

O'REILLY®

Velocity

CONFERENCE

BUILD RESILIENT SYSTEMS AT SCALE

Distributed Ops for Distributed Apps

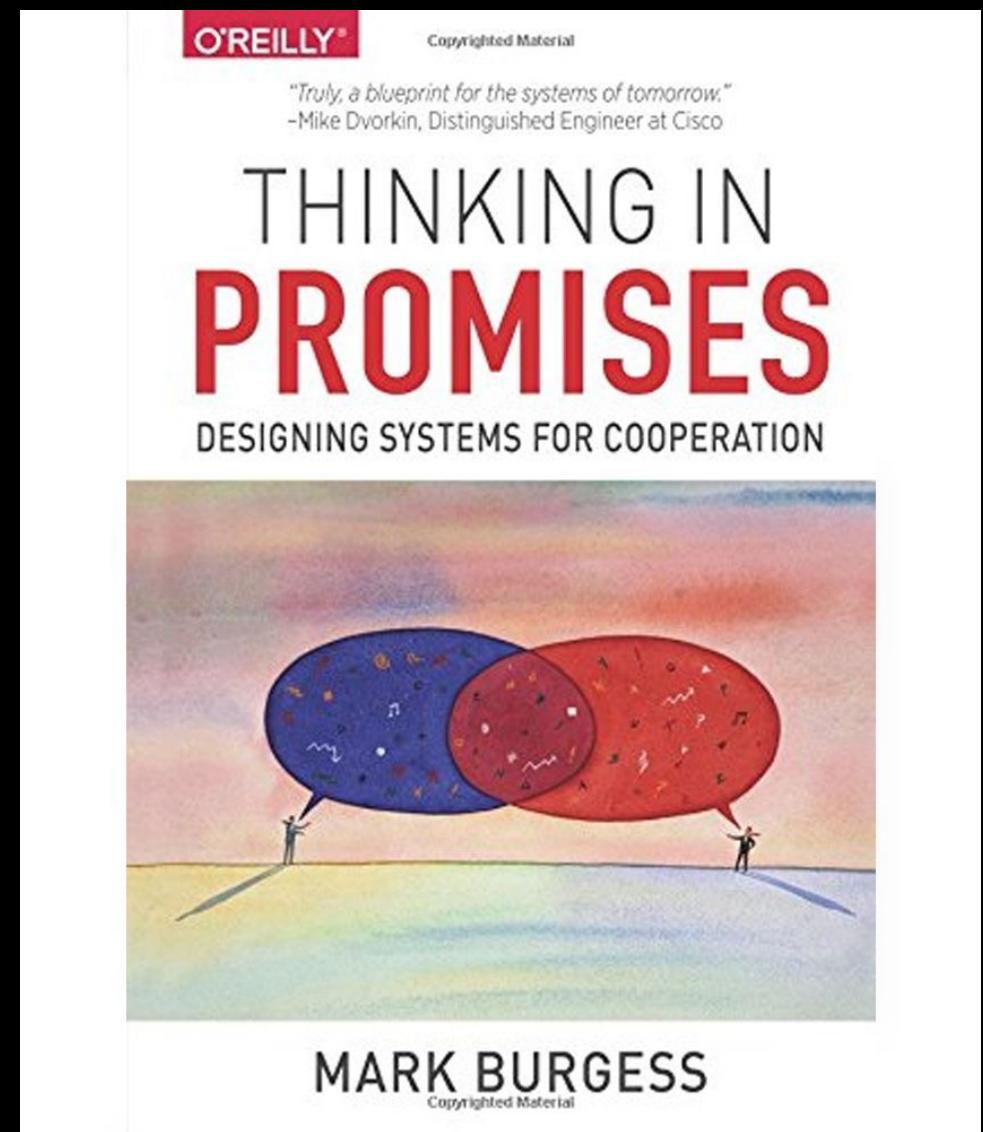
George Sudarkoff

Infrastructure Engineering Manager, SurveyMonkey

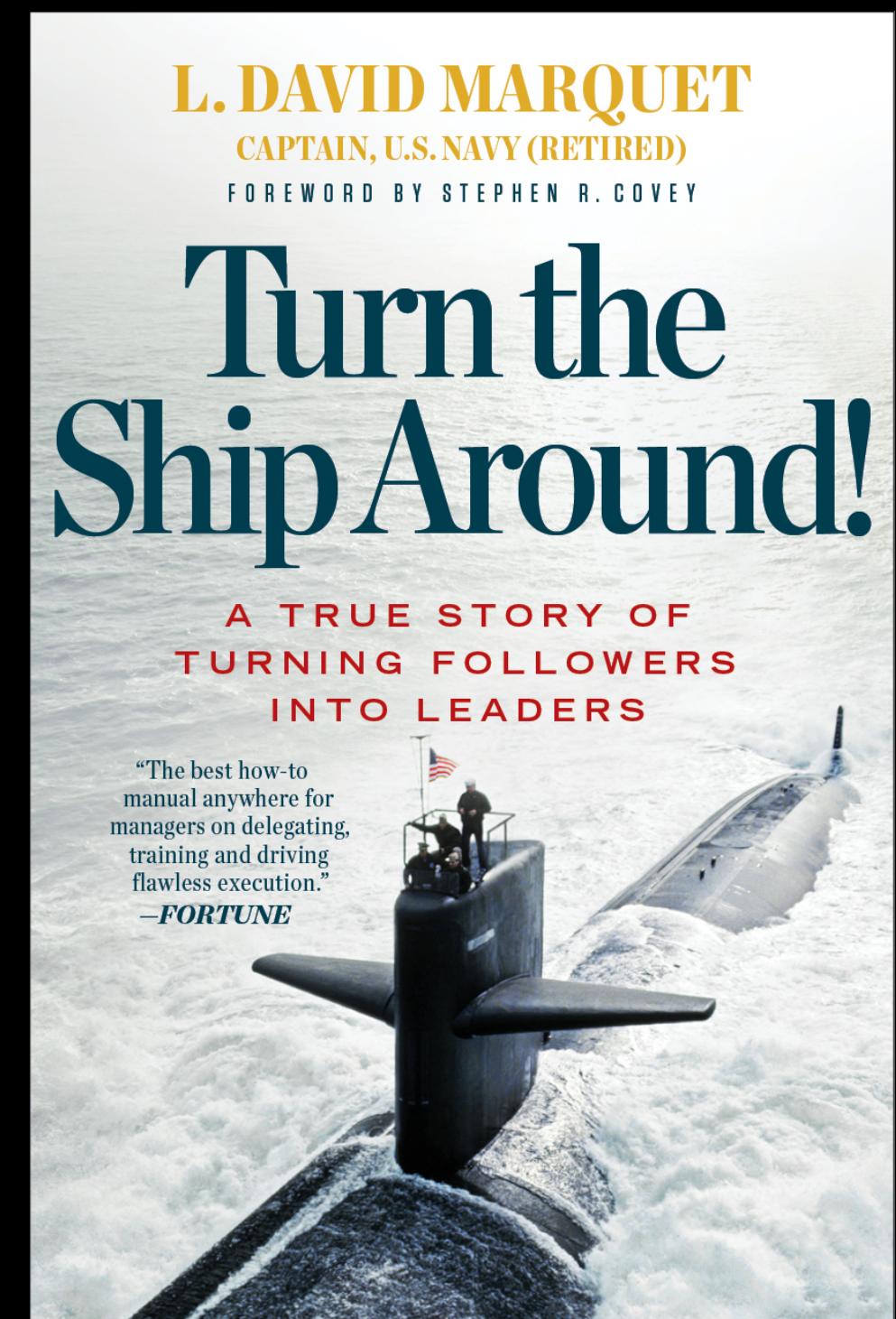
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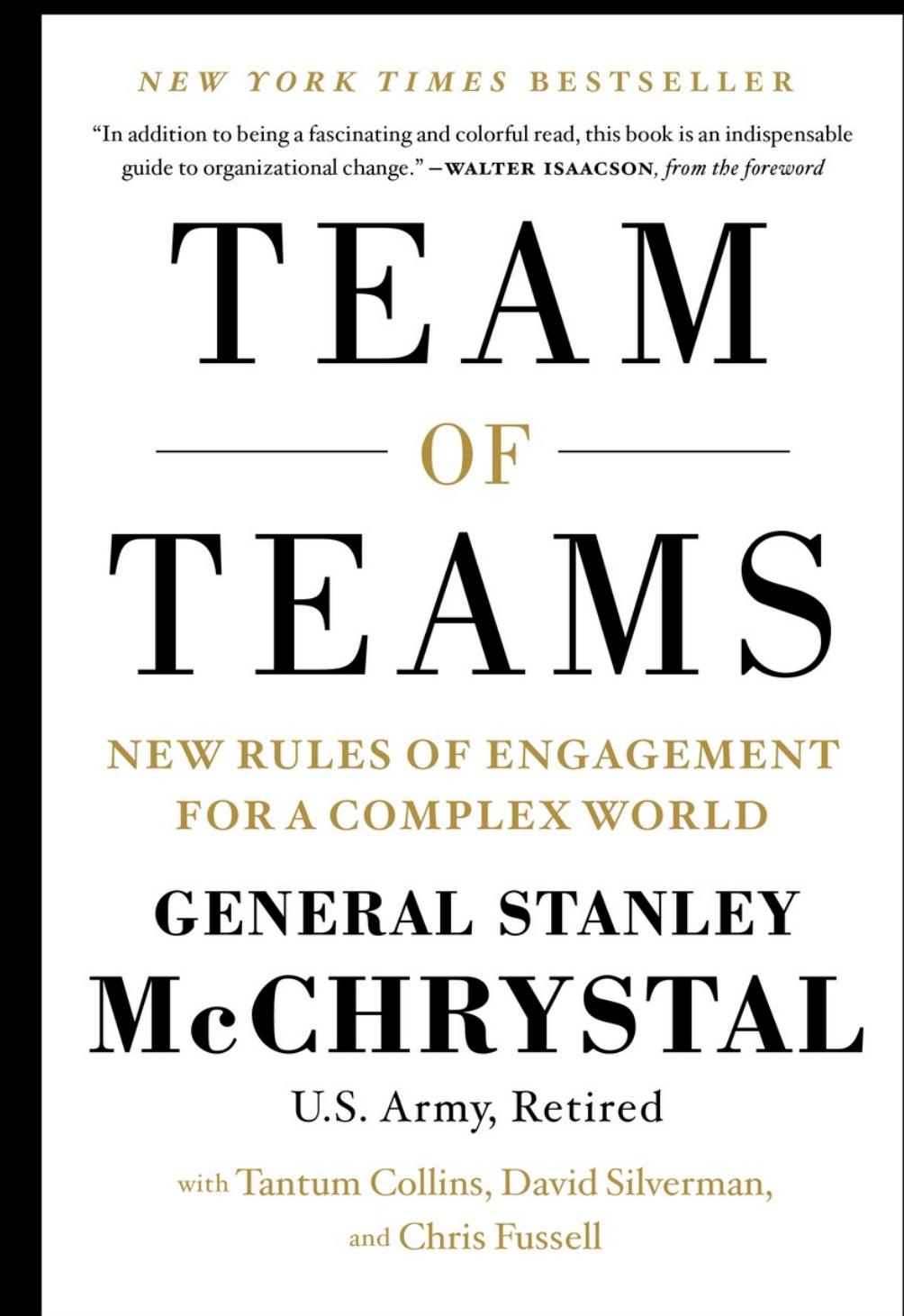
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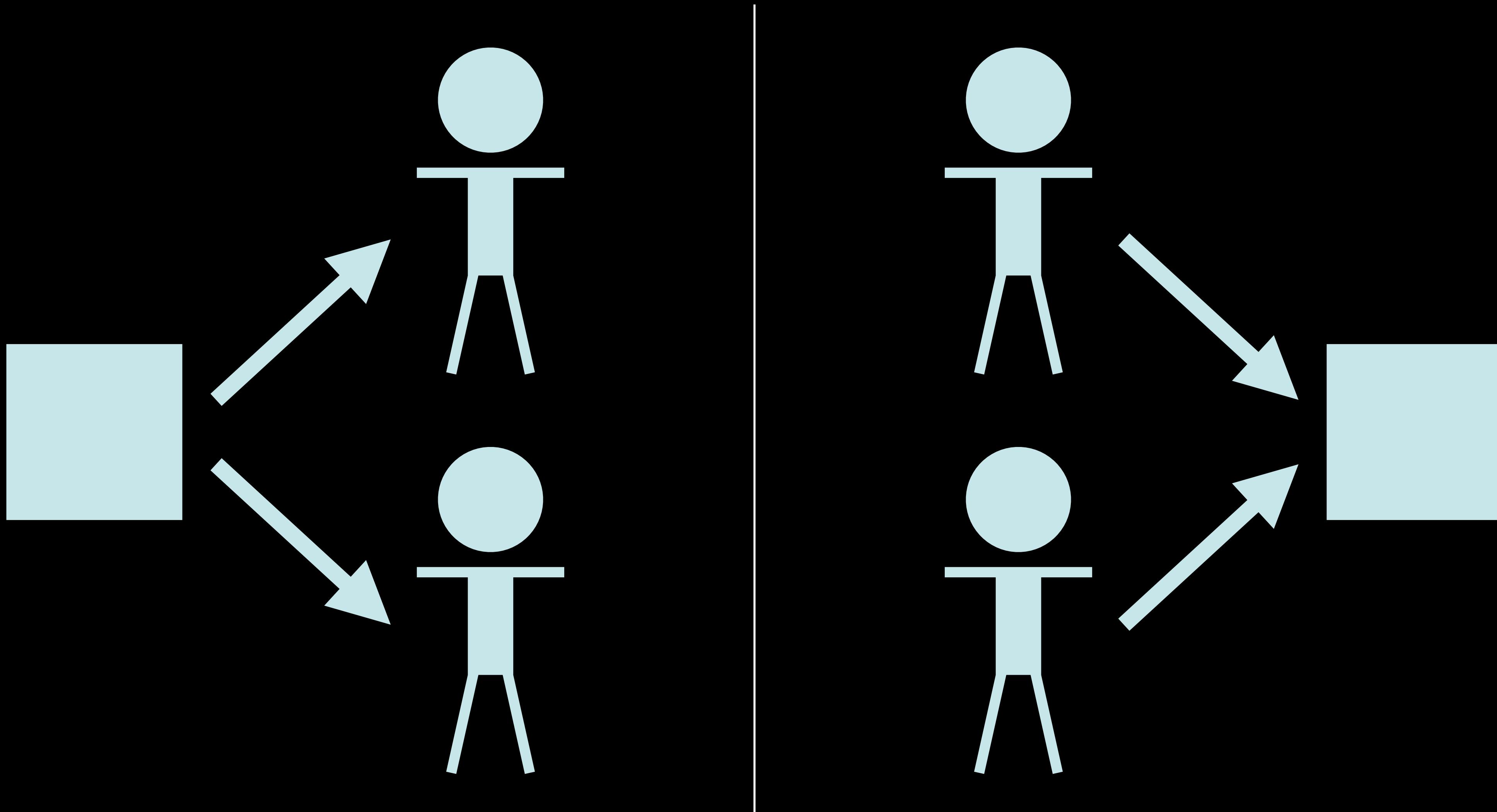


Distributed Operations

Distribution of **decision-making authority** across a number of small highly-skilled teams directly involved in service development and delivery.

Why distribute decision-making?

Promises vs. obligations



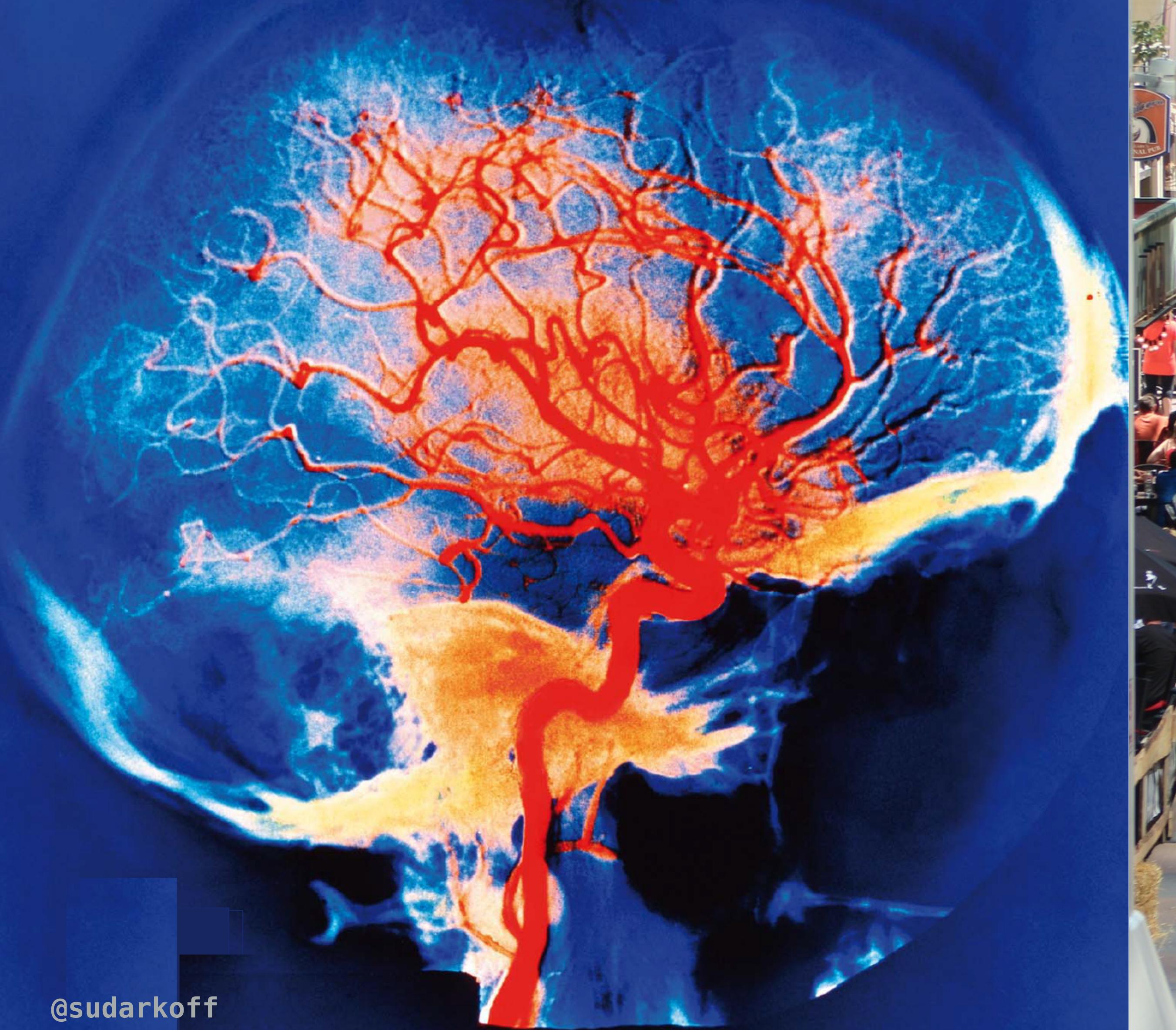


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Brain vs. society



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How to distribute ops?

Team size and skills

10

Consistency vs. availability

Standardize

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Policy



What to standardize

- Copy of Item
- Item (2)
- Item copy (2)

What to standardize

- racking and provisioning servers
- configuration management
- package management
- secrets management
- monitoring

Communication

What about Docker?

What NOT to standardize

Premature standardization is the root
of all evil.

Automate

Automation according to Wikipedia

"... is the use of various control systems for operating equipment ... with **minimal or reduced** human intervention. Some processes have been **completely automated**."

Automation?





Augmentation (or Scripting)

A process of **reducing human effort** through integrating various tools, processes and tasks into a single process typically invoked with a **single command**.



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Automation

A process of building **autonomous** systems - systems that do not require human intervention during normal operation.



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There's no scaling without giving
away control