

LEEDS DEVOPS - ON TOUR PARIS 2015

- THESE SLIDES ARE ON GITHUB, SO YOU DON'T NEED TO MAKE NOTES**
- VIDEOS OF ALL THE TALKS ARE ON DAILYMOTION (LINKS INCLUDED)**
- THANKS FOR TAKING PART IN THE OPENSPACE SIMULATOR**



SEEMED LIKE A GOOD IDEA AT THE TIME

- DEVOPSDAYS PARIS 14-15 APRIL 2015**
- 2 DAYS**
- AM - TALKS**
- PM - IGNITES**
- PM - OPENSPACE**
- PROPOSED AN IGNITE TALK - 20*15**

AREN'T TRAINS BRILLIANT ?



AREN'T TRAINS BRILLIANT ?

**THE JOURNEY STARTS BADLY AT WAKEFIELD
WESTGATE**

**3 TRAIN LOADS CONDENSED INTO ONE, SEAT
RESERVATION ANARCHY/CIVIL WAR**

**BOOKED THROUGH EUROSTAR SO HAVE A CIV
TICKET - PHEW**

RETFORD



KINGS CROSS / ST PANCRAS



- EAT CHEESE, HAM AND BREAD

SSP UK	
Uppercrust Kings Cross	
1021713	
4002 khine n	
Chk 8635	13Apr'15 13:46 Gst 0

Take Away	
2 W Ham Cheddar C @ 3.99	7.98
Cash	10.00
0.00 VAT TTL	7.98
Net TTL	7.98
Subtotal	7.98
Payment	7.98
Change Due	2.02

VAT NUMBER:	884 2579 78

BONJOUR



I ASKED FOR A ROOM WITH A VIEW !

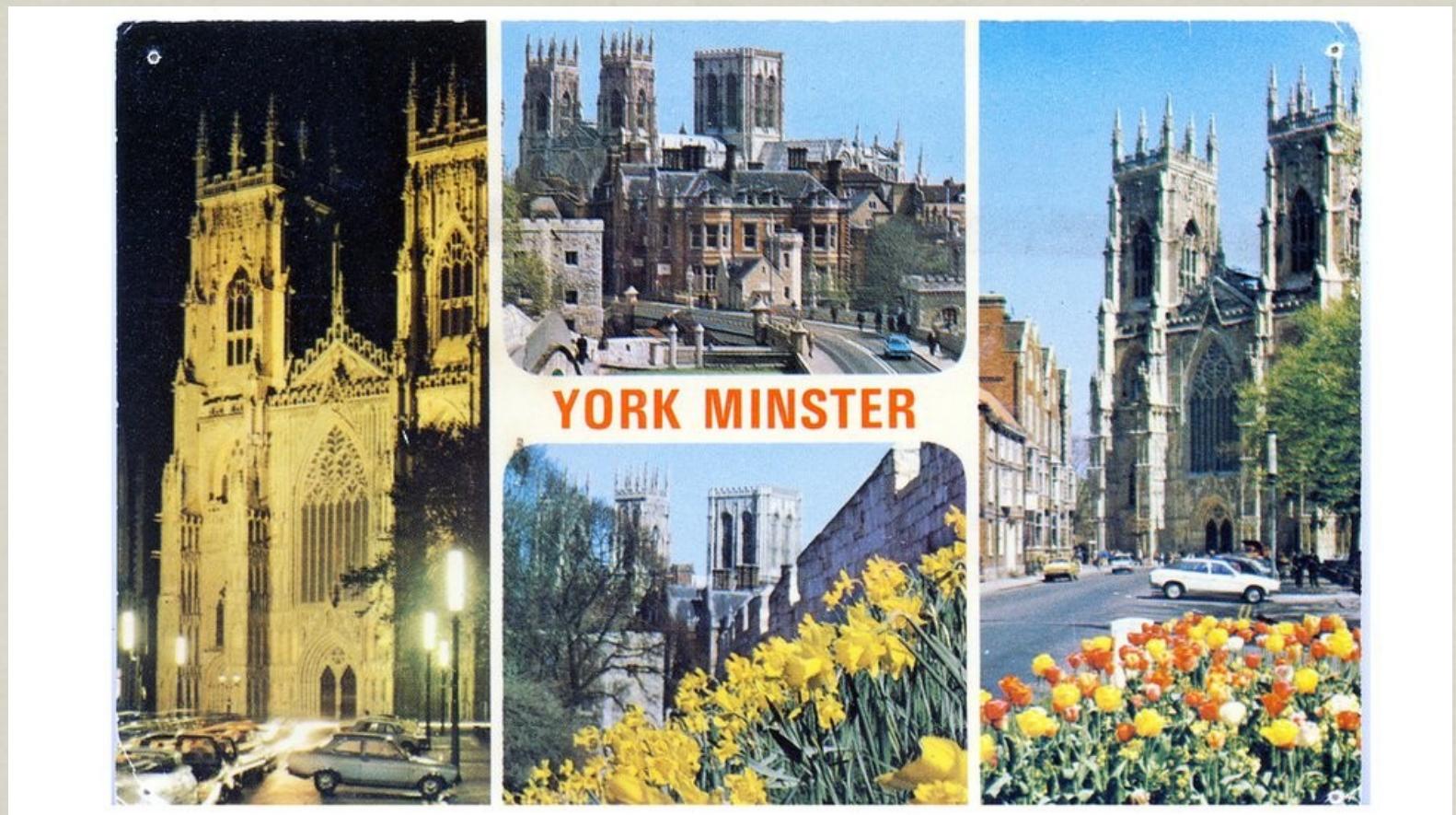


I ASKED FOR A ROOM WITH A VIEW !



Greetings From London

I ASKED FOR A ROOM WITH A VIEW !



I ASKED FOR A ROOM WITH A VIEW !



BLACKPOOL

OH WHAT A NIGHT

- EAT CHEESE, HAM AND BREAD
- PRACTICE LIKE MAD
- SLEEP
- WAKE UP
- GO TO BREAKFAST
- EAT CHEESE, HAM AND BREAD

WELCOME TO DEVOPSDAYS PARIS



WELCOME TO DEVOPSDAYS PARIS

BRISTOL STOOL CHART

	Type 1	Separate hard lumps	Very constipated
	Type 2	Lumpy and sausage like	Slightly constipated
	Type 3	A sausage shape with cracks in the surface	Normal
	Type 4	Like a smooth, soft sausage or snake	Normal
	Type 5	Soft blobs with clear-cut edges	Lacking fibre
	Type 6	Mushy consistency with ragged edges	Inflammation
	Type 7	Liquid consistency with no solid pieces	Inflammation

CONTAINERS, GERMS, AND MICROSERVS

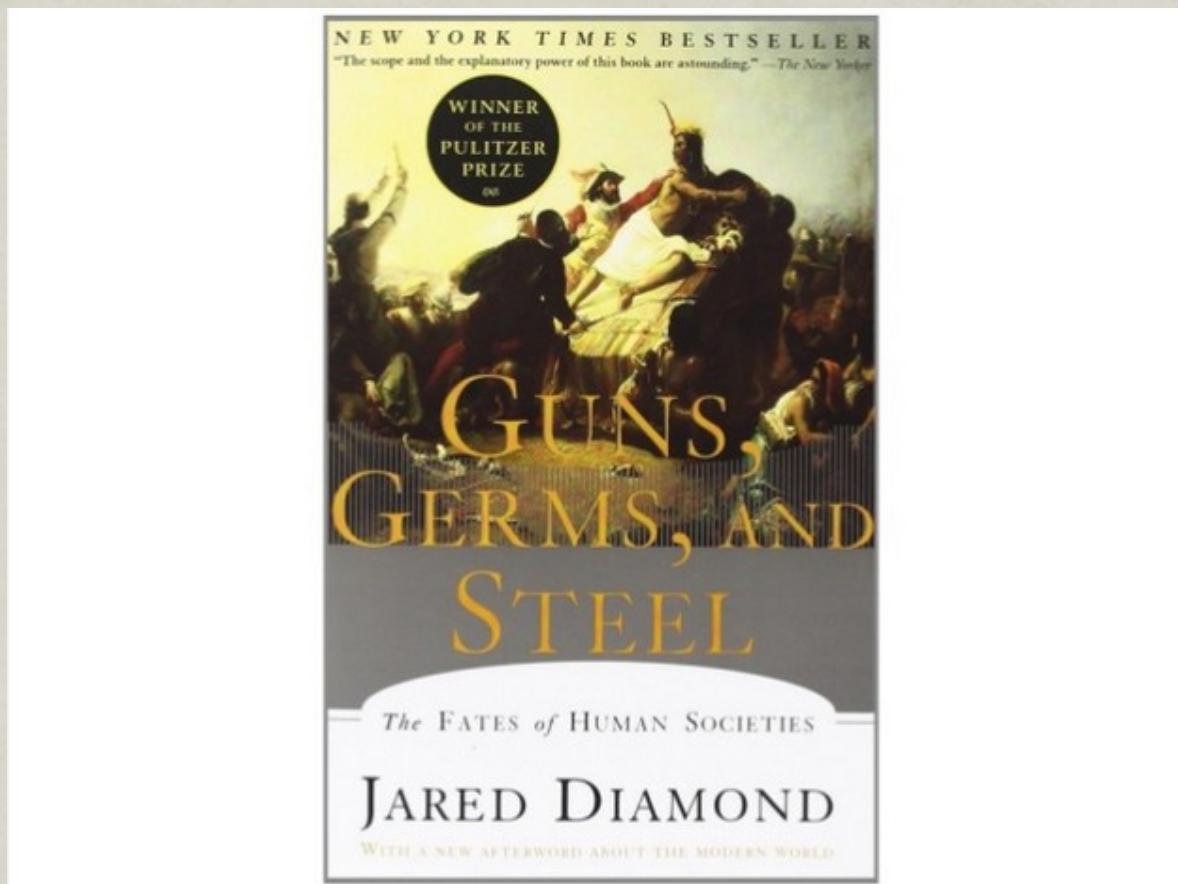


- JON WILLIS

[HTTP://WWW.SLIDEShare.NET/BOTCHAGALUPE/DEVOPSDAYS-AUSTIN-2015-GUNS-GERMS-AND-MICROSERVICES](http://www.slideshare.net/botchagalupe/devopsdays-austin-2015-guns-germs-and-microservices)

[HTTP://WWW.DAILYMOTION.COM/VIDEO/X2N679A_DEVOPSDAYS-PARIS-2015-JOHN-WILLIS-CONTAINERS-GERMS-AND-MICROSERVICES_TECH](http://www.dailymotion.com/video/x2n679a_devopsdays-paris-2015-john-willis-containers-germs-and-microservices_tech)

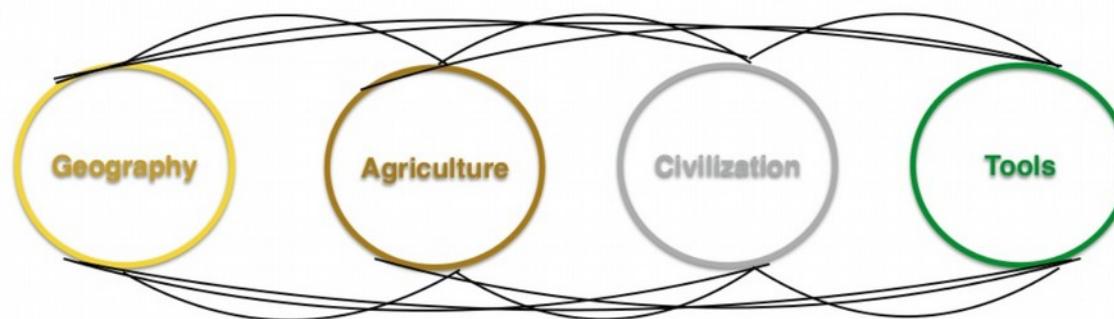
CONTAINERS, GERMS, AND MICROSERVS



CONTAINERS, GERMS, AND MICROSERVS

Feedback Loops

Cybernetic Feedback Loops

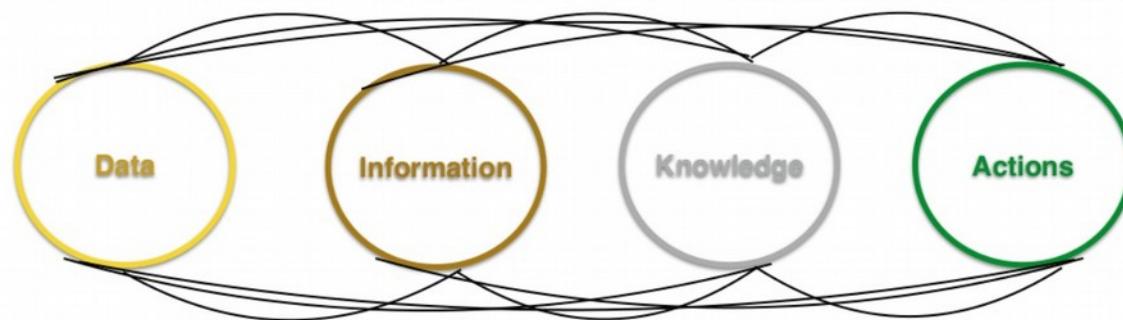


Shorten Distance and Latency

CONTAINERS, GERMS, AND MICROSERVS

Data Gravity

Cybernetic Feedback Loops



Shorten Distance and Latency

CONTAINERS, GERMS, AND MICROSERVS

Immutable Infrastructure

The task:

Read a file of text, determine the n most frequently used words, and print out a sorted list of those words along with their frequencies.

McIlroy's shell script

```
1 tr -cs A-Za-z '\n' |
2 tr A-Z a-z |
3 sort |
4 uniq -c |
5 sort -rn |
6 sed ${1}q
```

CONTAINERS, GERMS, AND MICROSERVS

Why Data Gravity, Docker and Microservices

- ▶ **Data is the new center of gravity**
- ▶ **Docker is a killer app for Microservices**
- ▶ **Data Gravity is a killer app for Docker**

WHAT HAPPENS WITHOUT TRACTION



■ **STEVE PEREIRA**

[HTTPS://SPEAKERDECK.COM/STEVEPEREIRA/WHAT-HAPPENS-WITHOUT-TRACTION](https://speakerdeck.com/stevepereira/what-happens-without-traction)

[HTTP://WWW.DAILYMOTION.COM/VIDEO/X2N6H5I_DEVOPSDAYS-PARIS-2015-STEVE-PEREIRA-WHAT-HAPPENS-WITHOUT-TRACTION_TECH](http://www.dailymotion.com/video/x2n6h5i_devopsdays-paris-2015-steve-pereira-what-happens-without-traction_tech)

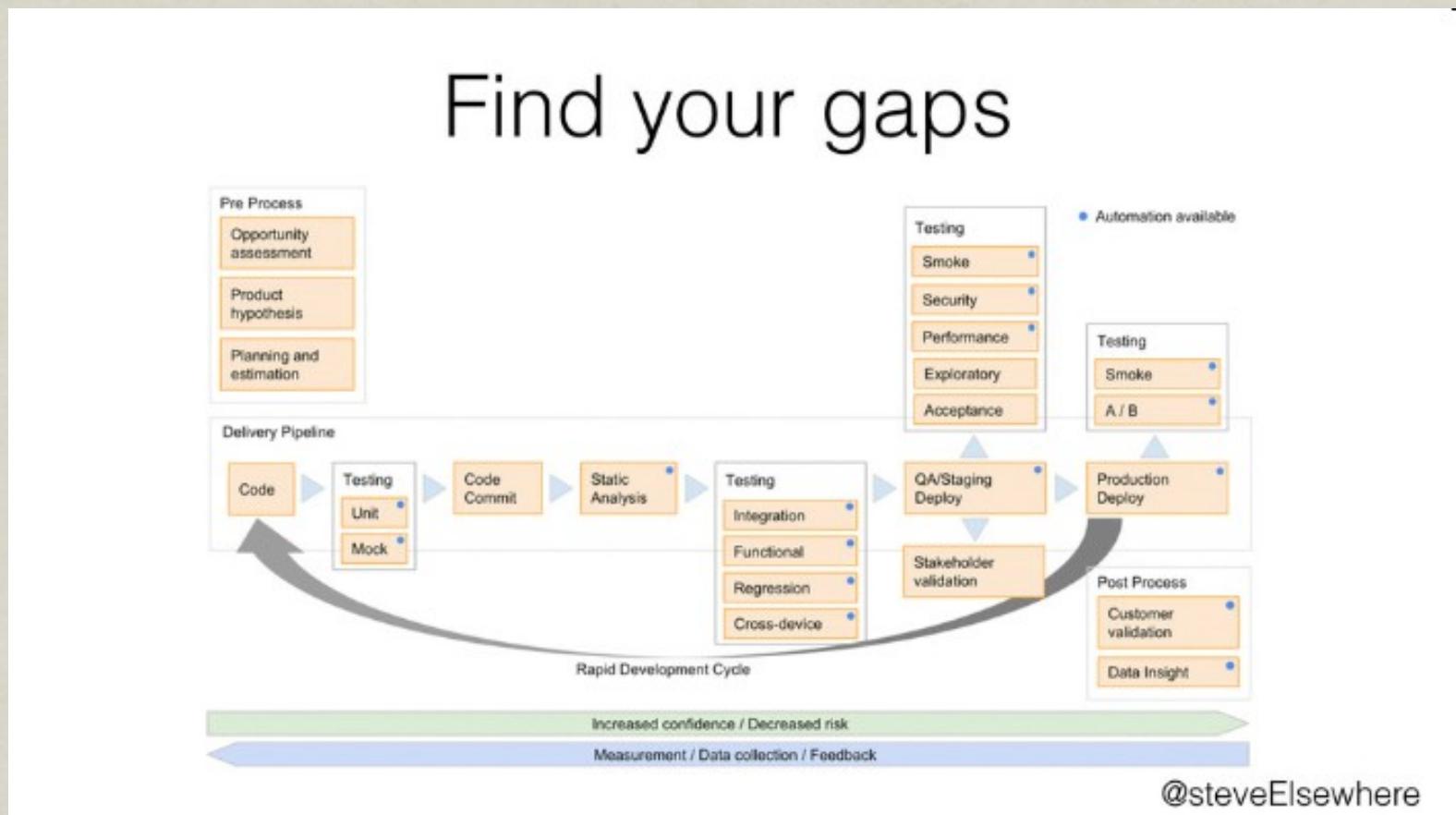
WHAT HAPPENS WITHOUT TRACTION

**Local change + holistic view
is powerful**

@steveElsewhere

WHAT HAPPENS WITHOUT TRACTION

Find your gaps



WHAT HAPPENS WITHOUT TRACTION

Change vs. Stability

Sharing

Measurement

Easy Wins

@steveElsewhere

WHAT HAPPENS WITHOUT TRACTION

Change something

hypothesize, **share**, measure, **share**, implement, **share**, measure, **share**, repeat



@steveElsewhere

IMPORTANCE OF WHY IN DEVOPS

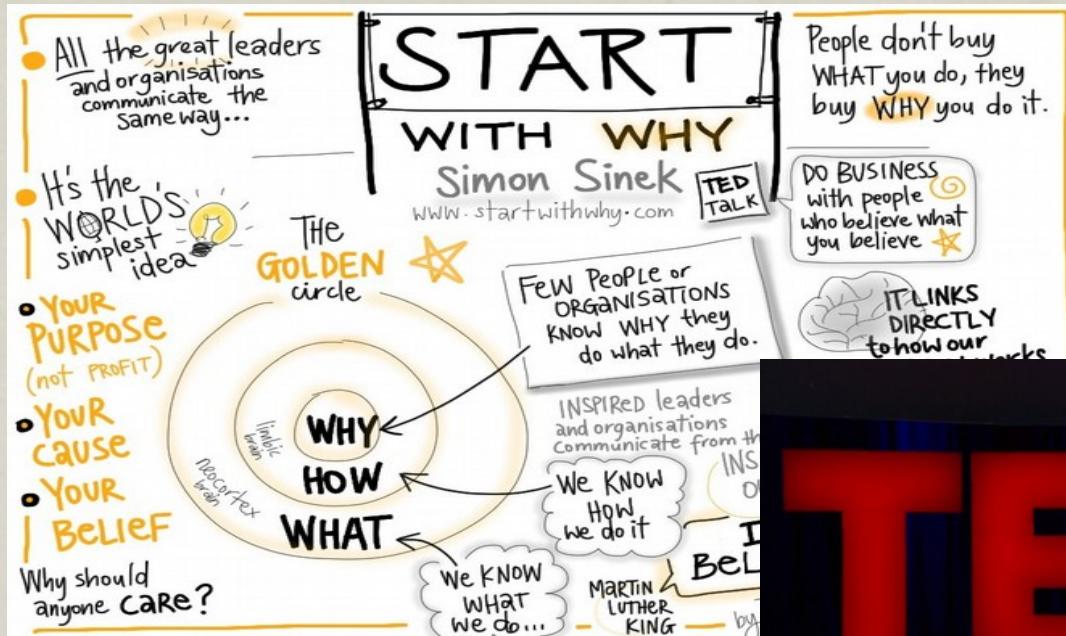


- **BORIS FELD**

[HTTPS://SPEAKERDECK.COM/LOTHIRALDAN/THE-IMPORTANCE-OF-WHY-IN-DEVOPS-COMMUNITY](https://speakerdeck.com/lothiraldan/the-importance-of-why-in-devops-community)

[HTTP://WWW.DAILYMOTION.COM/VIDEO/X2N9E10_DEVOPSDAYS-PARIS-2015-BORIS-FELD-THE-IMPORTANCE-OF-WHY-IN-DEVOPS_TECH](http://www.dailymotion.com/video/x2n9e10_devopsdays-paris-2015-boris-feld-the-importance-of-why-in-devops_tech)

IMPORTANCE OF WHY IN DEVOPS



[HTTPS://WWW.YOUTUBE.COM/WATCH?V=S10ZD3AXMNE](https://www.youtube.com/watch?v=S10ZD3AXMNE)



IMPORTANCE OF WHY IN DEVOPS

WHY
CAMS?

IMPORTANCE OF WHY IN DEVOPS

COMPANY CULTURE IS
WHAT HAPPENS WHEN
THE BOSS IS NOT AROUND

BIZDEVOPS - DEVELOPMENT TO THE CUST



■ SABINE BERNECKER-BENDIXEN

[HTTP://WWW.SLIDEShare.NET/SABINEBERNECKERBENDI/DEV-OPSDAYS-PARIS-THE-AMAZING-CHAIN-OF-BIZDEVOPS](http://www.slideshare.net/SabineBerneckerBendi/Dev-OpsDays-Paris-The-Amazing-Chain-of-BizDevOps)

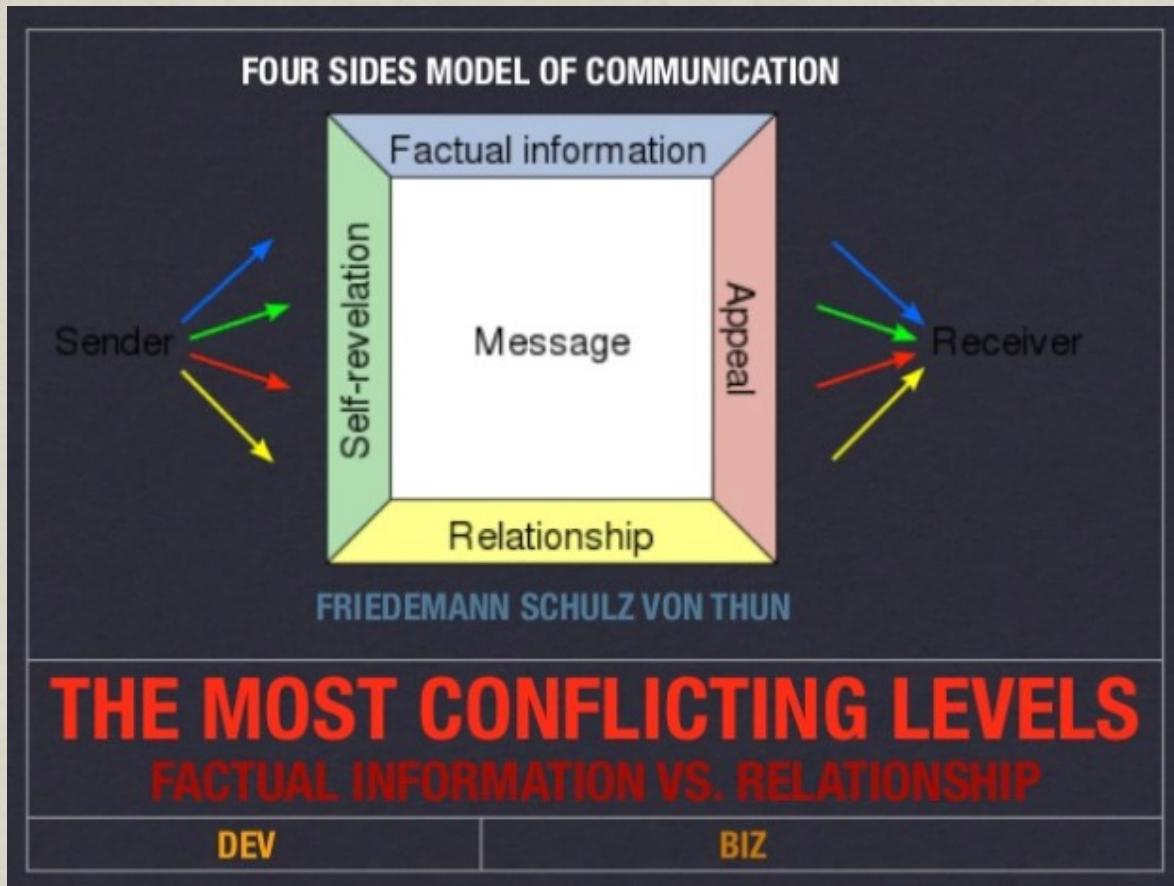
[HTTP://WWW.DAILYMOTION.COM/VIDEO/X2N9ENQ_DEVOPSDAYS-PARIS-2015-SABINE-BERNECKER-BENDIXEN-BIZDEVOPS-FROM-DEVELOPMENT-TO-THE-CUSTOMER_TECH](http://www.dailymotion.com/video/x2n9enq_devopsdays-paris-2015-sabine-bernecker-bendixen-bizdevops-from-development-to-the-customer_tech)

BIZDEVOPS - DEVELOPMENT TO THE CUST

Who are the “biz” in bizdevops?



BIZDEVOPS - DEVELOPMENT TO THE CUST



DEVOPS CULTURE AT BLABLACAR



- NICOLAS BLANC & MURIEL LUSSEAU

[HTTP://WWW.DAILYMOTION.COM/VIDEO/X2N9ETN_DEVOPSDAYS-PARIS-2015-NICOLAS-BLANC-MURIEL-LUSSEAU-DEVOPS-CULTURE-AT-BLABLACAR-KEEP-CAMS-AND-GROW_TECH](http://www.dailymotion.com/video/x2n9etn_devopsdays-paris-2015-nicolas-blanc-muriel-lusseau-devops-culture-at-blablacar-keep-cams-and-grow_tech)



WARNING – MAY CONTAIN DAD DANCING

DEVOPS CULTURE AT BLABLACAR

- CULTURE CENTRIC
- HIRE OPS THAT DEV, DEVS THAT OPS
- WEEKLY FREE SPEECH
- LOADS OF SOCIALS
- BEER THURSDAYS
- HUGOPS

LUNCH#1



- EAT CHEESE, HAM AND BREAD

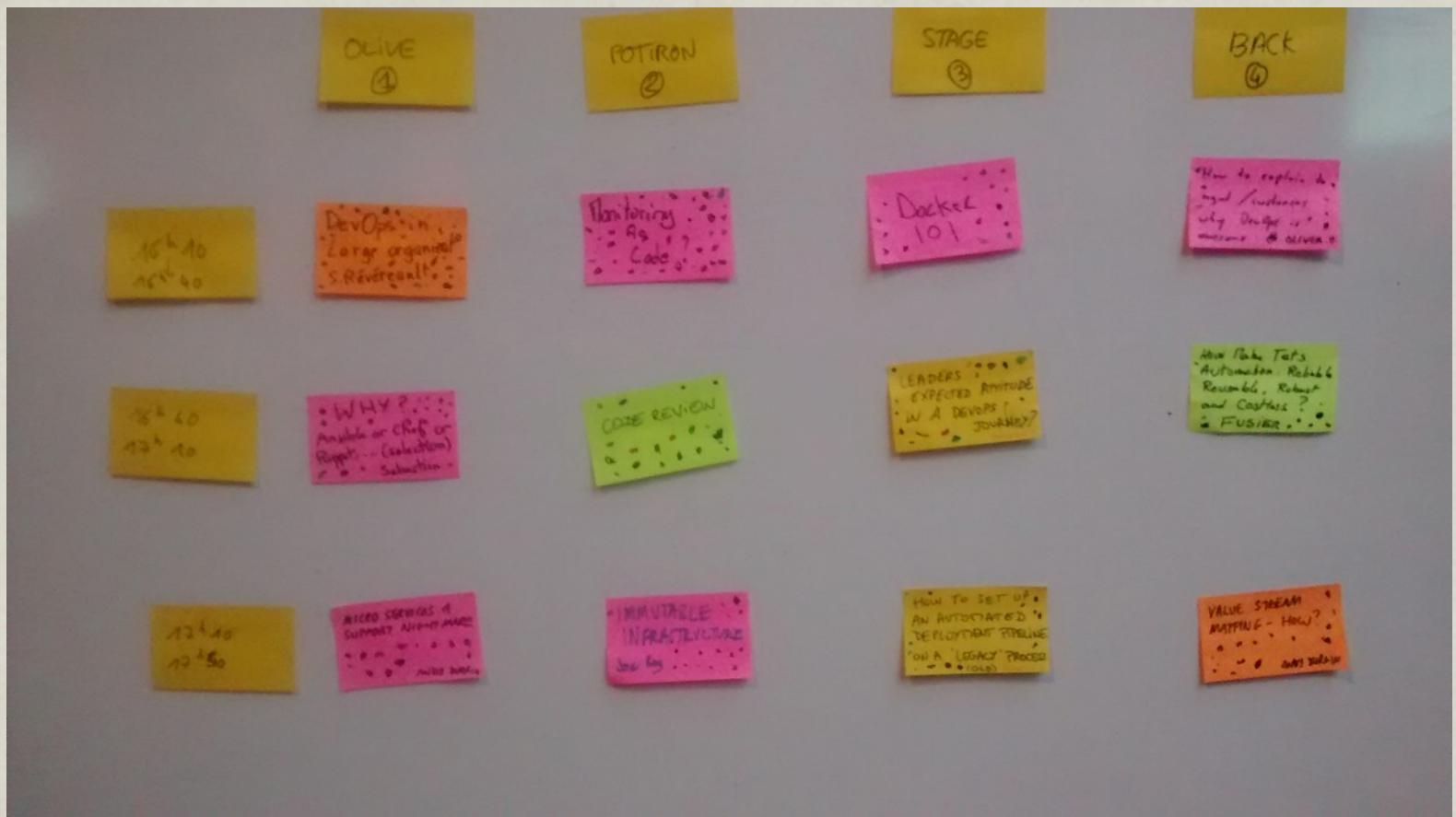
IGNITES#1

- BETFAIR - TIME SERIES DATA - OPENTSDB.ORG
- CLOUD AND DEVOPS - IMAGINE A NEW WORLD...
- H2MAKADMG420E
- WORKING TOGETHER - A DANCE ANALOGY
- CHAT OPS

OPENSPACES#1



OPENSPACES#1



OPENSPACES#1

- **DEVOPS IN A LARGE ORGANISATION**
- **MONITORING AS CODE**
- **DOCKER 101**
- **HOW TO EXPLAIN TO MANAGEMENT WHY DEVOPS IS AWESOME**
- **WHY? ANSIBLE OR CHEF OR PUPPET (SELECTION)**
- **CODE REVIEW**
- **LEADERS EXPECTED ATTITUDE IN A DEVOPS JOURNEY**
- **HOW TO MAKE TEST AUTOMATION RELIABLE, REUSABLE, ROBUST AND COSTLESS**
- **MICROSERVICES A SUPPORT NIGHTMARE ?**
- **IMMUTABLE INFRASTRUCTURE**
- **HOW TO SETUP AN AUTOMATED DEPLOYABLE PIPELINE ON A LEGACY PROCESS**
- **VALUE STREAM MAPPING - HOW ?**

OPENSPACES#1

- MONITORING AS CODE
- SHARE SKYBET SETUP - GRAPHITE + OPSVIEW (STEVE MELROSE - EXTRA MILE) + AUTOMATION
- LOT OF PEOPLE USING ELK FOR METRICS
- DASHBOARDS - DON'T MAKE A KPI STICK TO BEATEN WITH
- TAPPED UP DELPHIX, MICROSOFT, PUPPET AND CHEF
- TORN BY WHICH TO GO TO AS PROPOSED BOTH
- VALUE STREAM MAPPING - HOW ?
- MICRO SERVICES A SUPPORT NIGHTMARE ?

OPENSPACES#1 - MICROSERVICES

- **LEGACY REPLACEMENT?**
- **MONITORING AND SUPPORT DOCS IN PLACE**
- **OWNERSHIP - LEGACY SNOWFLAKES**
- **REVERSING CONWAYS LAW**
- **DATABASE AND STATE MANAGEMENT**
- **PDB - TRANSACTIONS**
- **ONUS ON OPS - FULL CIRCLE, MICRO SILENCE**

THE SOCIAL

- PATRICK DEBOIS
- ORGANISERS
- OLD THEATRE
- CHAMPAGNE
- THINGS ON STICKS



DAY TWO...

- EAT CHEESE, HAM AND BREAD
- DÉJÀ VU AT THE VENUE
- NOW LETS SEE WHO'S HEAD IS WORKING...

COGNITIVE BIASES & OUR POOR INTUITION



■ NIGEL KERSTEN

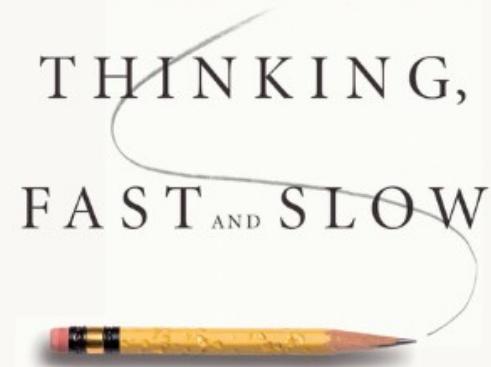
[HTTPS://SPEAKERDECK.COM/NIGELKERSTEN/DEVOPSDAYS-PARIS-2015-COGNITIVE-BIASES-AND-OUR-POOR-INTUITIONS-AROUND-PROBABILITY](https://speakerdeck.com/nigelkersten/devopsdays-paris-2015-cognitive-biases-and-our-poor-intuitions-around-probability)

[HTTP://WWW.DAILYMOTION.COM/VIDEO/X2NJ02H_DEVOPSDAYS-PARIS-2015-NIGEL-KERSTEN-COGNITIVE-BIASES-AND-OUR-POOR-INTUITIONS-AROUND-PROBABILITY_TECH](http://www.dailymotion.com/video/x2nj02h_devopsdays-paris-2015-nigel-kersten-cognitive-biases-and-our-poor-intuitions-around-probability_tech)

COGNITIVE BIASES & OUR POOR INTUITION

Two Systems

- System 1
 - Fast
 - Instinctive, automatic
 - Emotional
 - Subconscious
- System 2
 - Slower, requires effort
 - Deliberate
 - Logical
 - Lazy, easily exhausted
 - Conscious



DANIEL

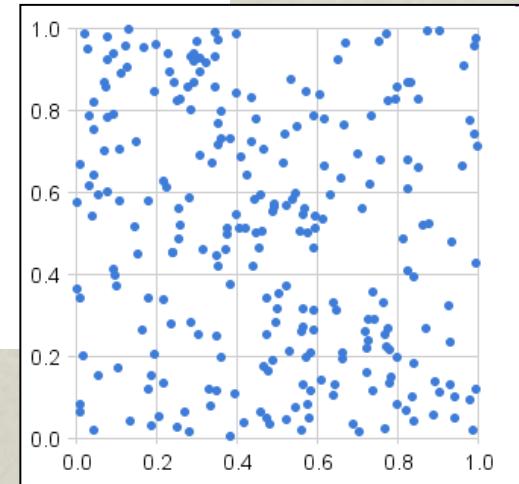
KAHNEMAN

WINNER OF THE NOBEL PRIZE IN ECONOMICS

COGNITIVE BIASES & OUR POOR INTUITION

System 1 is the problem

- Eliminates doubt, suppresses ambiguity to construct a coherent story
- Embellishes information to construct a complete story
- Jumps quickly to conclusions based upon constructed story

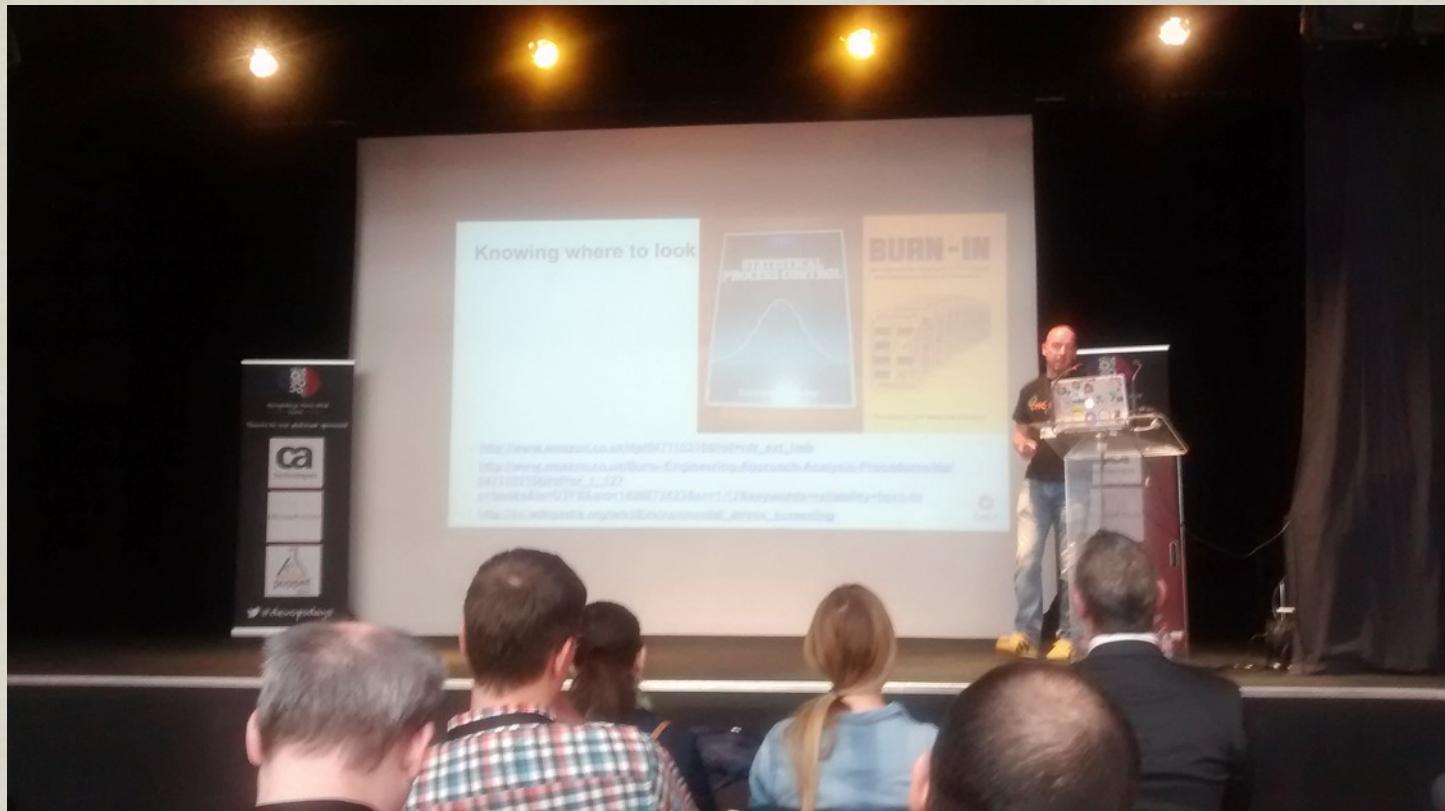


COGNITIVE BIASES & OUR POOR INTUITION

Biases in Postmortems

- Availability Heuristic
 - We consider *easily* recalled information to be *more* important.
- Hindsight Bias
 - We see events as predictable *after* they have occurred, regardless of whether they were or not at the time.
- Outcome Bias
 - Our assessment of actions is heavily affected by the consequence of those actions.
- Fundamental Attribution Error
 - We place too much emphasis on people's internal characteristics rather than external factors when trying to explain their behavior.

DESIGNING THE ENTERPRISE FOR MANUF



- SCOTT RUSSELL

[HTTP://WWW.SLIDEShare.NET/SCOTTRUSS/DESIGNING-THE-ENTERPRISE-FOR-MANUFACTURING](http://www.slideshare.net/scottruss/designing-the-enterprise-for-manufacturing)

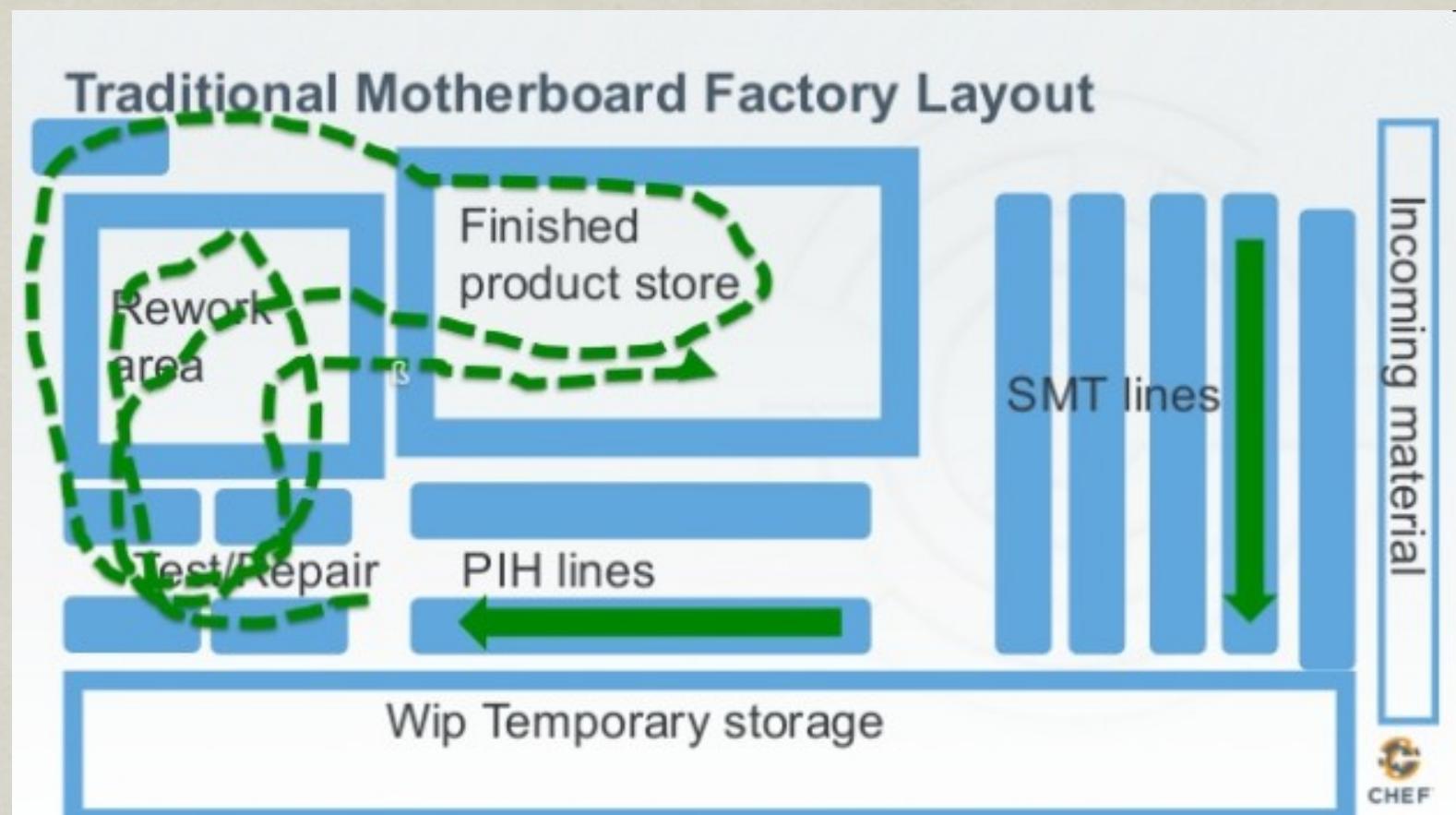
[HTTP://WWW.DAILYMOTION.COM/VIDEO/X2NJ0A8_DEVOPSDAYS-PARIS-2015-SCOTT-RUSSELL-DESIGNING-THE-ENTREPRISE-FOR-MANUFACTURING_TECH](http://www.dailymotion.com/video/x2nj0a8_devopsdays-paris-2015-scott-russell-designing-the-entreprise-for-manufacToring_tech)

DESIGNING THE ENTERPRISE FOR MANUF

Understand the Product mix

- High volume, low mix
- Low volume, high mix
- Both?
- 80/20?
- Where do you specialise?

DESIGNING THE ENTERPRISE FOR MANUF



DESIGNING THE ENTERPRISE FOR MANUF

Difference between QC and QA

- Quality Control, measures in-line process , promotes pass/fail, scrap rework mentality – don't use it. Effectively policing the process.
- Quality Assurance, checks that procedures/work instructions are being followed, it's key indicator is that you should be able to remove all QA from the production line, and the line will still function, generating good product. Over time (days/weeks) the process will drift into non-conformity. Don't remove it.



CHANGE MANAGEMENT AT SCALE



▪ PIERRE-YVES RITSCHARD

[HTTPS://SPEAKERDECK.COM/PYR/CHANGE-MANAGEMENT-AT-SCALE](https://speakerdeck.com/pyr/change-management-at-scale)

[HTTP://WWW.DAILYMOTION.COM/VIDEO/X2NNVHM_DEVOPSDAYS-PARIS-2015-PIERRE-YVES-RITSCHARD-CHANGE-MANAGEMENT-AT-SCALE-RESPONSIBLE-AGILE-DELIVERY_TECH](http://www.dailymotion.com/video/x2nnvhm_devopsdays-paris-2015-pierre-yves-ritschard-change-management-at-scale-responsible-agile-delivery_tech)

CHANGE MANAGEMENT AT SCALE



CHANGE MANAGEMENT AT SCALE

SERVICE DESIGN

- Service catalog
- Capacity Management

SERVICE OPERATION

- Problem management
- Incident management

SERVICE TRANSITION

- Configuration Management (CM)
- Change management

CHANGE MANAGEMENT AT SCALE

CMDB

Configuration Management Database

- Holds configuration items and their relationship
- Somewhat conflates Asset Management and Configuration Management

CHANGE MANAGEMENT

- Defines change lifecycle
 - RFCs and classification (standard, emergency, normal)
 - Change Acceptance Board (CAB, ECAB)
 - Change records
- Technical and organizational challenges

CHANGE MANAGEMENT AT SCALE

EXAMPLE APPROACH:

- RFCs
 - **Standard Changes:** Config Mgmt or Command-and-Control recipe
 - **Normal Changes:** Doc update for the corresponding service platform
- CAB: Pull requests
- Change records: Archived chat logs
 - Hubot is great for this

DAILY DELIVERIES AT SAP



■ **DIRK LEHMANN**

[HTTP://WWW.DAILYMOTION.COM/VIDEO/X2NNYSK_DEVOPSDAYS-PARIS-2015-DIRK-LEHMANN-MAKING-THE-ELEPHANT-DANCE-DAILY-DELIVERIES-AT-SAP_TECH](http://www.dailymotion.com/video/x2nnysk_devopsdays-paris-2015-dirk-lehmann-making-the-elephant-dance-daily-deliveries-at-sap_tech)

DAILY DELIVERIES AT SAP

- SAP MASSIVE ERP SOLUTION USED BY BIG ORGANISATIONS
- 229 PRODUCT STANDARDS CHECKED ON RELEASE - BUSINESS WANTS TO GO FASTER
- "NO CUSTOMER WANTS DAILY RELEASES"
- SMALL STARTUP TEAM DEVELOPING CLOUD BASED SOLUTION

SCREWING UP FOR FUN AND PROFIT



- OLIVER HANKELN

[HTTP://WWW.SLIDEShare.NET/OLIVERHANKELN/SCREWING-UP-FOR-FUN-AND-PROFIT](http://www.slideshare.net/OLIVERHANKELN/SCREWING-UP-FOR-FUN-AND-PROFIT)

[HTTP://WWW.DAILYMOTION.COM/VIDEO/X2NT240_DEVOPSDAYS-PARIS-2015-OLIVER-HANKELN-SCREWING-UP-FOR-FUN-AND-PROFIT_TECH](http://www.dailymotion.com/video/x2nt240_devopsdays-paris-2015-oliver-hankeln-screwing-up-for-fun-and-profit_tech)

SCREWING UP FOR FUN AND PROFIT

Post mortem

- Bring together people from all affected departments
- Collect a timeline of events
- Find the root cause
- Define actions

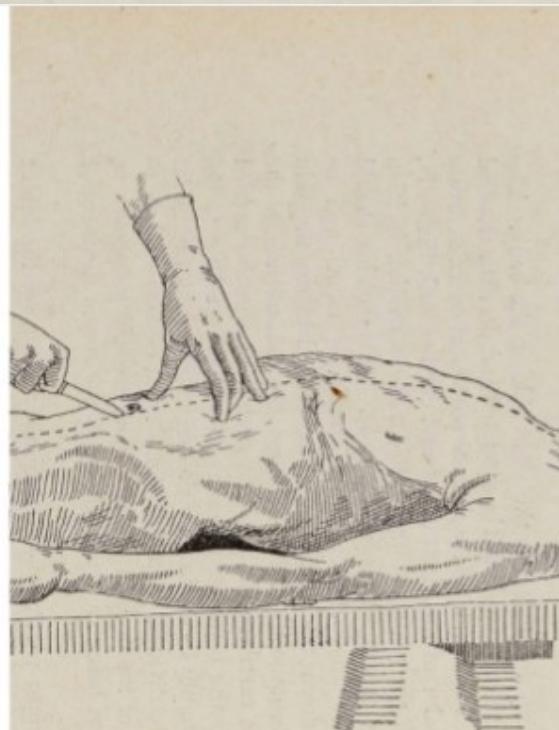


FIG. 4.—Preliminary Incision.

SCREWING UP FOR FUN AND PROFIT

- **ANTI-PATTERN : HIDING MISTAKES**
- **PATTERN : PROACTIVE COMMUNICATION**
- **ANTI-PATTERN : BLAMING**
- **PATTERN : ACCEPTING**
- **ANTI-PATTERN : ARC OF ESCALATION**
- **PATTERN : TALK TO PEERS**
- **ANTI-PATTERN : COWARDICE**
- **PATTERN : EMBRACE FAILURE**

LUNCH#2

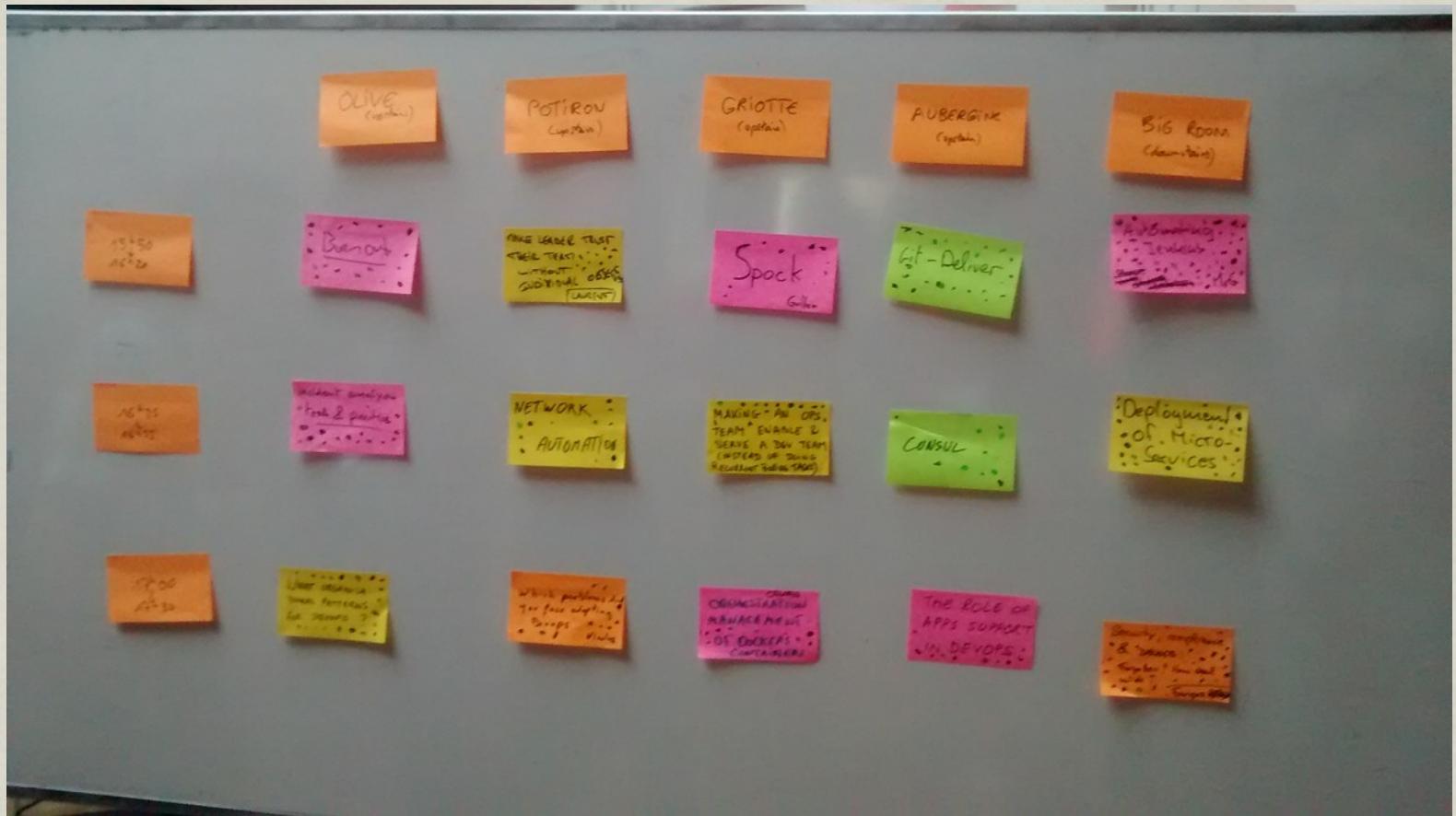


- EAT CHEESE, HAM AND BREAD

IGNITES#2

- AUTOMATING JENKINS
- DATA ON DEMAND - DELPHIX
- GIT DELIVER
- HOW TO RECONCILE ITIL AND DEVOPS
- SPOCK
- LOGMATIC

OPENSPACES#2



OPENSPACES#2

- **BURNOUT**
- **MAKE LEADERS TRUST THEIR TEAM WITHOUT INDIVIDUAL OBJECTIVES**
- **SPOCK - NEW NAME FOR DEVOP ENGINEER**
- **GIT DELIVER**
- **AUTOMATING JENKINS**
- **NETWORK AUTOMATION**
- **MAKING AN OPS TEAM ENABLE AND SERVE A DEV TEAM (INSTEAD OF DOING RECURRING TEDIOUS TASKS)**

OPENSPACES#2

- **CONSUL**
- **WHAT PROBLEMS DID YOU FACE ADOPTING DEVOPS**
- **DEPLOYMENT OF MICROSERVICES**
- **ORCHESTRATION MANAGEMENT OF DOCKER CONTAINERS**
- **THE ROLE OF APPS SUPPORT IN DEVOPS**
- **SECURITY AND DEVOPS**

OPENSPACES#2

- SPOCK - NEW NAME FOR DEVOP ENGINEER
- I THOUGHT THE ROLE WAS JUSTIFIED
- DEPENDS ON THE ORGANISATION

AU REVIOR



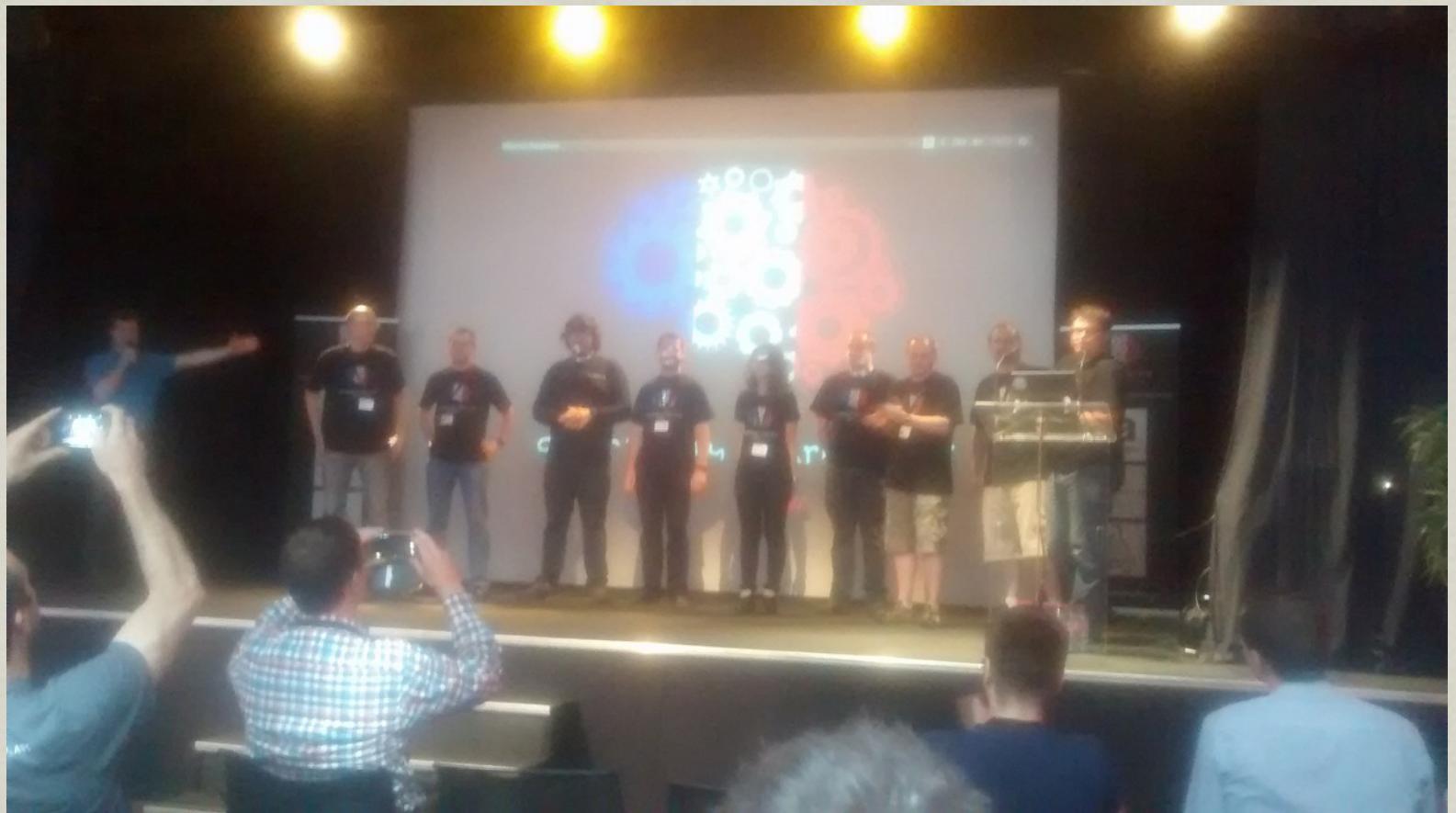
AU REVIOR



~~▪ EAT CHEESE, HAM AND BREAD~~

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Pasty Shop Kings Cross	
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Take Away	
1 Steak Big One	5.29
Cash	5.29
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Net TTL	4.41
Subtotal	5.29
Payment	5.29
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VAT NUMBER:	884 2579 78

MERCI BEAUCOUP



THE IGNITE - H2MAKADMG420E



THE IGNITE – ET MORTE :-(

We've uploaded video of the sessions that were recorded to our [Dailymotion page](#) (unfortunately the video from the first day's Ignite sessions were corrupted beyond repair). We are in the process of adding links to the slides for each of the videos, too. Feel free to share this link with everybody who might be interested.

- **HTTP://GRAUONLINE.DE/CMS2/?PAGE_ID=5**
- **WOW**
- **NOW LIVE ON DAILY MOTION PAGE :-)**

THE IGNITE – ANYONE WANT TO SEE IT ?

