# The Home Depot (THD) Internal Handoff Summary

### Areas for general information

* [Confluence Client Lobby page](https://confluence.puppetlabs.com/pages/viewpage.action?pageId=30442307)(s) include references, stakeholders, architectural information, historical summary, etc.
* The [THD drive](https://drive.google.com/drive/folders/1wVwRXznJtlDnVyOFsskb8t-yQsBFdVPv)  contains all other customer+puppet documentation etc outside of the client lobby
* **Sync Cadence:** Monthly at customer request, customer attendees are all practitioners

### Outstanding Action Items

* **FY23Q1**: THD team to test Code Manager in 2019.8.9; TAM to verify this will suffice processing duration time reduction needs.
* **FY23Q1:** QBR to be scheduled for April ‘22 either virtual or in person depending on current circumstances with COVID. Travel policies etc.
* **FY23 Q1:** Relay presented to THD team October 2021 - Previous leadership moved to cloud group - George mentioned it and was shot down to Randy. Look at reintroducing during QBR as part of the...walk-through roadmap & Spring 2022 (April)
* [~~Michael Weintraub~~](mailto:michael.weintraub@puppet.com) ~~to join the Puppet community. They don’t have a dedicated channel by choice but are in the community and will respond when you engage them.~~
* [~~Jenna McCarthy~~](mailto:jenna.mccarthy@puppet.com) ~~review and add additional context to THD feature list~~
* [Erwin Solis](mailto:erwin.solis@puppet.com) schedule Ansible presentation review prior to THD meeting

### Features and Bugs

[Current open features being tracked](https://docs.google.com/spreadsheets/d/1jMl_bmMMZwIh_SmTzZtAcRF6uDtFKhq6lAGnd0EblD8/edit#gid=1035536252) we have made and are making some progress since I took over the account a few months ago. Notably the code manager updates and the future release of onceover being included in the PDK as part of the refactoring.

Also you can find them in JIRA using the issue filter with the following parameters:

All open feature requests & bugs:

labels = 001G000000iGImYIAW AND status != Resolved AND status != Closed AND status != Done ORDER BY created DESC

All feature requests & bugs including closed items:

labels = 001G000000iGImYIAW

### Pain Points

1. **Codemanager:**
   1. Responsiveness using it with pre-2019.8.8 install because they have 1200+ modules checking all deltas under 30 secs
   2. **Next steps:** Install 2019.8.9, test parameters; implementation of code manager
2. **Self-healing:** advanced notifications around warning notifications
   1. Most issues listed would be resolved with either the standard configuration use of Puppet or bringing relay in to do notifications and remediation workflows. E.g chatops in slack for CA certs.
3. **PDK “onceover” (control repo validation/checking) integration:** This is resolved in the new refactoring/re-write of the PDK
4. **Puppet documentation & Upgrade experience:** It's been difficult in the past due to our documentation. It is recommended that they provide their upgrade plan to us in advance to review with our support/solution arch team (Ried as helped with this previously). We do not have good detailed documentation for the external db configuration they are using.
5. **Support experience:** They had had a minor frustration in a recent support engagement. They considered the questions from the field rep to be redundant questions.
6. **PE Upgrades**: Home Depot change request is created to do the upgrade - TAM will need to run past Reid and/or other SA… Also, they will ask us to review this. Historically, Home Depot has been very frustrated with the upgrade process for a few reasons:
   1. They would like to be able to do upgrades leveraging an HA-like experience instead of having to do upgrades in place.
   2. They find their upgrades to be 2x as lengthy due to the redundancy they have built into their install.
   3. Changes are drastic between upgrades. This one is interesting. So much changes between upgrades because their upgrades are overly complicated. So it’s really a question of would less change if we made the upgrade process easier? Or would they still be on this 9-12 month upgrade cadence regardless?
   4. Because their infrastructure is so redundant their upgrades are painful. This is in-part due to their lack of a repeatable process, which we are working on with them. The other aspect is their split install which makes the upgrades more manual and in-depth.
   5. Reference May 2021 - [THD Upgrade Review 5/18/21](https://docs.google.com/document/d/1_5xUMErl_uxJzN8tJ8I2AH2hzUyu5DAI_ctWpRpt1WA/edit#)
7. **Orchestrator view, queuing and prioritization:** we don't have anything to deliver on the roadmap today due to our replatforming of Puppet

### Customer Success Plan (CSP) - FY23

* Review and present to THD prior to next QBR for FY23Q1
* [FY23Q1: THD Customer Success Plan (CSP)](https://docs.google.com/presentation/d/1UA2SgzBhupjynu1mxwdatbUvdZHzU_ccWcxpXyZImM0/edit#slide=id.g78d129288b_0_0)

### Quarterly Business Review (QBR) - FY23

* QBR for FY23 Q1 to be scheduled - Spring 2022 (April) onsite - circumstances permitting
* *Suggested items to include:*
* Showcase achievements and goals met from Puppet Team
* Product to Paint the vision of Puppet - Present various Product Roadmaps and Demos
* Encourage other attendees not on Puppet team to share objectives that will support George and team
* Historical Data Platform (HDP) POC During October '21 monthly call, the team informed us they will be reaching out in the future to discuss this further. This would be good to revisit as there was some interest but limited due to George’s time in the new role at THD

## 2022.01.05 - Meeting with George+Erwin+Michael

1. Puppet is a deployment mechanism
2. Puppet runs on agent in noop all day and is only be actually executed once a day
   1. Internal customer treat Puppet as “glorified deployment machine”
3. George: The ansible integration is going to be incredibly important
   1. We need to have the team think about this
   2. George manages: Puppet, SCCM, packaging and patching teams
      1. Unifying workstreams
      2. Platform and OS agnostic

## Q&A and additional take aways

1. Distinguish the Andrews
   1. [Randy Greenburg](mailto:randy.greenburg@puppet.com) can you give a little background on how you work with [Andrew Beasley](mailto:andrew_beasley@homedepot.com) vs [andrew\_d\_sears@homedepot.com](mailto:andrew_d_sears@homedepot.com)? I don’t have any experience with them. Thanks!
2. [Erwin Solis](mailto:erwin.solis@puppet.com) & [Michael Weintraub](mailto:michael.weintraub@puppet.com)here is a finding doc from their most recent PS engagement…this has a few more details around their pain points & processes that are still experienced today. [THD Engagement Docs - July 2020](https://docs.google.com/document/d/19KJGv-2ZNPG72aNxyOT4pQv80fdOtpGIgi_88yaBkMU/edit#heading=h.2gazcsgmxkub)

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## Previous notable sync meetings outside of the main syncs

### 2021 October sync with Patrick on ServiceNow Integration

1. ServiceNow integration limitations and per Patrick at THD
   1. - Does not update hieradata node yaml files with vars
   2. - Does not update roles and profiles that are stored in control repo
   3. - Does not update the Puppetfile based upon values passed to it from Service Now
   4. - Does not deploy those changes made to the control repo via r10k. Needs to deploy in a quick method of environment and module. Last I checked Code Manager was still not up to par with how r10k works so needs to be r10k.
   5. - Does not run puppet up to X amount of times or successfully.
   6. - Does not update the CI's in a CHG if Puppet was successful or not on the puppet run. Or if r10k failed, or if something else failed.
   7. - Would need to handle up to 1499 systems per CHG, multiple CHGs running at the same time without causing issues and all inside of the CHG window.
   8. - Needs to check if the CHG is Approved to run, and if the rpms exist in the proper yum repo.
   9. - With our current solution we run about 2.5 million changes a year to Production, and about 4-5 million changes per year to Store Production.
   10. - Would need to be able to run r10k across specific environments as our control repos in Datacenter and Store are in different repos, and different orgs.
   11. - Would be nice to be able to send a report to the customer when the CHG is over with what items failed, which were successful and a copy of the run via email. We currently send an email that contains the failed systems, and the CHG number.

### 2021 August

1. **Recording:** https://puppet.zoom.us/rec/share/SmQJI7QnUz4AZRQ9mdKd4wfeVSEJQbVaHVM3gw\_YLx0rq3Rqsrymme8ji4ZZZMKw.TIET2-rtA96AEEaK **Passcode:** @7+\*QL6+
2. Home Depot auto generates Puppet code at very high frequency or something very complex that is documented in tribal emails. R10k may just be sufficient for them. The issue that I understood was related to r10k: <https://tickets.puppetlabs.com/projects/CODEMGMT/issues/CODEMGMT-1415>
3. They will be able eventually move to code manager because of these updates.
4. Carol said we are moving to a containerized model.