

bit.ly/chat-lfnw

Demo Thunderdome

- Participate with Slack (web, app)
- Build your own bot in a VM
- Play the game with your bot
- Vanquish the others to be on the display



Chat Ops

LinuxFest Northwest
2019

Who?

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We support companies, and their developers, that create
web-based software that runs on Linux-based servers

Why?

A few stories..

Why?

A few stories..

.. about a Pickaxe

Why?

A few stories..

.. about a Pickaxe

.. and slow things

Why?

A few stories..

.. about a Pickaxe

.. and slow things

.. and a presentation

A Pickaxe..

A Pickaxe..

In the early days of the great Dev and Ops wars
when Docker was still in the shipyard and AWS had
little competition.

There was a client..

- Bare Metal, Colo, Outgrowing capacity
- New QA stack at AWS
- \$\$\$, Puppet, AWS API, Python
- Hipchat
- ..I don't want to wait
- ..I don't want to be involved

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A Bot is Born...

..pickaxe?

What is a bot...

- Just a program, that acts as a user
- ..typically in a Chat system
- ..that watches for things to be said
- ..and runs code based on what is said
- ..and/or tells you about stuff as it needs to

..typically in a Chat System?

For those who might have recently woke up from a long coma

..typically in a Chat System?

For those who might have recently woke up from a long coma

Communication

..typically in a Chat System?

For those who might have recently woke up from a long coma

Communication

With a Keyboard

..typically in a Chat System?

For those who might have recently woke up from a long coma

Communication

With a Keyboard

.. at a distance

**YOU'RE TEXTING THE PERSON SITTING
RIGHT NEXT TO YOU?**

HOW ORIGINAL.

memegenerator.net

chat

... is not new

chat

... is not new

First Multi-User Online Chat 1973

chat

... is not new

First Multi-User Online Chat 1973

Internet Relay Chat (IRC) - 1988

chat

... is not new

First Multi-User Online Chat 1973

Internet Relay Chat (IRC) - 1988

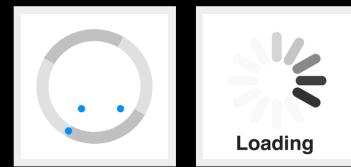
**Now - Chat is everywhere, multiple platforms
Some studies suggest the primary form of
human communication?**

A slow thing..

A slow thing..

There once was a ticket system. It was as slow as a system could be. To "admin" a job would take 10 minutes, for an action that only took three..

..loading



- Not just the loading, lots of steps
- I am already in the chat, interacting with the client
- Switch to browser, click, click, click down
- New ticket, fill out details, the same I do 80% of the time



A Bot is Born...

- Ticket system has API
- Slack has API
- I can haz code

```
!ticket flarnscorp "Widget 5421 has busted grommet" Slack message, grommet has ripped
```

```
!time 4311 @today 10am until 10:15 "Dab some snodder at the joint, all good"
```

```
!ticket status 4311 completed
```

A Bot is Born...

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```
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A presentation..

- Open Source Summit 2018, Vancouver
- Surviving the Chaos, a Field Guide, Andrew Hobden, PingCap
- Pre-canned, ready to use environments to try stuff
- Chaos in the chaos talk
- Great thing to automate

DevOps

DevOps

Software development to manage your Operations

DevOps

Software development to manage your Operations

Two great things merged together

Chat Ops

New Buzzword for something we have been doing
for ages.

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A Chat Bot..

Chat Ops

New Buzzword for something we have been doing
for ages.

A Chat Bot..

..provides an alternative User Interface for DevOps
automation

Buzz Word

Buzz Word

- They want it

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- They want it
- They think it is cutting edge

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Buzz Word

- They want it
- They think it is cutting edge
- They have \$
- It is easy and free to get started making a bot
- and having it perform devops tasks, or really any handy tasks.
- It's a great way to provide a UI

GO !

- Wrap up the stories...
- Bots have removed repetition
- Bots have saved me lots of time
- I made a bot to managed the demo
- Bots are easy, I'll show you..

bit.ly/chat-Ifnw

Demo Thunderdome

<https://bit.ly/chat-Ifnw>



The End Questions ?

<https://github.com/seerickcode/chatops-lfnw>
<https://slack-machine.readthedocs.io>
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