

INET 4031

Homework 1

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Question 1

What are the three things that Chapter 1 says struggling system administration teams should do to improve their process?

Three things that struggling system administration teams should do to improve their process is:

1. Track and Control Work In Progress: Installing and implementing helpdesk automation software will ensure that you do not lose any tickets/requests from customers. You can't fix something if you don't know what to fix. Losing customer requests is a quick way to make a mess of your System Administration department.
2. Automate OS Installation: Installing Operating Systems is one of the biggest time sinkholes for a SA department. Employees should not be spending a lot of time installing Operating Systems when they can be automated. This will save time and let the SAs focus their attention on more important issues.
3. Adopt CI/CD for software pushes: Continuous Integration automates necessary builds and tests that need to be run each time there is a change in the source code. If the tests pass and the CI was successful, then Continuous Delivery automatically delivers the new code to a test environment and sometimes to production. When SAs don't have to do any of this manually, they can focus their time and energy on bigger issues.

Question 2

What is meant in Chapter 2 by "Launch Early and Often?"

The phrase mentioned in chapter 2 "launch early and often," means to release new systems frequently in small iterations instead of trying to release all of it at once. There is a mindset shift as well, in small batch releases try to focus each release on an assumption you have instead of obsessing over new functionality. This allows you to get feedback from the users and use that feedback in the next release. If you had an assumption that ended up being wrong, now you can "pivot" directions a lot easier than if you were to release the whole system all at once. Launching early and often can also be referred to as the "Minimum Viable Product." This allows teams to release a new version and collect important information from the users without doing a lot of work. Releasing new systems all at once is more stressful on the workers, less efficient, and can lead to catastrophic failures instead of small failures followed up by a big success.