| **Project** | | | |
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| **Client:** | The Home Depot | **Date:** | 06/15/17, 3:30-4:00 CT |
| **Home Depot Attendees:** | Sean Dougherty  John Thebault | **Puppet Attendees:** | Erica Sivak  Dan Bennett |
| **Location:** | Conference Call | **Meeting Name** | Puppet / The Home Depot Weekly TAM sync |

| **Goals** | | | |
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| **Items** | **Forecast Date** | **Actual Date** | **Status** |
| Converting from HPSA OpsWare to Puppet | FY17 Q1 | 6/15/2017 | Complete |
| Upgrade from 2015.3.3 to 2016.4.3 | FY17 Q1 | TBD | In Progress |
| Switch from r10k mco to Code Manager | FY17 Q1 | TBD | In Progress |

| **Discussion Topics** | |
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| **Topic** | **Discussion** |
| [24952 - John Thebault - Long running puppet agent -t --debug --noop](https://puppetlabs.zendesk.com/agent/tickets/24952) | Troubleshooting is still in progress. There is a potential rebuild of all QA store kits on the horizon. This is not confirmed but worth noting. |
| OpsWare Conversion | OpsWare is officially shut down. The team is currently triaging issues reported by internal customers as the result of the shutdown.  Will be onboarding a contractor in the near future to perform outlier Opsware conversions. It’s anticipated that these ad-hoc conversions will occur on an ongoing basis.  *Priorities*  Now that the Opsware conversion is complete, Sean wants to start switching his focus towards:   1. Support Issues 2. Upgrade to 2016.4.2 3. Config Management with Puppet 4. Cloud Management |
| Upgrade Status (2016.4.2) | Production upgrade on hold until Opsware triage items are complete. Upgrade to 2016.4.2 is complete in Dev and QA. |
| Metrics | *Current Metrics*  The metrics Sean has right now is how well his is deploying deploying, which is well in Production.  Currently leveraging PQL and PuppetBoard.  *Feedback*  By default cached catalogs are turned on. This shouldn’t be the case. Cached catalogs were off in the data centers but on in the stores. This causes skewed metrics. Internal customers would report issues with their deployments and the catalog was in fact applied but there could potentially be an issue with master-agent communication.  *Metrics*  The metrics effort will be moving to the foreground and is a deliverable for FY18 Q2 (July). Goal will be to have a set of metrics established and to be reporting on them.  John’s goal is to be able to publish out all the teams’ progress, report on meaningful metrics and ultimately refine processes to be more nimble.  Current reporting is done with PuppetDB, JSON files and home-grown tools that track the total number of changes, in addition to other metrics.  Erica sent over information on metrics and tuning in PE to John/Sean. |
| Internal Customer Issue Triage | This is the number one issue for Sean’s team post OpsWare shutdown.  Need to determine a better system to root cause the issues that occur.  A recent issue is that MCollective mco runs were failing.  Sean would like to determine a way to best triage a list of run issues.  John to send a list of recurring issues. |
| Code Manager / File Sync | MCollective is a short-term solution as it isn’t ‘fire and forget’.  Long term plan will be transition to Code Manager / File Sync.  Code Manager internal conversation is still in process. The process to switch to Code Manager will take some time in terms of planning. |
| Failover | Currently failover plans include many ‘home-grown’ systems. Sean wants to move away from these and towards PE supported capabilities.  Monitoring and alerting to these scenarios are also key. Being able to know when a failure occurs is important. In the past the MOM went down in non-prod and there was no alert.  Main Question - What failover capabilities does PE support? Specific emphasis on failover from a cert perspective. |
| Monitoring | Nagios is being used in QA but not Production. Nagios is on the PuppetServer but not on the clients.  Splunk is being leveraged enterprise wide but there is a push to move to Rocana. |
| Integrating Puppet with the Cloud | Sean would like to discuss Puppet’s cloud roadmap and what the future would look like in terms of managing Home Depot’s cloud infrastructure with Puppet.  Sean will begin partnering with other teams to look towards cloud infrastructure management.  Integrations to explore include Cloud Foundry and Google Cloud. |
| Code Refactoring | Discussed code refactoring and coding best practices. |
| Windows Roadmap | Explore the Windows use case at the Home Depot. |
| PuppetConf | Discussed PuppetConf and the availability of training prior to the conference. Sean noted that they tentatively intend to send 2 individuals. |
| Training | As a new partnership within Home Depot emerges, Sean is looking for opportunities to get IT Ops trained. Goal is the have IT Ops take over running things from a Linux POV.  Erica to send training options and information to Noel. |
| QBR | Erica to follow-up with Sean via email to determine dates for upcoming QBR. |

| **Risks Raised** | | | | |
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| None at this time. | | | | |

| **Support Tickets** | | |
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| **Ref #** | **Change** | **Status** |
| [24952](https://puppetlabs.zendesk.com/agent/tickets/24952) | Long running puppet agent -t --noop --debug | Open |

| **Jira Tickets** | | |
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| **Ref #** | **Change** | **Status** |
| [PDB-2487](https://tickets.puppetlabs.com/browse/PDB-2487) | Allow for a "resource-events-ttl" to reduce the number of days of events that are stored ([16899](https://puppetlabs.zendesk.com/agent/tickets/16899)) | Open |
| [ENTERPRISE-594](https://tickets.puppetlabs.com/browse/ENTERPRISE-594) | Compile Master Installs should not reach out to the internet for agent tarballs ([17472](https://puppetlabs.zendesk.com/agent/tickets/17472)) | Open |
| [SERVER-377](https://tickets.puppetlabs.com/browse/SERVER-377) | “puppetserver gem” command doesn’t work from behind a proxy server ([16979](https://puppetlabs.zendesk.com/agent/tickets/16979)) | Resolved |
| [PE-14397](https://tickets.puppetlabs.com/browse/PE-14397) | pe-orchestrator class is absent from the console classification after an upgrade from a monolithic installation ([17041](https://puppetlabs.zendesk.com/agent/tickets/17041)) | Closed |
| [FACT-1379](https://tickets.puppetlabs.com/browse/FACT-1379) | Facter returns incorrect MAC address for bonded interfaces ([17577](https://puppetlabs.zendesk.com/agent/tickets/17557)) - fixed in 2016.1.2 | Closed |
| [PUP-6099](https://tickets.puppetlabs.com/browse/PUP-6099) | Additional file and mount auto require - fixed in 2016.2 | Closed |