

# Rundeck

by PagerDuty

Virtual Meetup: AP OSS Community  
4 July 2024

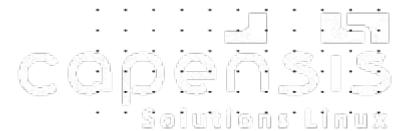
# Today's Agenda

**3:30pm** - Introduction from Rundeck OSS Community Organisers

**3:40pm** - Samuel Kanagaraj - SRE Lead at Telstra

**4:00pm** - Jared Vern & Christopher Gadd, Automation Engineers at One NZ

**4:20pm** - Breakout Rooms



# Today's host:



Rami Younes  
Strategic Solutions Advisor  
PagerDuty



- 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** and receive a **special gift!**
- Feel free to open your camera but please **keep mic off** during presentations
- We are not recording the overall session but we **WILL record** the **individual presentations**



# We are just getting started...

8 Months

58 Members

3 Meetups

5 Star Rating on Meetup



# Today's speakers:



Samuel Kanagaraj  
SRE Lead  
Telstra



Jared Vern  
Automation Engineer  
One NZ



Christopher Gadd  
Automation Engineer  
One NZ



Samuel Kanagaraj  
SRE Lead  
Telstra

# CUTTING DOWN MTTR Using RunDeck



# ABOUT

**TELSTRA: 16+ YEARS**



**NOW: SRE LEAD**

**SUMMARY: APP DEV WITH  
OPS BACKGROUND.**

**OFFERING: SERVER PLATFORM  
WITH 100 + TENANTS**

**RESPONSIBILITY: FULL  
STACK INFRA-OPS**



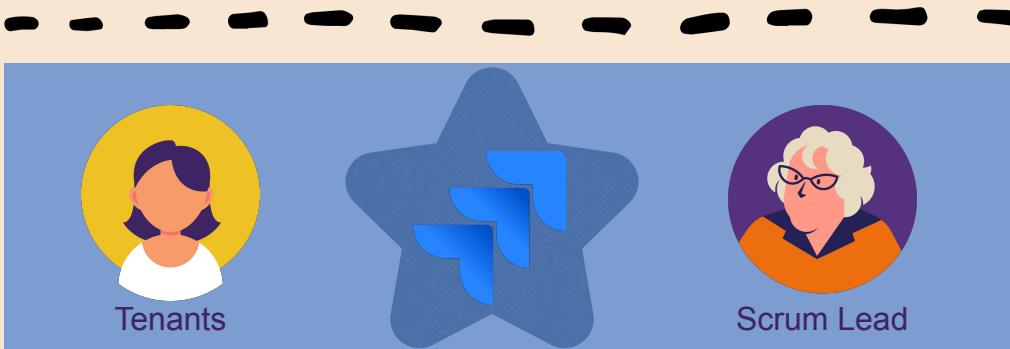
**SKILLS: NETWORK +  
INFRASTRUCTURE + SRE**

# INCIDENT STREAMS

PROACTIVE



REACTIVE



# PROBLEM



**INCREASED TOIL**



**HIGHER MTTA/R**



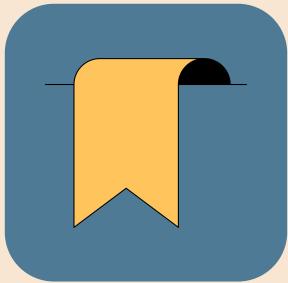
**TENANT SATISFACTION**



# WE NEEDED...



ONE TOOL FOR INC  
RESPONSE

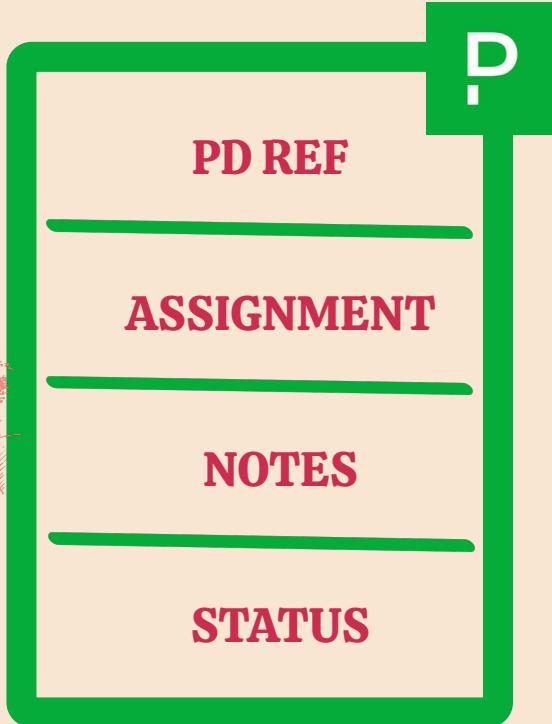
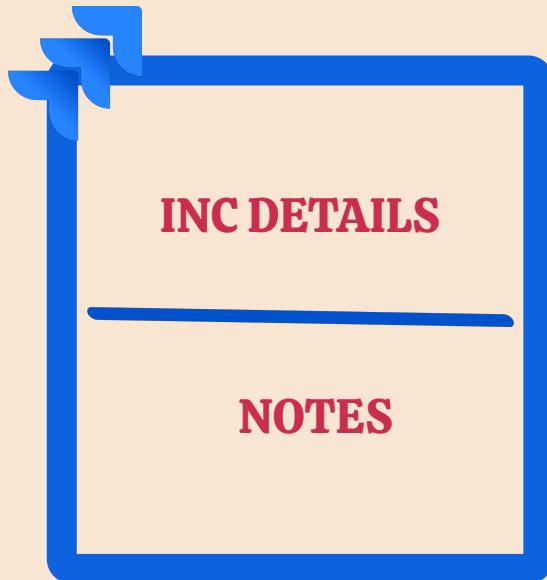


COMMON  
REFERENCE POINT

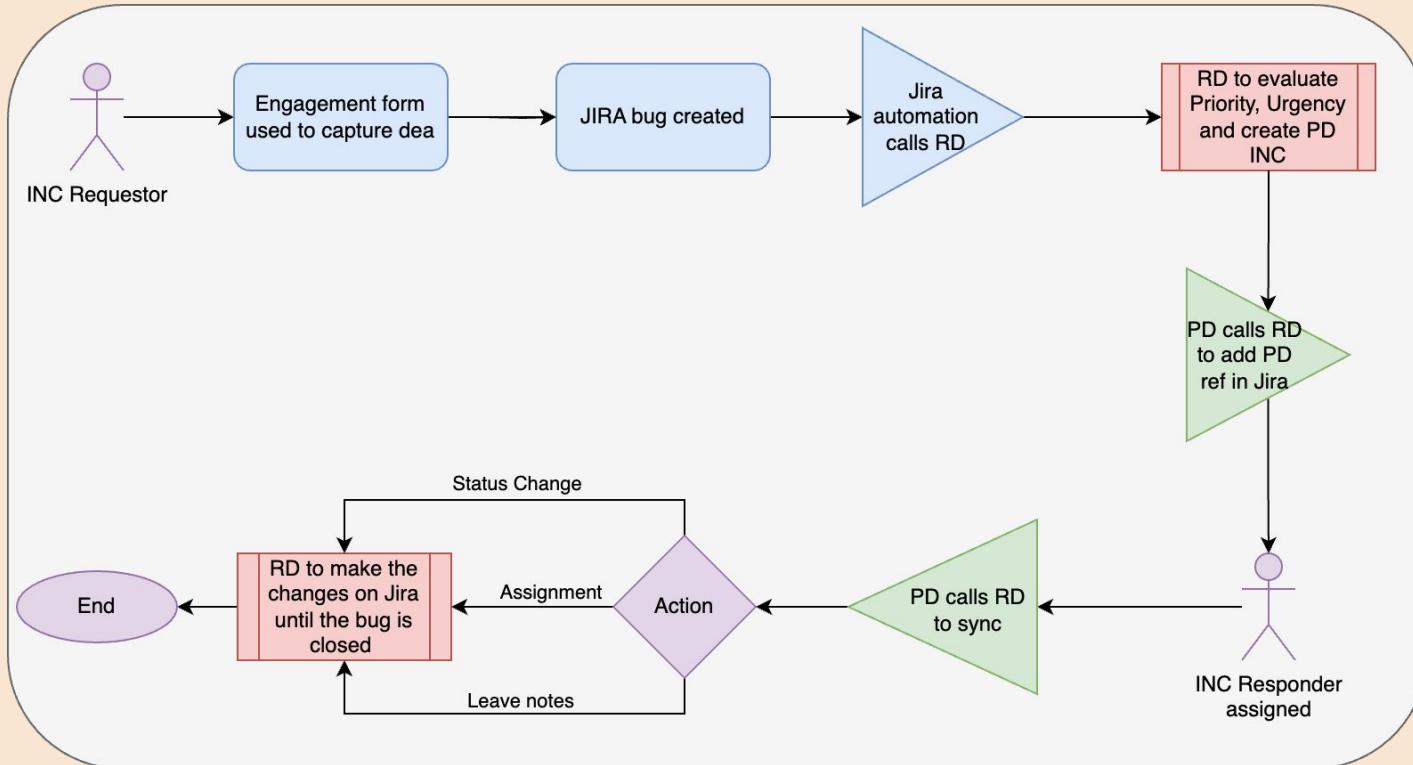


AUTO SYNC  
BETWEEN TOOLS

# SOLUTION



# SOLUTION<sub>CONT...</sub>



Atlassian Products



PagerDuty (PD)



RunDeck (RD)

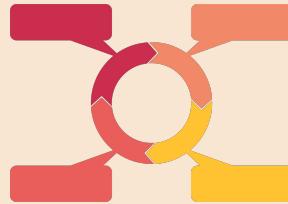


Human Action



# RESULTS

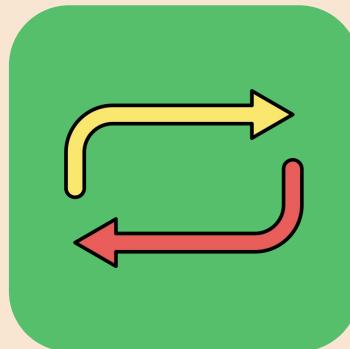
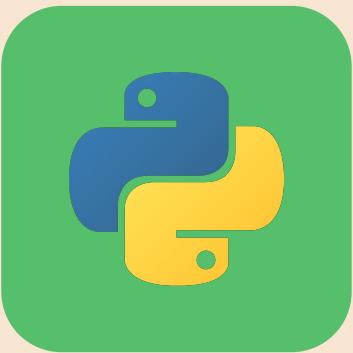
7 WEEKS LATER



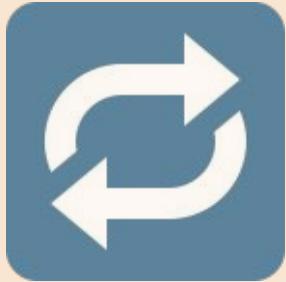
Weekly Avg.	Now
MTTR	95% ↓
Open INC	65% ↓
INC Age	96% ↓



# WHY RUNDECK?



# WHAT'S NEXT?



TWO-WAY SYNC  
BETWEEN TOOLS



INTEGRATE WITH  
ITSM SYSTEM



ESTABLISH  
MEAN KPI

# THANK YOU!



# Q&A

Ask the Telstra team  
anything... about Rundeck!





Jared Vern  
Automation Engineer  
One NZ



Christopher Gadd  
Automation Engineer  
One NZ



# Rundeck Implementation in One New Zealand

Jared Vern & Chris Gadd

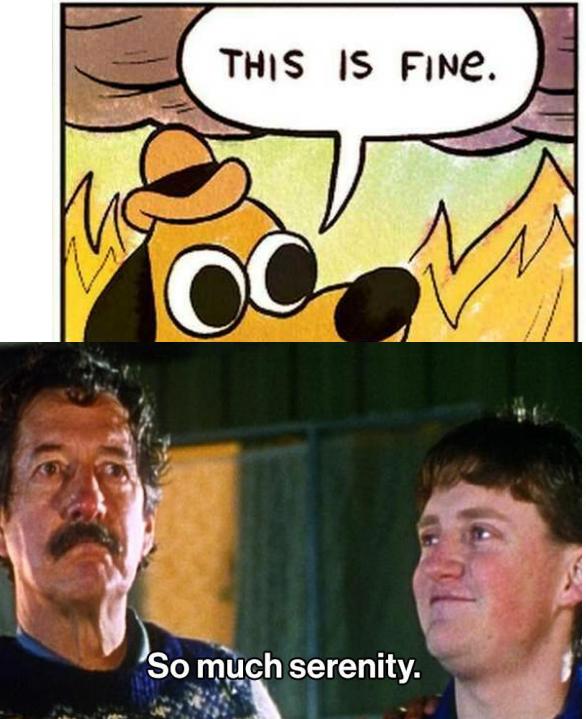
Rundeck Asia Pacific Group

PagerDuty Meetup

4<sup>th</sup> July 2024

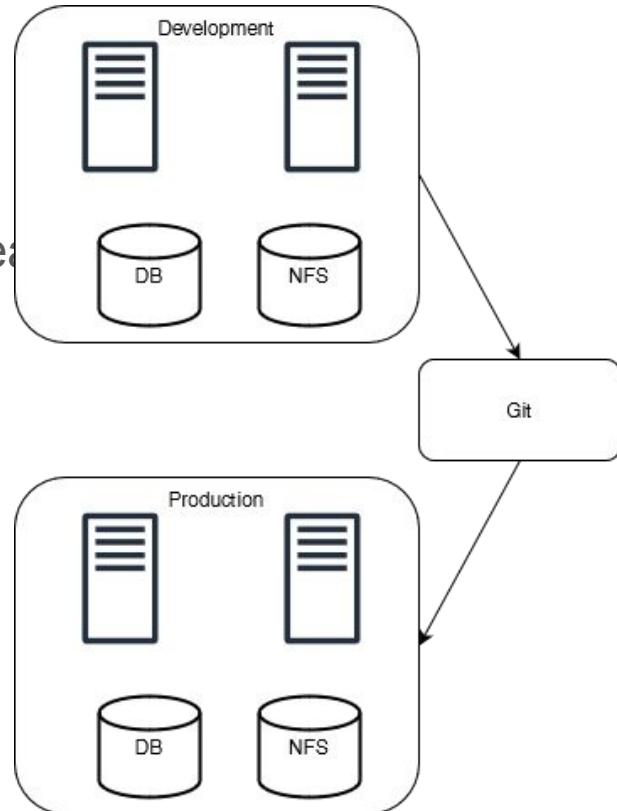
# Why Rundeck?

- Multiple DevOps teams, each doing their own thing
  - Custom scripts
  - Repurposed laptops and servers
  - Personal accounts
  - Passwords stored in plaintext files
- Considered Ansible + Tower, Puppet, Chef. Chose Rundeck for:
  - Custom node executors for our custom equipment
  - Minimise learning domain-specific language, just run a bash/python script
  - Community + Enterprise versions
- **#1 goal – eliminate the hassle so users can DIY**



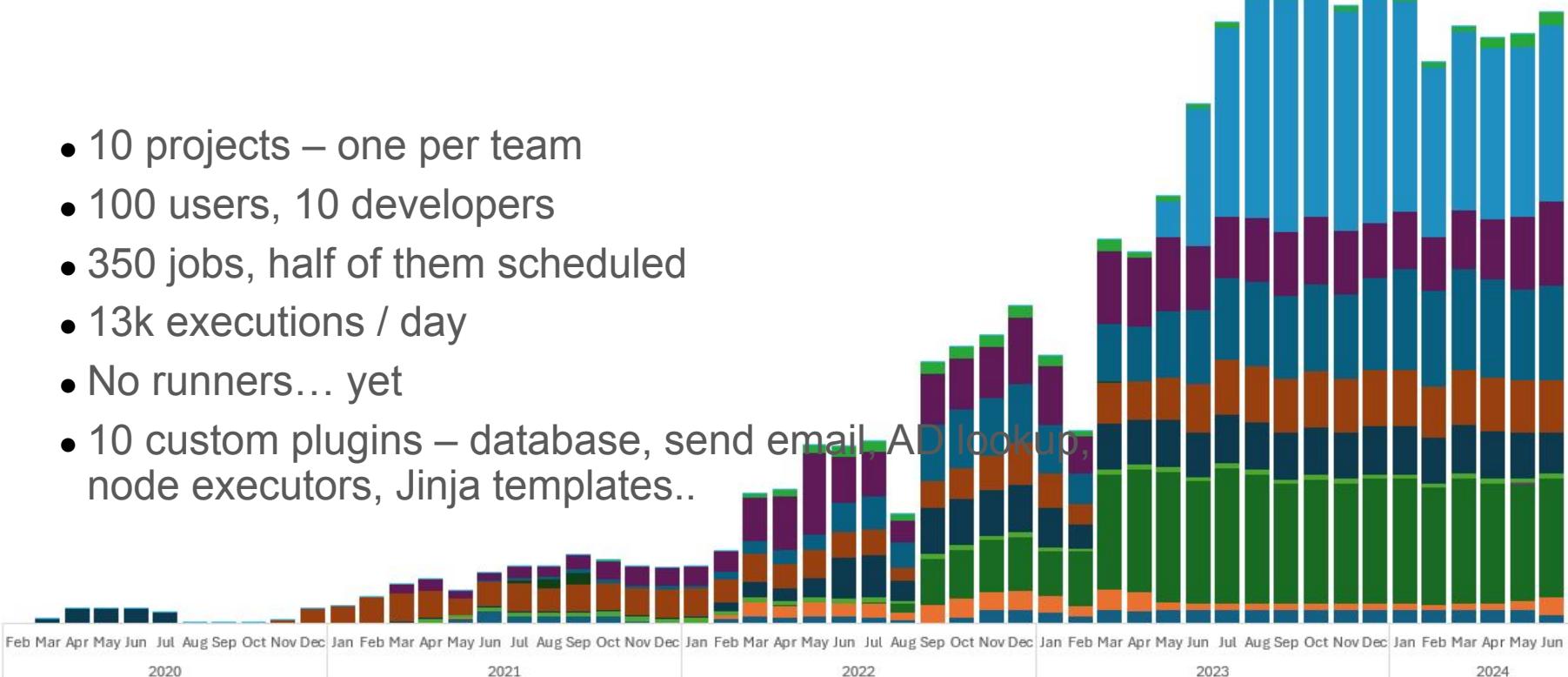
# Environment

- Enterprise version
- 1 development & 1 production cluster, 2 nodes each
- Oracle database
- NFS file storage
- No load balancer (update DNS for failover)
- Promote to production through Git



# Statistics

- 10 projects – one per team
- 100 users, 10 developers
- 350 jobs, half of them scheduled
- 13k executions / day
- No runners... yet
- 10 custom plugins – database, send email, AD lookup, node executors, Jinja templates..



# Connectivity

- Managed nodes:
  - Linux
  - Network equipment (eg Cisco/Juniper/Huawei)
  - Telco equipment (mix of Linux-like and network-like)
  - Windows (work in progress)
- APIs (internal and external)

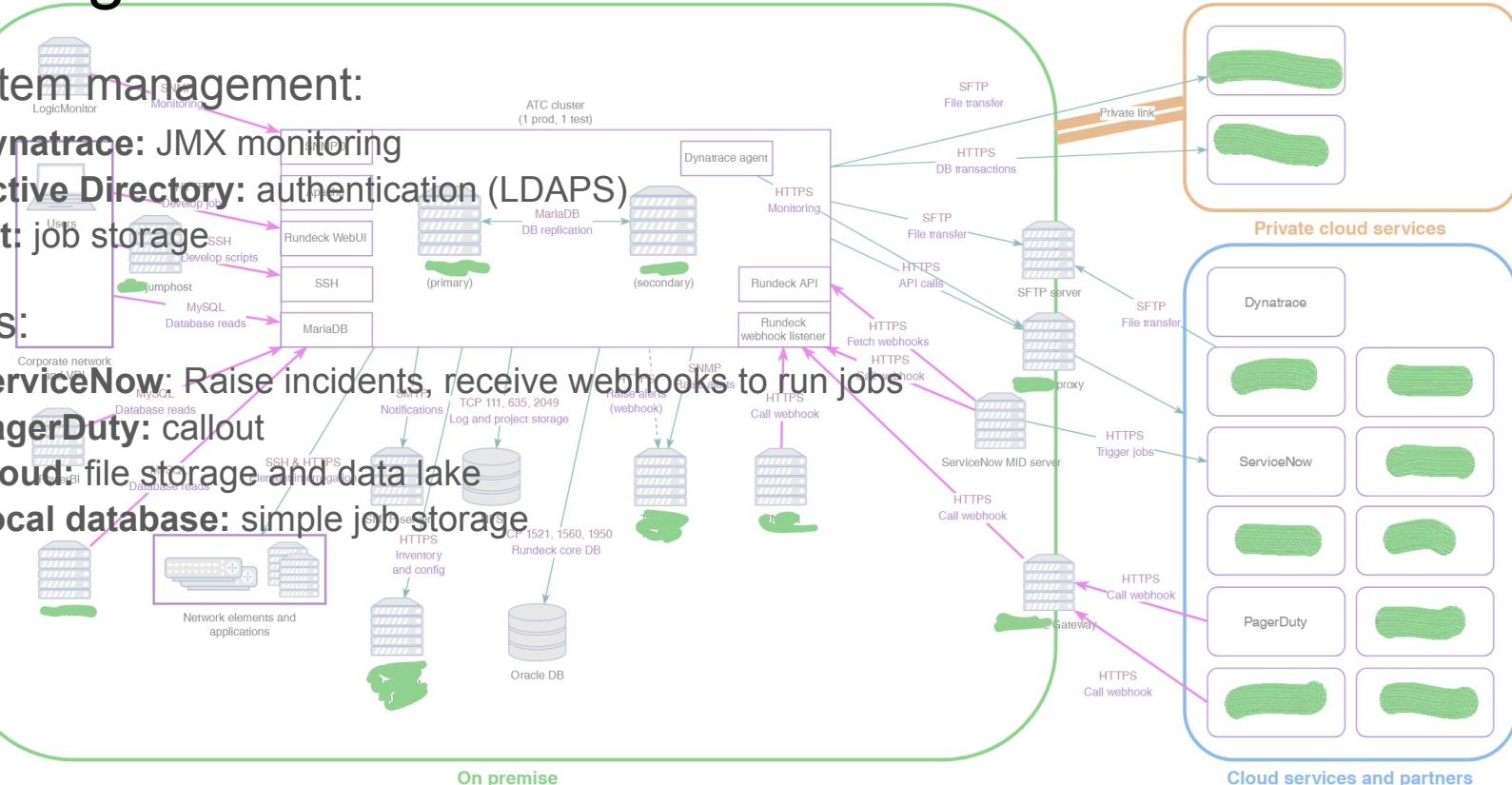


<https://www.freepik.com/author/studiogstock>

# Integrations

- System management:

- Dynatrace: JMX monitoring
- Active Directory: authentication (LDAPS)
- Git: job storage



# Use Cases

- Node health checks
  - Check service is running
- Data extraction, manipulation, and transfer
  - Fetch performance data from on-premise device via CLI, send to cloud via API
- User account management
  - Provision login on system that doesn't support AD
- Provide self-service to external teams
  - Show international call routing
  - Find location of customer



# Use Case - Voicemail Retrieval

- Family of deceased request voicemail greeting



**Command:** Log in to Linux host and run script



**Transfer File:** Fetch file via SFTP



**Email:** Email audio files to job user



**\*nixy / local-script:** Delete file



# Challenges

- Internal:

- Justifying automation (ROI) / getting resource
- Training DevOps (YAML, Git, scripting, thinking about automation)
- It's now a critical platform 😢

- Rundeck:

- UI (edit job button shifting!)
- Limited plugins (small community)
- Individual user logins
- Security with lots of local executions
- Monitoring load
- Catalytic pricing model (per use-case)

The screenshot shows the Rundeck web interface with two execution cards. The top card is for a job with ID 735c198d-17d2-471b-82c0-5a25fcae5f48. It has a 'Follow execution' dropdown set to 'Nodes'. The bottom card is for a job with ID #311071, which has succeeded. Both cards feature a 'View: Nodes' button and a 'Log Output' link. A large blue arrow points from the top card down to the bottom card, specifically highlighting the 'I just want to edit this' button on both cards.



# Benefits

- Reliability / repeatability
- Self-service
- Build once, repeat many, eg security approvals, firewalls, backups
- Doing stuff we wouldn't have otherwise
- Lift in skillset
- Simplify process
- TAM (Luke) is great / support not always

ROI?



# Questions?

- How do you audit user actions?
- How do you measure value?
- Why did you choose Rundeck?
- What's your development model – centralised / spoke & hub / distributed?

# Q&A

Ask the One NZ team  
anything... about Rundeck!



# Breakout Rooms

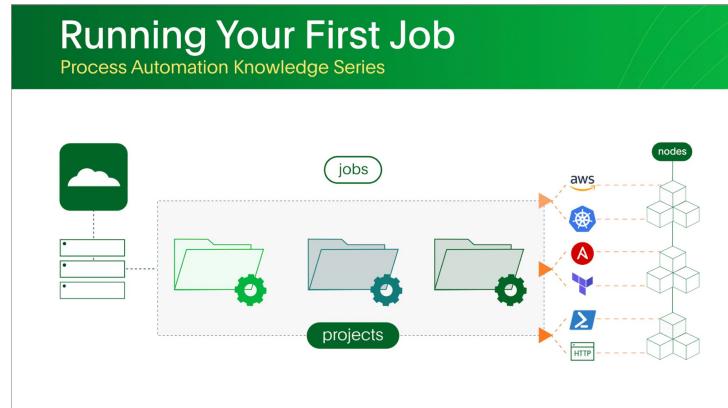
**THEME**  
Common Automation Use Cases  
What works and what doesn't?



# PagerDuty University on-demand FREE courses!

Create a new account or log in to <https://universitypagerduty.com/?q=automation>

- Introduction to PagerDuty Process Automation - 30 min
- Running Your First Job - 15 min
- Calling Webhooks from PagerDuty - 25min
- Setting Up your First Runner - 15 min



# Hands-on Event-Driven Automation Workshop

## Sydney & Melbourne



Sydney

August 22nd

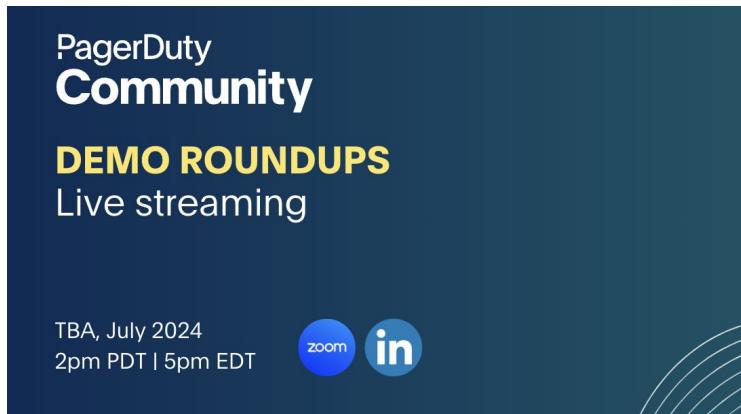


Melbourne

August 20th

# PagerDuty Community

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***Scan the QR code and get notified about next demo live streams!***



Keep up with all things PagerDuty!  
Learn about latest product updates, receive valuable content, and participate in upcoming events.



# Tell us your story!

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



 **PagerDuty**  
46,185 followers  
5mo • 

Meet **Chethan Premsingh**, a Service Operation and Observability Manager with over a decade of experience using PagerDuty.

Throughout his career, Chethan has witnessed the evolution of our product and leveraged the power of AIOps, Insights and APIs to optimize his Ops Team's efficiency.

When looking for support, Chethan relies on our Knowledge Base, but he won't stop there. According to him, "The Ops Guides and the community forums are filled with good insights of services we can implement seamlessly."

#PagerDutyCommunity

**PagerDuty Community**

## PagerDuty Community Spotlight



**Chethan Premsingh**  
Service Operation & Observability Manager



 **PagerDuty**  
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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."

Press play to discover how she helps companies reach operational excellence and why PagerDuty is her go-to solution.

#PagerDutyCommunity



DREAMING IS FREE

setting it up newly in one of the previous companies

**PagerDuty Community**



# Rundeck

by PagerDuty

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



Join us:

PagerDuty  
**Community** 

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[meetup.com/rundeck-AP-group/](https://meetup.com/rundeck-AP-group/)