

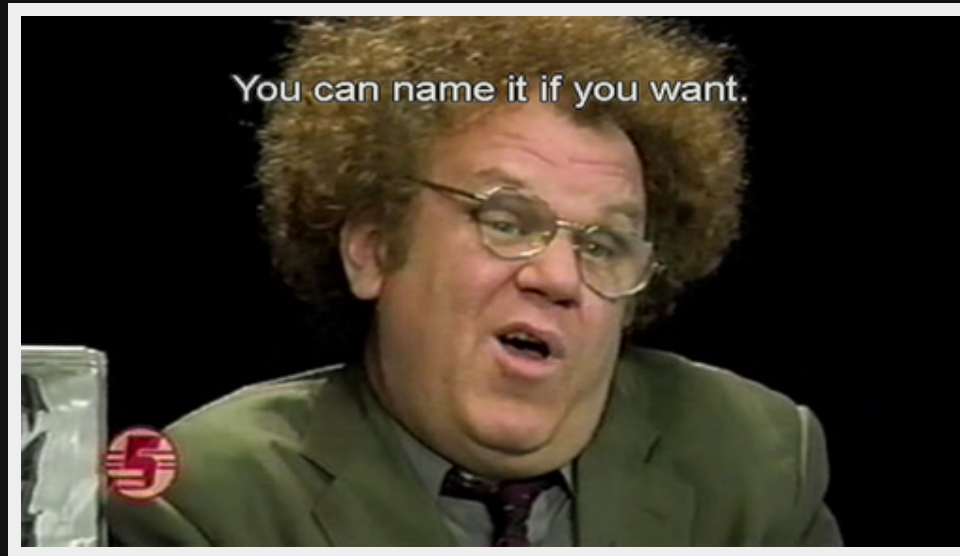
devops done us wrong



you don't know me, man

@sdmouton

My geek creds may be inferior to your geek creds



Imposter Sryndrome

perspective

"I had a stick of carefree gum, but it didn't work. I felt pretty good while I was blowing that bubble, but as soon as the gum lost its flavor I was back to pondering my mortality."

-Mitch Hedberg

perspective

"I'm gonna fix that last joke by taking out all the words and putting in new ones."

-Mitch Hedberg

great artists steal

damon edwards devopsdays mtn view '13

sharing experience is a fundamental value of our community of
practice

serendipity



© DESPAIR.COM

CONSULTING

IF YOU'RE NOT A PART OF THE SOLUTION,
THERE'S GOOD MONEY TO BE MADE IN PROLONGING THE PROBLEM.

i can has unicron?

Sysadmin for a small ops team in municipal government

Central IT Dept.

300 staff

Over 12k total employees

i can has unicron?



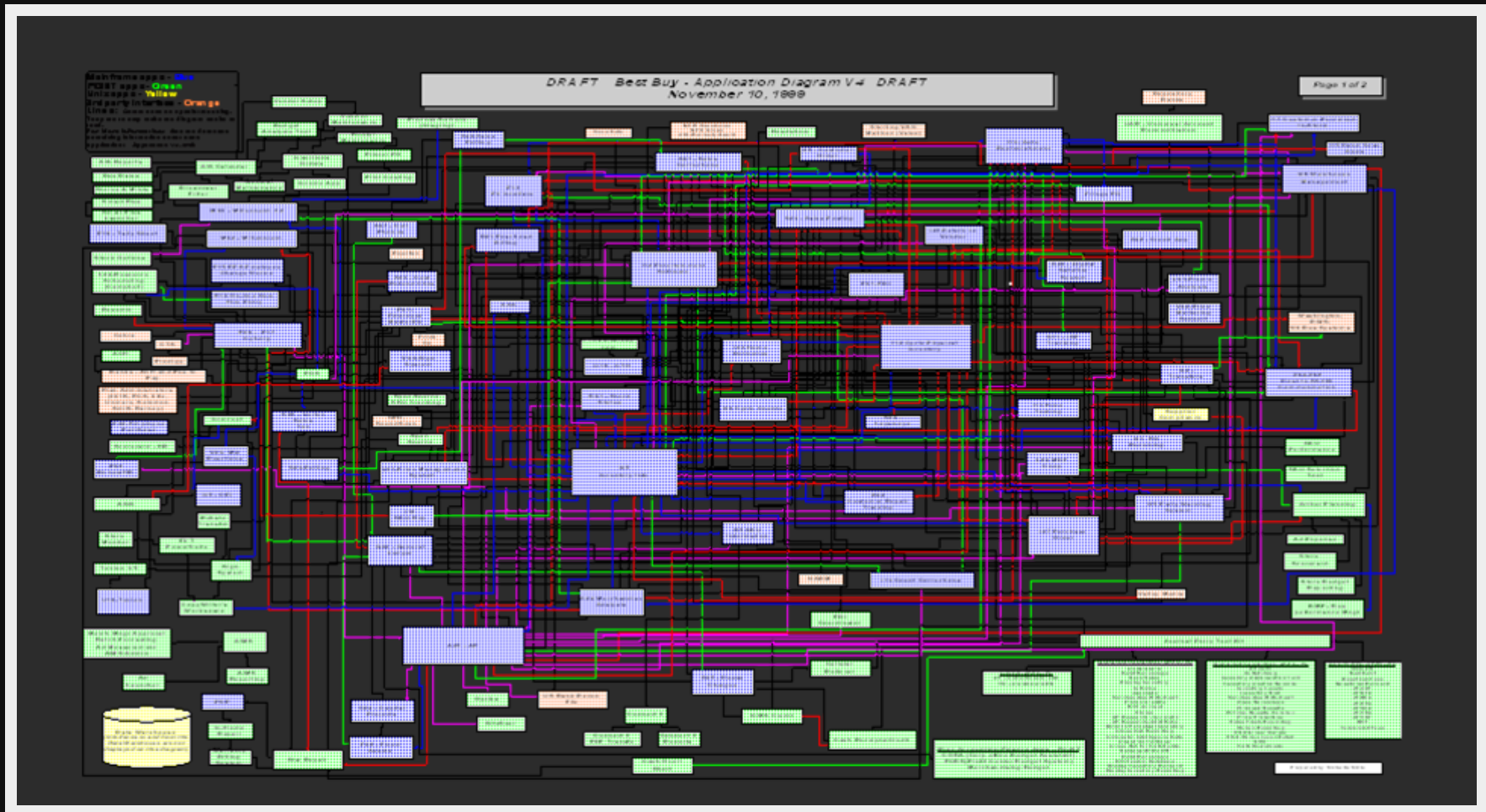
i can has goat then?

Depts. have dev teams, important for each to integrate well.



goat and the silo

local optimization vs best optimization for the system



govops

Bikeshedding is a spectator sport

Blamestorm on the horizon

Even our silos have silos... comfortable silos.

govops

1.



1. Draw some circles

govops



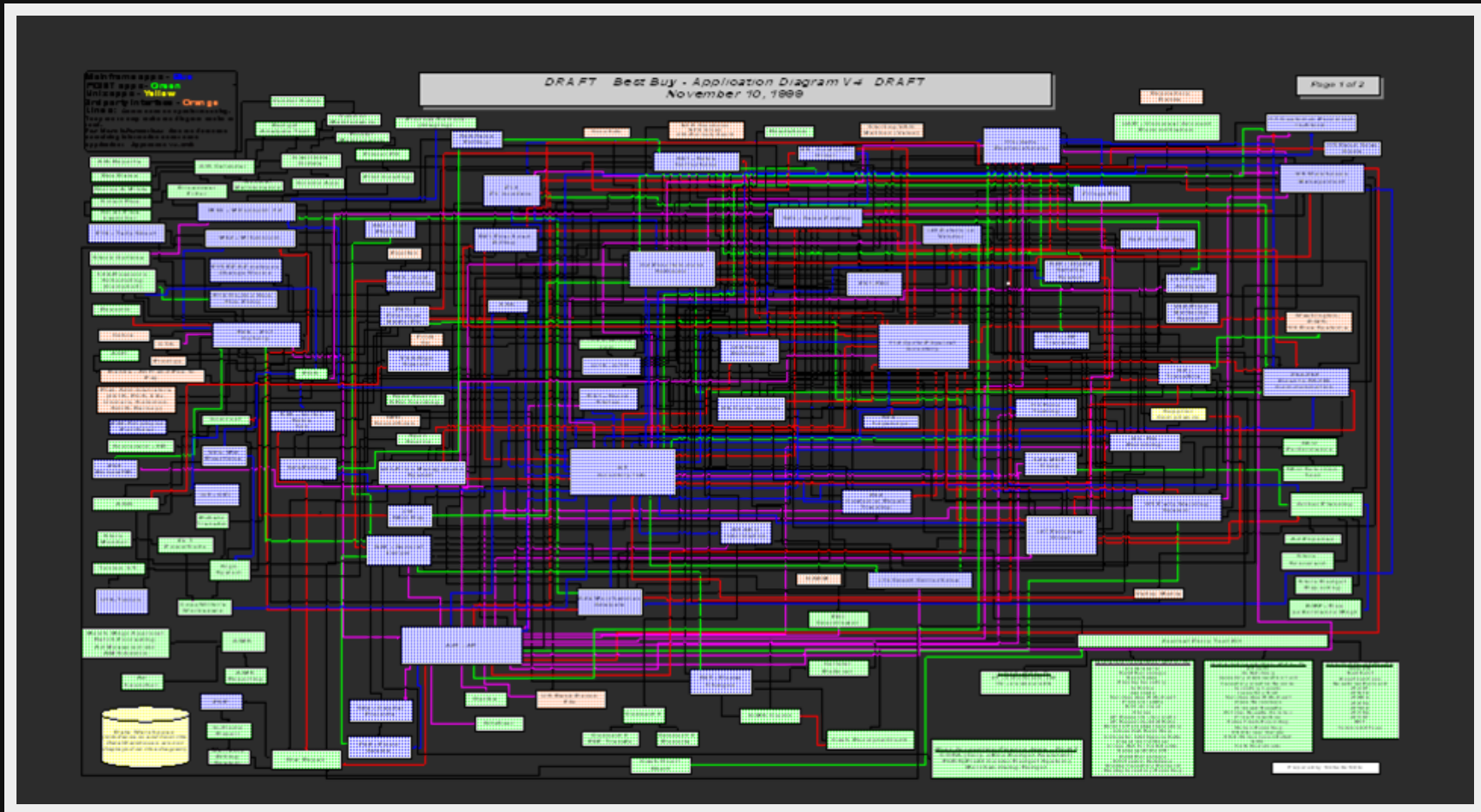
govops

Welcome to your new life as a BA for Super Business App!



govops

- This is how it works



govops

- Call this guy for documentation:

govops



what is the problem?

no one knows anything about anything until a pager goes off



literally a pager, my wife thought I was a drug dealer

what we did

started with the tool



at least we talked about *why* we wanted to do it

why for dns entries

- We need better tooling
- This manual process is awful
- We want to be able to have support

everything is a freaky dns problem



cms

- someone perceives there's a problem
- telephone game (no one cares about the ticketing system)
- the problem is that the cms is slow

cms

- root cause analysis
- problem is with a technical product, address it with technology!
- no metering
- look at saas

cms

Mercenaries and auxiliaries are useless and dangerous; and if one holds his state based on these arms, he will stand neither firm nor safe; for they are disunited, ambitious and without discipline, unfaithful, valiant before friends, cowardly before enemies; they have neither the fear of God nor fidelity to men, and destruction is deferred only so long as the attack is; for in peace one is robbed by them, and in war by the enemy.

- Niccolo
Machiavelli

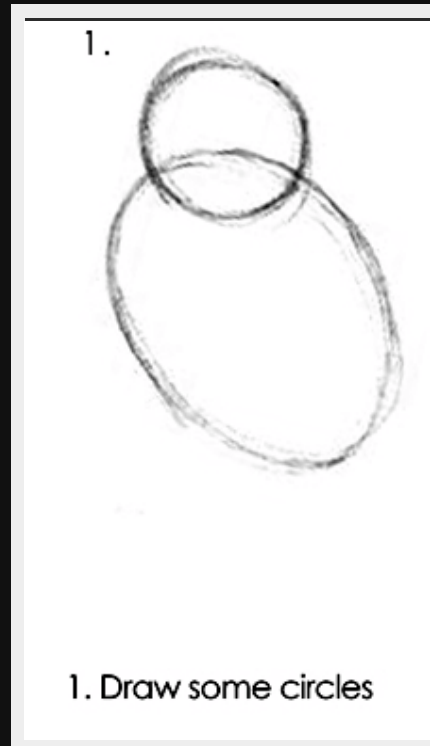
thar be monsters



chutes and ladders

coldfusion

it's for **enterprise apps**
had a emergent problem



coldfusion

started with the business need

no pushy ideas about how

never talked about echo chamber terminology

just talked about presenting problem, tooling and workflows

coldfusion

interested parties +1



lessons

do you need customers once, or customers for life?

snowcone wranglers

speaking of culture...

if you can't fire people don't write them off

my pain is your pain



credit Scott Adams

get involved

because otherwise...



that's my time

again, @sdmouton

might be found idling in freenode in your favorite channel as **moutons**

check out [readops](#) and follow [@readops](#)

read [sysadvent](#) and follow [@sysadvent](#)