

# DevOps: You should be Iron Man, not a Robot



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@puppetmasterd

# Puppet was born at LISA



# DevOps



<http://evbdn.eventbrite.com/s3-s3/eventlogos/2231077/1213482559-1.png>



~~Dev  
becoming  
Ops~~





# Improving Operations



[http://t1.gstatic.com/images?q=tbn:ANd9GcRPXWBANeLWKZTa2OvZX6pLQ1aBo-PNrM8TesY-pRnmyWGa-yd\\_](http://t1.gstatic.com/images?q=tbn:ANd9GcRPXWBANeLWKZTa2OvZX6pLQ1aBo-PNrM8TesY-pRnmyWGa-yd_)





# Cultural Change



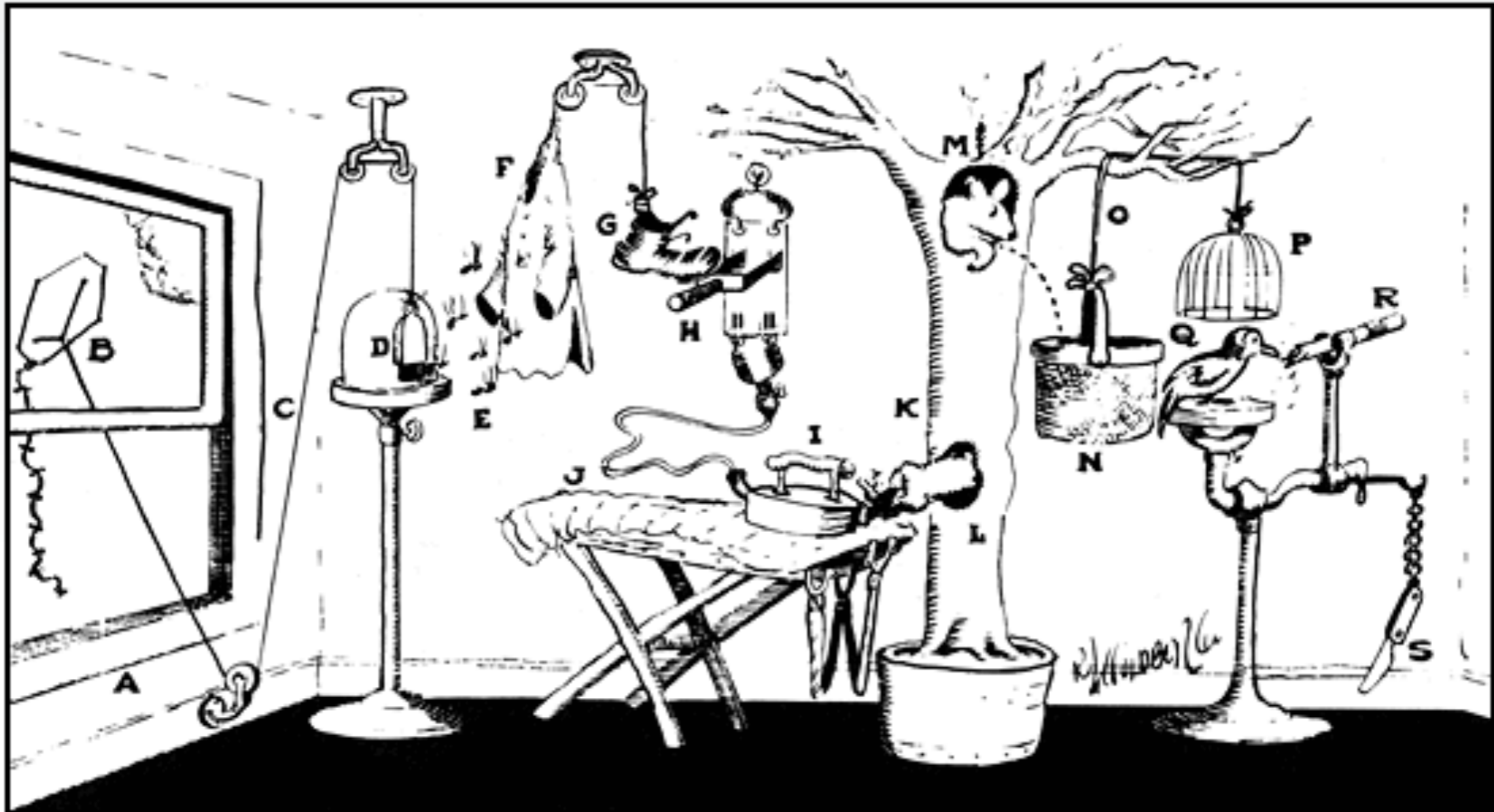
<http://eslandeducation.wikispaces.com/file/view/culture.jpg/232707598/culture.jpg>

# Improving Sysadmins

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# Minimal Process



[http://switchboard.nrdc.org/blogs/ddoniger/the\\_phony\\_train\\_wreck\\_-\\_part\\_i.html](http://switchboard.nrdc.org/blogs/ddoniger/the_phony_train_wreck_-_part_i.html)

# Better tools



[http://www.gadgetrivia.com/7792-best\\_multi\\_tool](http://www.gadgetrivia.com/7792-best_multi_tool)

# Collaboration



<http://codeamplifier.com/2011/01/23/tools-team-test-5-steps-to-better-tools/>



# Automation

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# Knowledge Workers



[http://photo.outlookindia.com/images/gallery/20101220/call\\_centre\\_20110110.jpg](http://photo.outlookindia.com/images/gallery/20101220/call_centre_20110110.jpg)

# Automation is coming



[http://t2.gstatic.com/images?q=tbn:ANd9GcRSjOE5BJr\\_A2IvmjZk1tCj7LU\\_qENIb58MuGqQWxU2DGqETHz-](http://t2.gstatic.com/images?q=tbn:ANd9GcRSjOE5BJr_A2IvmjZk1tCj7LU_qENIb58MuGqQWxU2DGqETHz-)





# Scale

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# Agility

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# Criticality

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# Financial trading isn't automated



<http://cache.wists.com/thumbnails/4/23/423f8ad4a0494cd4855ae3c32a31606c-orig>



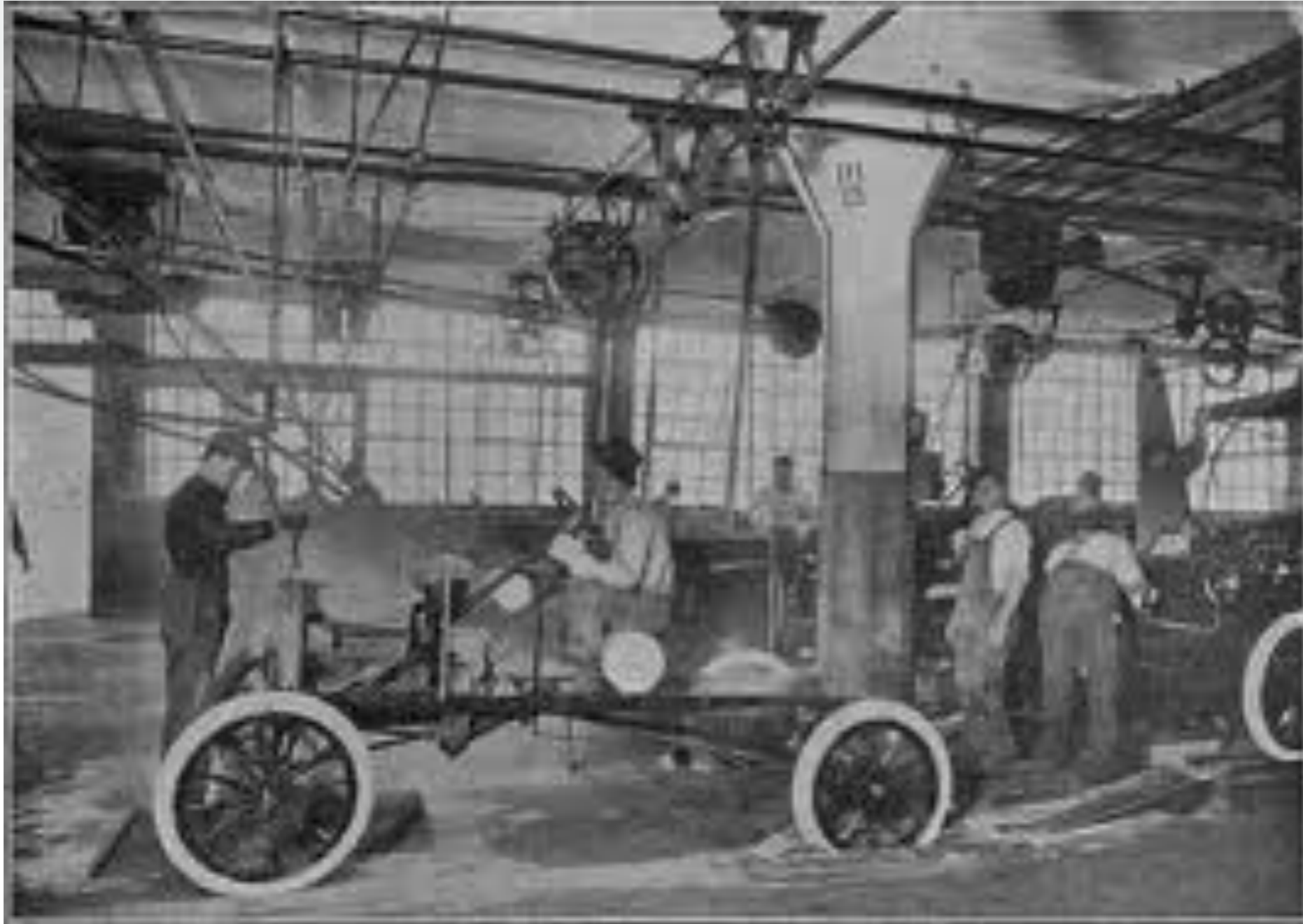
# You Choose



[http://t3.gstatic.com/images?q=tbn:ANd9GcQWRuZpmFkyvK2\\_5Gx-II5yrgiBC-HgbRzzSIMMJBmoW07Q1KuS](http://t3.gstatic.com/images?q=tbn:ANd9GcQWRuZpmFkyvK2_5Gx-II5yrgiBC-HgbRzzSIMMJBmoW07Q1KuS)



# Mechanical vs. AI



[http://t1.gstatic.com/images?q=tbn:ANd9GcQU\\_TAHoChFeQoux1FFAx3T4GyQO87R5QgNXIvGSSdYMI7CHhYg](http://t1.gstatic.com/images?q=tbn:ANd9GcQU_TAHoChFeQoux1FFAx3T4GyQO87R5QgNXIvGSSdYMI7CHhYg)

# Your Special Power?

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ls -h jvwz

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# Understanding and Deciding

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# Old News

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# Slow Change

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# They haven't waited

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We can't

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# Agile Development

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# 2001: Agile Manifesto

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# Individuals and interactions over processes and tools

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# Working software over comprehensive documentation

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# Customer collaboration over contract negotiation

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# Responding to change over following a plan

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# Why agile?

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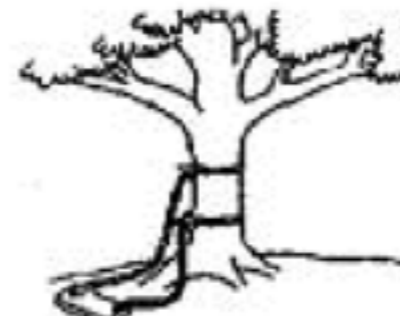
# Dev: On time, under budget, wrong product



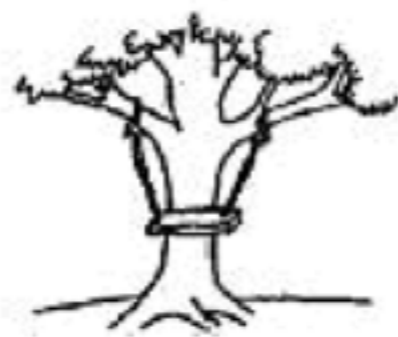
**As proposed  
by the project  
sponsor.**



**As specified  
in the project  
request.**



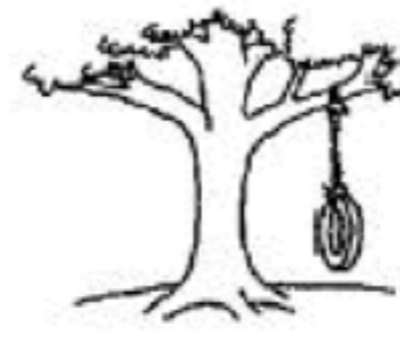
**As designed  
by the senior  
architect.**



**As produced  
by the  
engineers.**



**As installed at  
the user's  
site.**



**What the  
customer  
really wanted.**

[http://diykenya.files.wordpress.com/2010/08/tire\\_swing.gif](http://diykenya.files.wordpress.com/2010/08/tire_swing.gif)

Ops: Secure, stable, 18  
months to deploy

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“I don't need to know  
why”

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# You Choose



[http://t3.gstatic.com/images?q=tbn:ANd9GcQWRuZpmFkyvK2\\_5Gx-II5yrgiBC-HgbRzzSIMMJBmoW07Q1KuS](http://t3.gstatic.com/images?q=tbn:ANd9GcQWRuZpmFkyvK2_5Gx-II5yrgiBC-HgbRzzSIMMJBmoW07Q1KuS)





# Get in the way



<http://t0.gstatic.com/images?q=tbn:ANd9GcT7Ih2Vpm--GB0kA4cEVA7fbd7xDgSiNfDggMgQuYOenNZ5KZjBiA>

# Competitive Advantage

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# Security and Stability are the ante

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Business needs pay  
your salary

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# Cultural Change

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# We need to change

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# You

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# Serve the business

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# Process

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# Exists for a reason



[http://t0.gstatic.com/images?q=tbn:ANd9GcQHJKV3omm4ov\\_CU7CJovofE\\_QGi9xsg\\_vPz1QHZIKXmIYtt2bB-Q](http://t0.gstatic.com/images?q=tbn:ANd9GcQHJKV3omm4ov_CU7CJovofE_QGi9xsg_vPz1QHZIKXmIYtt2bB-Q)

# Change Management

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# Confidence Without Process

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# Confidence through Tooling



<http://www.mdpretech.com/images/Products/Precision%20Tooling%20for%20IC%20mold%20and%20Plastic%20mold.jpg>



# Tool Adoption

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# Developers Win

- Continuous Integration
- Version Control
- Automated testing
- Syntax checking
- Bug trackers
- Dev/Test/Build
- Spring, JBOSS
- Node.js
- Ruby on Rails
- PaaS
- New Relic



# Sysadmins are Conservative

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Needs change faster  
than we do

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# Find a way

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# Self-service

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# Cloud Computing



[http://t2.gstatic.com/images?q=tbn:ANd9GcRSjOE5BJr\\_A2IvmjZk1tCj7LU\\_qENIb58MuGqQWxU2DGqETHz-](http://t2.gstatic.com/images?q=tbn:ANd9GcRSjOE5BJr_A2IvmjZk1tCj7LU_qENIb58MuGqQWxU2DGqETHz-)



# Collaboration

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Operations is not the  
reason

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# Enablement

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# Who?

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# You Choose



[http://t3.gstatic.com/images?q=tbn:ANd9GcQWRuZpmFkyvK2\\_5Gx-II5yrgiBC-HgbRzzSIMMJBmoW07Q1KuS](http://t3.gstatic.com/images?q=tbn:ANd9GcQWRuZpmFkyvK2_5Gx-II5yrgiBC-HgbRzzSIMMJBmoW07Q1KuS)



# Summary

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# Operations

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# Culture

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# You

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# Questions?

