

"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..

# 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

on • board • ing

... Immediate gratification

on • board • ing

... Autobuild Coffee Scripts



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

fric·tion

... dependencies

fric·tion

... training & experience

fric·tion

... context

fric·tion

.. timezone & language

fric·tion

... organization structure



fric·tion

... tribal knowledge

fric·tion

... transparency

fric·tion

... guardrails

fric·tion

... adhoc collaboration