

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

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# 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•ops

/Chat äps/

*noun*

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

chat•ops

Storage migration  
in progress with  
ChatOps monitoring



# on • board • ing

/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.

on • board • ing

... New hire day 1

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on • board • ing

... Immediate gratification

on • board • ing

... Autobuild Coffee Scripts

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on • board • ing

... git, CI pipeline, Hubot

# fric·tion

/friksH(ə)n/

*noun*

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

fric·tion

... permissions

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fric·tion

... dependencies

fric·tion

... training & experience

fric·tion

... context

fric·tion

... timezone & language

fric·tion

... organization structure



fric·tion

... tribal knowledge

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fric·tion

... transparency

fric·tion

... guardrails

fric·tion

... adhoc collaboration

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