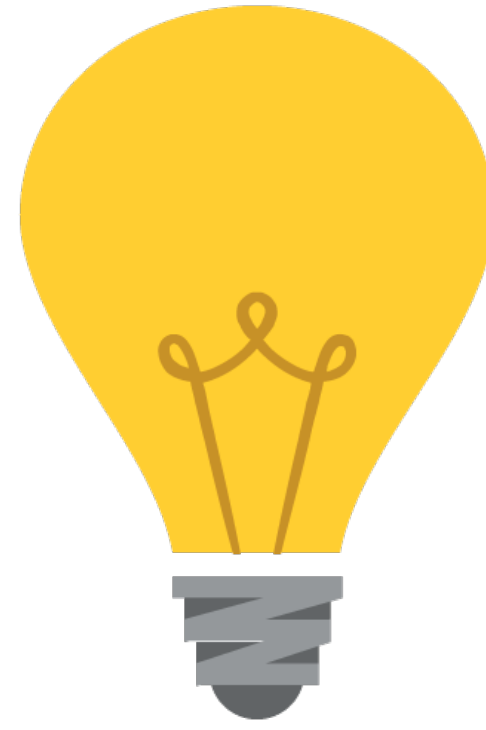


All those bots
Are gonna steal your job



All those bots
Are gonna steal your job

Yannick

Internal tools engineer

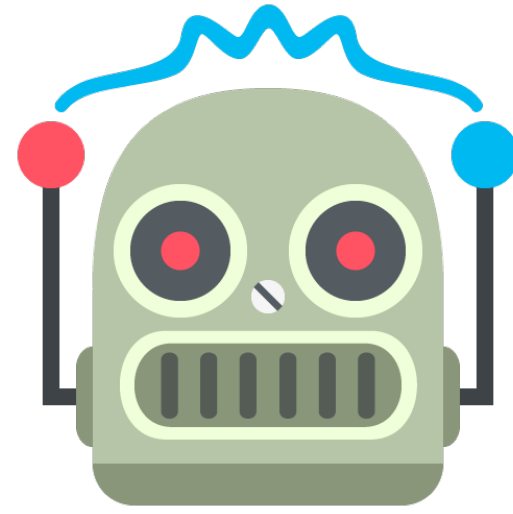


HEROKU

Chatops

Conversation Driven Development

- Automate
- Add visibility
- Collaborate
- Be secure



Automation

Examples:

- Page users
- Deploy your apps
- Run scripts across your servers



Visibility

Examples:

- GitHub flow in chat
- Bug tracking notifications
- Track incidents



Collaboration

Examples:

- Update incidents notes
- Approve changes
- Comment what other are doing



Security

Examples:

- 2fa the important changes
- People see what you are doing
- Chat knows who you are



Important

- Act on behalf of the user
- Refresh the tokens
- Have fun GIF integration

Chatops at Heroku

A play in 3 acts

- The past
- The present
- The future

The past



The sentinel era

- **Many bots**, no cohesion
- A **custom** ruby bot for Paging
- A small **new** team to manage it



Heimdall, yet another hubot

- **One bot** to rule them all
- Coffeescript all the things
- Trying to **leverage** the community



Issues and learnings

- **No** strong practices of Node **testing**
- The brain is just a **blob**
- **Custom code** and no reuse
- **Abusing** the hubot purpose



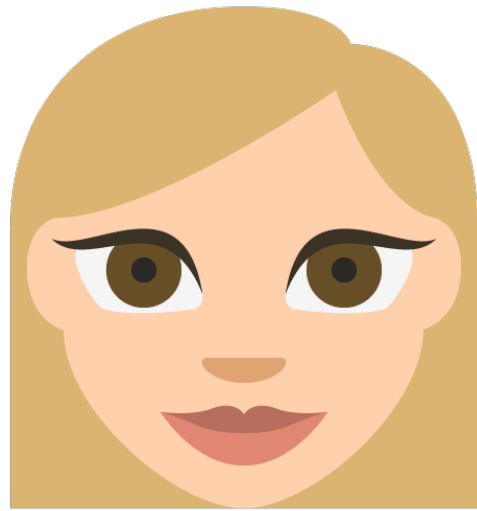
It was still the best choice!

The present

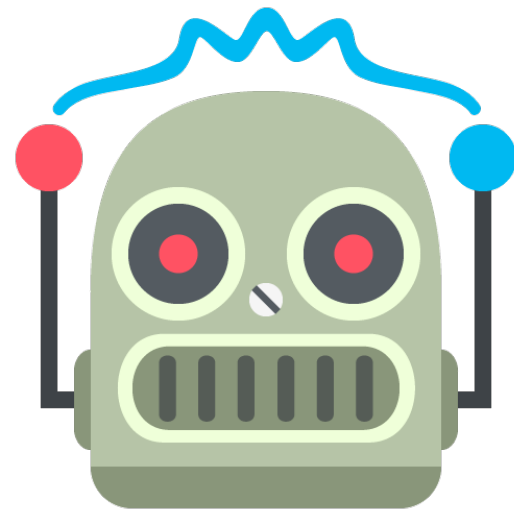
- A team that does **Rails**
- **Less Hubot**, more Slack integrations
- **Strong** practices around **testing** and building
- **Dependency** on Slack



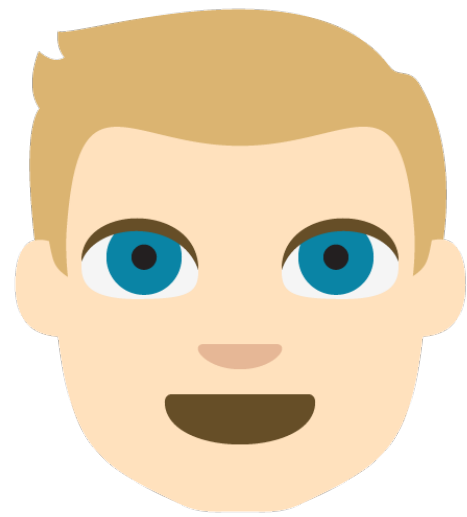
Paging and alerting



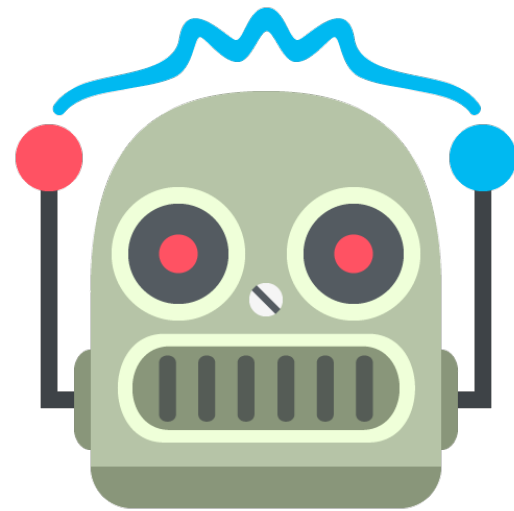
bot page @yannick All your apps are down



Paged Yannick Schutz: Incident PIHX0C6



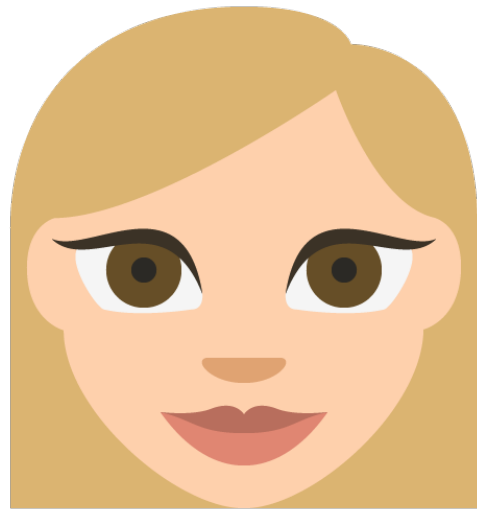
bot resolve PIHX0C6



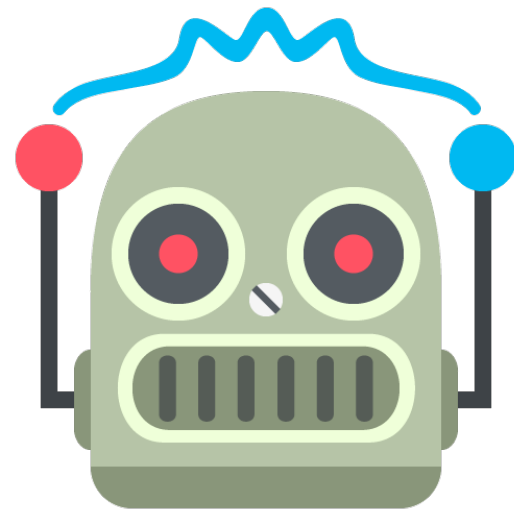
Incident PIHX0C6 resolved



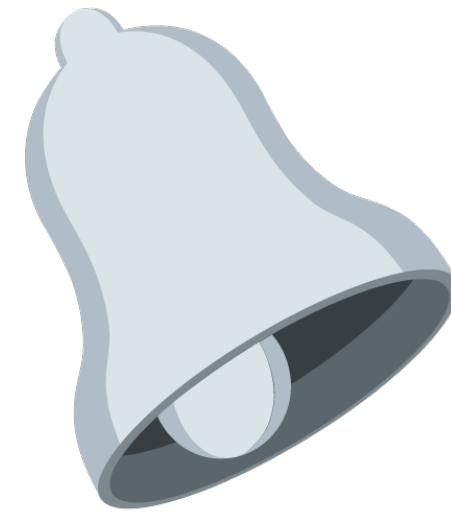
Deployments



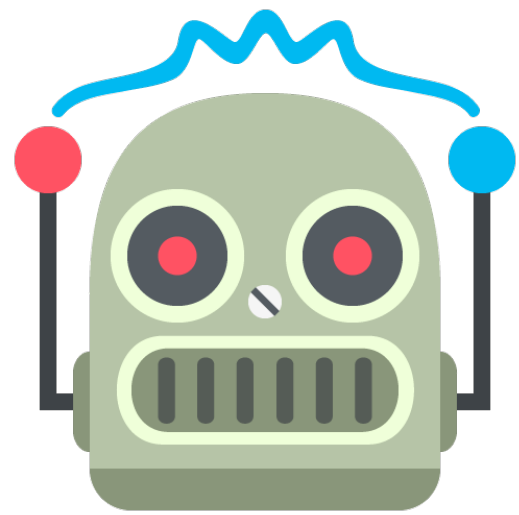
bot deploy api/new_auth to production 023941



you are deploying api/new_auth to production

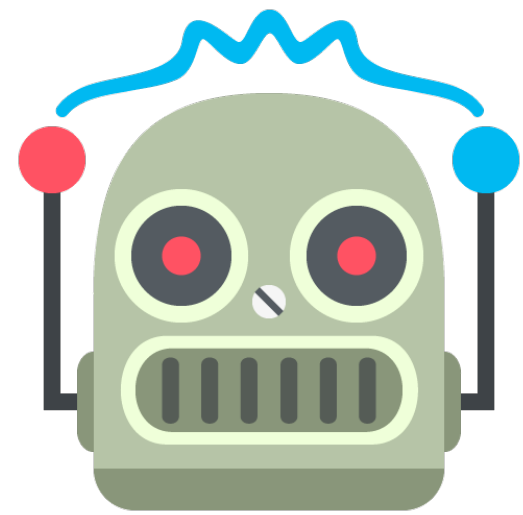


Notifications



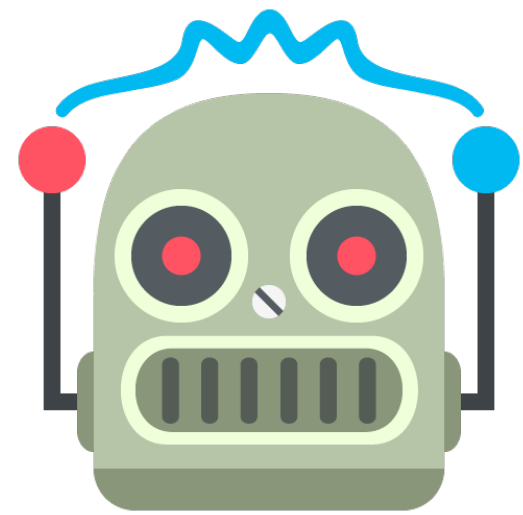
#654 - API ➤ Faraday::RateLimitError

```
Faraday::ClientError: the server responded with status 409
  from faraday/response/raise_error.rb:13:in `on_complete'
  from faraday/response.rb:9:in `block in call'
  from faraday/response.rb:57:in `on_complete'
  from faraday/response.rb:8:in `call'
  from faraday/adapter/net_http.rb:56:in `call'
  from faraday/request/authorization.rb:38:in `call'
```



Beeper build of master was successful. Details

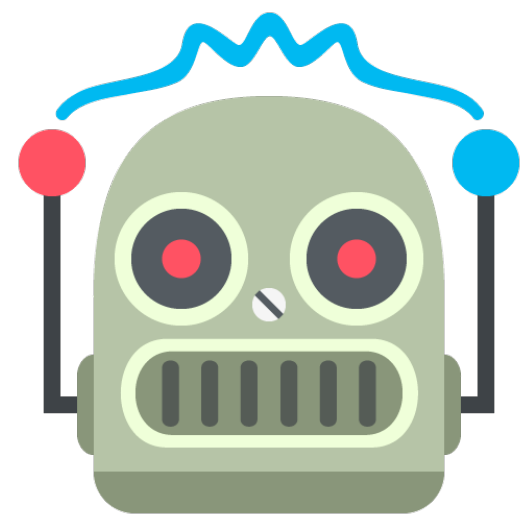
HerokuCI built 17ab7962



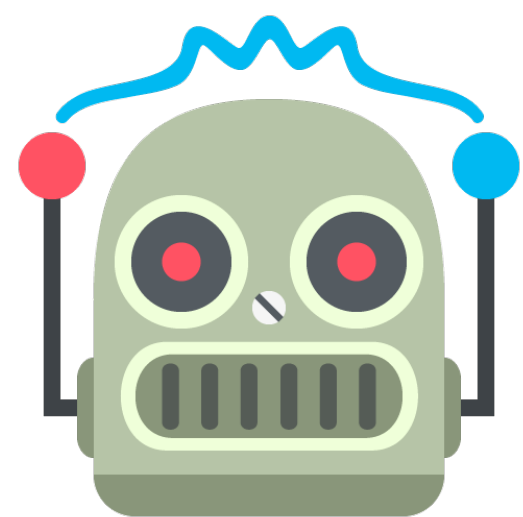
[Beeper] The branch lol was deleted by ys



Not in chat!

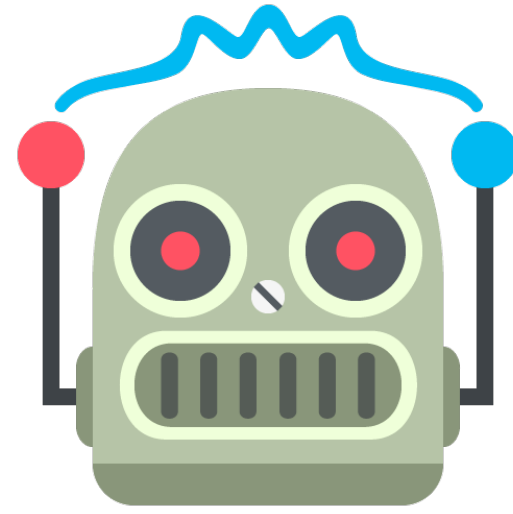


Your PR has out of date dependencies



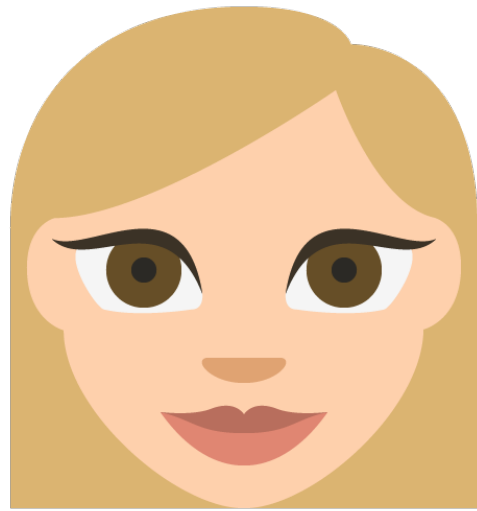
You really want to use tabs here?

The future

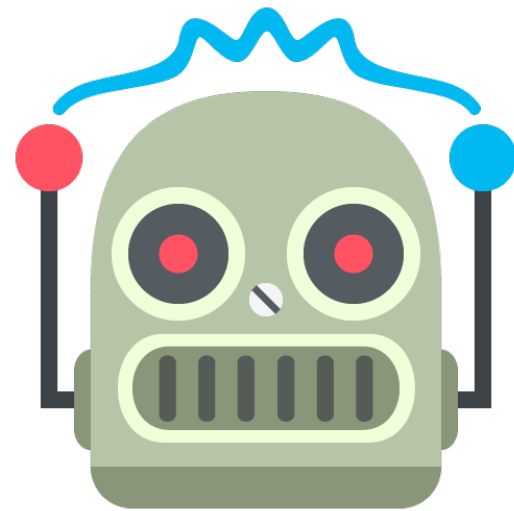


More automation

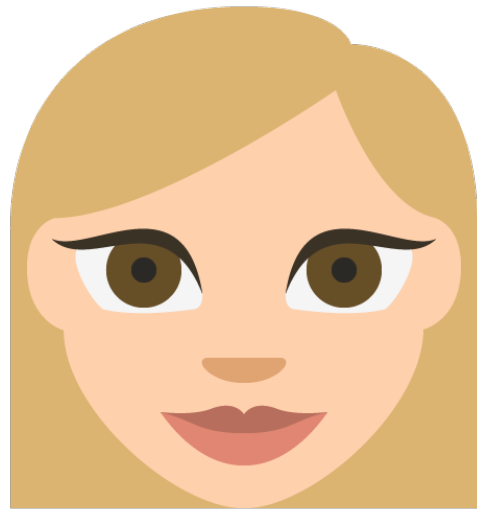
- Full incident handling
- Project Management
- GitHub repo management



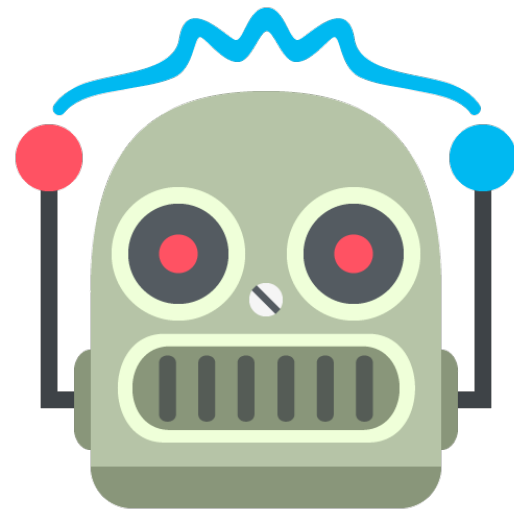
bot open new incident Trouble with git push



Done https://status.heroku.com/git_push_issue



bot merge beeper/new_auth

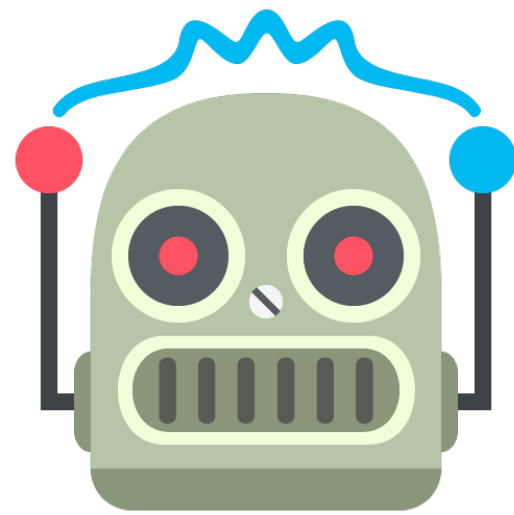


PR has been merged and deployed to staging



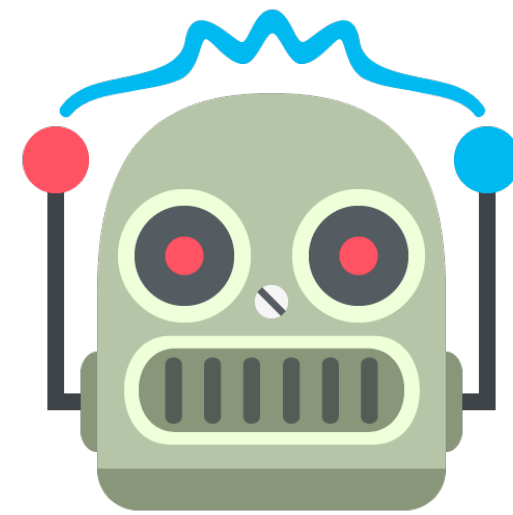
More visibility

- Use the buttons
- Smarter notifications
- Reduce the signal to noise ratio per team



New incident PIHX0C6: Latency is too high

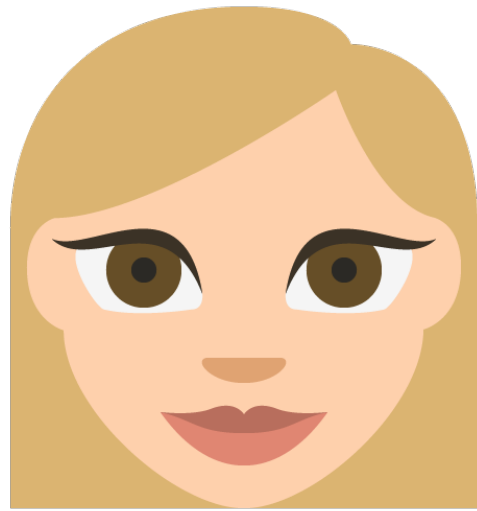
Acknowledge Resolve Escalate



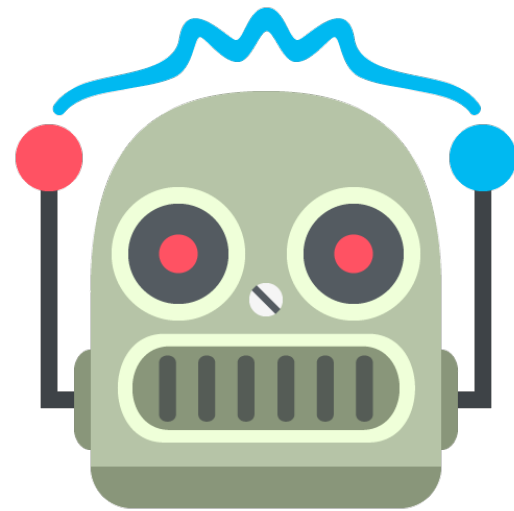
GitHub is down right now

AWS is experiencing issues in us-east-1

...



bot show me only production events

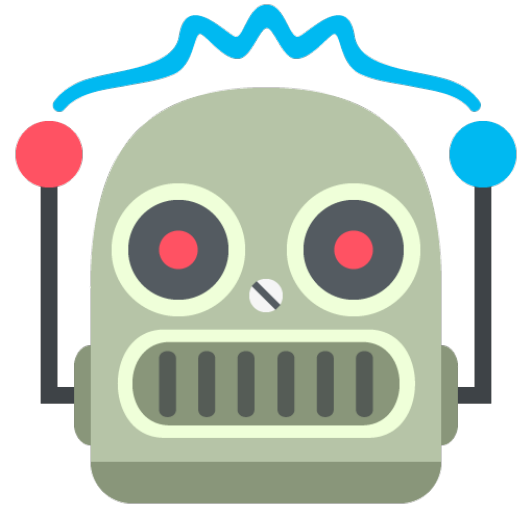


~~Deployment of beeper to staging succeeded~~
Deployment of beeper to production succeeded

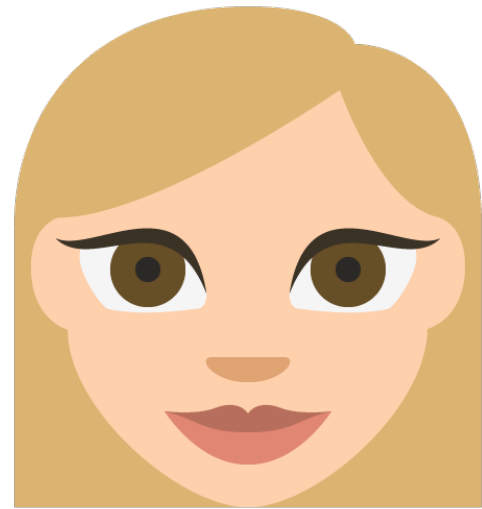


More collaboration

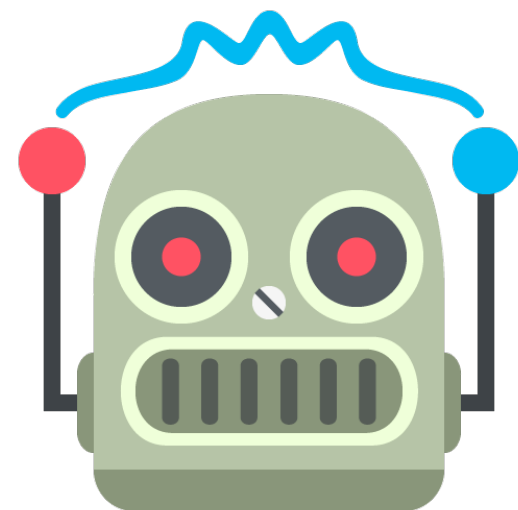
- Change control from chat
- Accurate view of the platform
- Escalate pages from chat



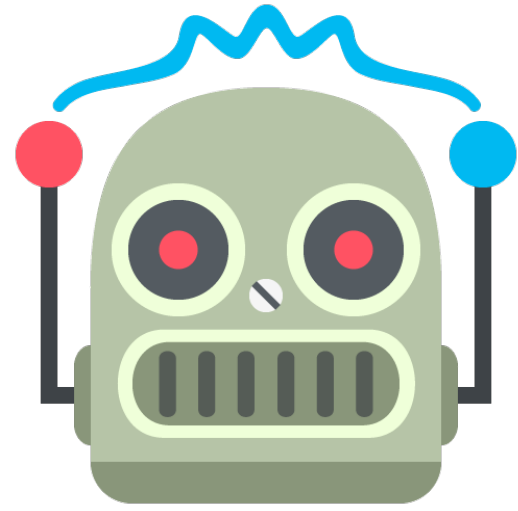
New PR beeper/new_readme



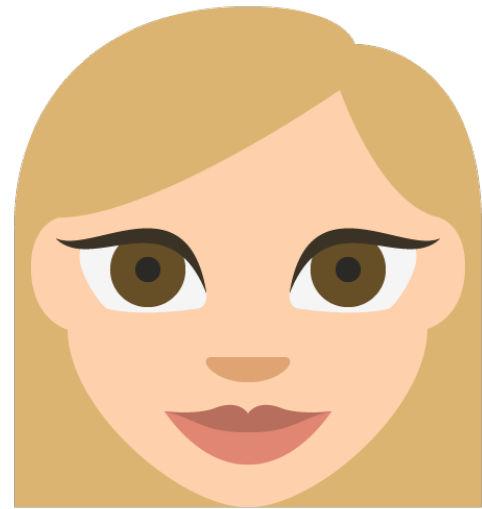
bot approve changes to beeper/new_readme



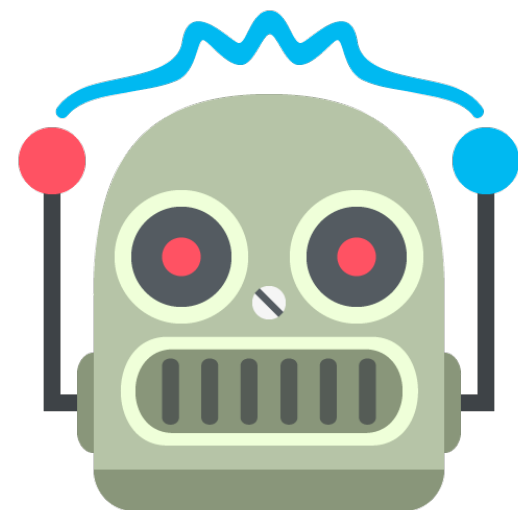
Changes approved



New incident PIHX0C6: Everything is on



bot escalate to @ys, I need some help

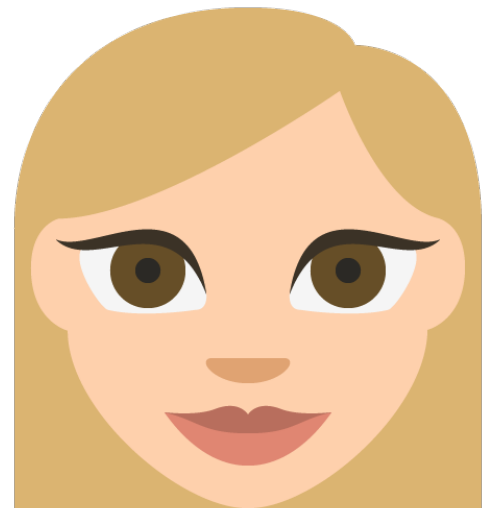


Paged Yannick Schutz

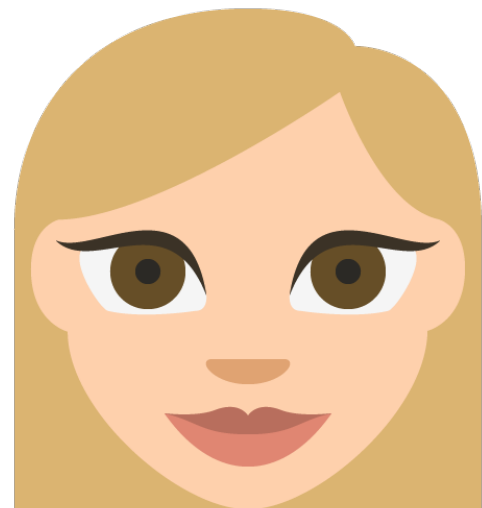


More security

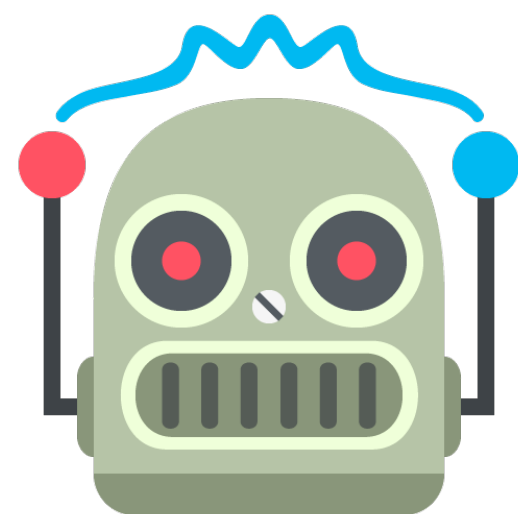
- 2fa through a click on your phone
- Gate critical actions
- Better auditing of all actions



bot deploy api/new_auth to production



Approve



you are deploying api/new_auth to production

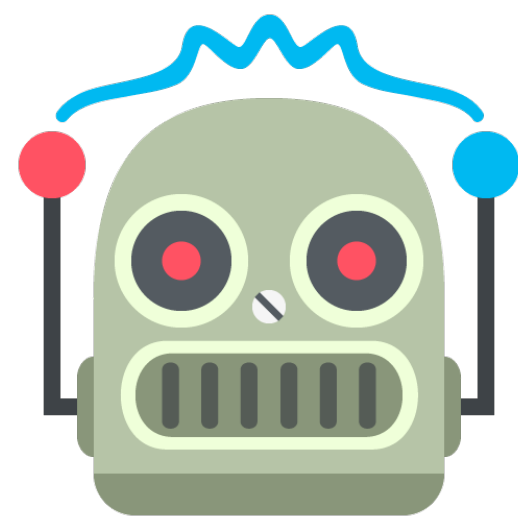


Not in chat?

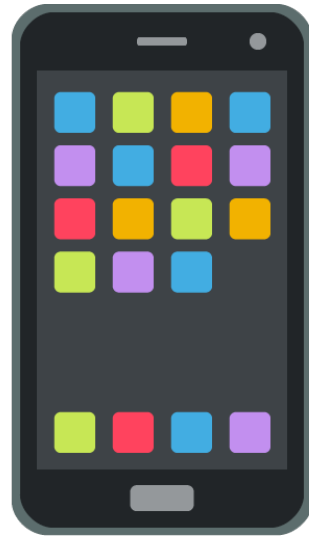
- Build equivalent CLI experience
- Expose actions in WebUI
- PhoneOps
- Better commit statuses alerts



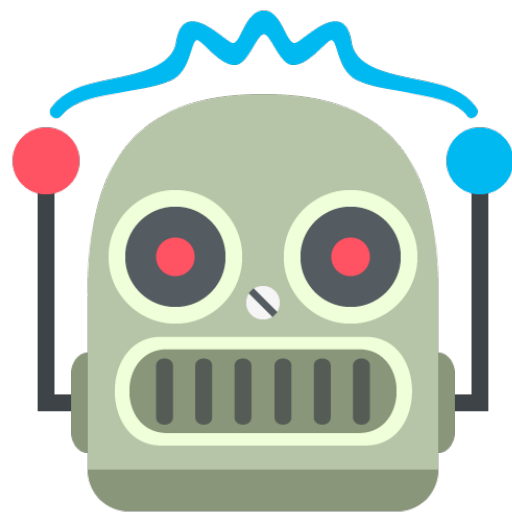
deploy api/new_auth to production



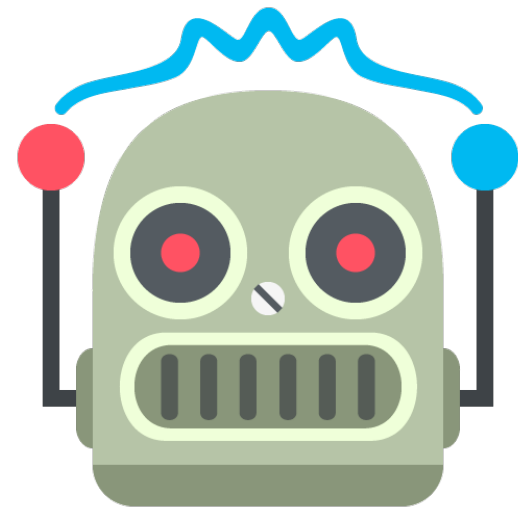
you are deploying api/new_auth to production



deploy to



you are deploying api/new_auth to production



That npm package is out of date
Maybe add some tests?
Where is the documentation?
You have no description

TL;DR



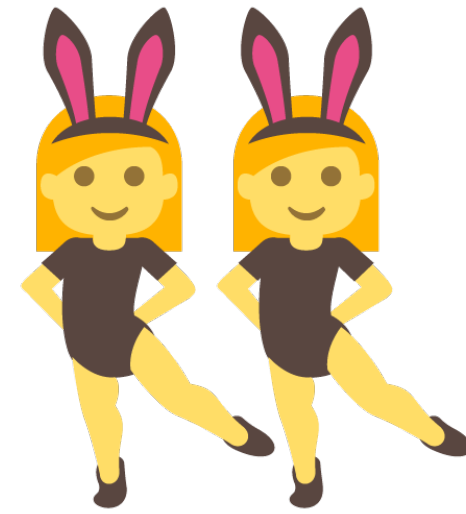
Hubot must be a dumb client



We  Rails slack apps



Being locked in slack is OK for us

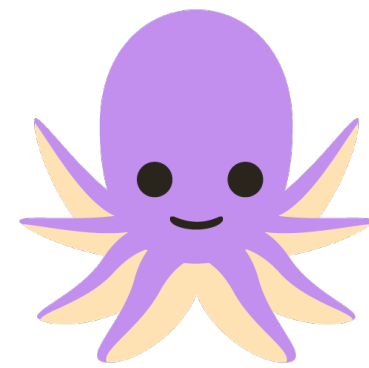


The information where it needs to be

Thanks
any questions?



@yann_ck



@ys

Emoji provided free by **EmojiOne***

* <http://emojione.com/>