a few rounds
silence



The business was horrified



Dev/Ops



Dev/Ops



WHY CAN'T
VAMPIRES
AND
WEREWOLVES
JUST GET ALONG?



Why can't we just get along?

Infrastructure used to be hard(ware)



operations could
only jump not fly



therefore operations
avoided change

what are
6 ways to
get rid
of vampires?

But then came virtualization



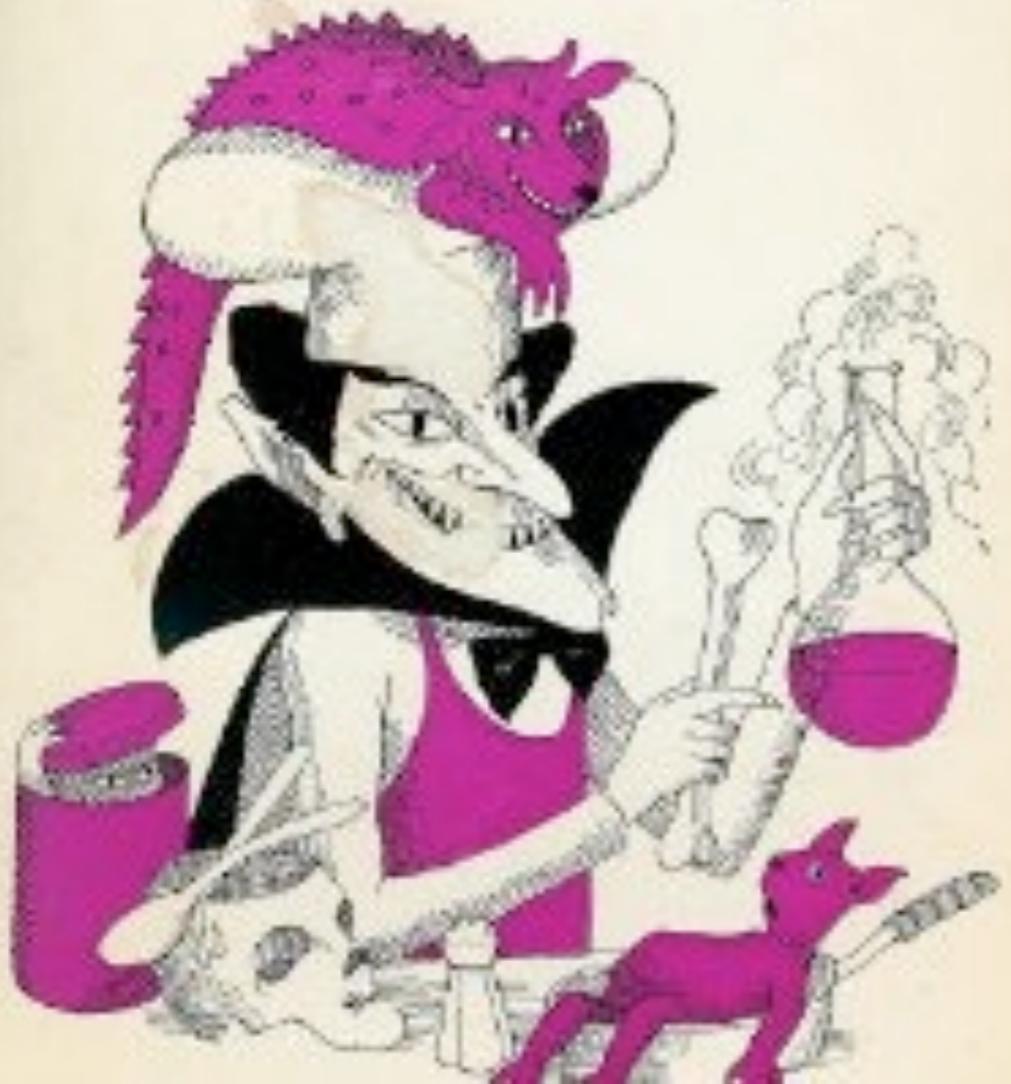
The cloud showed us how to scale



The Vampire Cookbook

Ghoulish Recipes for Monster Appetites

by Kilmore Daily



Infrastructure as code

CFEngine

Puppet

Chef

```
# tomcat.pp
```

```
class tomcat {
```

```
  package {
```

```
    "java-1.6.0-sun-compat":  
      ensure => "installed";
```

```
    "tomcat6":  
      require => [Package["java-1.6.0-sun-compat"], Package["ntc-tomcat-log4j"]],
```

```
      ensure => "installed";
```

```
    "tomcat6-admin-webapps":  
      ensure => "installed";
```

```
    "log4j":  
      ensure => "installed";
```

```
    "tanukiwrapper":  
      ensure => "installed";
```

```
    "mysql-connector-java":  
      ensure => "installed";
```

```
  }  
  
  file {
```

```
    "/etc/init.d/tomcat6":  
      mode    => "0755",
```

```
      owner   => "root",
```

```
      group   => "root",
```

```
      source  => "puppet:///tomcat/tomcat6.init";
```

```
}
```

```
  user {
```

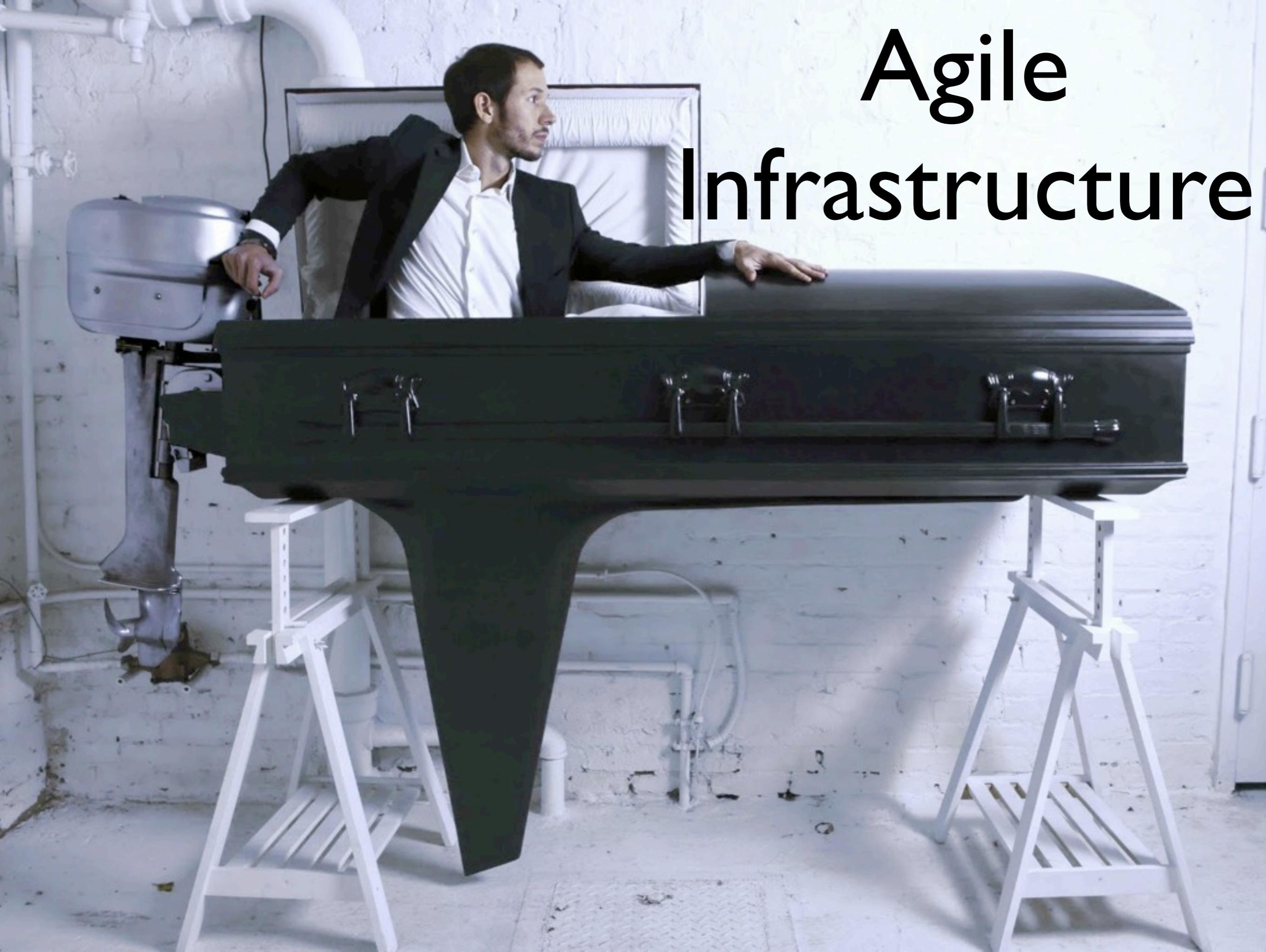
```
    "tomcat":  
      ensure  => "present",
```

```
      require => Package["tomcat6"];  
  }
```

```
}
```

Example tomcat recipe

Agile Infrastructure



Rebuild from Scratch



Version control



GIVE ME AN API

OR

GIVE ME DEATH

Automate things



Controlled changes



LOSTDESTINATIONS.COM & WEIRDUS.COM

It's more then just automation



Alright, so werewolves vs. robots. The only fair way to do this is to list the pros and cons of each, so first up, werewolves.

WEREWOLVES

Pros: They can roar. They're fast, and they bite things. Cons: Can't do much to robots since really all werewolves do is mutilate things and you can't really mutilate a robot, since it doesn't have guts and stuff. Disgusting.

ROBOTS

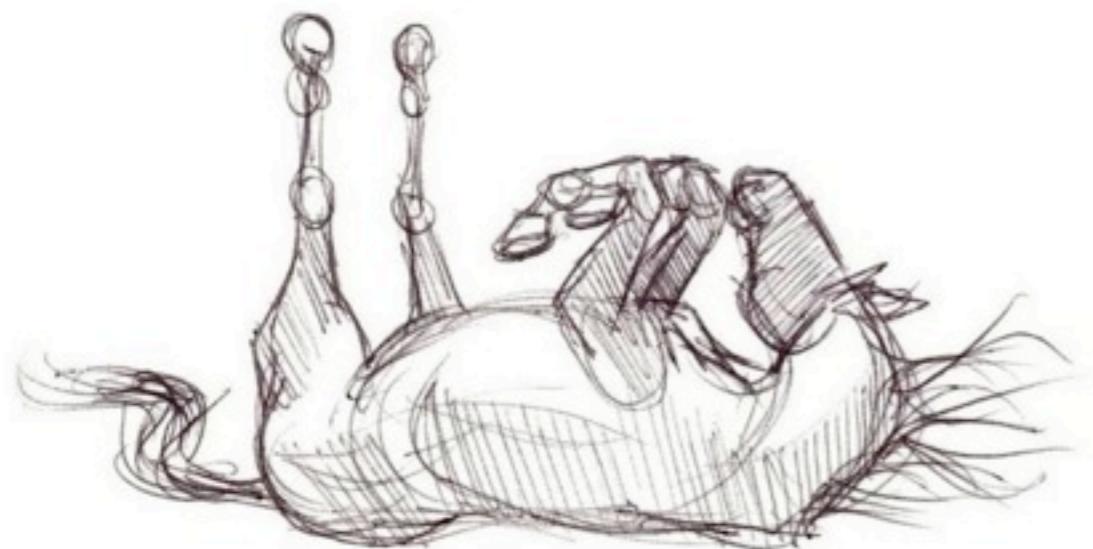
Pros: They shoot lasers. They fly. They stomp on things. Everything. Cons: They're kind of slow.

Winner? Robots. But Chuck Norris beats both of them.

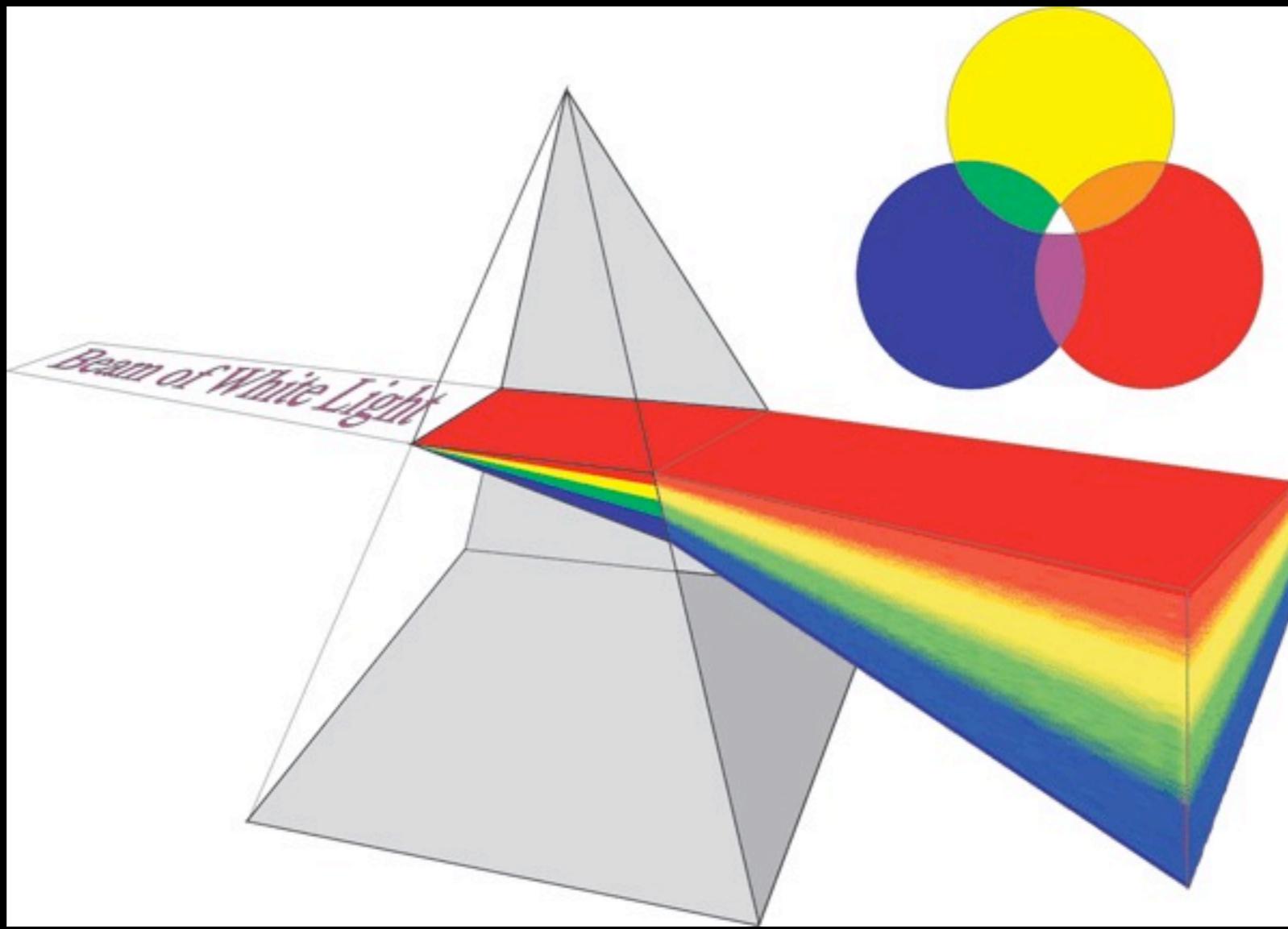
use tests as brakes to
allow you to go faster



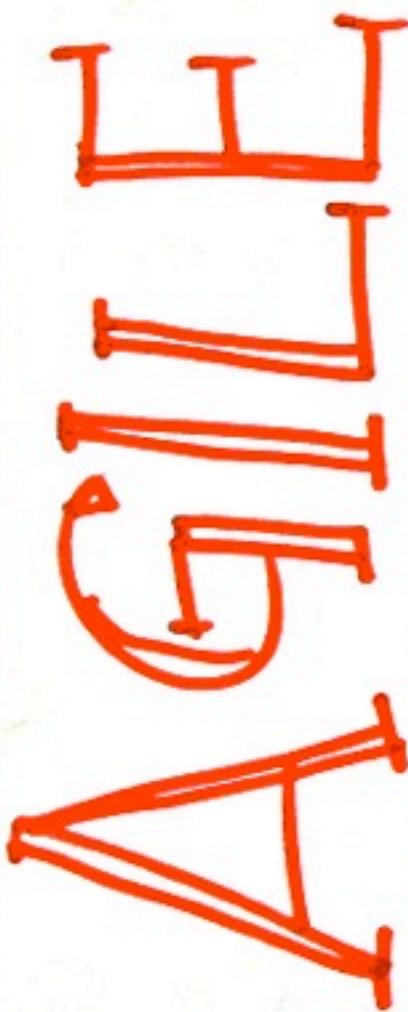
Test
deploy
+
rollback
scenario's



Make things reproducible



Manifesto for Agile Software Dev.



- INDIVIDUALS AND INTERACTIONS
OVER PROCESSES AND TOOLS
- WORKING SOFTWARE OVER
COMPREHENSIVE DOCUMENTATION
- CUSTOMER COLLABORATION OVER
CONTRACT NEGOTIATION
- RESPONDING TO CHANGE OVER
FOLLOWING A PLAN

Agile Sysadmin



Operations backlog

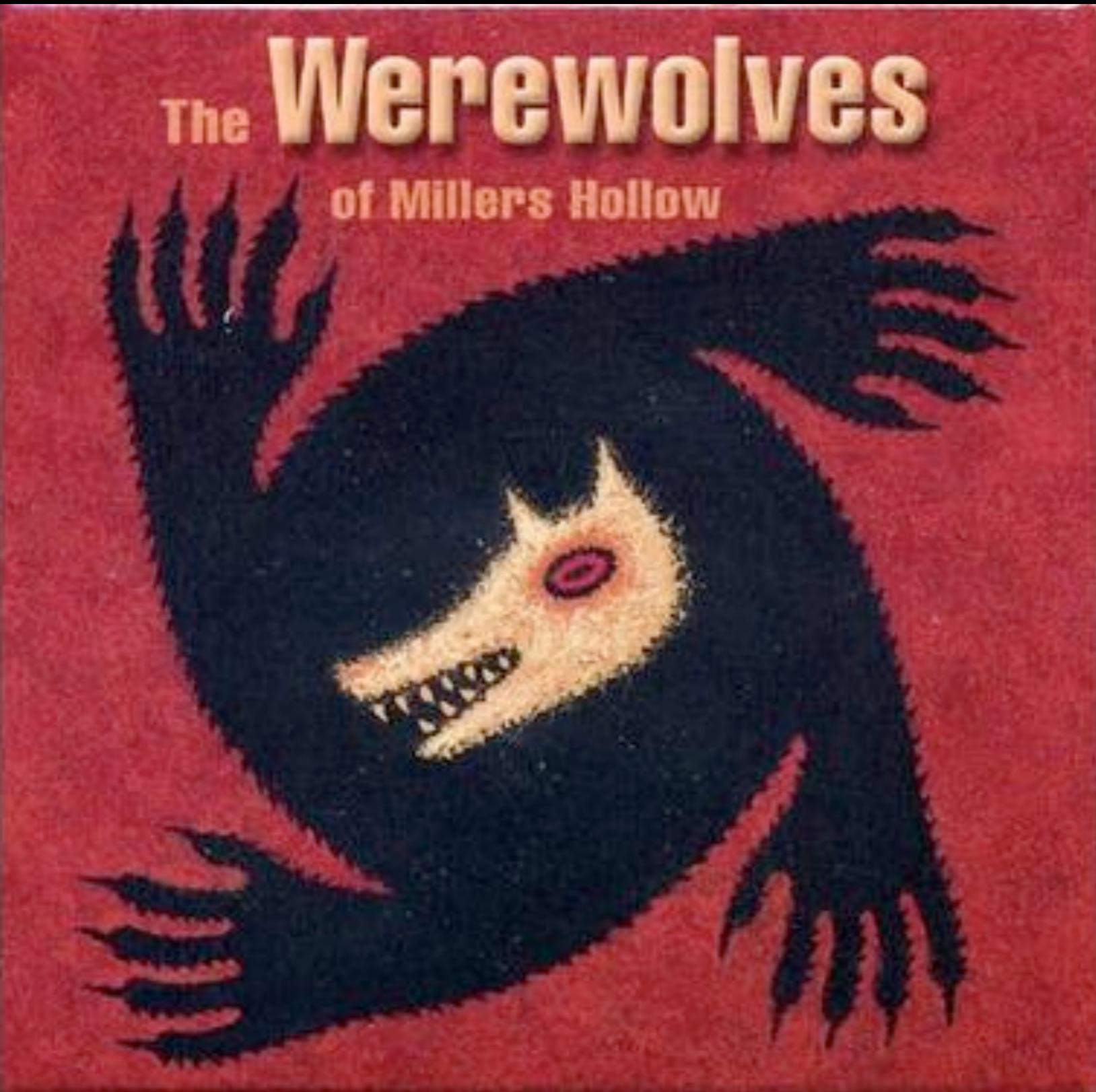


PARDON OUR BACKLOG

RED ROT, DIRTY WHITE GLOVES, AND TALES FROM THE ARCHIVAL CRYPT

Planning Poker





The Werewolves of Millers Hollow

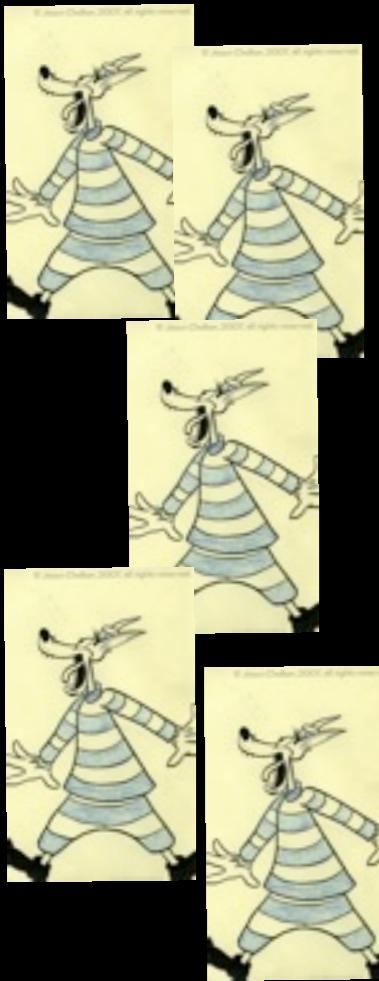
Iterations vs flow

Pair system administration



Kanban board

Backlog



Todo(3)



Test(2)



Production(1)



OPS-OPS Problem

Sysadmin

Network

Storage



Security

But agile devs know all that



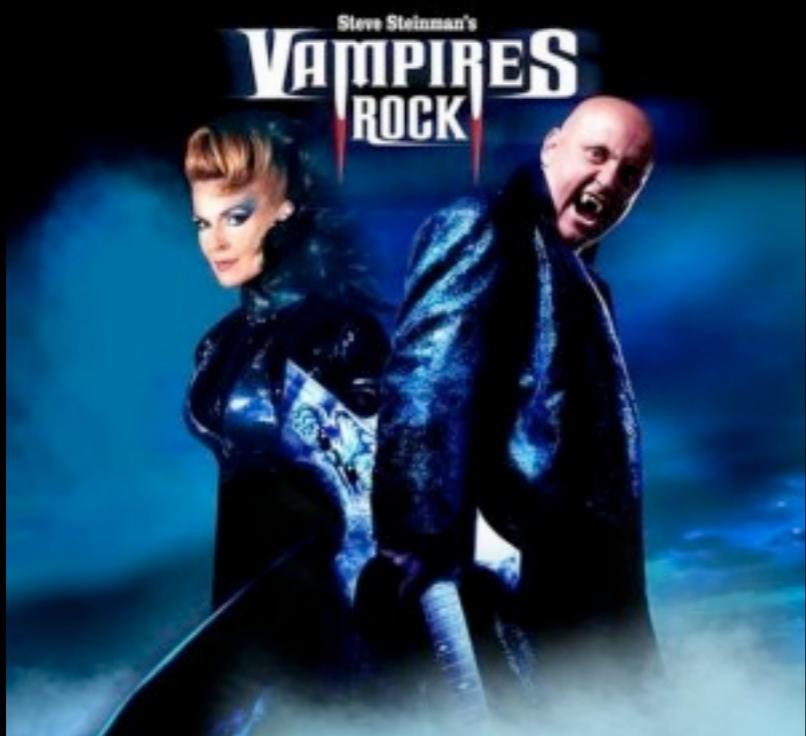
We all
become
developers
now?



Devs can just ship a virtual machine?



Stop the rockstar mentality!





Don't
fear
for your job

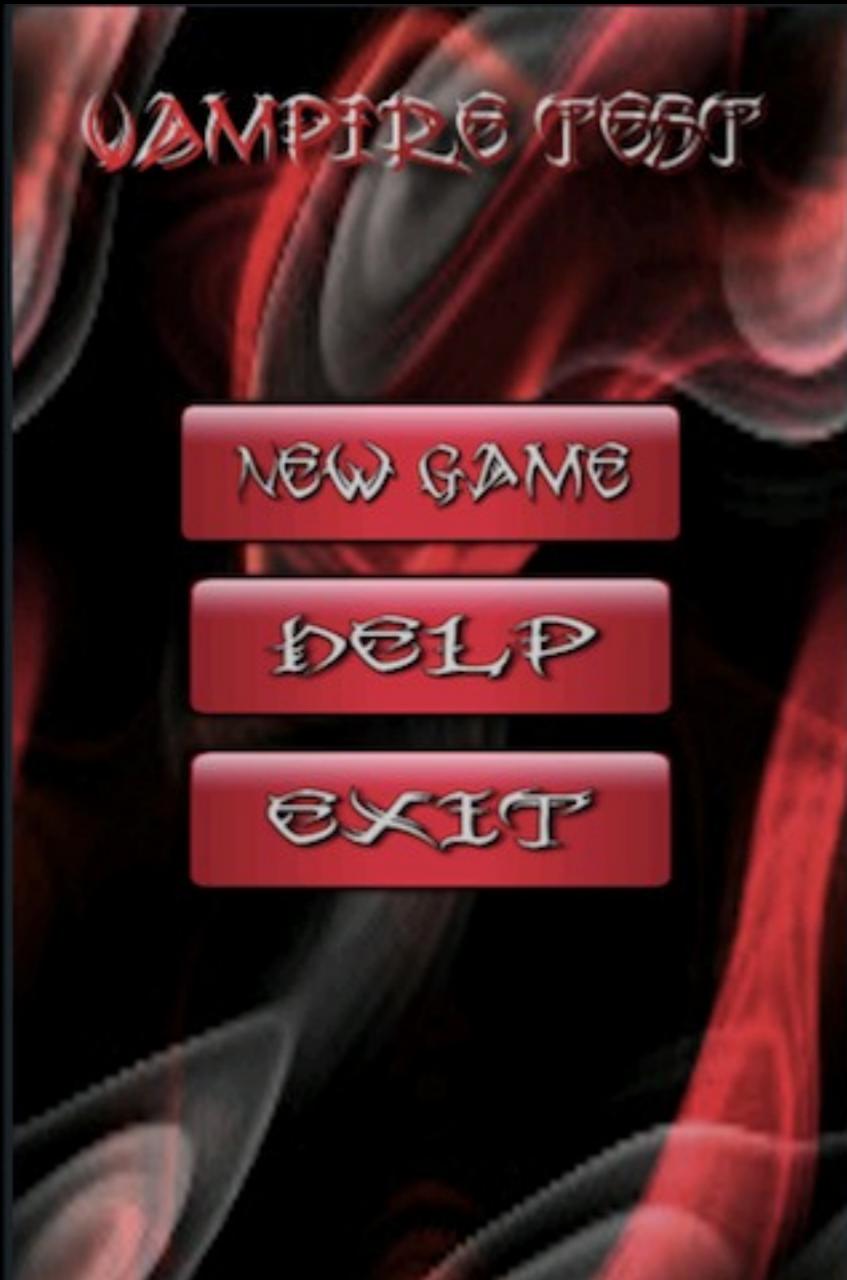
All this automation will only
help against some local pain





Let's turn
the pain level
up a notch

Continuous Integration



If it's hard
do it more often



Build Pipelines

DEV TEST UAT PREPROD PROD



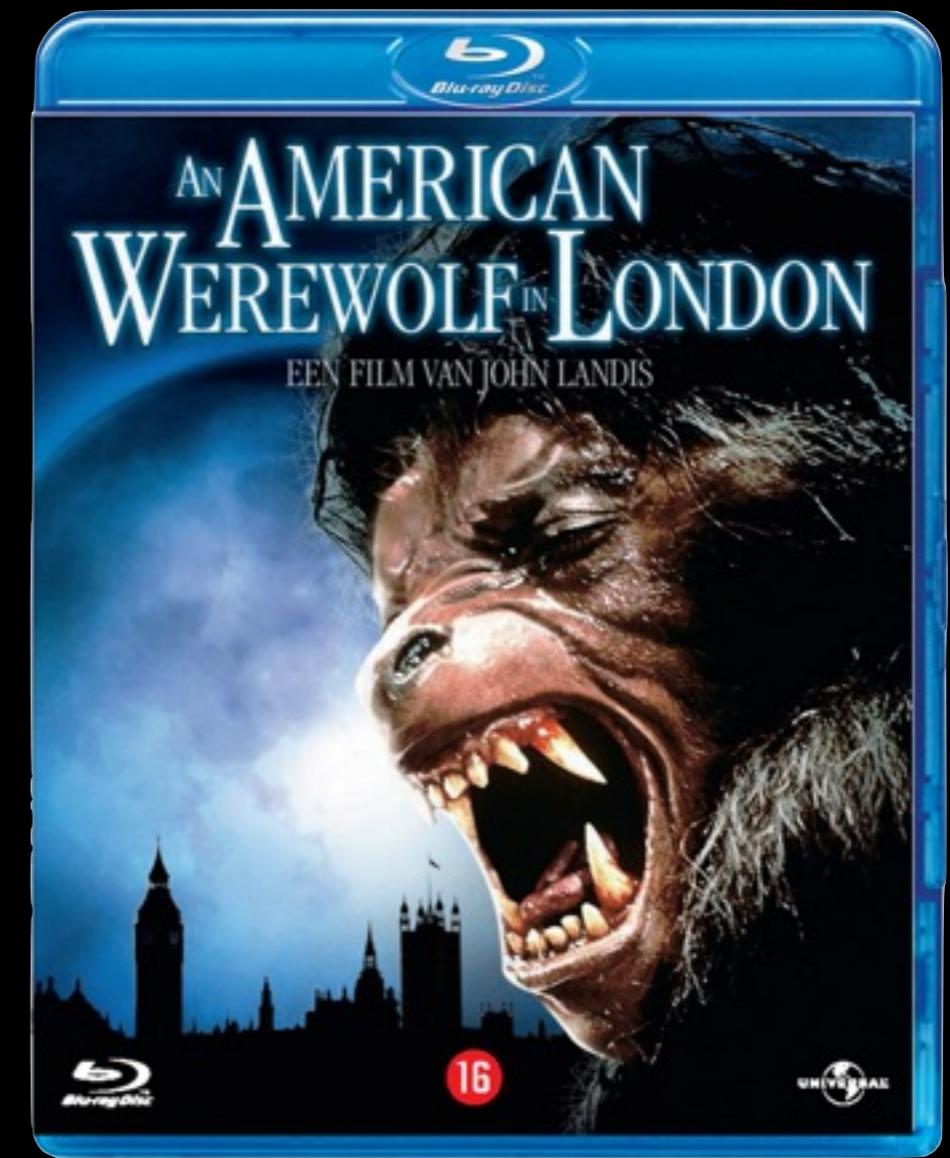
Make all environments the same



DEV

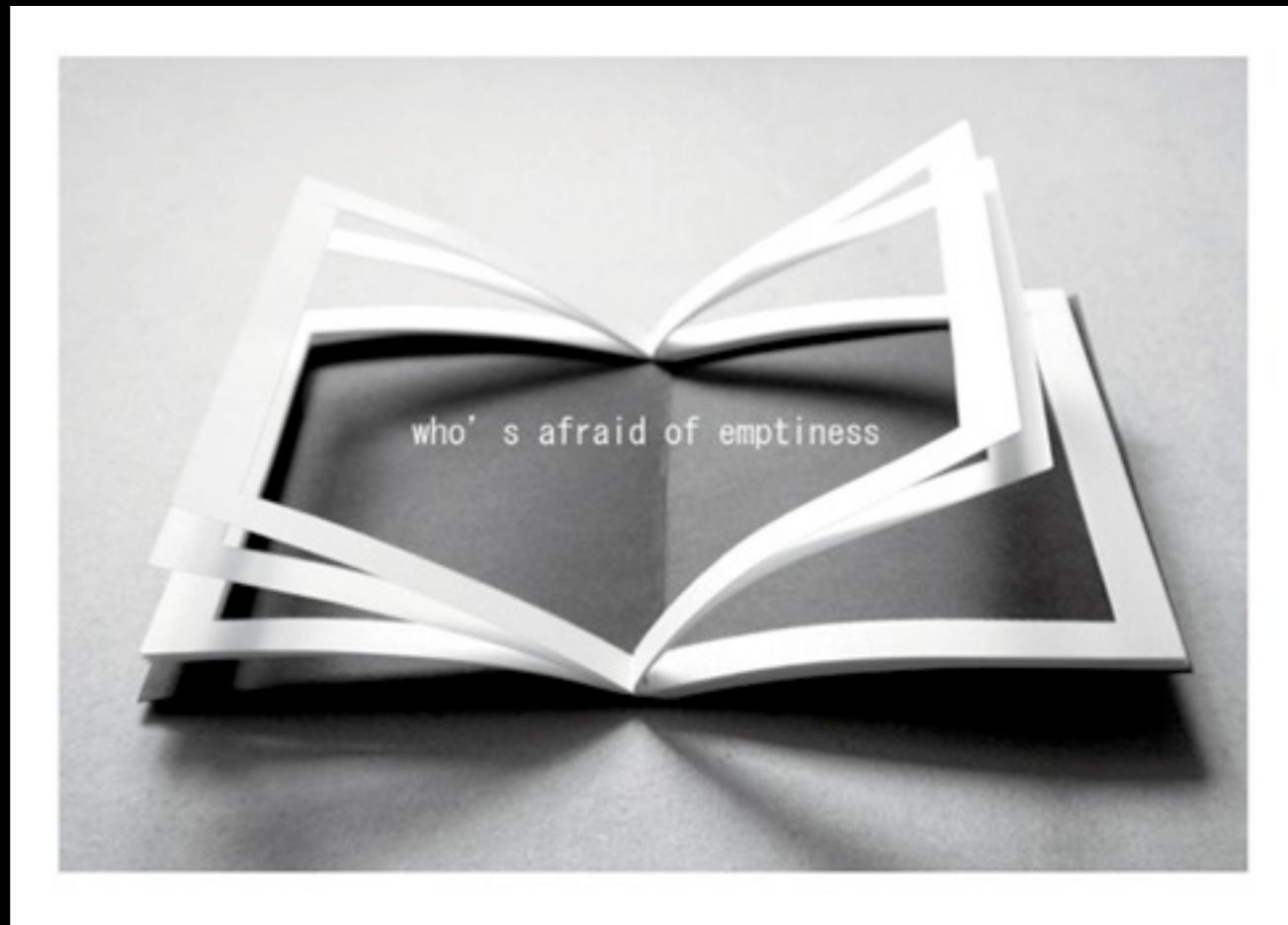


TEST



PROD

Software only brings value in Production



Parallel Build Pipelines

Software Build & Test



Application

Infrastructure Build & Test



OS Level

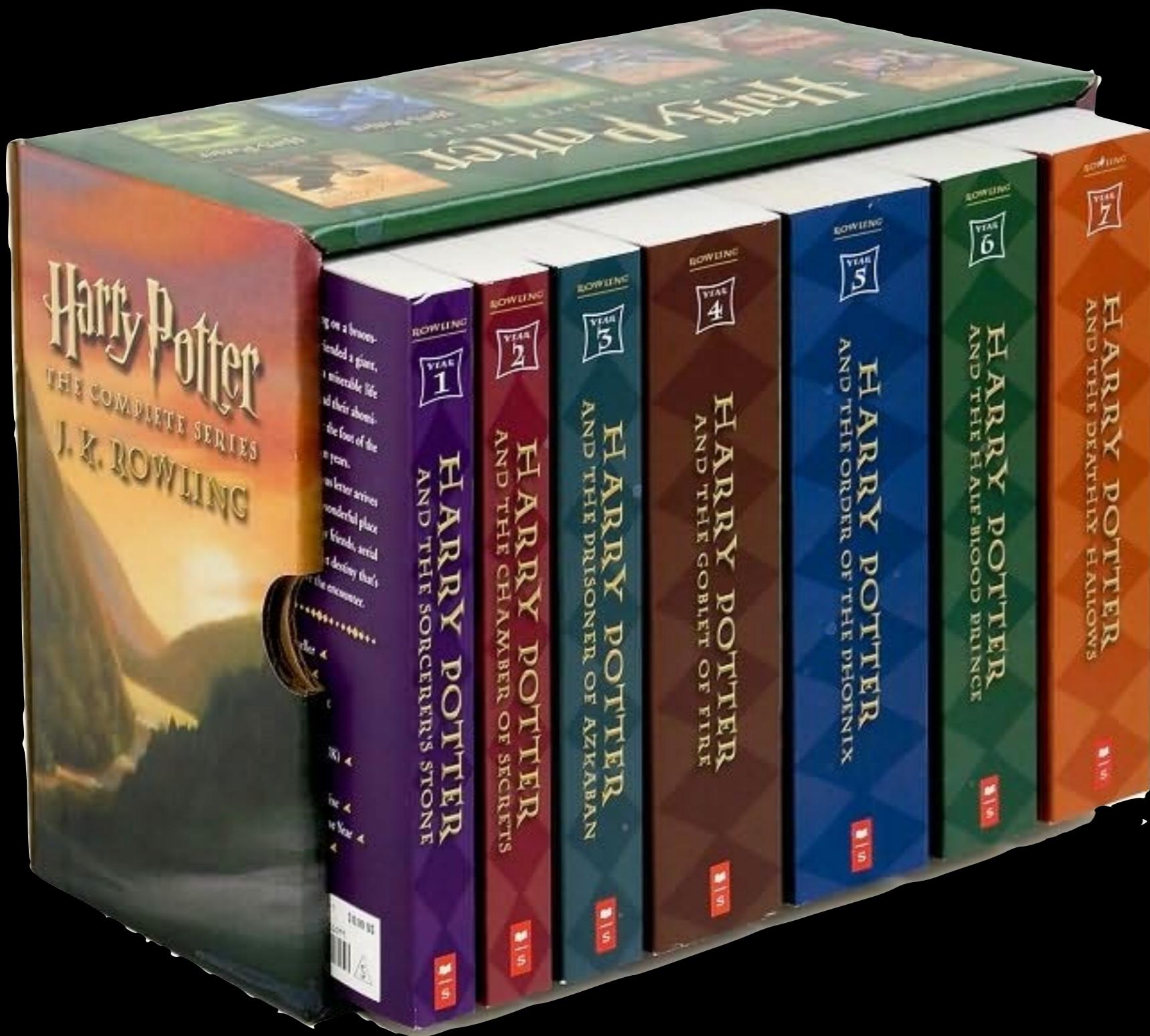
Data Build & Test



Data

Synchronize your
release cycles





Think
Continuous
Delivery

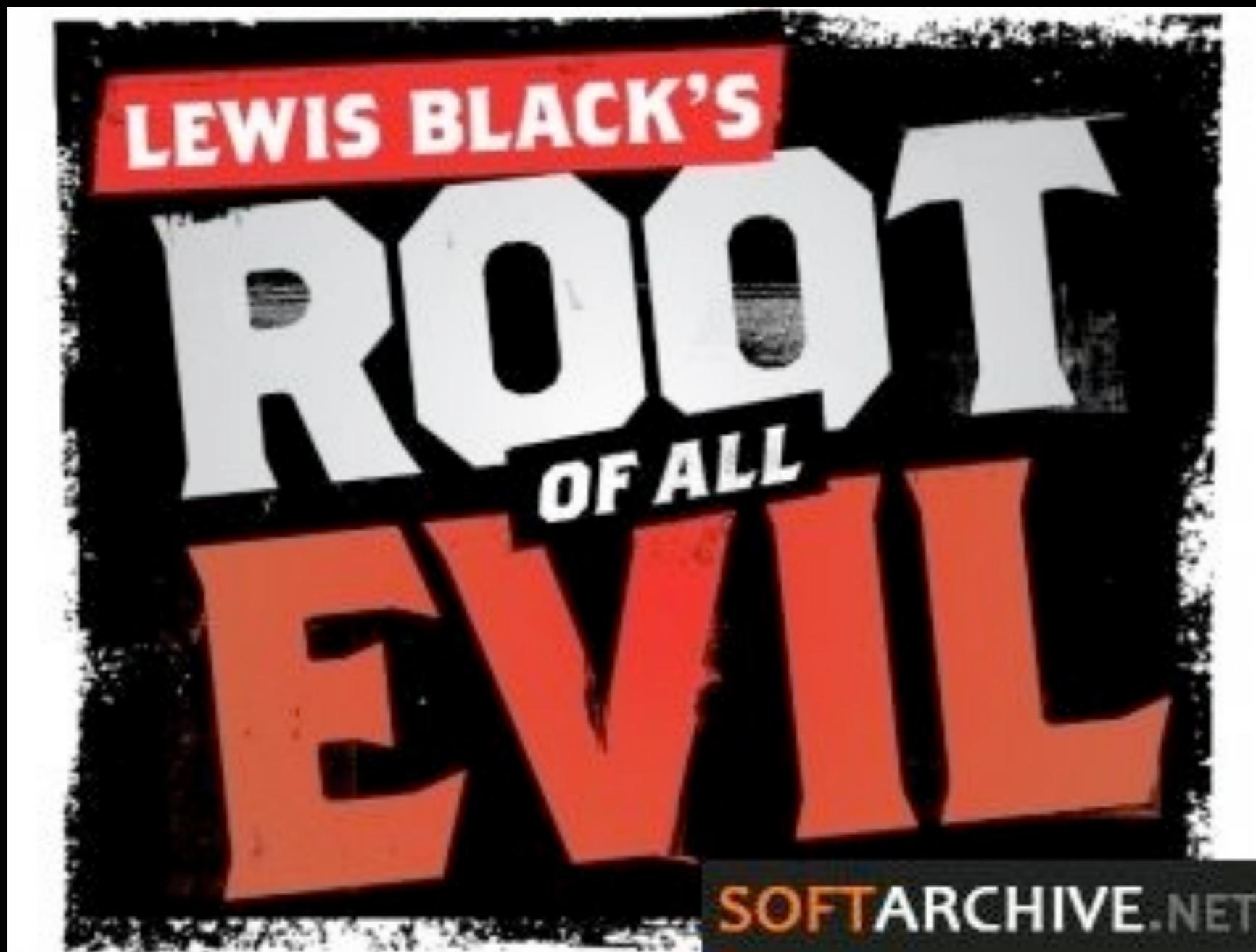
There are still a few problems to solve



How to package things



We all want our



access

AS SEEN ON THE
NATIONAL GEOGRAPHIC CHANNEL

VAMPIRE FORENSICS

UNCOVERING THE ORIGINS
OF AN ENDURING LEGEND

MARK COLLINS
JENKINS

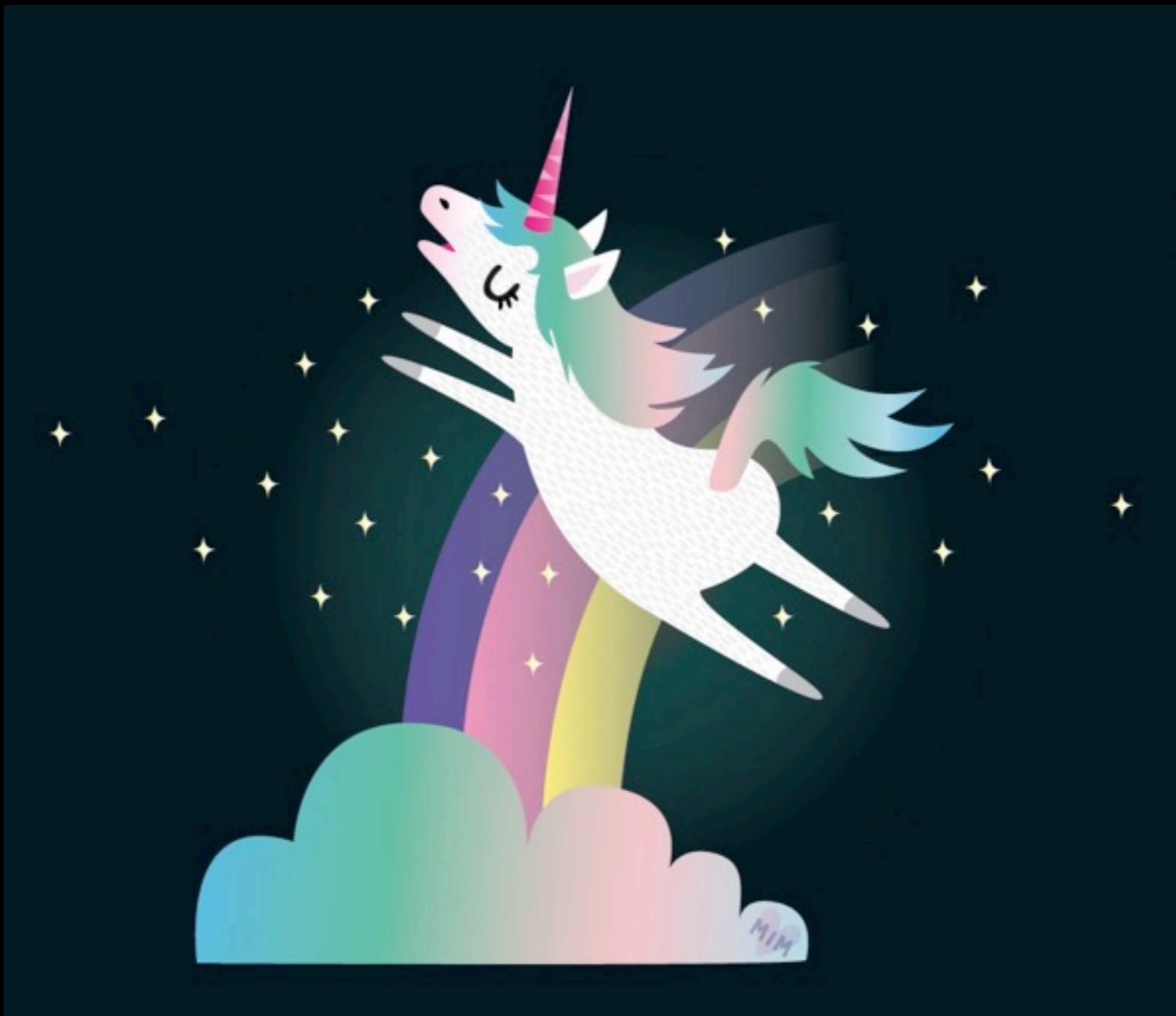
Debug logs

!=

Operational Logs



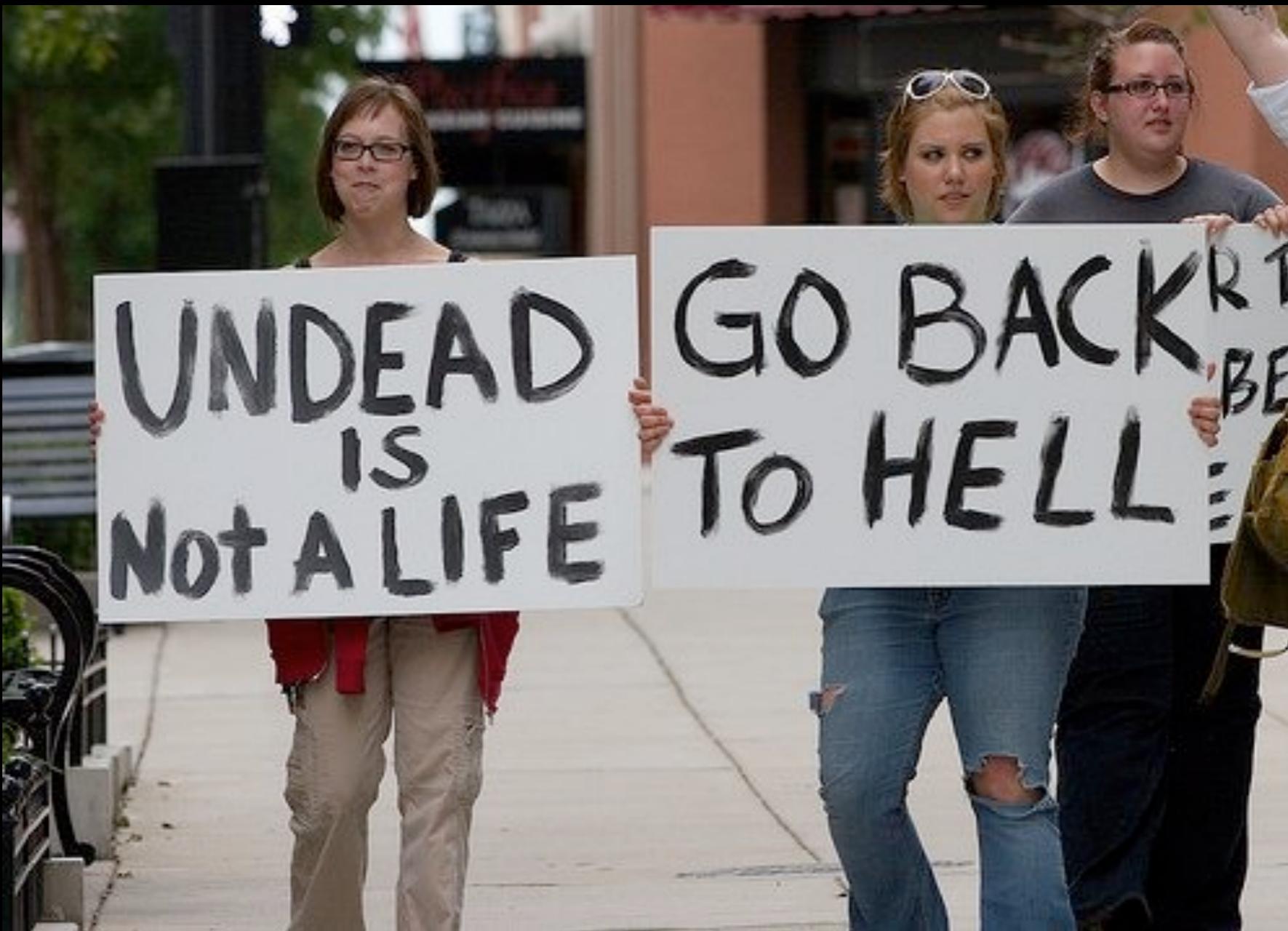
Focus on: Flow & Cycle Time



Value stream mapping



Minimize waste



Zero defect policy



Stop the line mentality

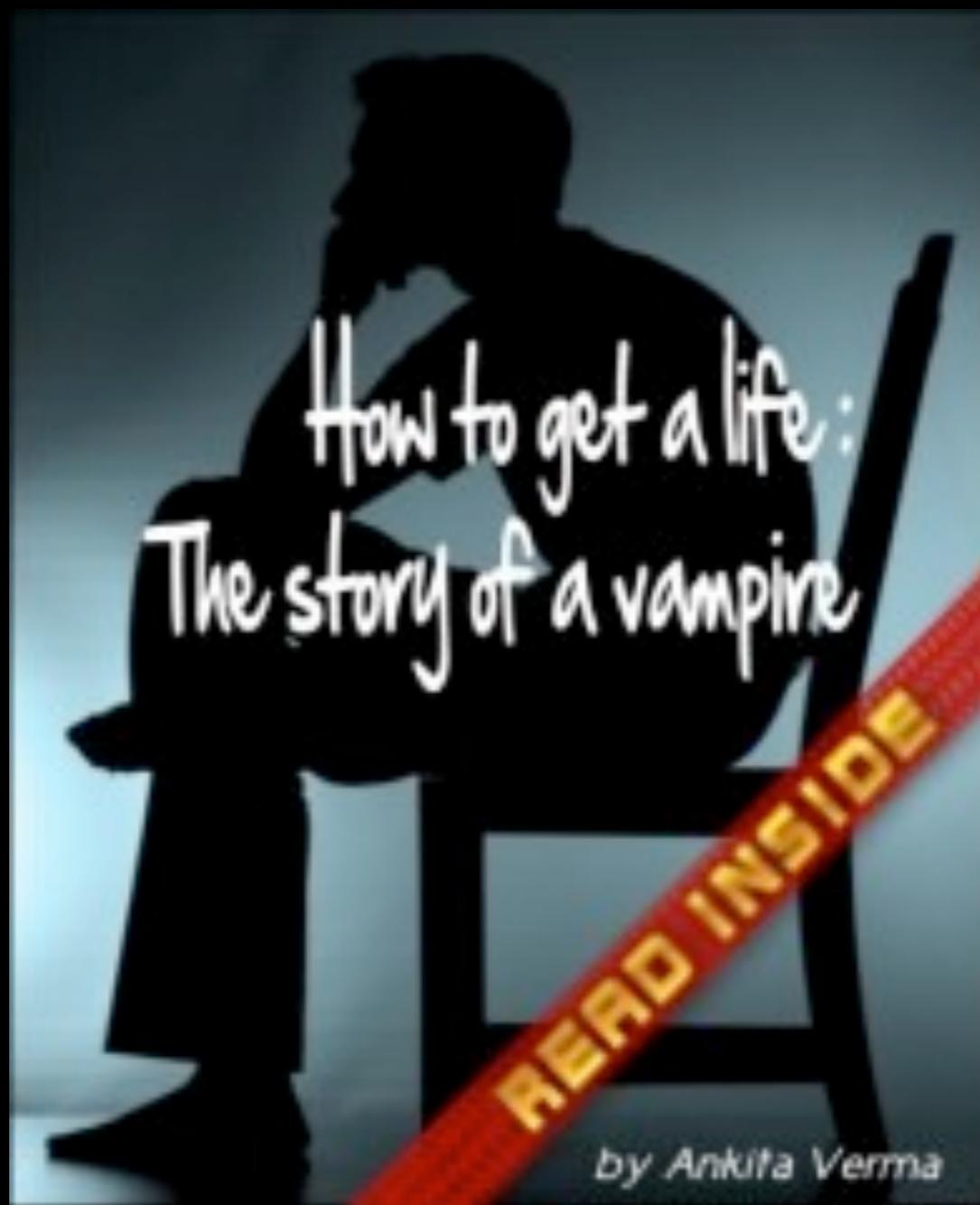


© ThinkGeek

Fix things early in the process



We want Continuous Improvement





We need to
overcome a
bigger pain

We need to overcome the silos

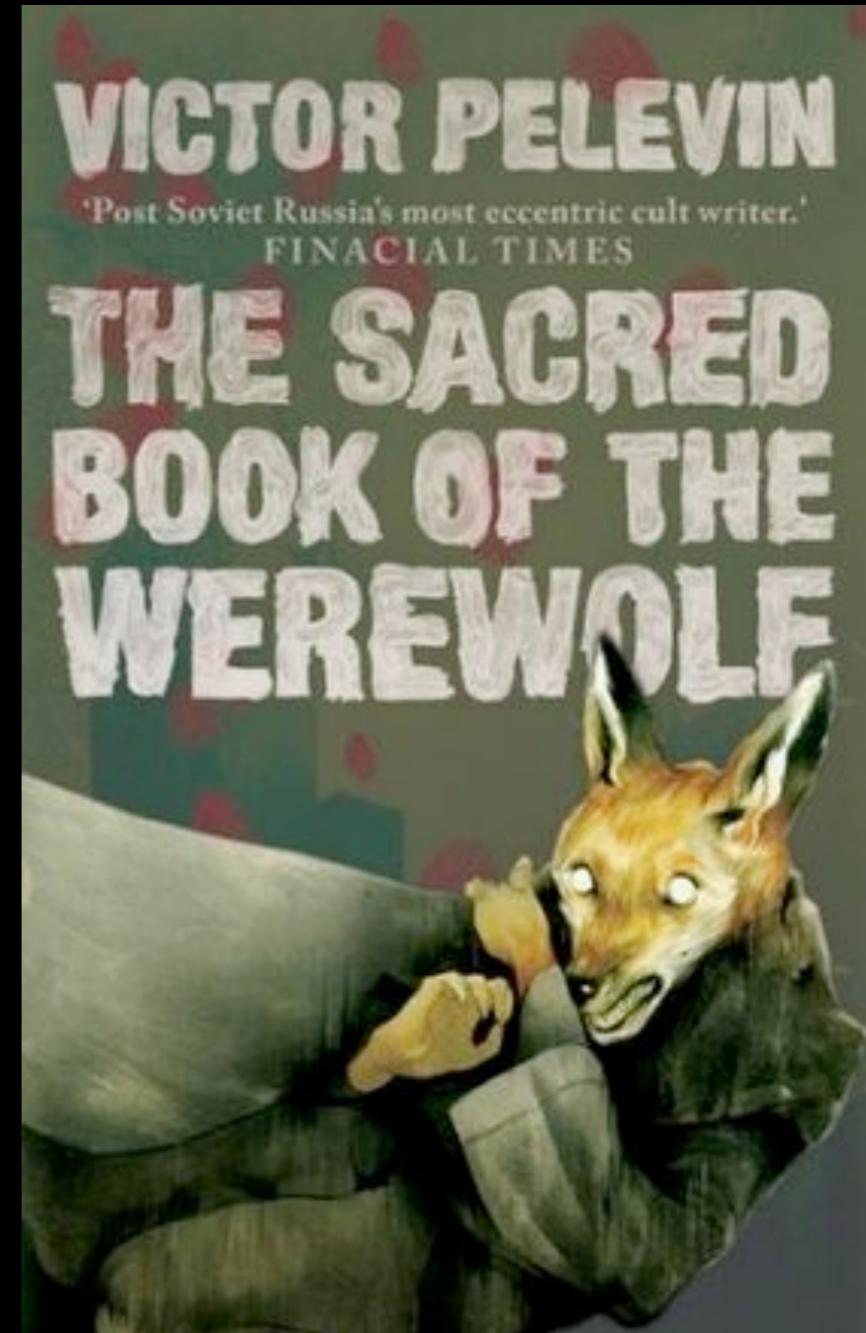
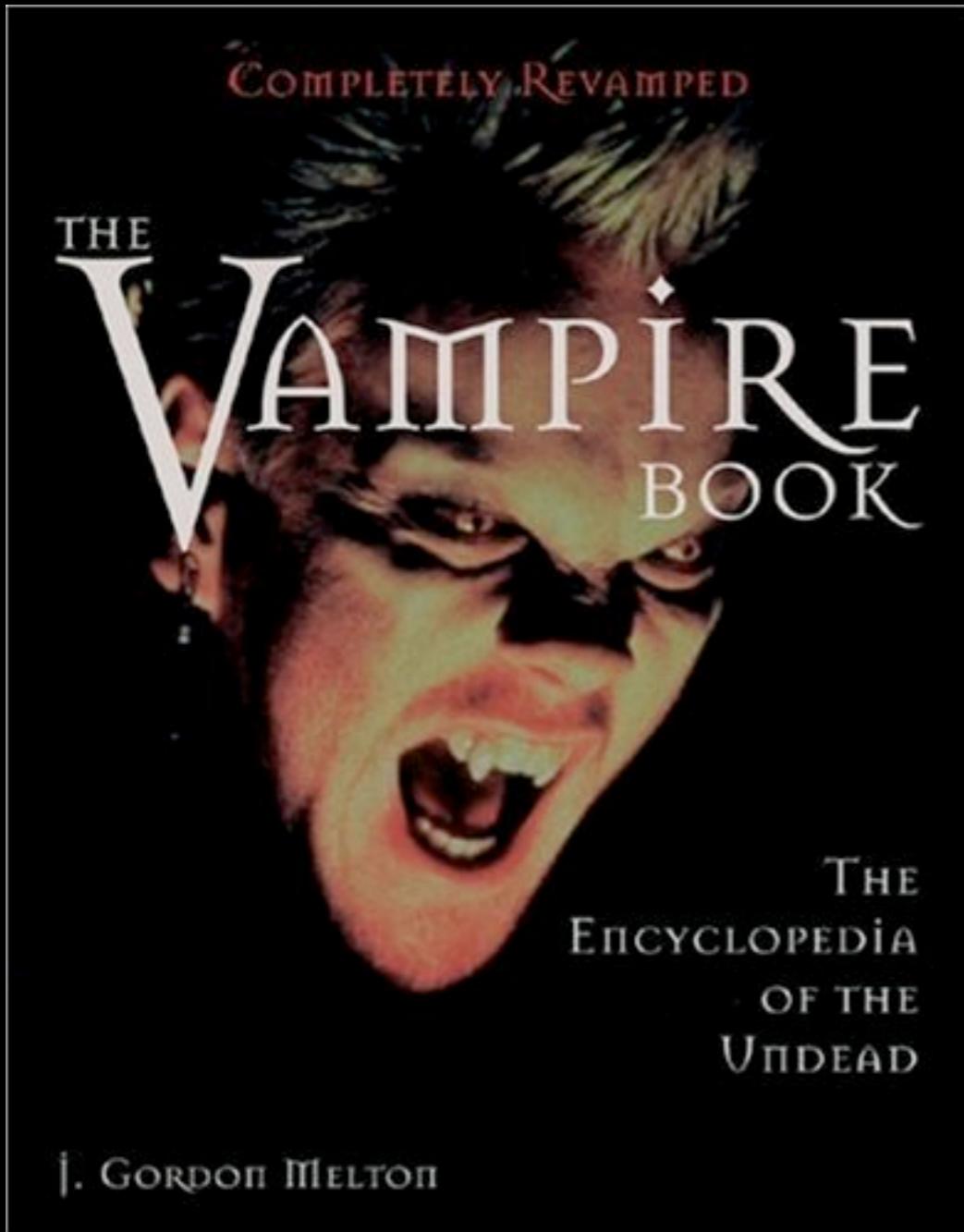


Development



Operations

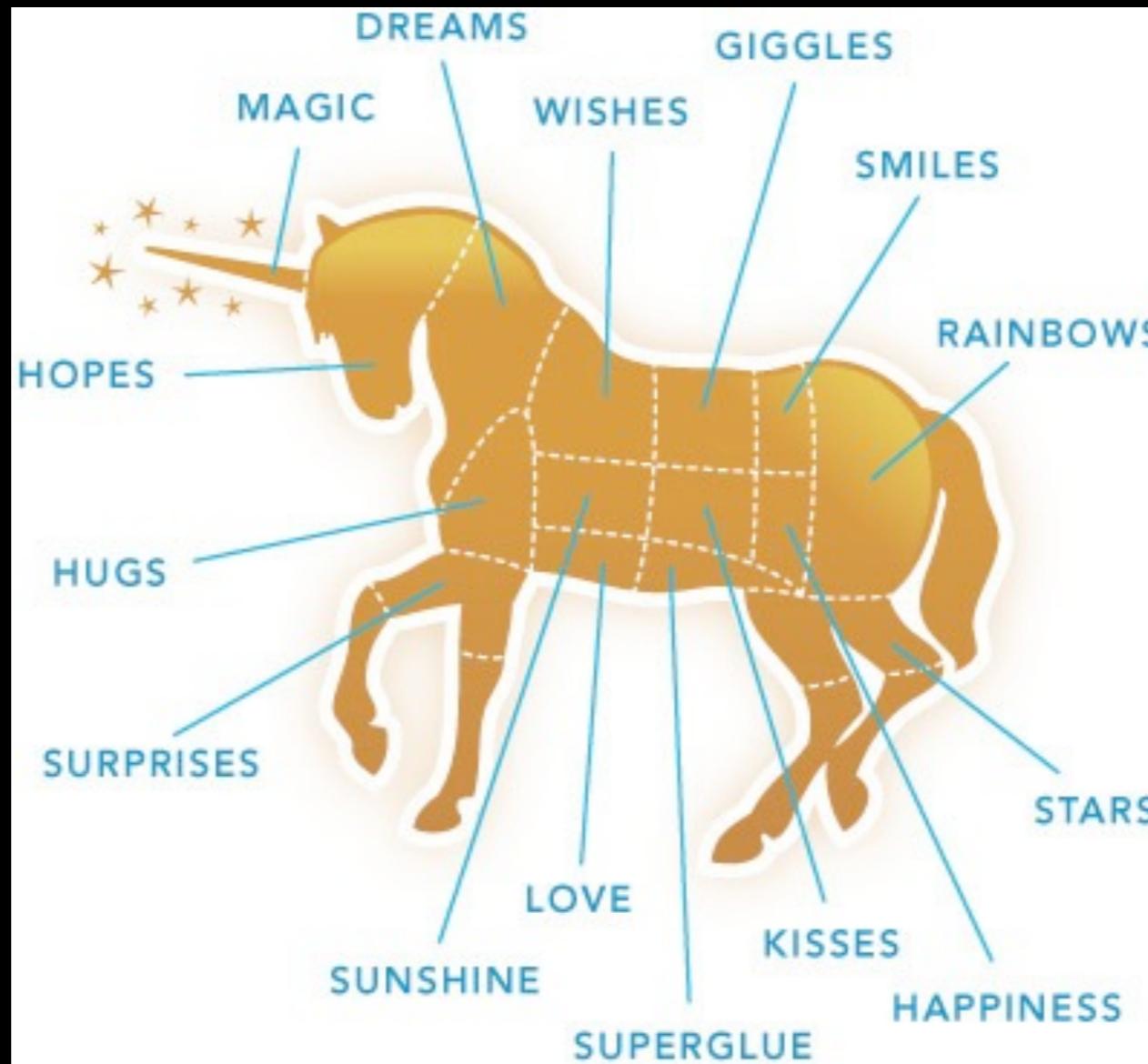
Current management styles



Prince2, Agile, Scrum

ITIL, Cobit, CMMI

focus on optimizing individual parts



Devs
optimize
their world
view

SOFTWARE

WATERFALL
ROUTE

ANALYSTS

UI DESIGNERS

FEATURE DRIVEN
DEVELOPMENT

AGILE

TEST DRIVEN
DEVELOPMENT

DEVELOPERS

EXTREME
PROGRAMMING

DATABASE
ADMINS

SCRUM

KANBAN

CONTINUOUS
INTEGRATION

contin

WATERFALL
ROUTE

CLOUD
ROUTING



Ops
optimize
their world
view



Not In My Back Yard

Syndrome



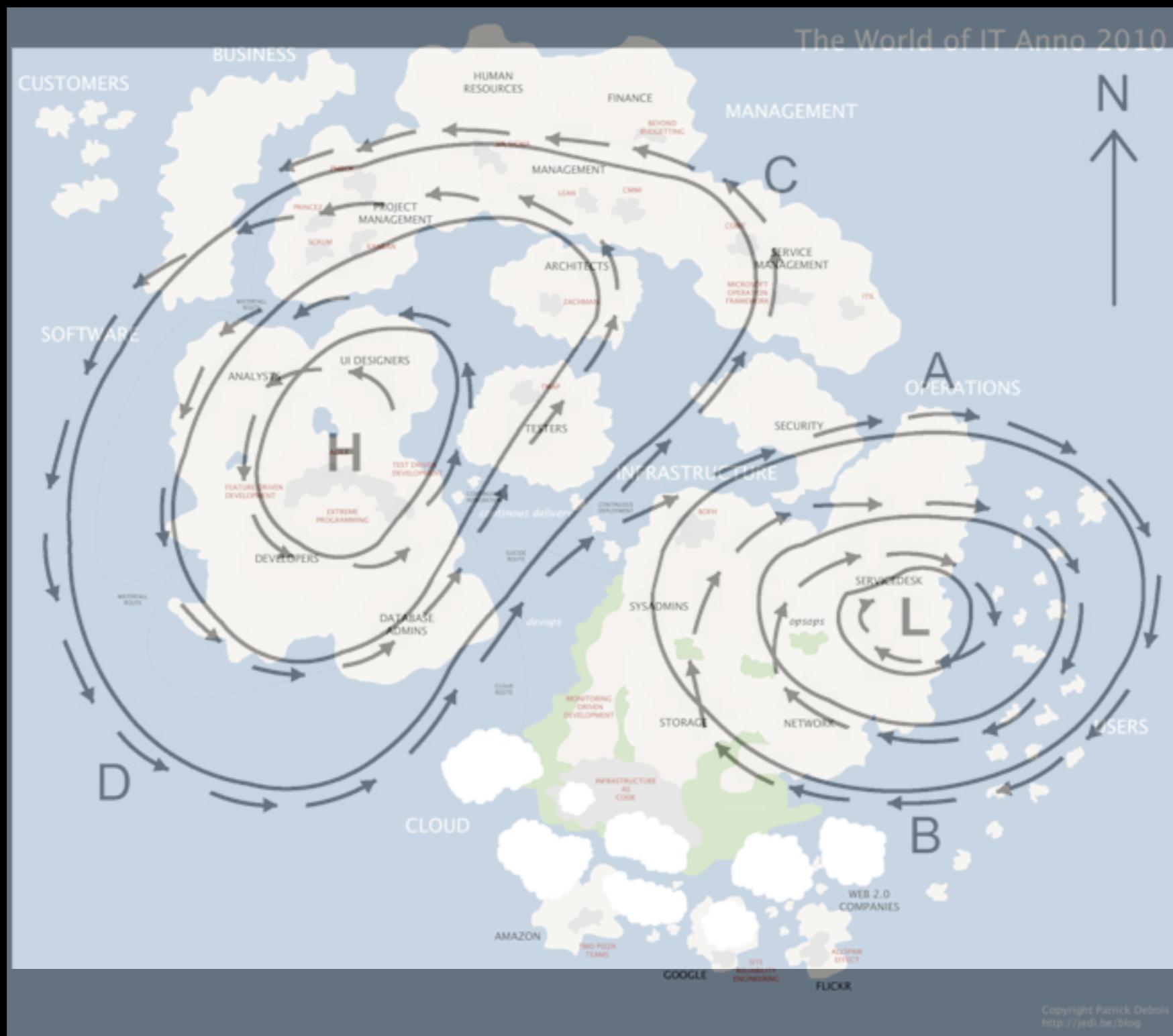
Causing technical debt

Like cron job fixes





Systems Thinking



**Understand it's a
business
problem**



CATHERINE JINKS

Author of *Evil Genius*



THE REFORMED
**VAMPIRE
SUPPORT GROUP**

do the right thing
vs
the thing right

Collect Metrics

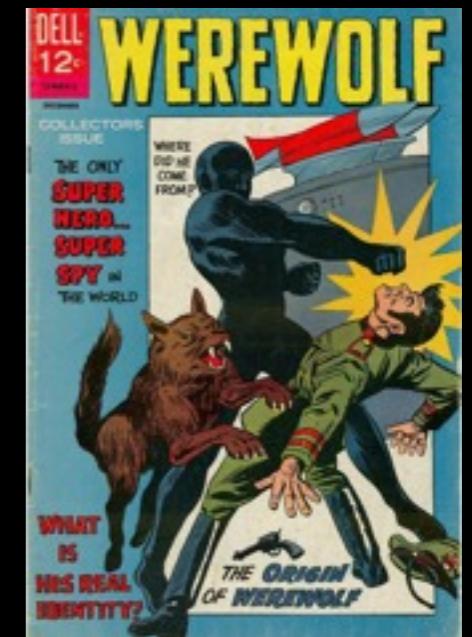
Bugs



Failed deploys



Incidents



Functionality
not working

Failure
to deploy

Problems
in production

When to decide Project vs Incidents



Or
functional
vs
non-functional
requirements



Relate it to business value

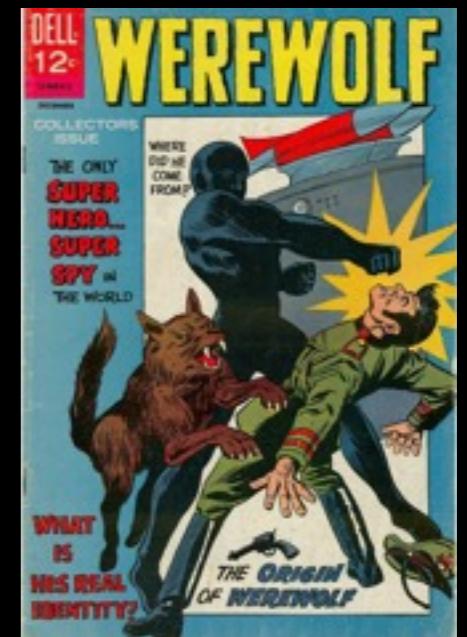
Bugs



Failed deploys



Incidents



Value Added

Market loss

Value lost

Advise and Accept the business decision



Recap: No Silver Bullet



~~It's a jobtitle~~



Name

Address 1

Address 2

Contact 1

Contact 2

Quotation/Headline

Company

Even though we have a different culture

Software

Hardware

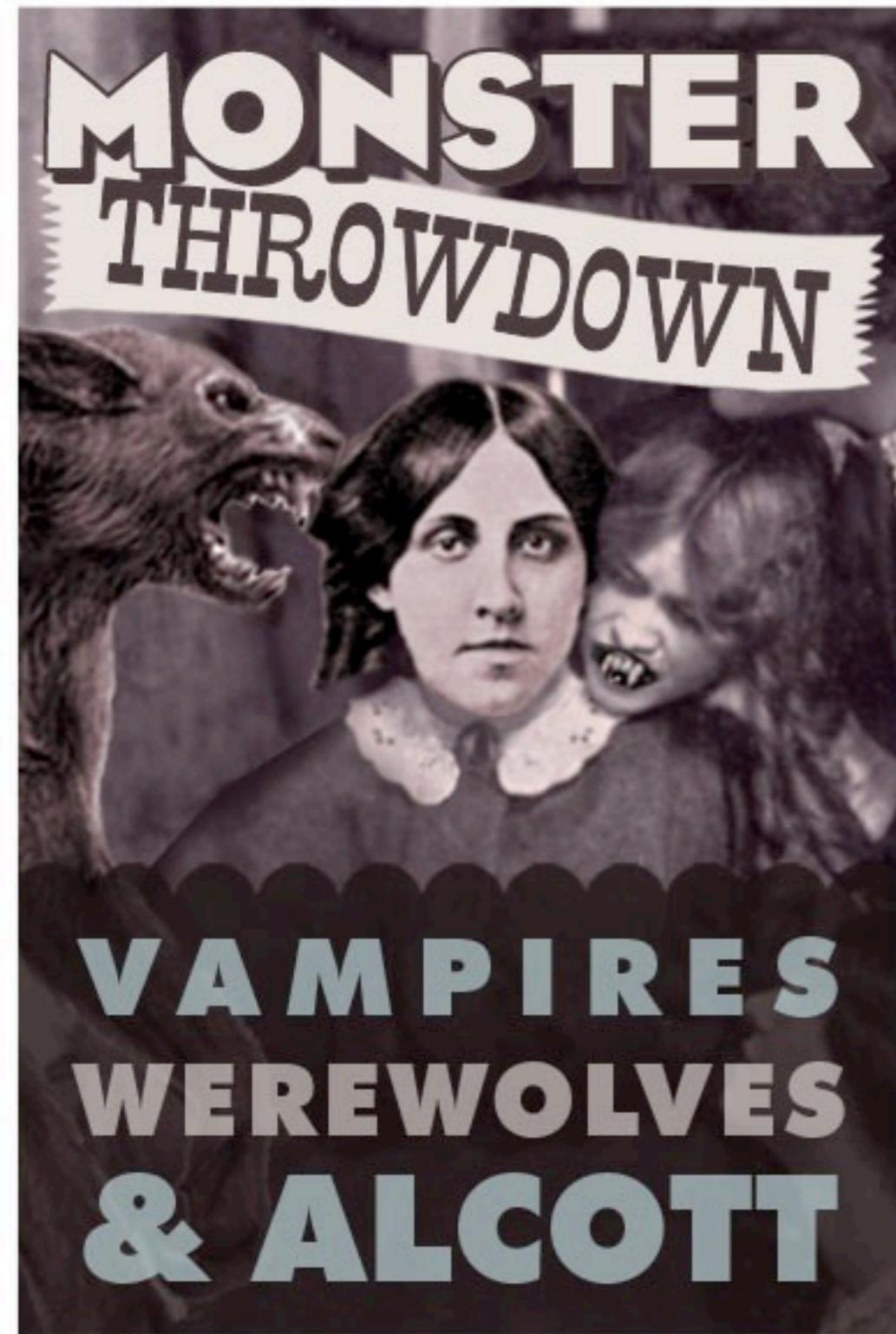




We share the
same customer

We try to solve the same business problem





Why only
work together
when things
go wrong?



Managers are there
to support you.
Not to tell you what to do

- keine Anzeige -



Lebst Du noch, oder wohnst Du schon?

VEER STØRBEN Wohnmöbel mit Kombideckel

€429.-

Mahagoni mit Messing. 210x74 cm, 70 cm hoch.
Liegefläche 200x64cm. Ohne Auflagen.




Edwin, Designer

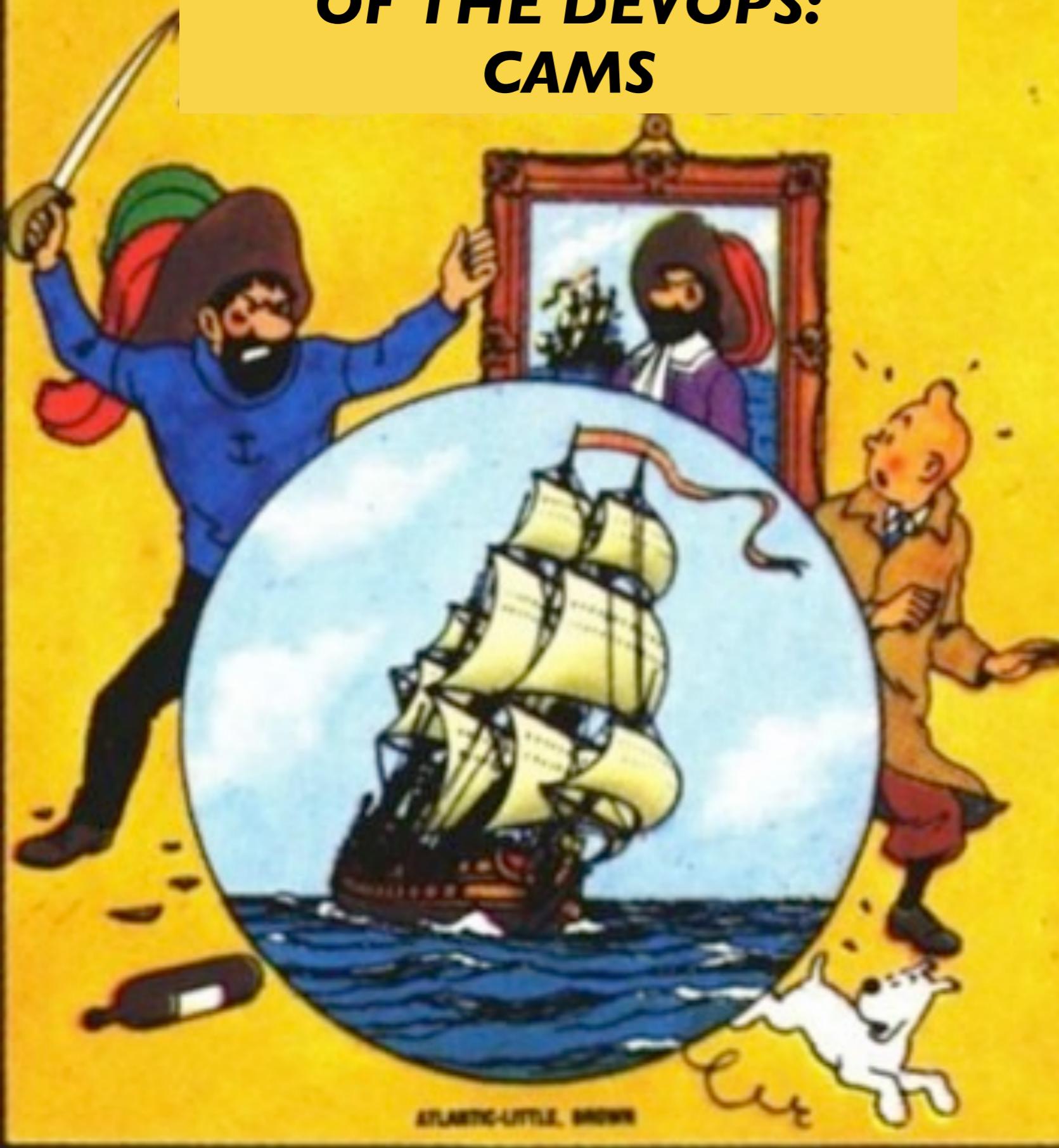
© 2004 edwin k

It's not about
the tools

It's a cultural shift



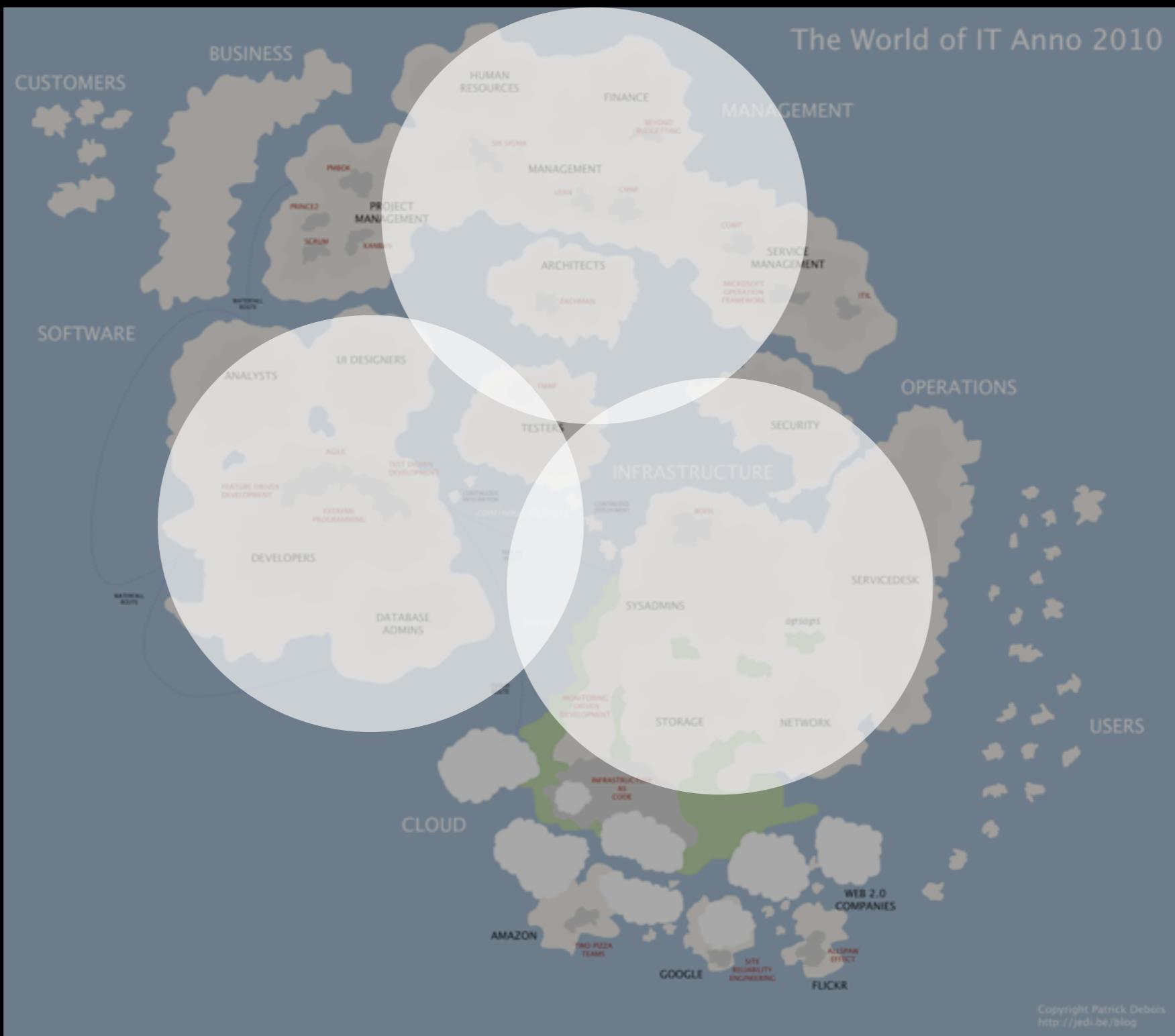
THE SECRET SAUCE OF THE DEVOPS: CAMS



- **Culture**
- **Automation**
- **Measurement**
- **Sharing**

*John Willis &
Damon Edwards*

Multiple levels
have higher impact



Culture is hard, start with behavior



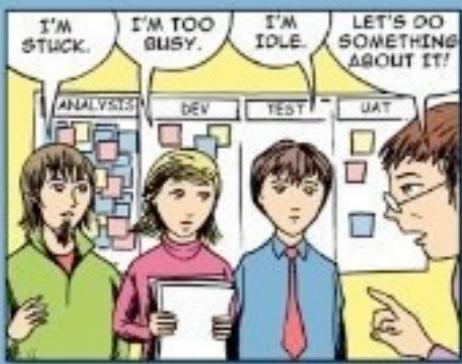


UNICORNS ARE
AWESOME

Interesting Books

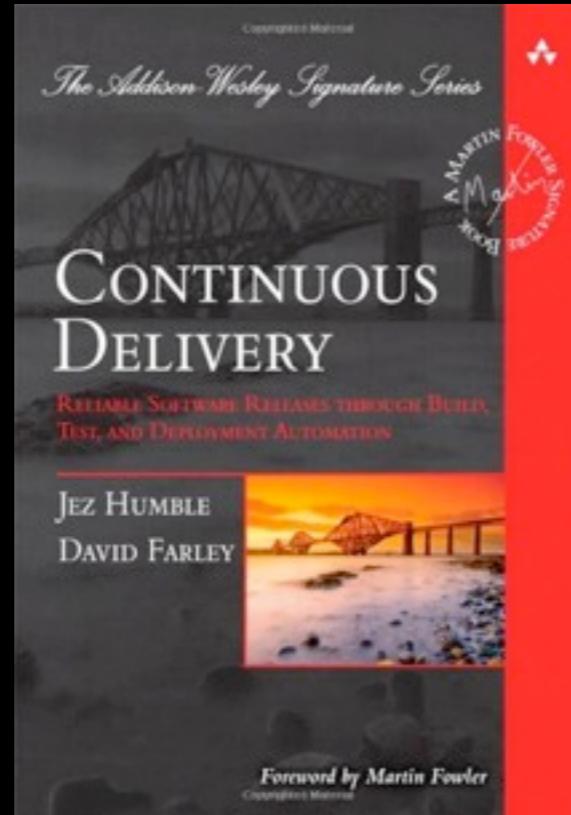
KANBAN

Successful Evolutionary Change
for Your Technology Business

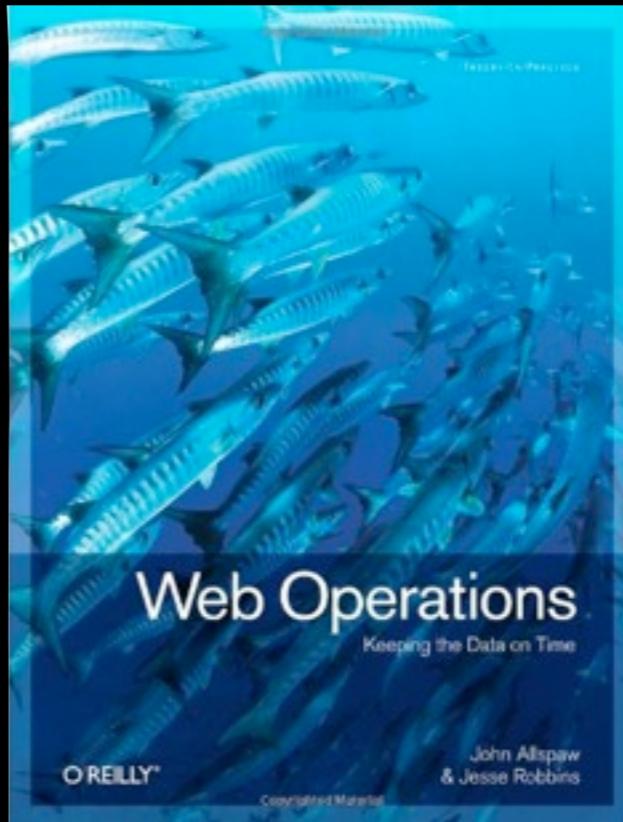


David J. Anderson

Foreword by David G. Koloski



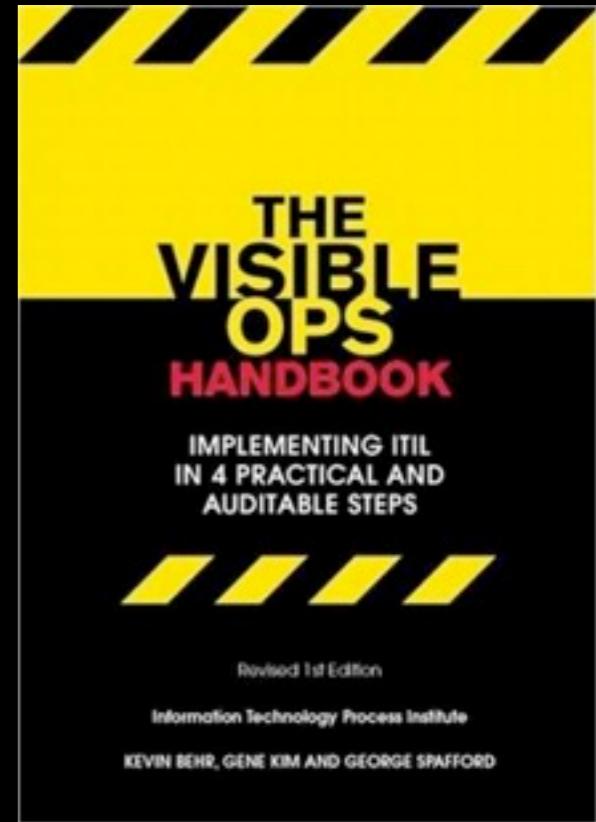
Foreword by Martin Fowler



Web Operations

Keeping the Data on Time

John Allspaw
& Jesse Robbins



THE
**VISIBLE
OPS**
HANDBOOK

IMPLEMENTING ITIL
IN 4 PRACTICAL AND
AUDITABLE STEPS

Revised 1st Edition

Information Technology Process Institute

KEVIN BEHR, GENE KIM AND GEORGE SPAFFORD

Want to know more?



#devops on twitter & irc

<http://devopsdays.org>

<http://devopscafe.org>

<http://planetdevops.net>

devops googlegroup

devops-toolchain googlegroup

What keeps you awake
at night?

NIGHTMARE:
VAMPIRES

CREATED BY TIMOTHY HASKELL



What
World
do you live in?

Welcome to the Real | Deeper Life Bible Camp

Inspired by



- Vampires (Programmers) versus Werewolves (Sysadmins)
- <http://www.codinghorror.com/blog/2010/08/vampires-programmers-versus-werewolves-sysadmins.html>