

Virtual Meetup



Thursday, February 27
3pm AEST



Jade Chen
Associate DevOps Engineer
MYOB



Himanshu Singh
Solutions Consultant
PagerDuty



Agenda

- Jade Couper - PD Commons Announcements
- Jade Chen - *Automating with Rundeck for Smarter Operations*
- Himanshu Singh - *Self-Service Automation with Rundeck*
- Q&A



- We have an agenda but this is intended to be **YOUR Community** and call - we're happy to go off-topic!
- **Please keep it interactive** - ask questions in the **Q&A** or make comments at any time, leave your feedback in the **post meetup survey**
- Feel free to open your camera but please **keep mic off** during presentations
- This session **is being recorded** but only the individual presentations will be **uploaded to Youtube**



PagerDuty

Tell us your story!

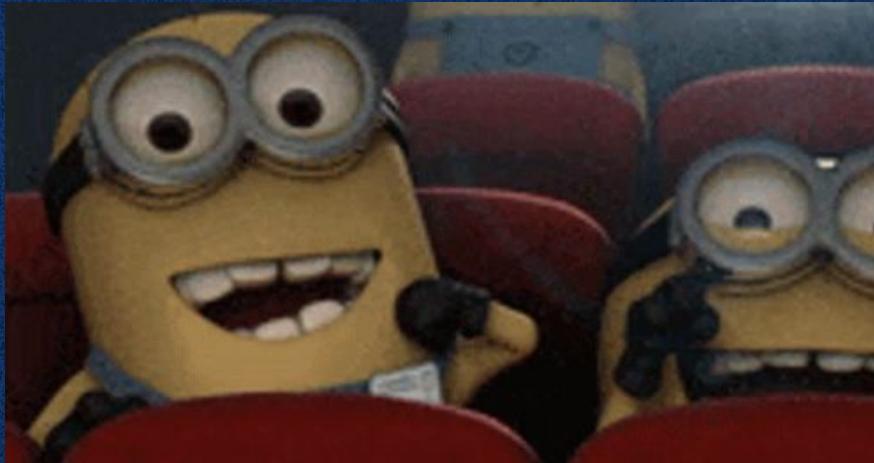


Love PagerDuty?
We're looking for
customers like you!

A screenshot of a LinkedIn post from the PagerDuty page. The post features a green profile picture with a white 'P' icon. The text reads: "Meet **Chris Duke**, a UK-based DevSecOps Coach with experience in AIOps, Process Automation and PagerDuty Advance. ...more". Below the text is a yellow graphic with the words "Community Spotlight" and a photo of Chris Duke, a man with short brown hair, wearing a dark blue hoodie. To the right of the photo, the text "Chris Duke" and "DevSecOps Coach" is displayed. At the bottom right of the graphic, it says "PagerDuty commons/".

A screenshot of a LinkedIn post from the PagerDuty page. The post features a green profile picture with a white 'P' icon. The text reads: "Say hello to **Ibukun Itimi**, an Observability Engineering Lead with extensive PagerDuty experience and the creator of the LinkedIn Learning course: 'Incident Response with PagerDuty.'". Below the text is a video thumbnail showing a woman with dark skin and curly hair, wearing a red turtleneck sweater, sitting at a desk. A caption at the bottom of the thumbnail reads: "setting it up newly in one of the previous companies". In the bottom right corner of the thumbnail, it says "PagerDuty Community".





BE the NEXT **SPEAKER!**

<https://bit.ly/4dSpLeA>

We have swag up for grabs!

PagerDuty
commons/



Webinar Series

Demo Roundups!

Monthly • Every 3rd Thursday
8am PST | 11am EST | 4pm GMT



Coming up:

February 27 • Security Incident Management

March 20 • Zero Trust Security + Security Incident Management

April 24 • Identifying System Weaknesses to Improve Resilience

**RSVP to
receive the
recording!**

Runbook Automation & Rundeck Release Notes v5.9

Thursday, February 20, 2025

10 am PST | 1 pm EST



twitch.tv/pagerduty



linkedin.com/company/pagerduty

PagerDuty **ON TOUR**



Sign up now

London
February 25, 2025

Sydney
April 2, 2025

Tokyo
April 10, 2025

San Francisco
April 15, 2025



PagerDuty commons/

Let's continue
the conversation!

Connect with fellow PagerDuty users
and digital operations enthusiasts at your
one-stop community hub for real-time ops



Join & Get a Free PDU Certification



Automating with Rundeck for Smarter Operations



Jade Chen, Associate DevOps Engineer at MYOB

PagerDuty commons/



Jade Chen

Associate DevOps Engineer
MYOB

- Associate DevOps Engineer at MYOB
- Based in New Zealand
- Specialisation in Enterprise Payroll Platform, PayGlobal
- Passionate about optimizing operation processes and efficiency
- Experience: ~5 years in New Zealand IT industry
- Previous Roles: Support Analyst, Consultant, System Analyst, DevOps Engineer
- New to PagerDuty Runbook Automation and discovering how it is a powerful ally in real-time digital operations.

Automating with Runbook PayGlobal

27/02/25

Presented by

Jade Chen

Associate DevOps Engineer @MYOB PayGlobal



Agenda

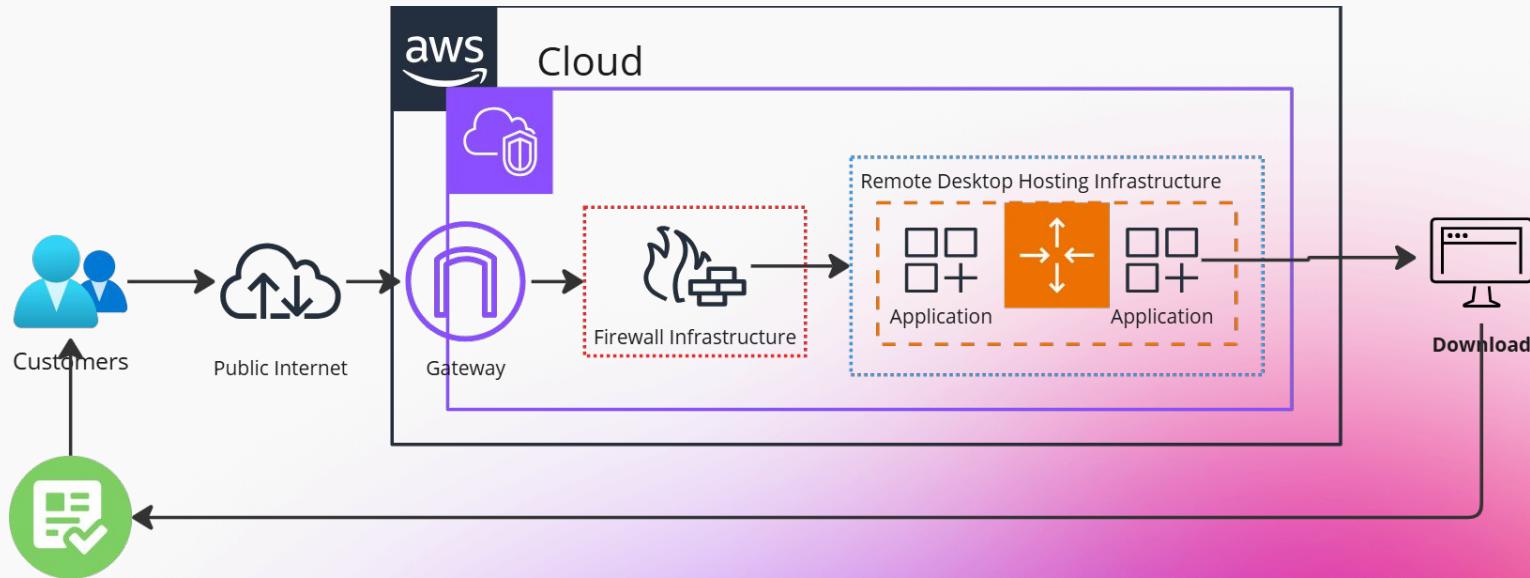
- 01 Our Business**
- 02 Our Infrastructure**
- 03 Our Challenges**
- 04 Runbook Automation**
- 05 Outcomes**
- 06 Future Runbook Integration**

PayGlobal Online Services Teams

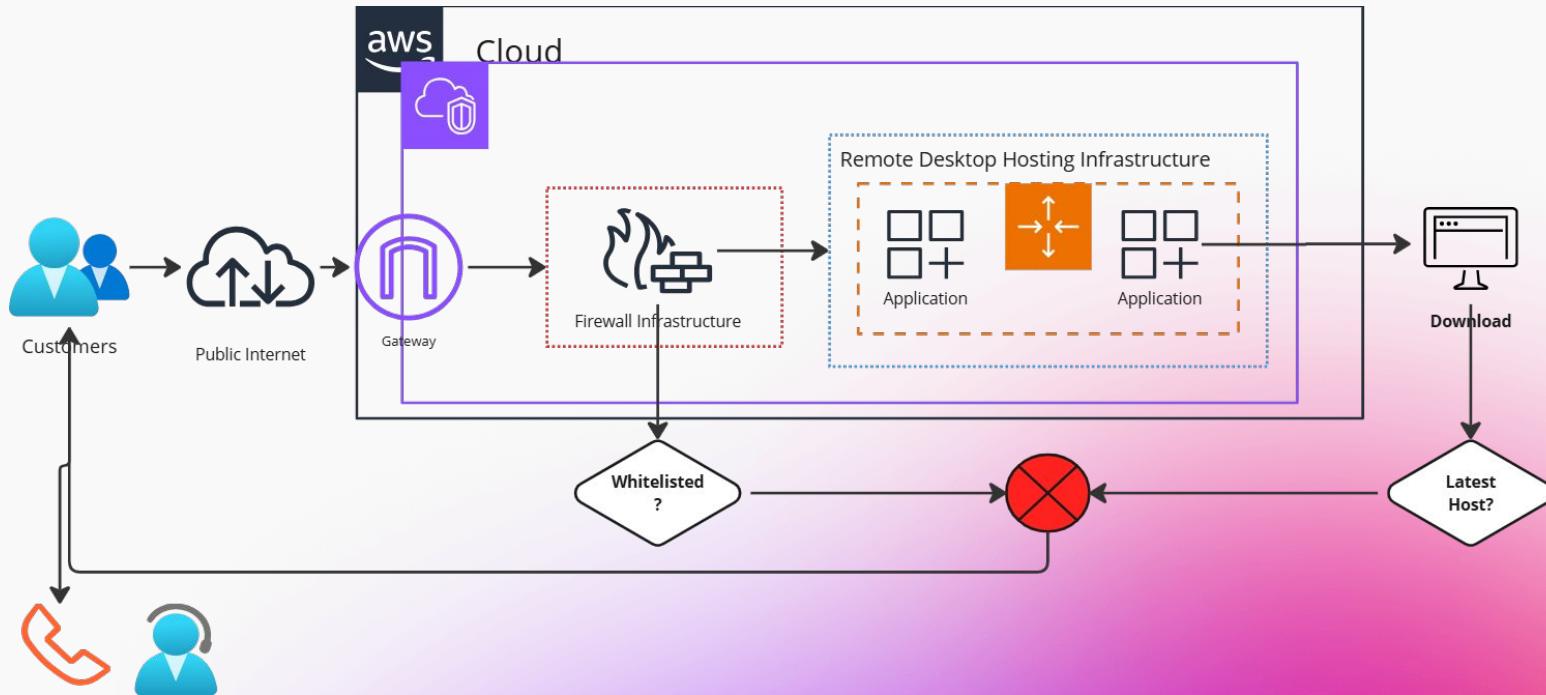
- ANZ Enterprise Payroll System
- Payroll Admin
- Cloud Hosting Platform



High-level View of Our Infrastructure & User Process



Challenges



Our Tasks & Challenges

- Urgent Slack channel – 15 mins
- Support team has different level of access
- Manual and non-standard processes

Infrastructure

- Host Remote Desktop Application in AWS
- Users allocated to EC2 within auto-scaling groups
- Infrastructures fenced with Firewalls
- Databases and backup management

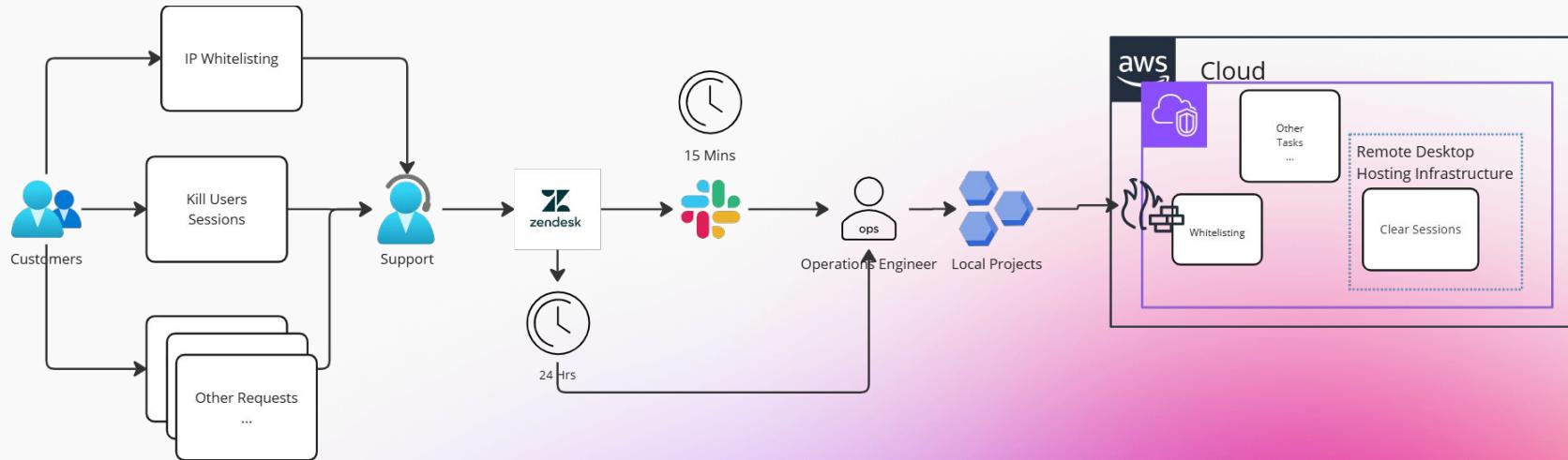
Customers

- Enterprise businesses
- Time-critical Payroll processing tasks
- Hold PII data - security is critically important

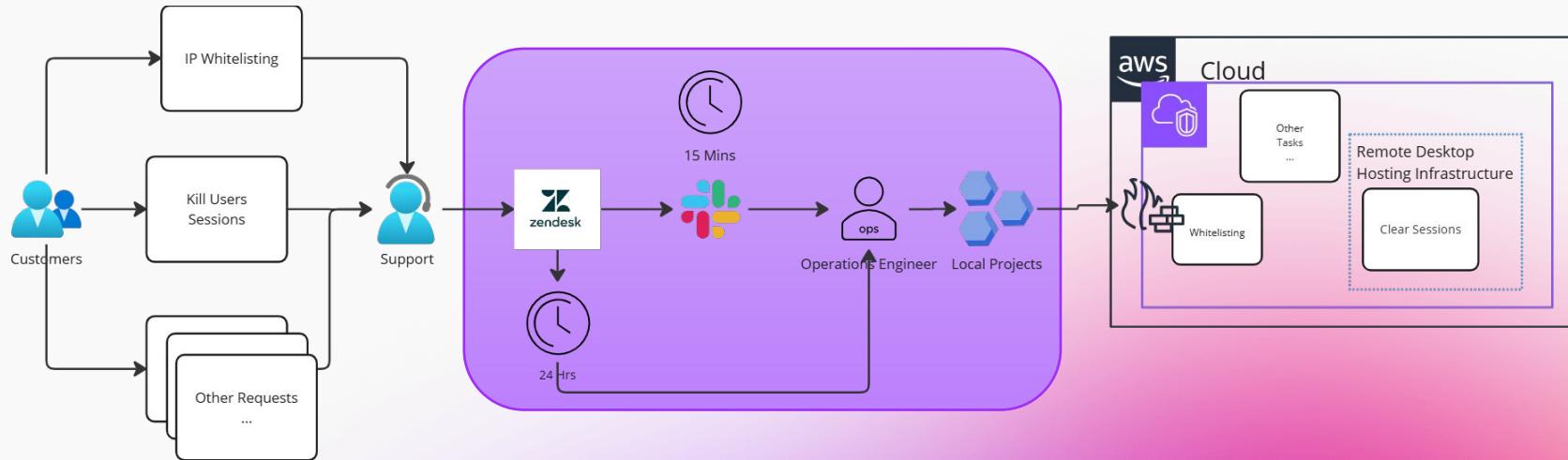
Services

- Provide our support teams with urgent Slack channel and Zendesk

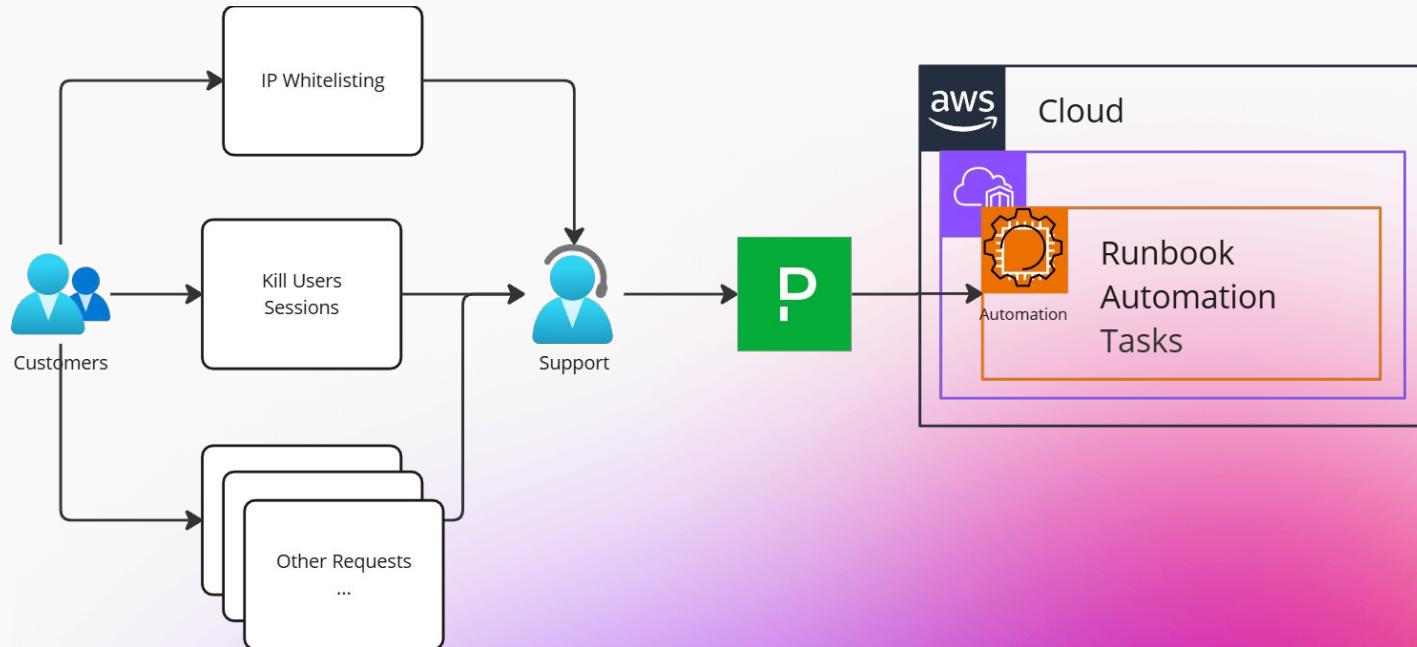
Process Flow Before Runbook



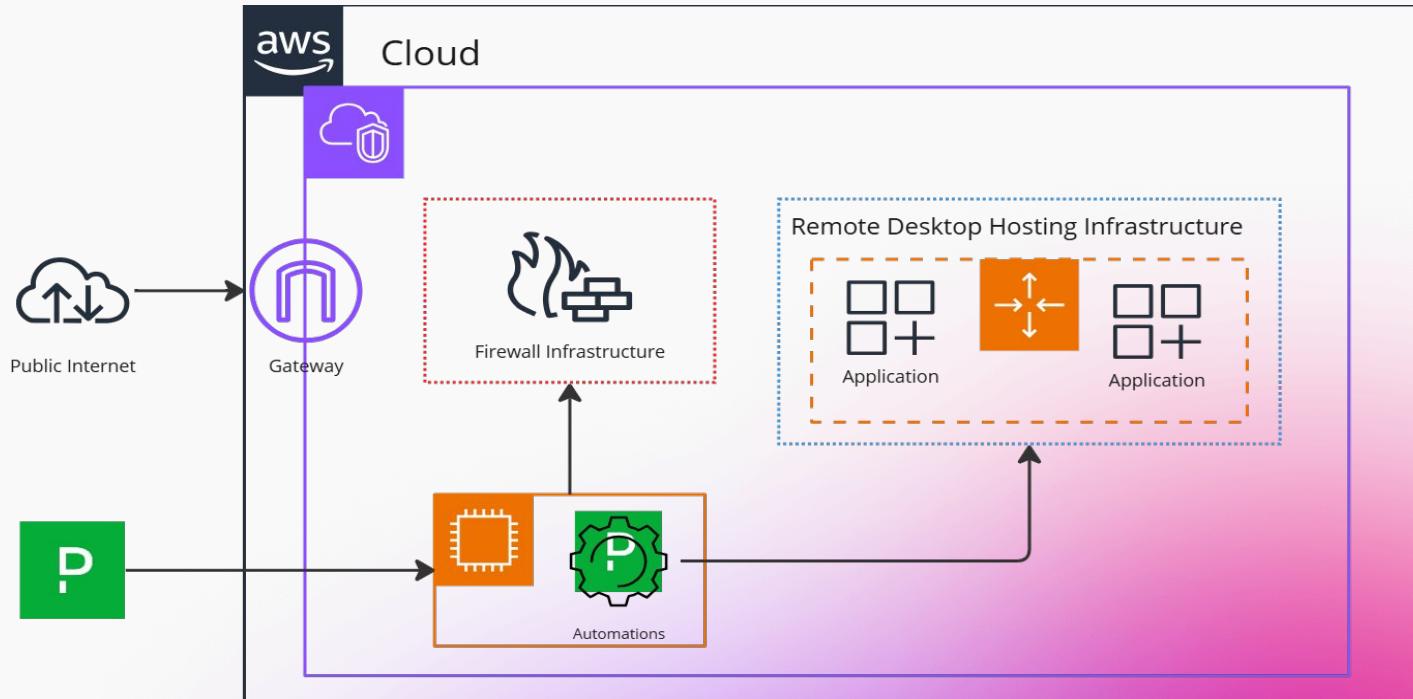
Simplify Process



IP Whitelisting Process Flow After



Runbook in Our Infrastructure



Runbook Automations

- Delegate Platform teams' tasks to Support
- Standardise user management process
- Enable support teams with more features

Offload Tasks

- IP Whitelisting
- Kill users remote sessions

Standardise Processes

- Database restores
- Reset AD user's password

New Features

- Remote APIs for contents and input controls
- Systems health checks – employee self-service portals

Outcomes

- Standardised processes
- Faster turnaround time
- Better customer experience

Our Customers

- Faster turnaround time

Our Team

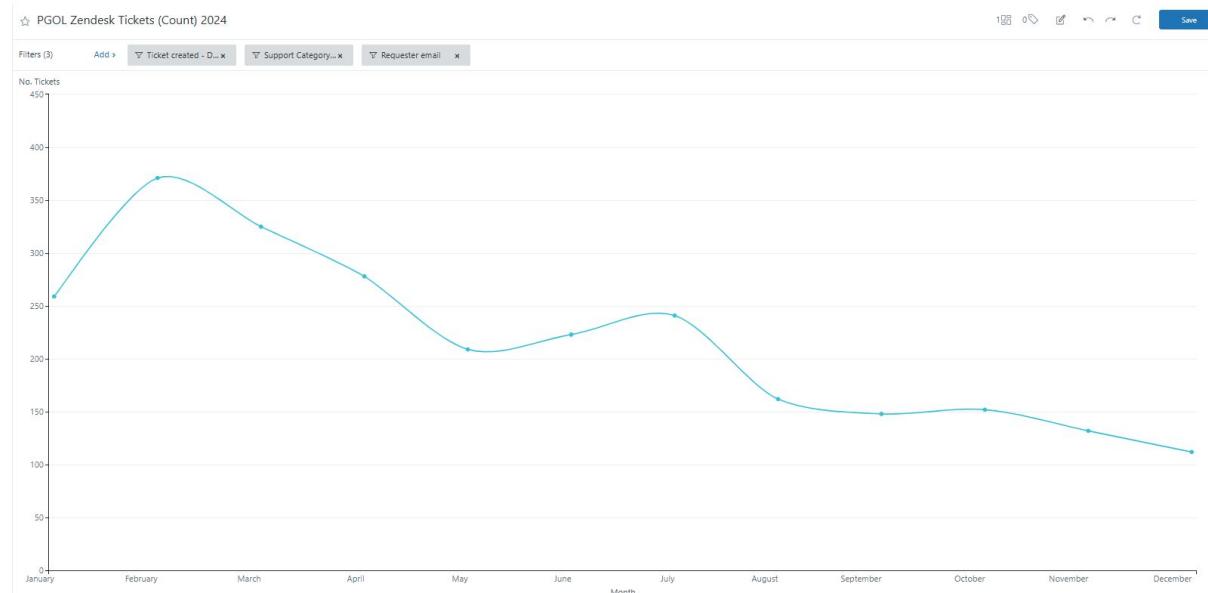
- More time and resource on new features
- Zendesk tickets have dropped 30%+

Support teams

- Better tools
- Standardised process
- Support users empowered to action requests immediately with the technical knowledges and tools they don't have
- Time saved

Zendesk Stats

- Zendesk tickets dropped 30%+



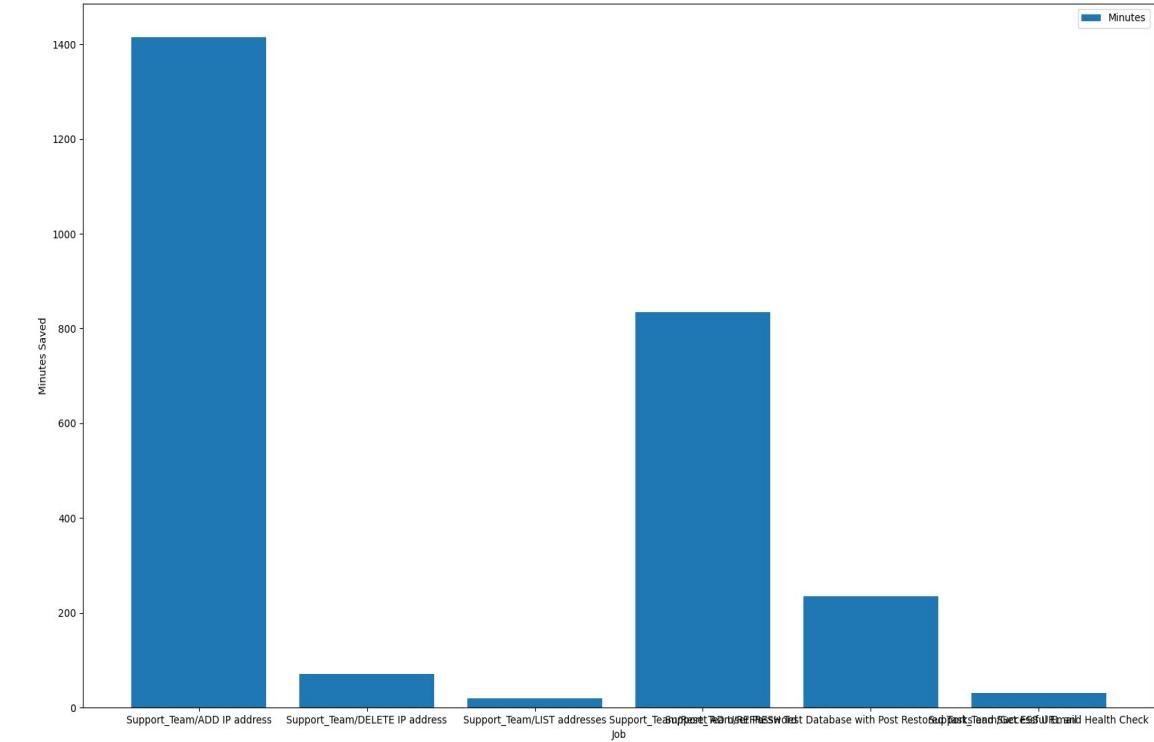
★ PGOL Zendesk Tickets (Table) 2024

Filters (3) Add > Ticket created - D... Support Category... Requester email ...

January	February	March	April	May	June	July	August	September	October	November	December
Tickets	Tickets	Tickets	Tickets	Tickets	Tickets	Tickets	Tickets	Tickets	Tickets	Tickets	Tickets
259	371	325	278	209	223	241	162	148	152	132	112

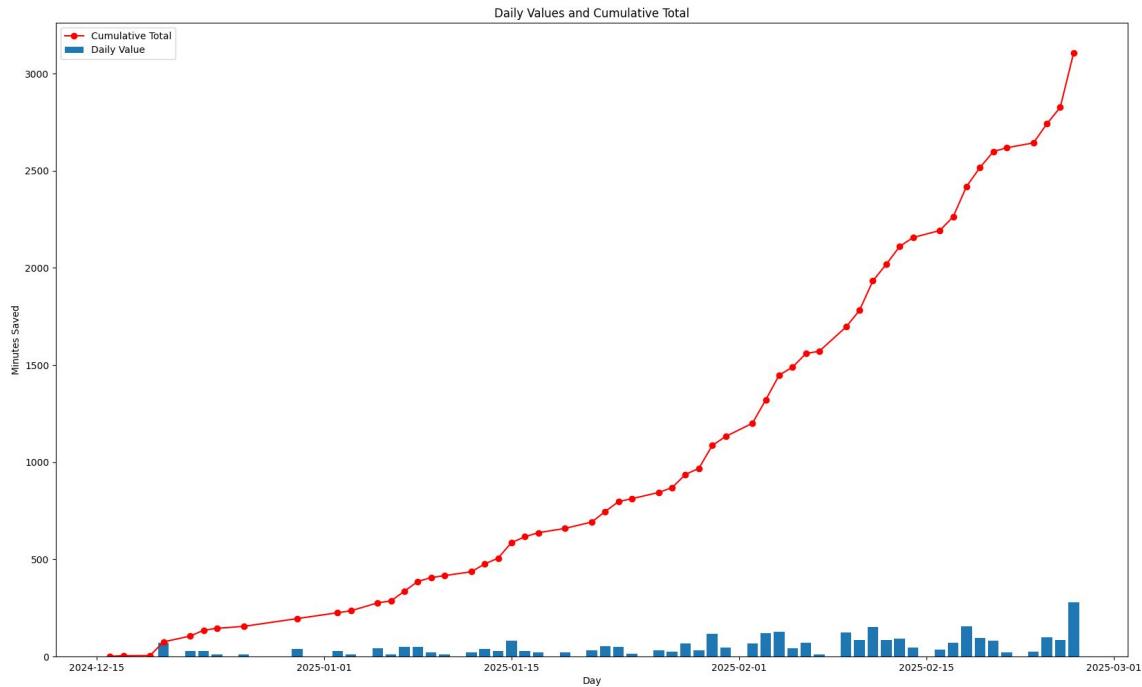
Runbook ROI

- Time saved per automation



Runbook ROI

- Time saved cumulative total



More Automation Coming...

- Process efficiency
- More time savings
- Automation

AD User Management

- Add New AD Users
- Remove AD Users
- Add PrivateBin Modules

Runbook & HubSpot Integration

- Partners / Customer self-service

Streaming Customers' Migration Processes

- Streaming and standardising new company onboarding tasks
- More Remote APIs

Questions?

Thank you



Self-Service Automation with Rundeck



Himanshu Singh, Solutions Consultant at PagerDuty

“Hey, a customer just called. They’re locked out of their account. Can you reset their access real quick?”

“I forgot my password.”

“Hey, the deployment failed again. Can you restart the service real quick?”

“Can you unlock my account?”

“Hey, I lost access to the database.”

“My VPN isn’t working.”

“Can you restart my virtual desktop?”

“Hey, I do not have access to run this. Can you please help?”

“Hey, the batch failed again. Can you re-run the batch again?”

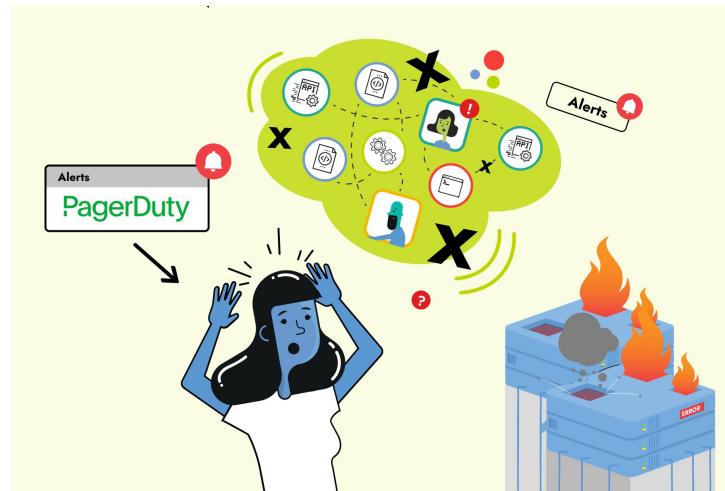
“Have you tried turning it off and on again?”

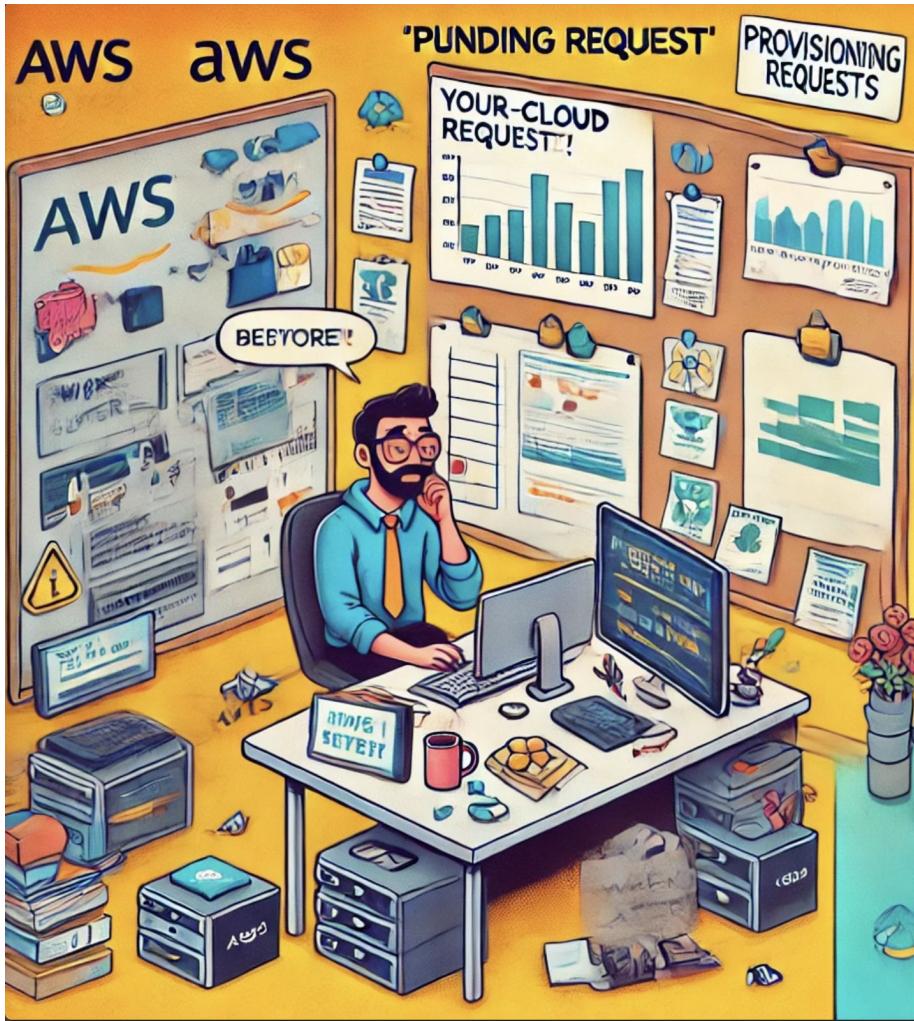
Problems Caused by Slow/Manual Operations

Long Cycle Times



Slow MTTR







◆ One Cloud Deployment

You can use this form to request developer Instances. This will be subject to approval dependent on size of instance.

Cloud Provider

Select A Cloud Provider - AWS is preferred

AWS

OS

Select...

Required ▾

Sizing

Select Machine Sizing

Medium

Multi-Cloud Provisioning

Machine Name

Keep live for

How long do you require this Instance for ?

Select...

Required ▾

Applications

Select...

▼

Clone Repository

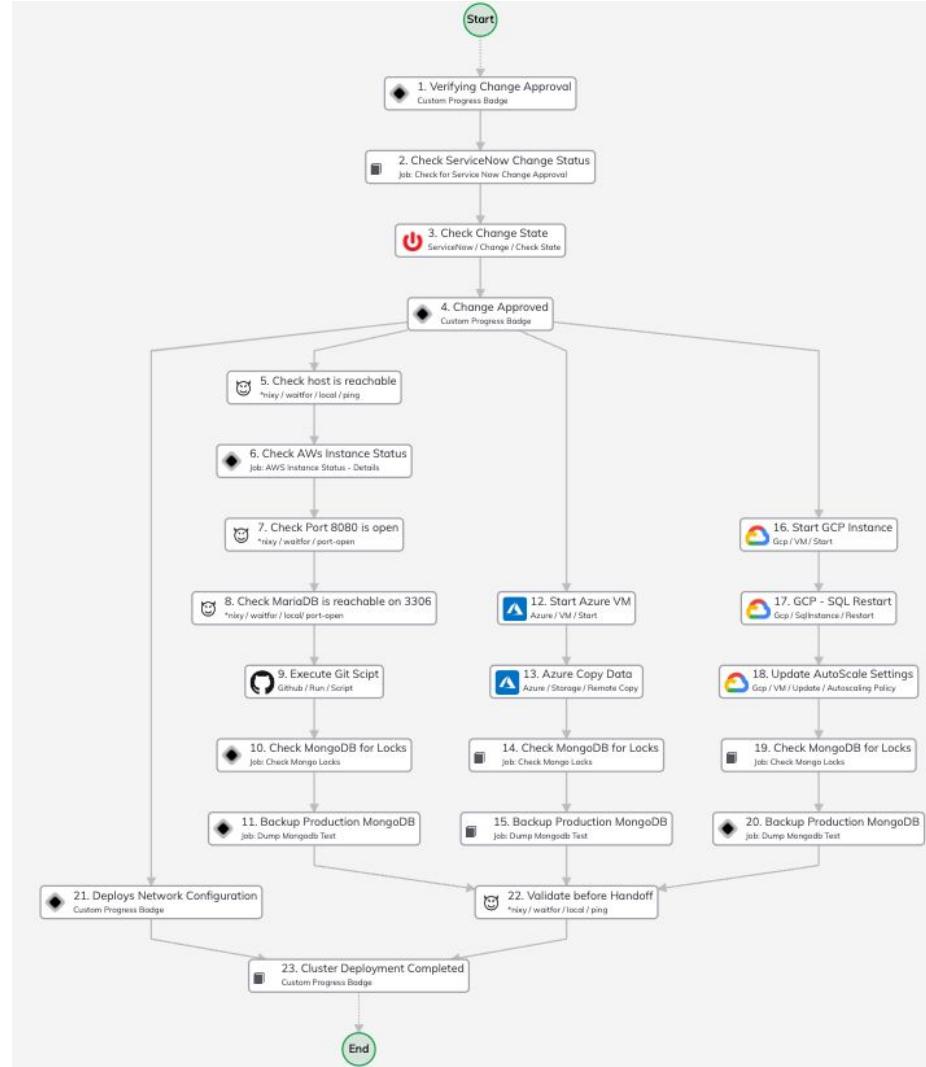
Pick a repo to automatically clone

<https://github.com/justynroberts/ansible.git>

Submit for Approval

Service Request for Cloud Provisioning

- Multi cloud (AWS/Azure/GCP, SNOW Driven)
- Triggered from a service catalog via workflow in SNOW
- Includes a number of checks for DB Locks and availability.
- Could be adapted for triggering from Jira,Salesforce or from the Runbook Automation GUI.

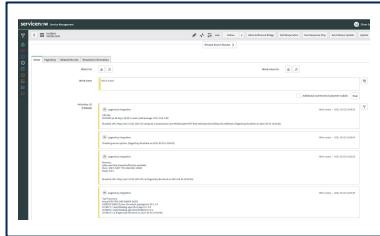


Delegate Operations to Where People Work

Plugin integration with popular operations interfaces

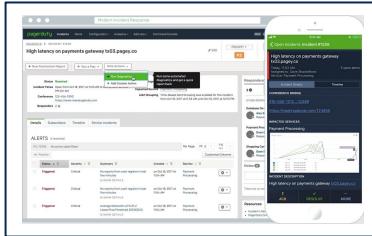
ITSM/Tickets

(ServiceNow, JIRA, etc)



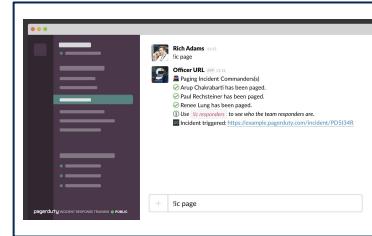
Incident Response

(PagerDuty, etc)



Chat

(Slack and Teams)



Deploy/Release

(UrbanCode, Plutora, etc)



RUNDECK
by PagerDuty



Scripts



Tools



APIs



Commands



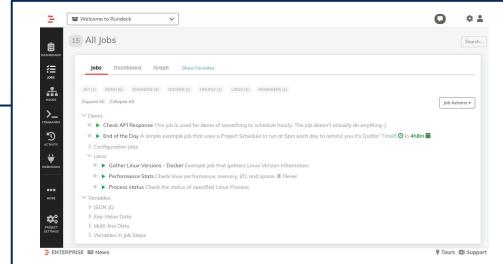
Clouds



Containers



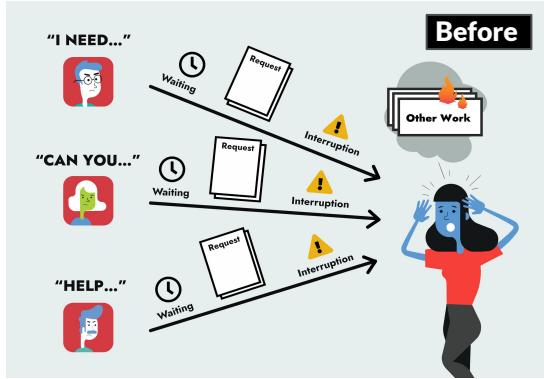
VMs



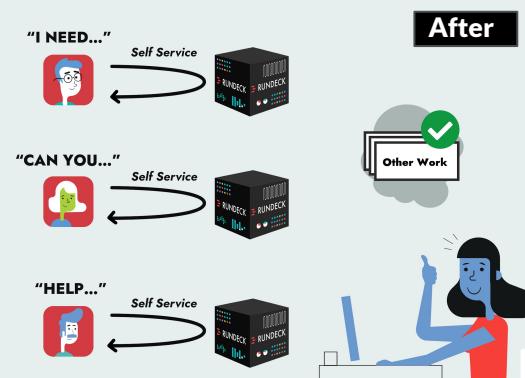
Rundeck
Web UI, API, CLI

Self-Service IT Operations for End Users

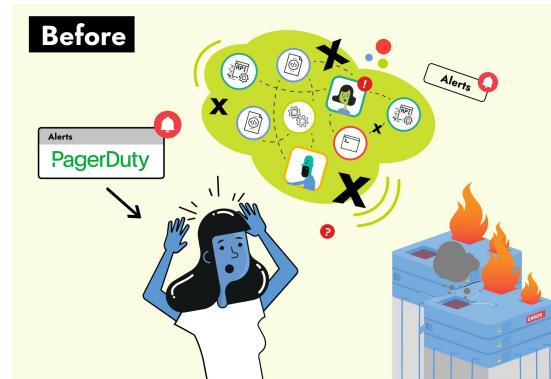
Automate Service Requests



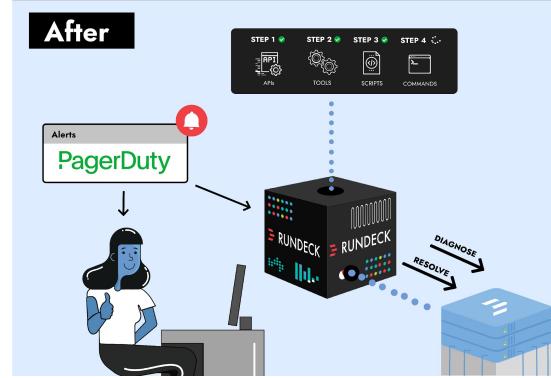
Faster Turnaround.
Fewer Interruptions.



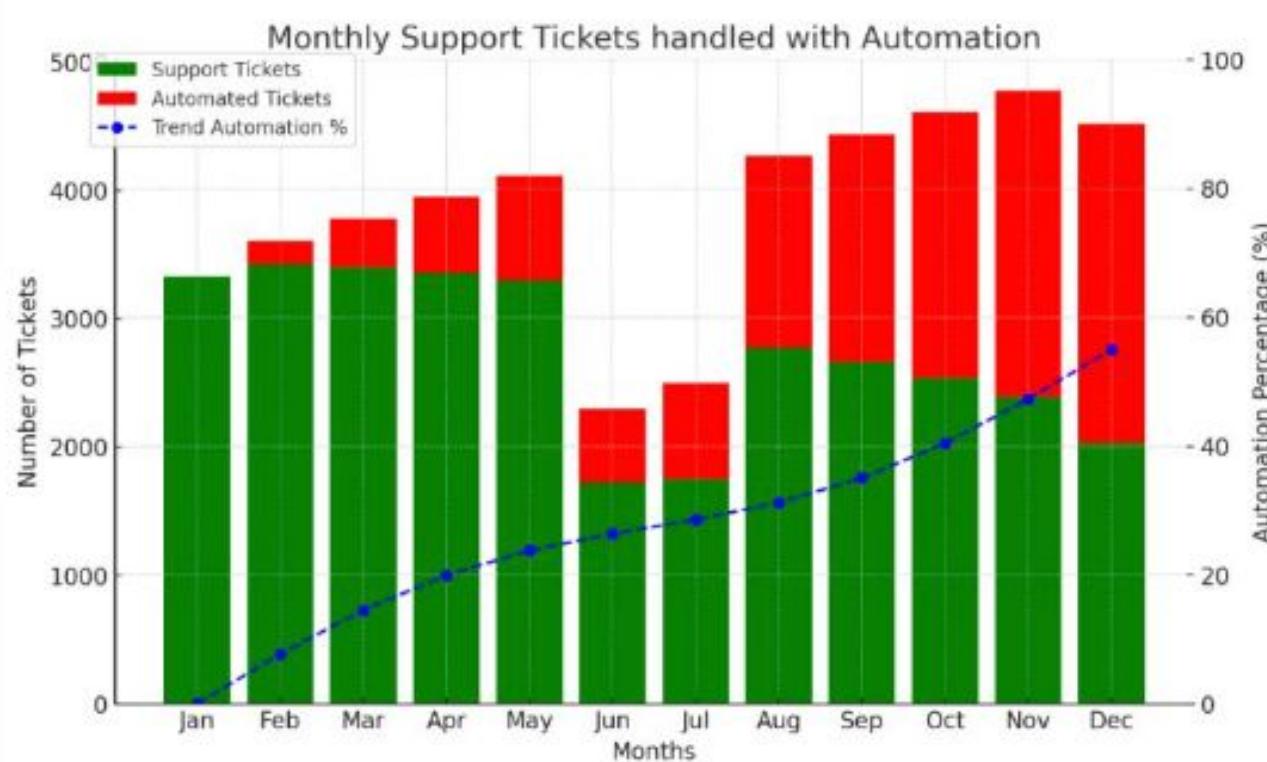
Automate Incident Response



Shorter Incidents.
Fewer Escalations.



Self-Service and the level of automation processed



What's your SSSR? (Self Service Success Rate)



Thanks for your participation!
See you in the next meetup.



community.pageerduty.com
meetup.com/rundeck-asia-pacific-group/