"I'm more excited about ChatOps than any other idea in the last 10 years" — Guido P.

### change a · gent / CHānj 'ājənt /

noun

A person who helps an organization transform itself by focusing on such matters as organizational effectiveness, improvement, and development..

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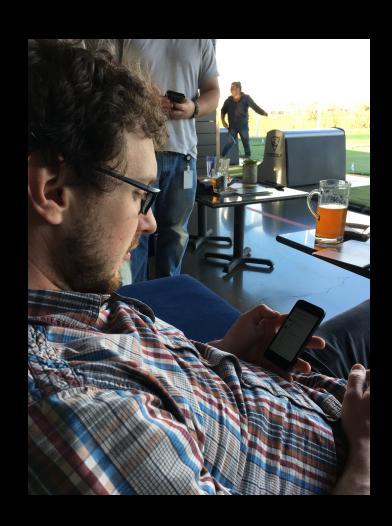
# chat aps/

noun

A collaboration model that connects people, tools, process, and automation into a transparent workflow.

#### chat · ops

Storage migration in progress with ChatOps monitoring



/än'bôrdiNG/

noun

the action or process of integrating a new employee into an organization or familiarizing a new customer or client with one's products or services.

... New hire day 1

... Immediate gratification

... Autobuild Coffee Scripts

... git, CI pipeline, Hubot

# fric • tion /frikSH(ə)n/

noun

conflict or animosity caused by a clash of wills, temperaments, or opinions.

@scottnasello @DevOpsDaysRox

... permissions

... dependencies

... training & experience

... context

... timezone & language

... organization structure

... tribal knowledge

... transparency

... guardrails

... adhoc collaboration