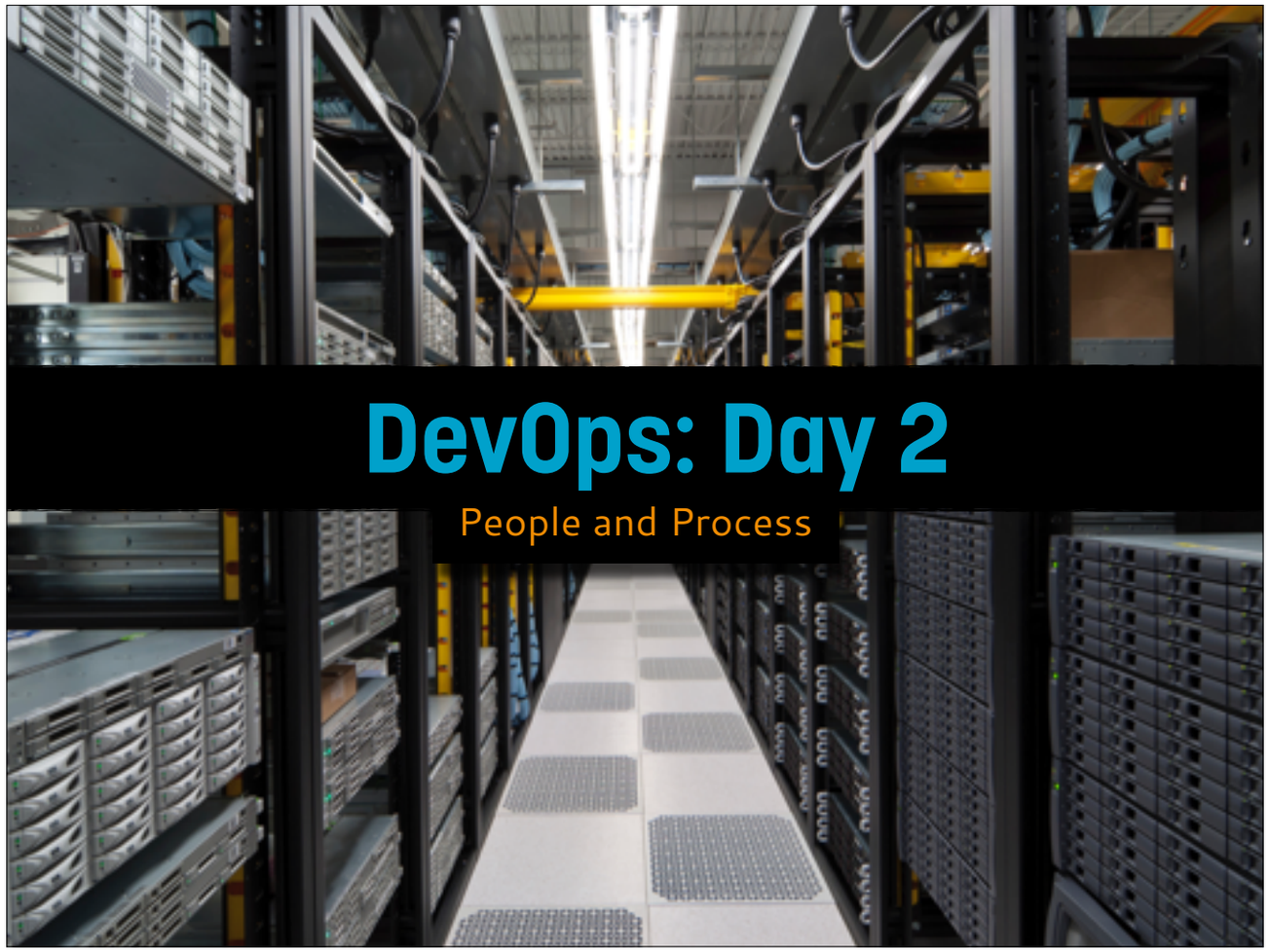

DevOps: Day 2
People and Process


#realtalk


Technology

Don’t lose sight of the forest for the trees.

So who am I? I'm James Fryman. I currently live in Nashville, TN. My twitter/github handle is @jfryman


GitHub

DevOps

is not a

Technology Problem

DevOps

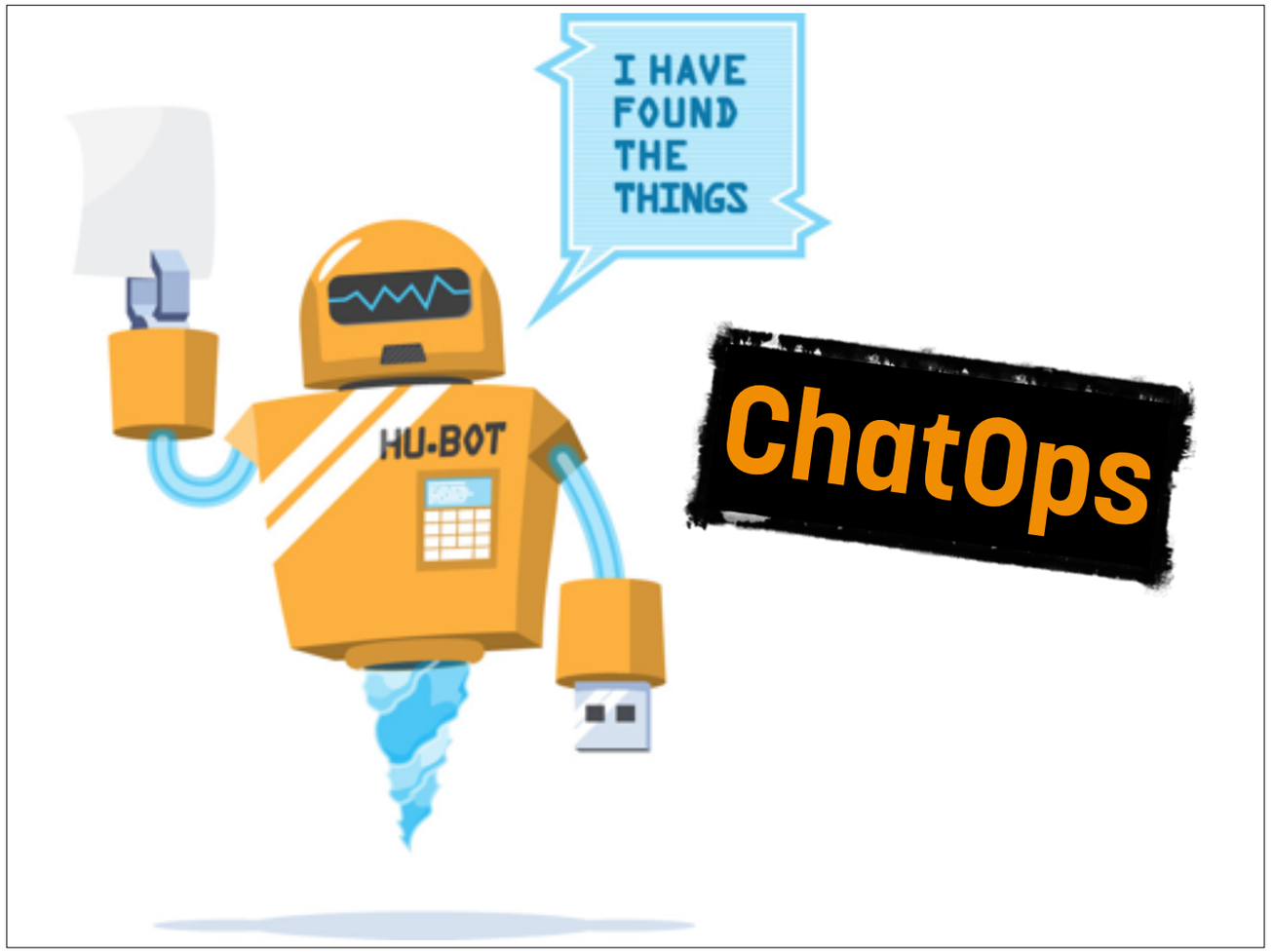
is a

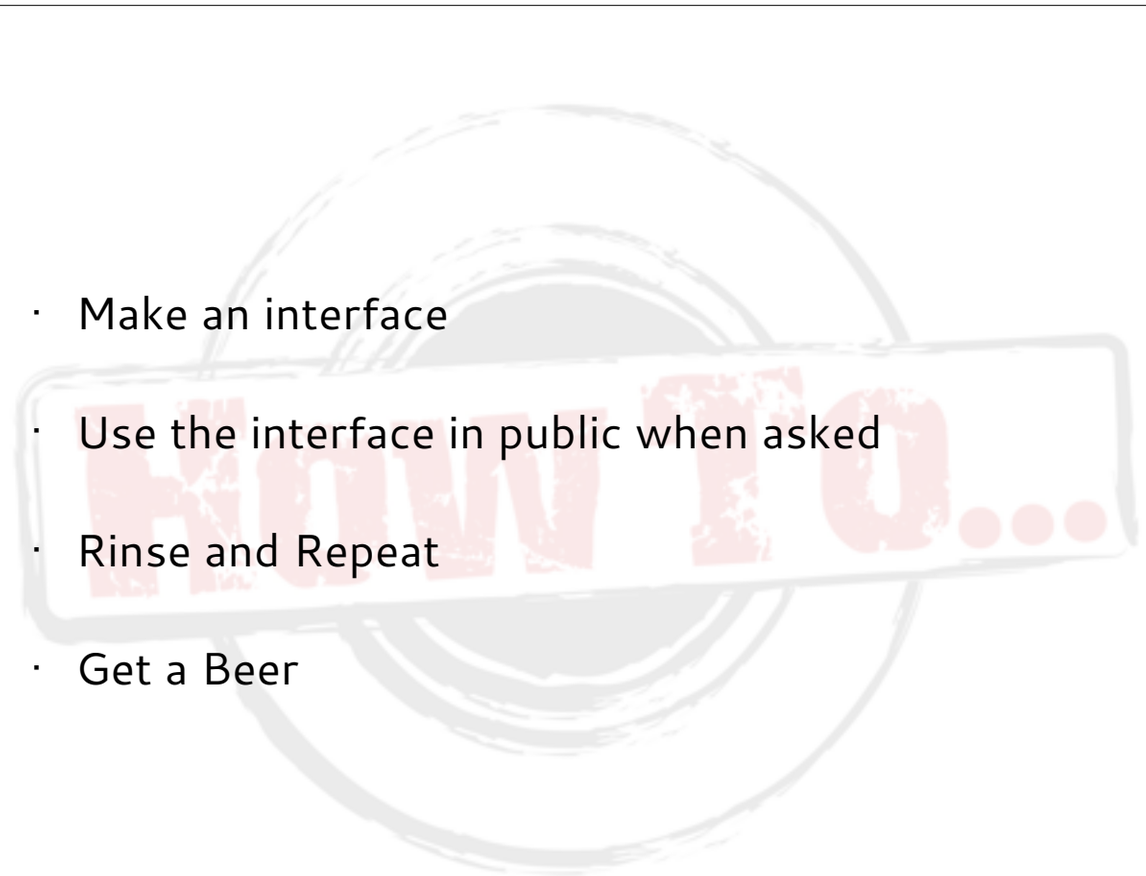
Business Problem


Own It!

The way to start tearing down the wall is to make it accessible. It’s super neat that we have all these tools.

Know your users


I HAVE FOUND THE THINGS
HU-BOT
ChatOps



- Make an interface
- Use the interface in public when asked
- Rinse and Repeat
- Get a Beer

Build a hammer. What does it take to build a hammer? Knowledge of the problem, refinement, and delivery.

Does not have to be

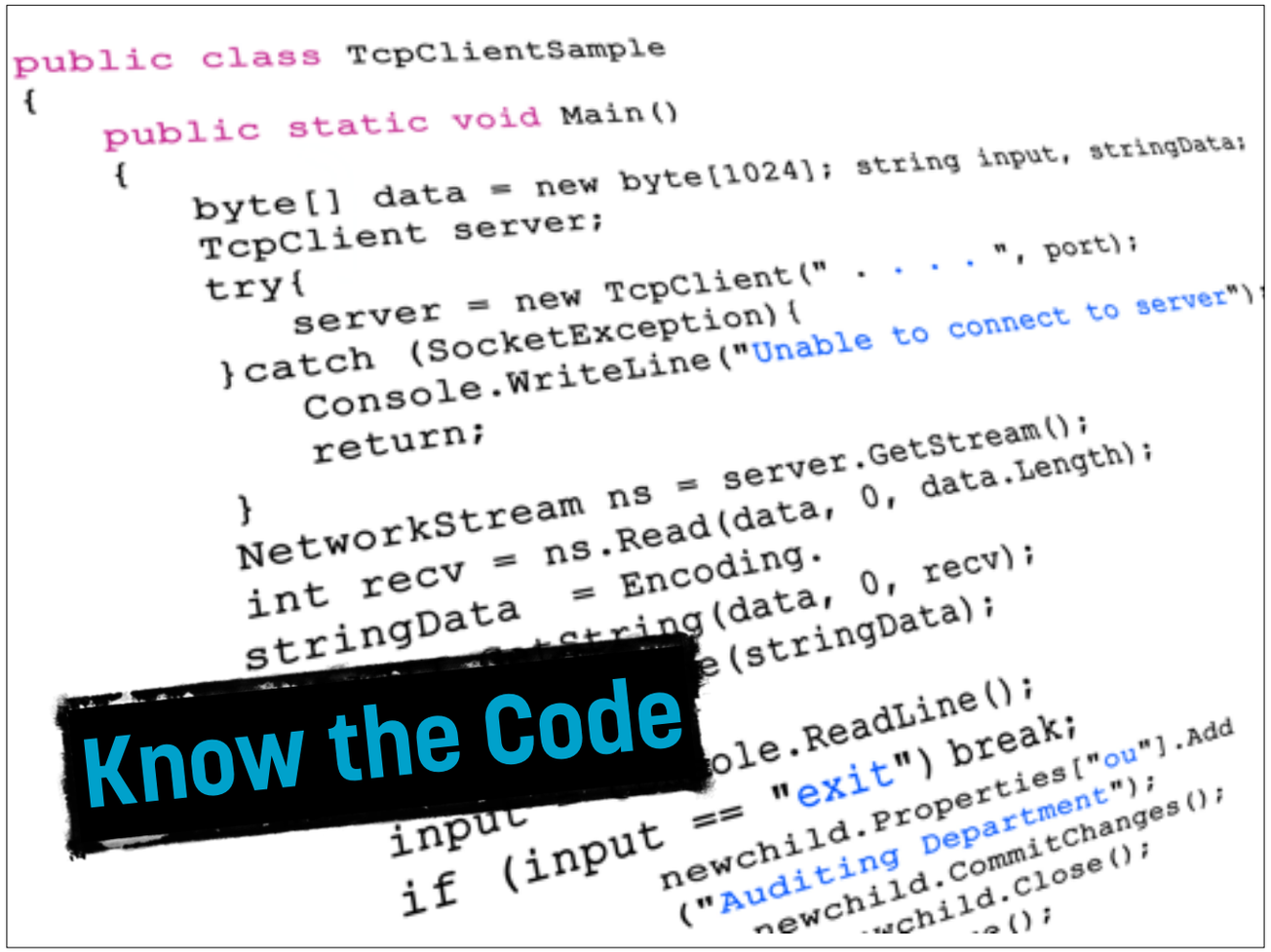
Image (C) Jeff Kubina from Columbia, Maryland - [1]


First Hammer
Define the Problem

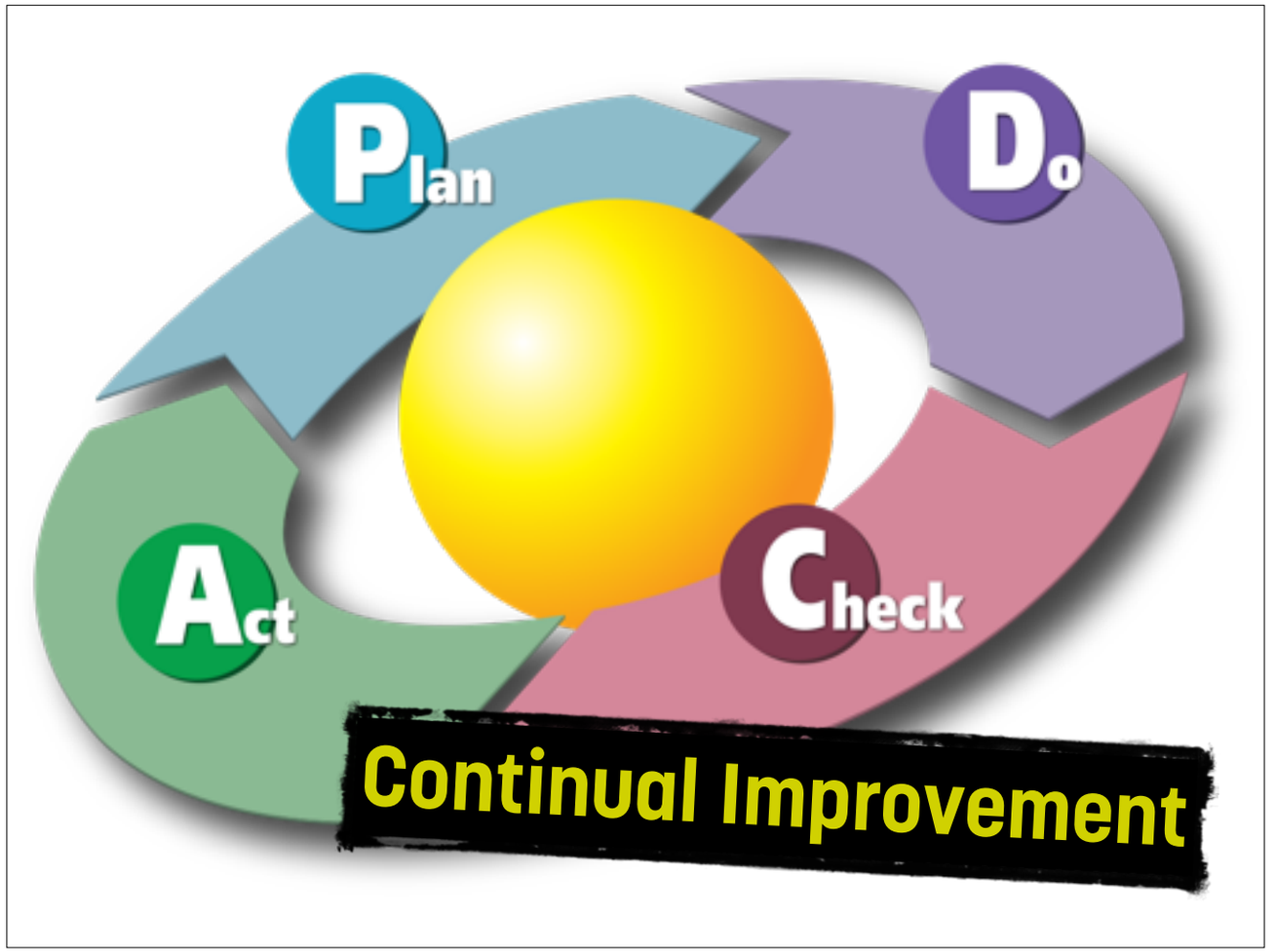

Second Hammer
Refine the Solution

Third Hammer

Implement Real-World Lessons



Having exposure to the code that is being maintained in production,

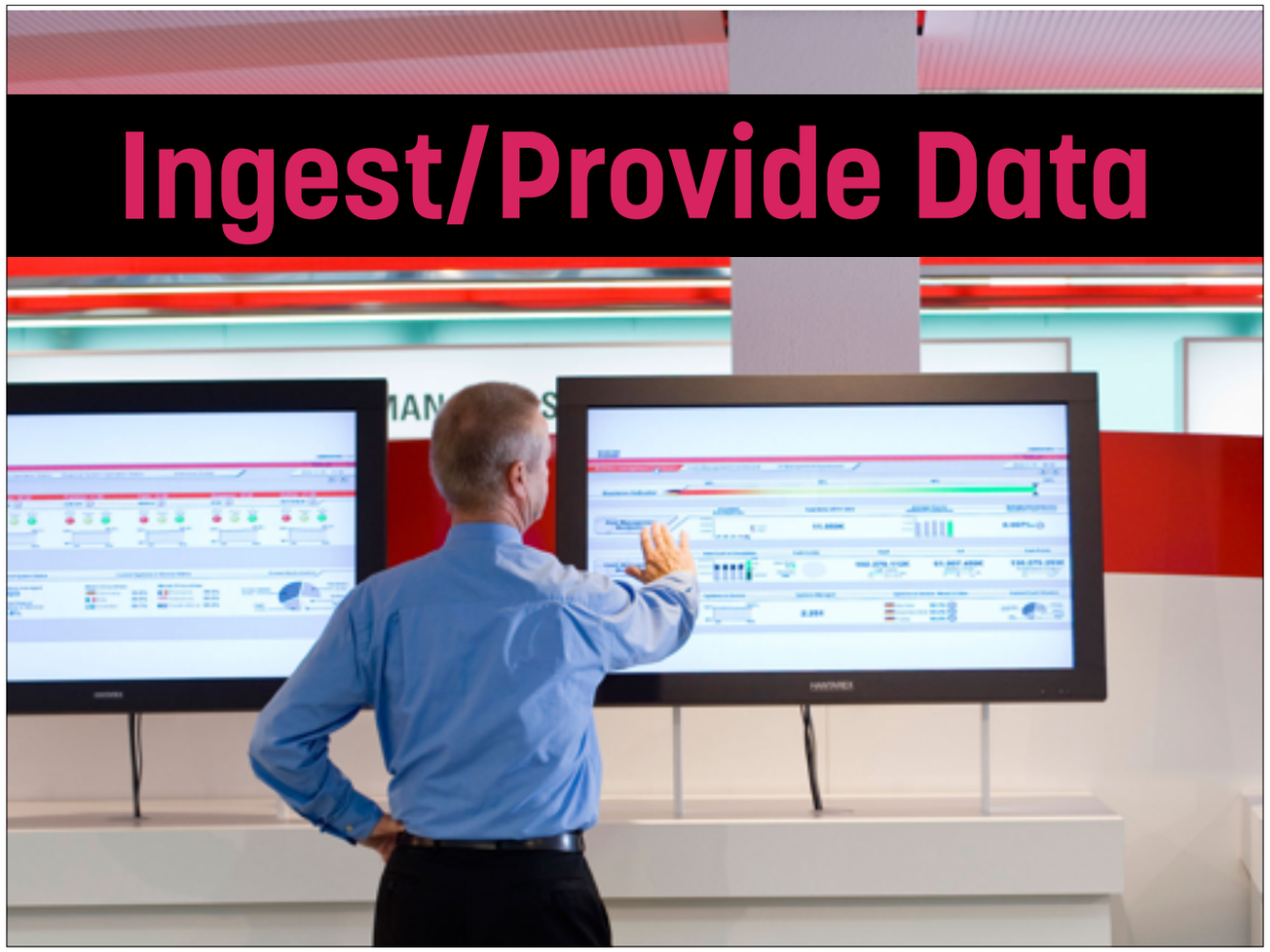


Things break. You don’t let your trusted things fall apart. Why would you let your work? Build in continual improvement cycles into your workflow. Be mindful of debt, and pay it down often. Deming Cycle

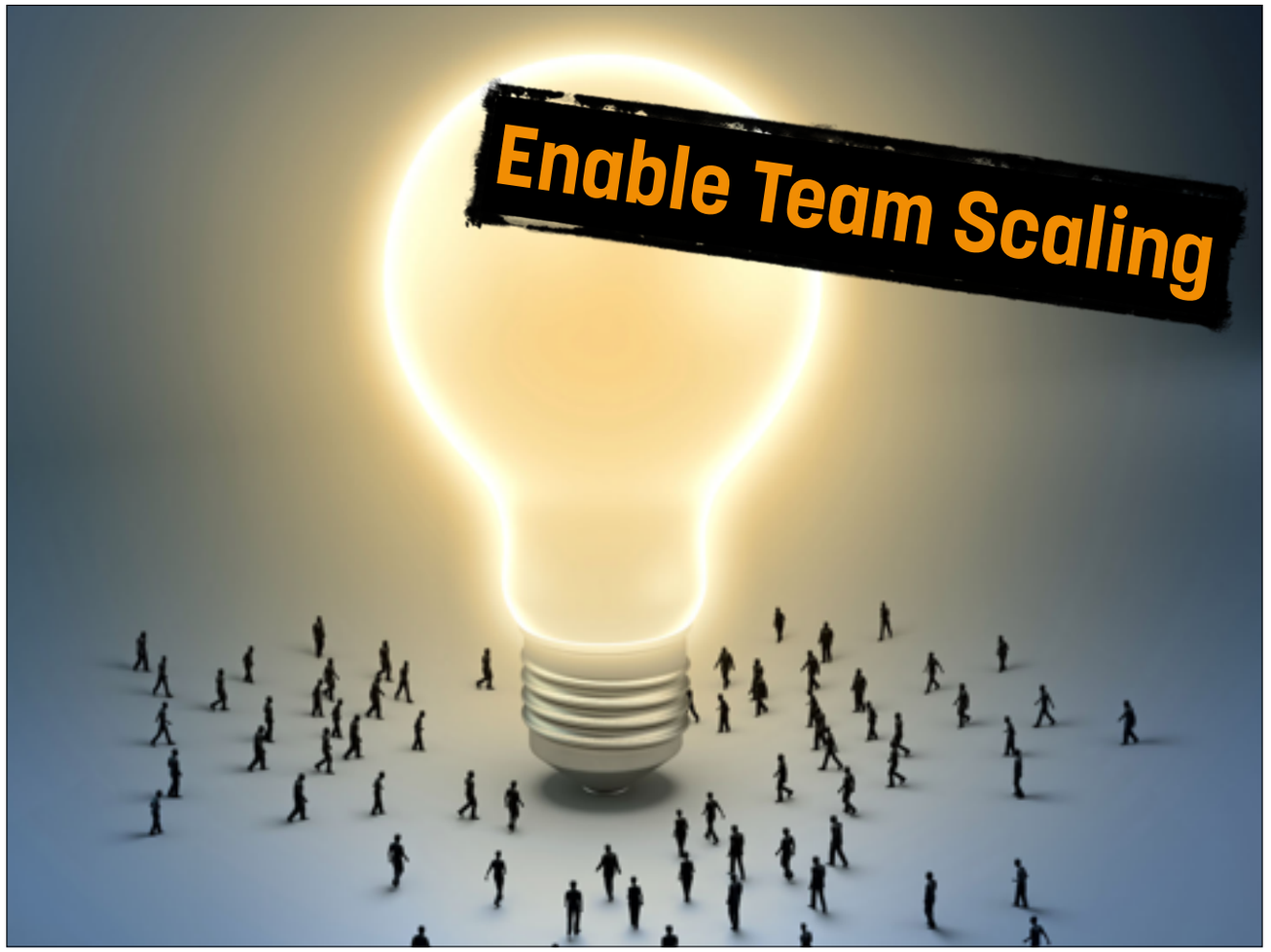
Remember: Quality matters. Make paying down debt a priority, or you might be faced with some real challenges down the road.

PLAN
Establish the objectives and processes necessary to deliver results in accordance with the expected output (the target or goals). By establishing output expectations, the completeness and accuracy of the spec is also a part of the targeted improvement. When possible start on a small scale to test possible effects.
DO
Implement the plan, execute the process, make the product. Collect data for charting and analysis in the following "CHECK" and "ACT" steps.
CHECK
Study the actual results (measured and collected in "DO" above) and compare against the expected results (targets or goals from the "PLAN") to ascertain any differences. Look for deviation in implementation from the plan and also look for the appropriateness and completeness of the plan to enable the execution, i.e., "Do". Charting data can make this much easier to see trends over several PDCA cycles and in order to convert the collected data into information. Information is what you need for the next step "ACT".
ACT
Request corrective actions on significant differences between actual and planned results. Analyze the differences to determine their root causes. Determine where to apply changes that will include improvement of the process or product. When a pass through these four steps does not result in the need to improve, the scope to which PDCA is applied may be refined to plan and improve with more detail in the next iteration of the cycle, or attention needs to be placed in a different stage of the process.

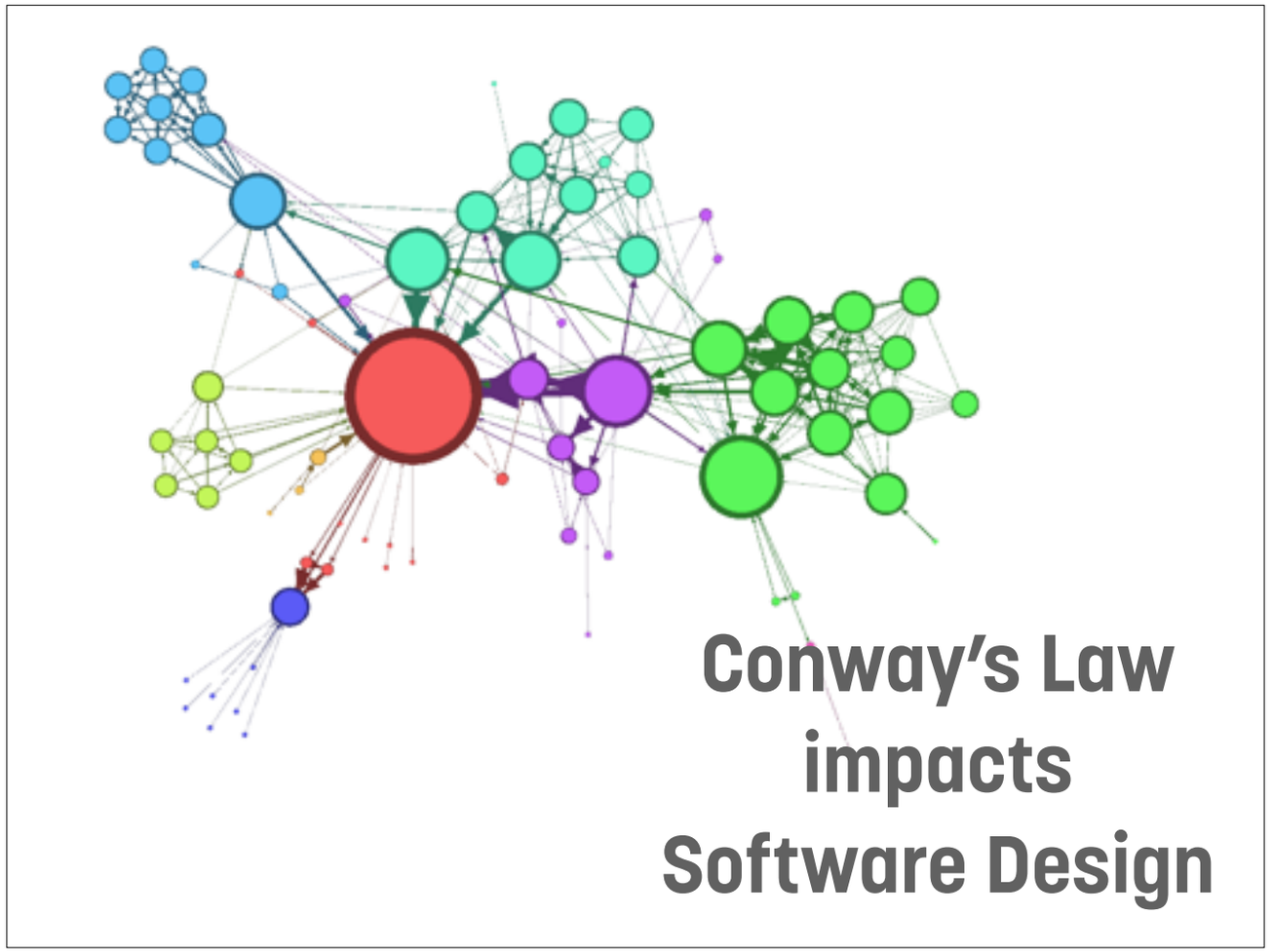
Image from http://www.robinhesselgesser.com/planting-the-seed.html



Logging/Monitoring/Graphing



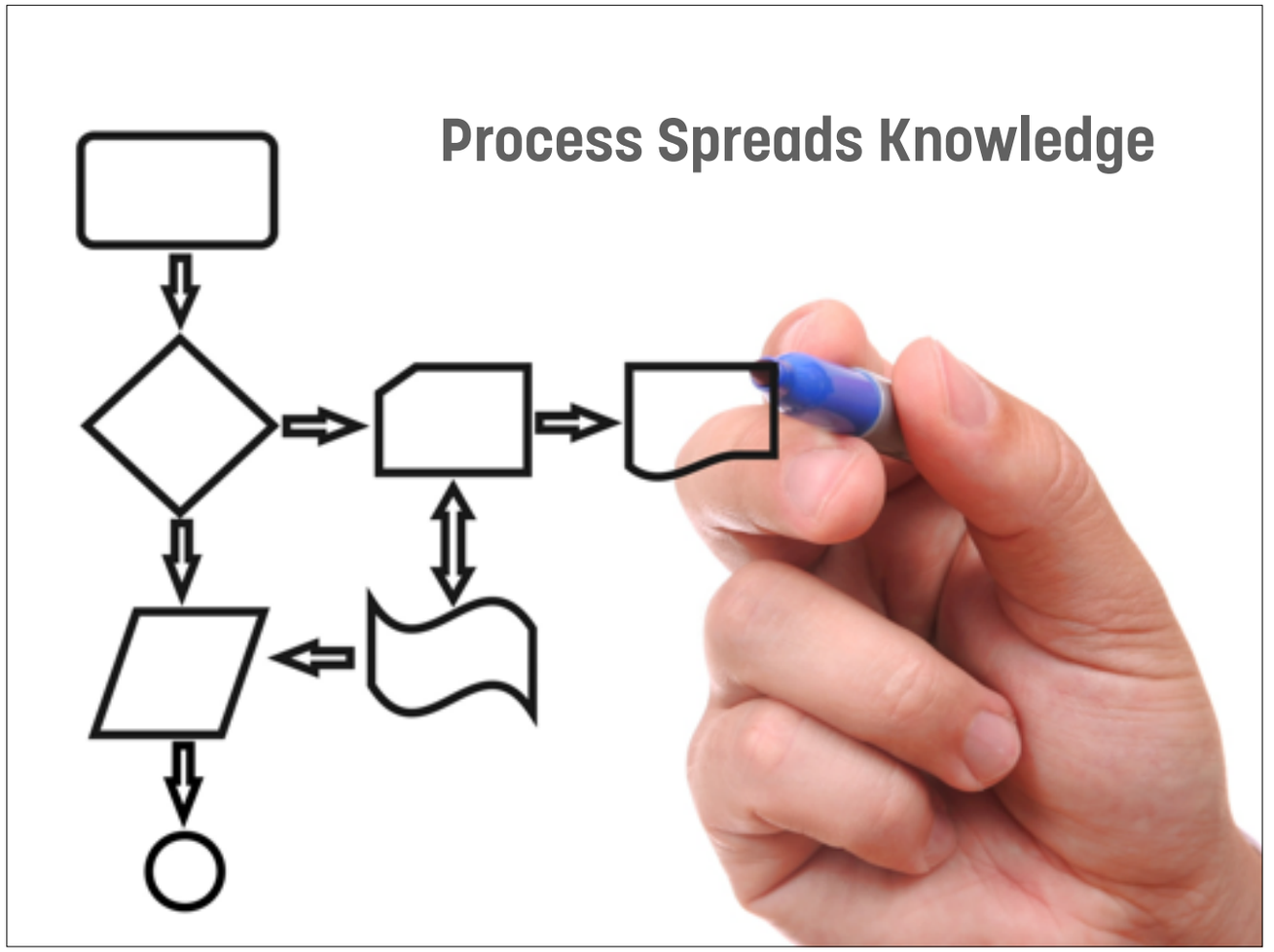
Ops is in the business of tactically growing the business, from a technology side. These domains are essential in growing the business. Your value add is knowing how to effectively split up the communication path



Apps equally must change and adapt during organizational changes.

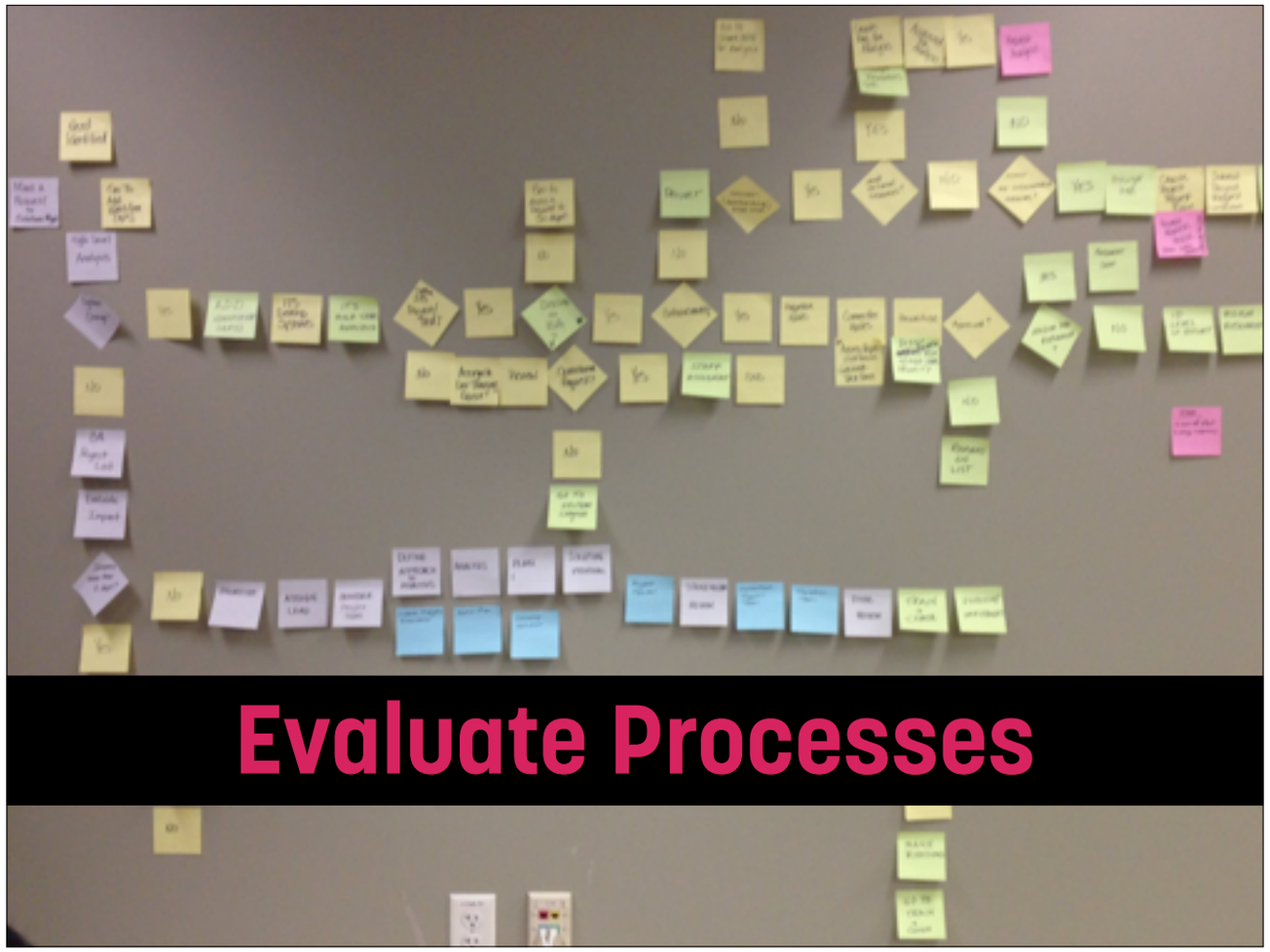
Where do you get them?


NEWS
Share It!



Process is not a dirty word. In the purest form, it is an expectation of goods when asking for X.

Don’t do process because it’s there. (ITIL), do it because it helps communicate more efficiently.



And keep them useful! Evaluate processes with some Six Sigma magic. It’s easy to fall into the trap of knowing


Heroes not welcome

Be a force multiplier


Recap

Swiss National Park 131CC BY-SA 3.0view terms
Hansueli Krapf - Own work: Hansueli Krapf (User Simisa (talk · contribs))

Own the problem is very much a people concern. Sharing and Growing are very much Process concerns.

You start by essentially changing the game. Ops is an investment, not a cost center. But to fully make that transition, there are several key people and process considerations.

Image sourced from http://www.theloftberlin.com.

http://git.io/IPUAfQ

A book on Process Creation, Six Sigma, Domain Modeling