Agile Operations

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DRW

@cread, @tastapod
The new server – a fable

Alice requests a new server
  Bob submits a ticket to Charlie
Charlie speaks to Diana, the supplier
  Diana has some questions
so she asks Charlie, who asks Bob, who goes back to Alice

You wait... time passes...

Diana provides a quote
  – Charlie passes the quote to Bob
  – Bob emails Alice with the quote

It's a big quote, so Charlie emails Eric, for approval

Eric doesn't know anything about the server.
  Eric calls Bob, and asks why Alice needs this server

How should I know? replies Bob. I'll go ask
  Bob spends the rest of the day relaying messages
except Alice is on vacation
The new server – a fable

Eric approves the purchase
  You wait... time passes...
Alice asks Bob where her server is
  Bob checks. Turns out it's waiting for Alice to sign off
What do you mean sign off? says Alice. I asked for it in the first place
  Alice (sigh) signs off the purchase
Charlie orders the hardware from Diana
  You wait... time passes...
The hardware arrives. Bob submits a ticket to Fiona in the data centre
  Bob submits a ticket to Gary in the OS team
Bob submits a ticket to Helen in the networking team
  You wait... time passes...
Bob sighs
  Alice cries...

Please!
What’s wrong with this picture?

Time-consuming hand-offs

Error-prone manual procedures

We’re baking waste into the process
Waste comes in flavours

Transportation
Inventory
Movement
Waiting
Overproduction
Overwork
Defects
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Agile Operations

Integrating

Lean Operations

and

DevOps
First, identify your goal
Monitoring in one line

while ;; do curl -f -s $SERVER -o /dev/null \\ || mailx -s "$SERVER is dead!" \\ monitoring@drw.com; sleep 10; done

: is the null command
% echo $SERVER

% : ${SERVER:=localhost}
% echo $SERVER
localhost

Don’t forget about cron!
Server provisioning

First fix the process

Automation reinforces process

Celebrate successes!
All your /etc are belong to us

Start with the tin

Use git branches

Optimise for repeatability
Test-driven networking

Version control network settings

Create sentinels

Automate changes
Start where you are

The very next system change you make

- git init; git add .; git commit
- or
- hg init; hg add .; hg commit

...and relax
Questions?

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