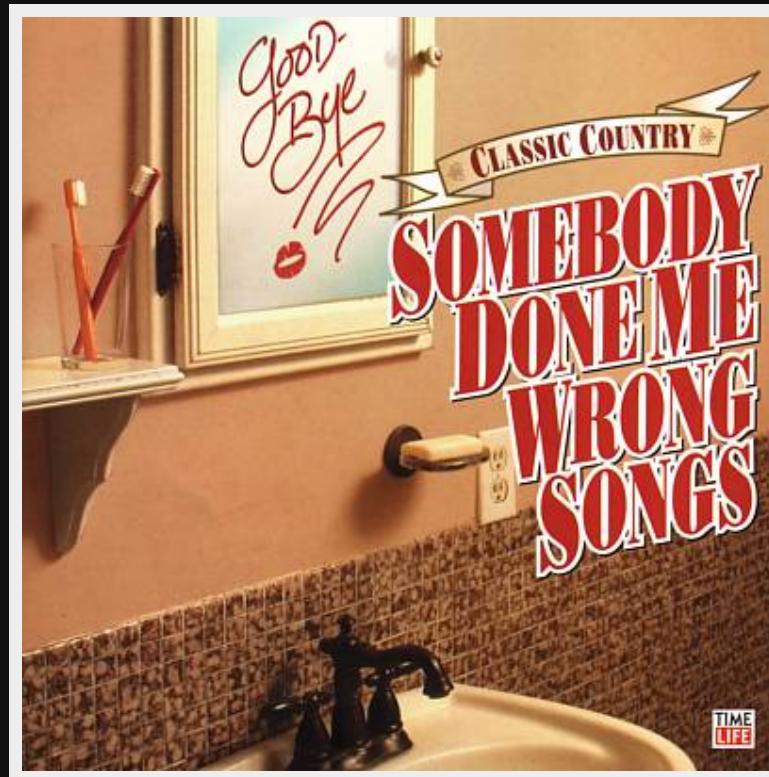


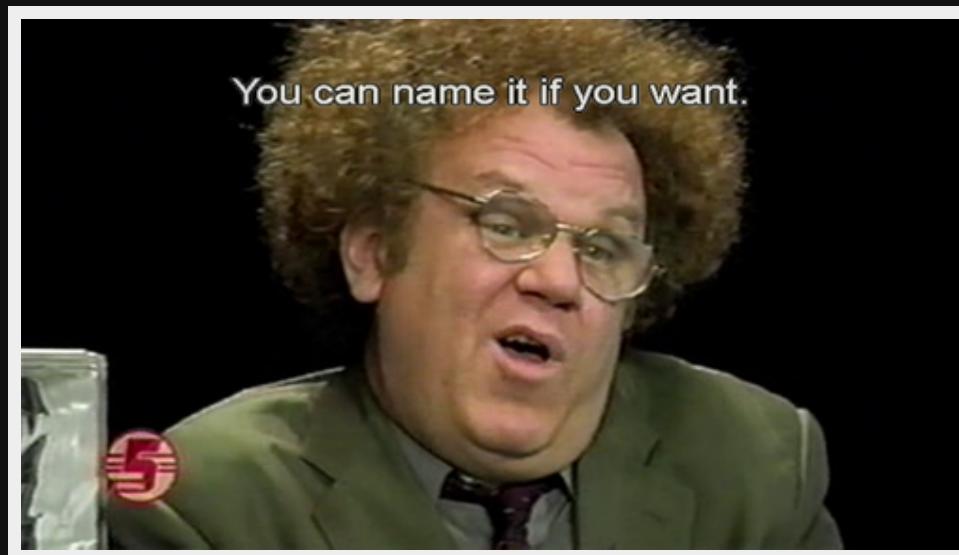
# devops done us wrong



# you don't know me, man

@sdmouton

My geek creds may be inferior to your geek creds



Imposter Syndrome

# **perspective**

"I had a stick of carefree gum, but it didn't work. I felt pretty good while I was blowing that bubble, but as soon as the gum lost its flavor I was back to pondering my mortality."

-Mitch Hedberg

# **perspective**

"I'm gonna fix that last joke by taking out all the words and putting in new ones."

-Mitch Hedberg

# great artists steal

damon edwards devopsdays mtn view '13

sharing experience is a fundamental value of our community of  
practice

# serendipity



# i can has unicron?

Sysadmin for a small ops team in municipal government

Central IT Dept.

300 staff

Over 12k total employees

# i can has unicron?



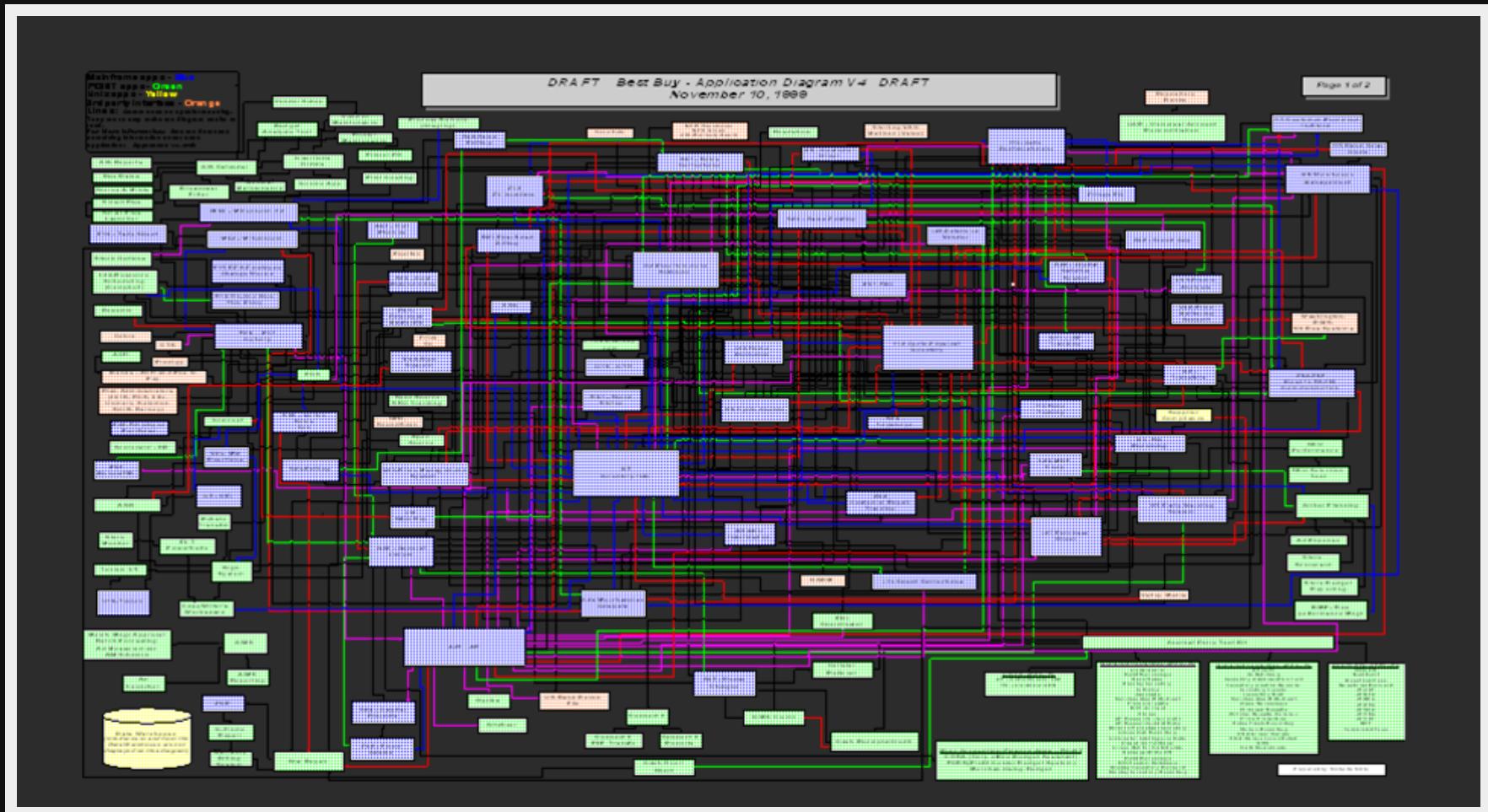
# i can has goat then?

Depts. have dev teams, important for each to integrate well.



# goat and the silo

local optimization vs best optimization for the system



# govops

Bikeshedding is a spectator sport

Blamestorm on the horizon

Even our silos have silos... comfortable silos.

# govops

1.



1. Draw some circles

# govops



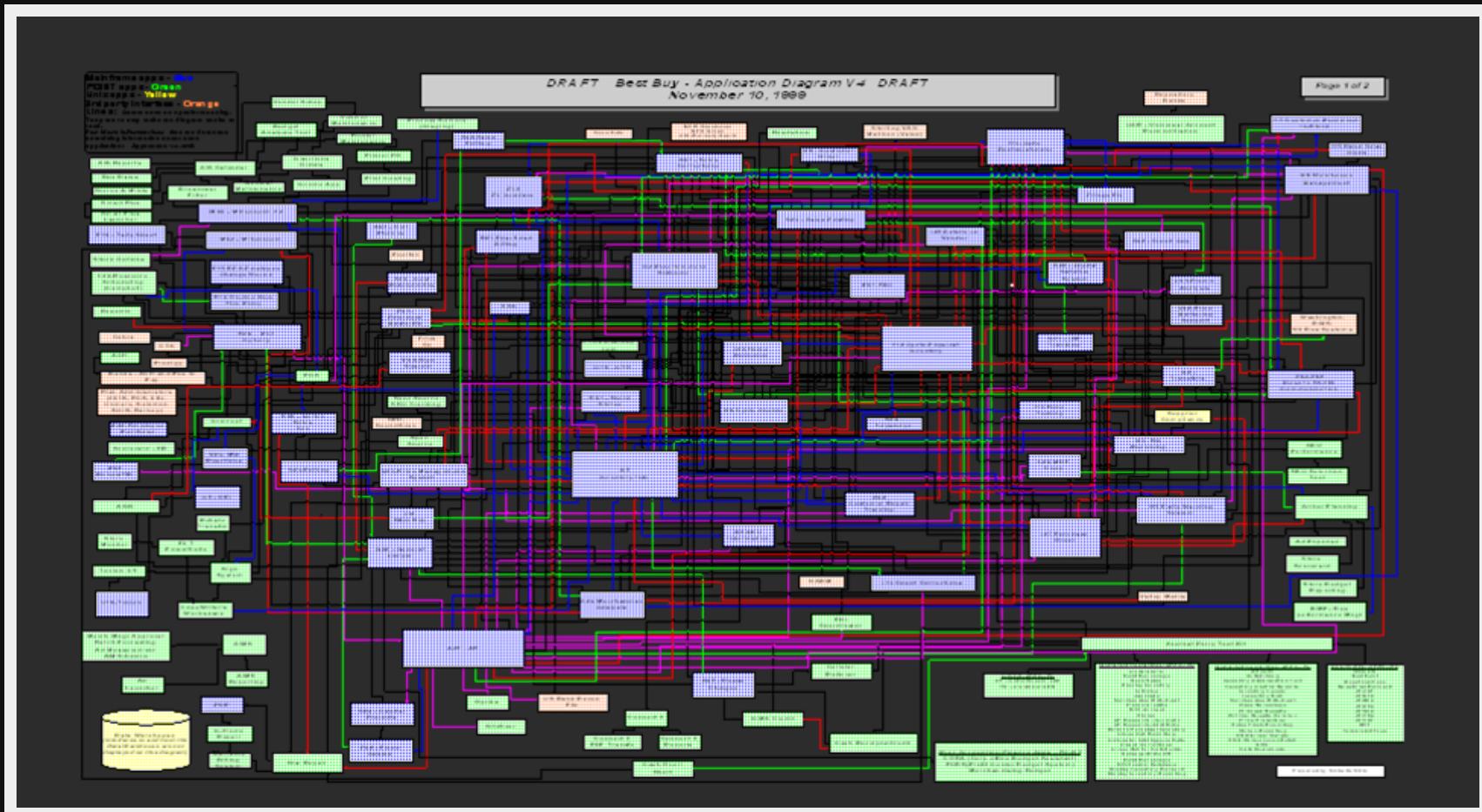
# govops

Welcome to your new life as a BA for Super Business App!



# govops

- This is how it works



# govops

- Call this guy for documentation:

# govops



# what is the problem?

no one knows anything about anything until a pager goes off



literally a pager, my wife thought I was a drug dealer

# what we did

started with the tool



at least we talked about *why* we wanted to do it

# why for dns entries

- We need better tooling
- This manual process is awful
- We want to be able to have support

# everything is a freaky dns problem



# cms

- someone perceives there's a problem
- telephone game (no one cares about the ticketing system)
- the problem is that the cms is slow

# cms

- root cause analysis
- problem is with a technical product, address it with technology!
- no metering
- look at saas

# cms

MMercenaries and auxiliaries are useless and dangerous; and if one holds his state based on these arms, he will stand neither firm nor safe; for they are disunited, ambitious and without discipline, unfaithful, valiant before friends, cowardly before enemies; they have neither the fear of God nor fidelity to men, and destruction is deferred only so long as the attack is; for in peace one is robbed by them, and in war by the enemy.

- Niccolo  
Machiavelli

thar be monsters



# chutes and ladders

# coldfusion

it's for **enterprise apps**  
had a emergent problem



1. Draw some circles

# coldfusion

started with the business need  
no pushy ideas about how  
never talked about echo chamber terminology  
just talked about presenting problem, tooling and workflows

# coldfusion

interested parties +1



# lessons

do you need customers once, or customers for life?

# showcone wranglers

speaking of culture...

if you can't fire people don't write them off

# my pain is your pain



credit Scott Adams

# get involved

because otherwise...



Harry Houdini does his famous  
"escape from reality" trick.

# that's my time

again, @sdmouton

might be found idling in freenode in your favorite channel as **moutons**  
check out readops and follow @readops  
read sysadvent and follow @sysadvent