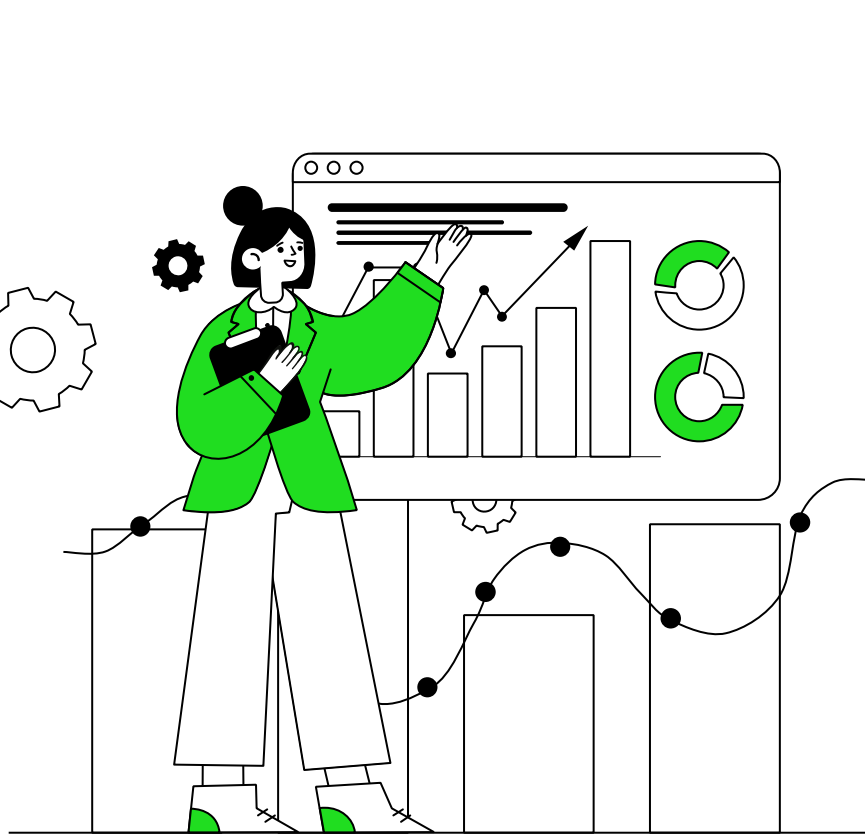# WHAT DEV-OPS ANTIPATTERNS ARE.

Here is where your presentation begins

# TABLE OF CONTENTS

# THE
# PODCAST

OI

Jeffrey D. Smith describes antipatterns and solutions.

# JEFFREY D. SMITH

The author of the book "Operations Anti-Patterns, DevOps Solutions".

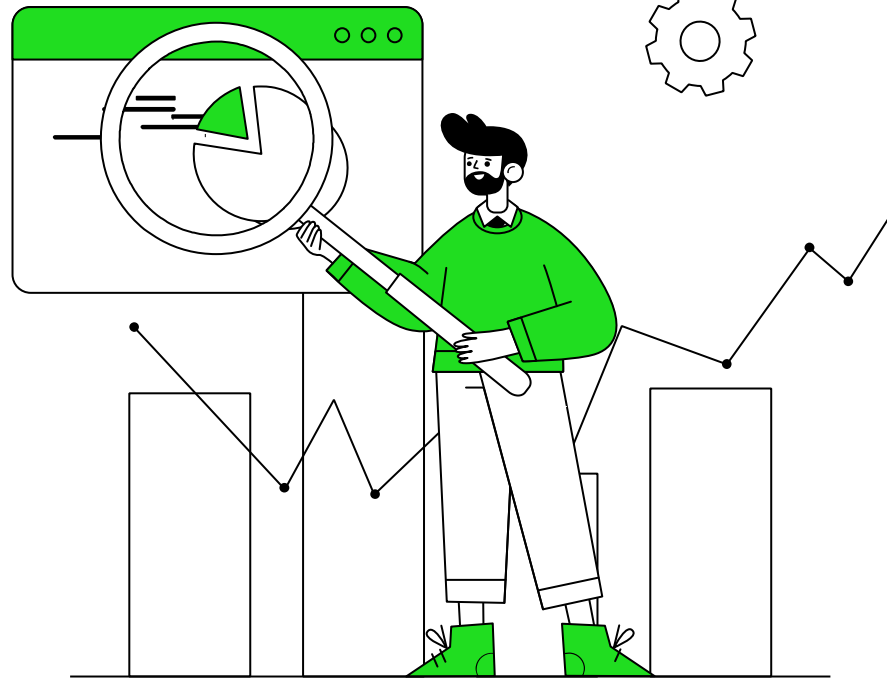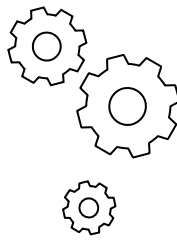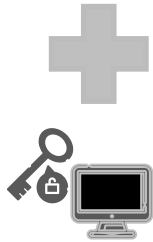He is a system adminstrator with experience in web based protocols, he is specialized in team building, workflow automation, scripting, web technologies, system architecture and documentation.
He has been working in the technology field for almost 15 years.
He currently works at a company called Centro, an advertising software platform, as Manager of Production Operations.
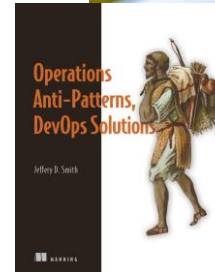
Linkedin
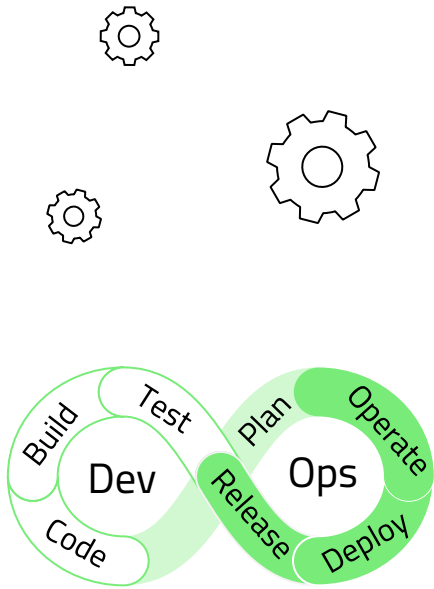
**02**

# WHAT IS DEVOPS?

Development + Operations

Build
Test
Plan
Operate
Dev
Ops
Release
Code
Deploy

Development
QA
(Quality Assurance)
Operations

# EARLY ROADMAP



## PATRICK DEBOIS

2007: Starts searching solutions for malfunctioning teams
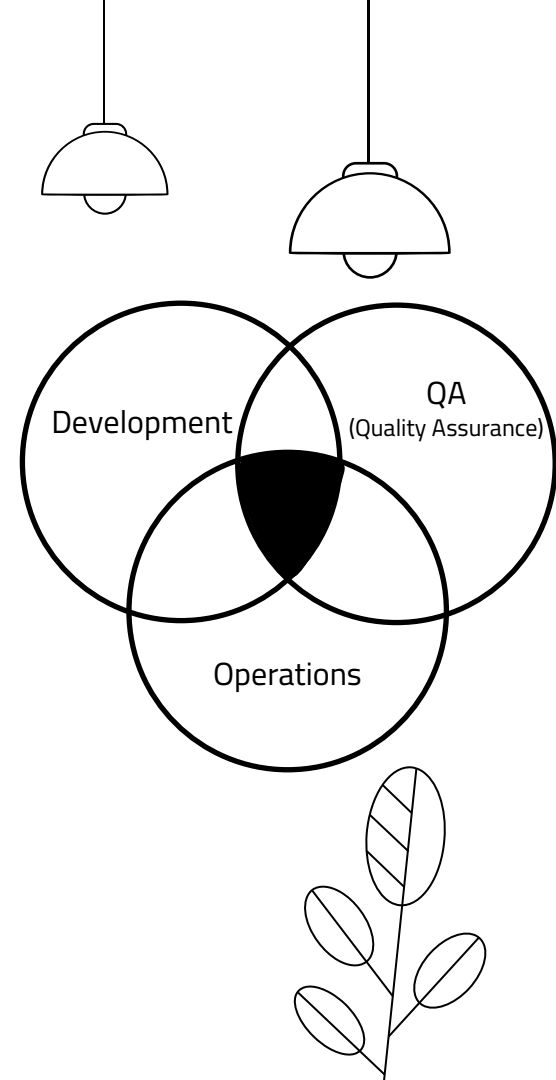


## AGILE2008

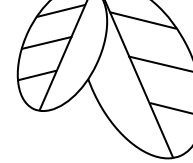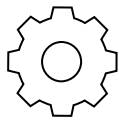2008: Patrick debates with the host of the "Agile Infrastructure"



10 deploys per day
Dev & ops cooperation at Flickr

John Allspaw & Paul Hammond
Velocity 2009

## TALK IN THE CONFERENCE: O'REILLY VELOCITY 09

Given by Flickr employees Forge of the DevOps concept
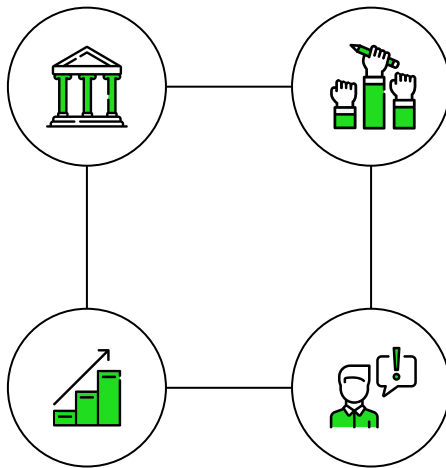
# PILLARS OF DEVOPS: CAMS

## CULTURE

Adaptability of culture towards incoming changes

## MEASURE

Measurements are team's health checks
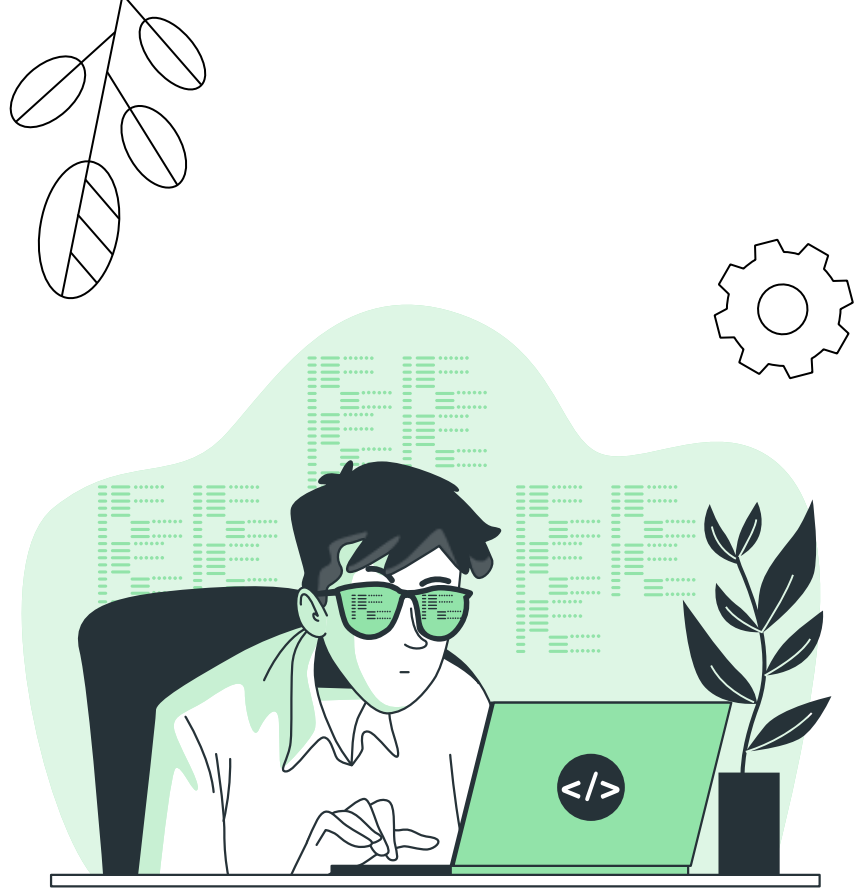
## AUTOMATE

Team members should be able to perform operations such as deploy, test....

## SHARE

Sharing is the best way of learning for a team

# 03

# INFORMATION HOAX

## ONLY BRENT KNOWS

When the flow of information is stopped.

# WHAT IS INFORMATION HOAX?

Unless action is taken, information commonly tends to flow around key individuals.

Which makes them as valued as equally burdened.

This information can sometimes be kept by some members of the teams, which is the main reason behind information hoax.

# WHO IS BRENT

- That person that knows everything in the organization.
- Every organization has had or has a Brent.
- If things go bad? Brent fixes that.
- Anyone can be Brent, intentionally or unintentionally.

# WHY DOES BRENT APPEAR?

It happens when information sharing is not well adopted inside of the organization, (e.g. Documentation is not well adopted).
Two main types of information hoarding:

- Intentional
  - Manager or engineer keeps information as a source of benefit.
- Unintentional
  - People who do not realize they are keeping information to themselves. (You could be Brent!)
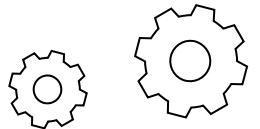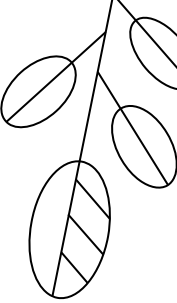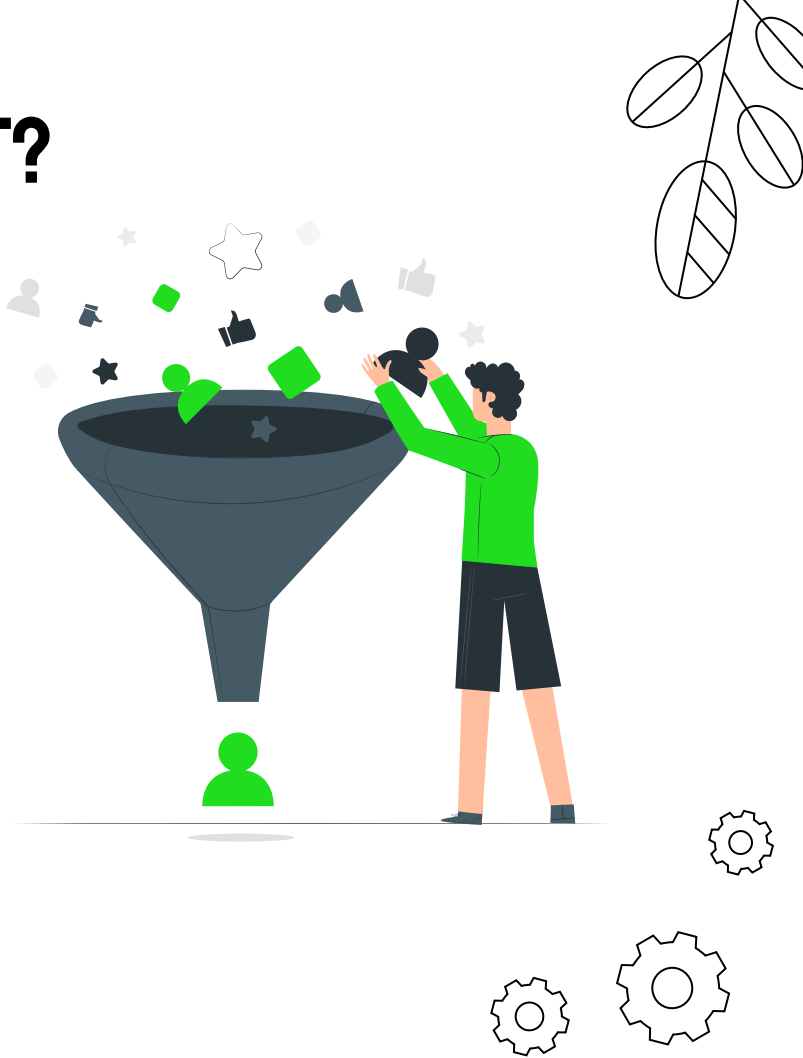
# HOW DOES IT FEEL TO BE BRENT?

Every question that comes to Brent is filtered through his own perspective.

He is the source of truth.

Not necessarily bad, but could generate artificial knowledge barriers in teams.

# HOW TO STOP BRENT?

The author proposes several ways of stopping this antipattern.

- Allow knowledge sharing to occur in different formats.

- Create learning rituals as an alternative to standard written documentation.

- Create a structure around documentation repositories to make information retrieval easy.

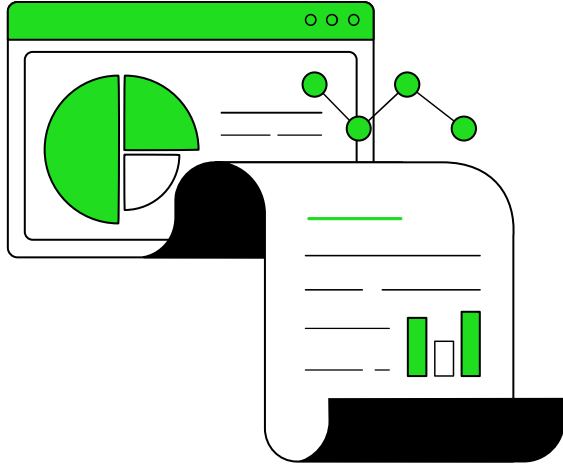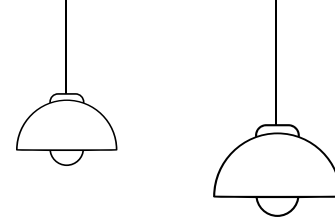- Take care of gatekeepers to information, as they can create accidental information hoarding.

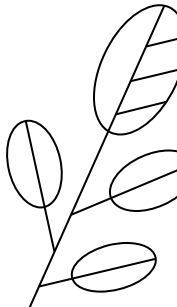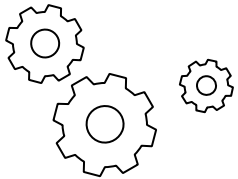**ALERT**

**04**
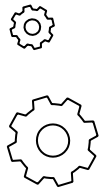
**FATIGUE**

Desensitization to threats and alerts.

# DESENSITIZATION TO ALERTS

- Exposition to large number of alarms
- Stressful jobs
- Poor anticipation before deploying
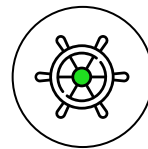- Stress induced by non relevant warnings

# WHERE TO START?

## MAKE THEM ACTIONABLE

Something should be done.

## REDUCING

Reducing and prioritazing based on severity.

## MODERATION

Insistence should be appropiate to the problem.

# WHERE TO START?

## AVOID REPETITION

Once an alert overlaps another, the most important one should be shown.
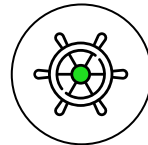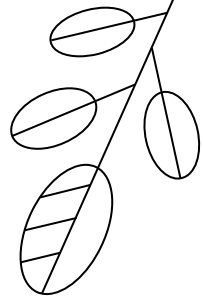
## PATTERNS

Implement machine learning to reduce false negatives.

## START AUTOMATION

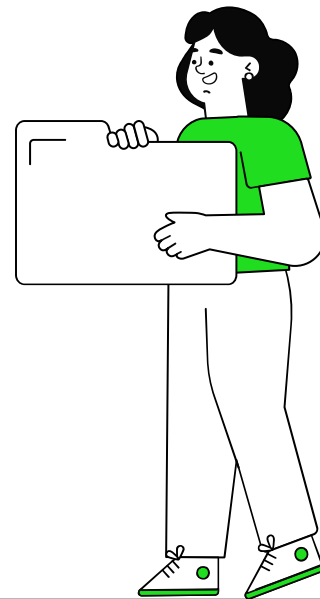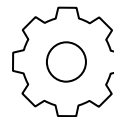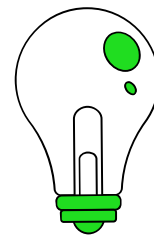Once everything is not enough an automatization of simple processes should start.

# CULTURE

## 05

## BY DECREE

When only company managers define the culture.

# CULTURE BY DECREE

Company's culture is not defined by what is stated, instead it is by what really happens.

1. This way of managing can lead to a toxic culture

2. Senior leadership may not address the issues of this mistaken reality.

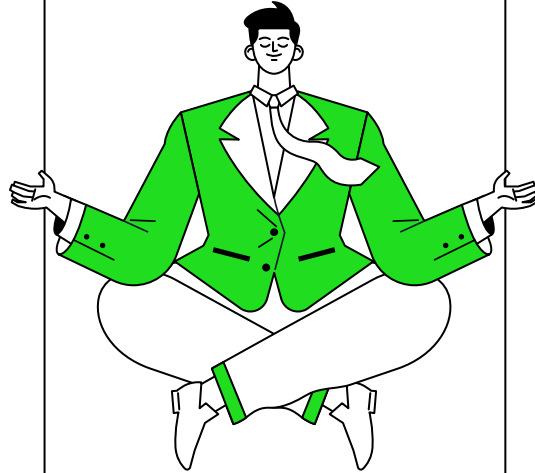3. Company's actions may not be aligned to its culture.

In such a competitive field, a company cannot afford to make this mistake.

# EXPECTATION VS. REALITY

## EXPECTATION

"We have an open, transparent and frinedly environment where we hear all voices."

## REALIITY

"People are burn out an you are not getting the best views or opinions because people feel intimidated"
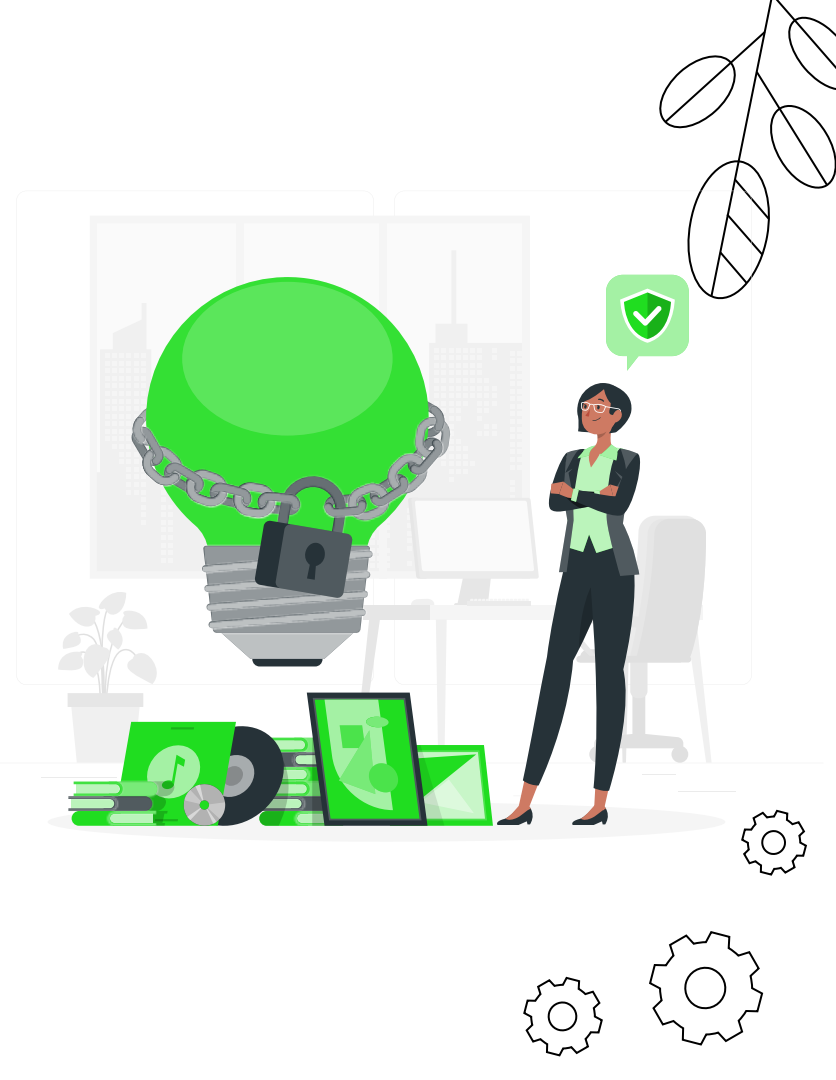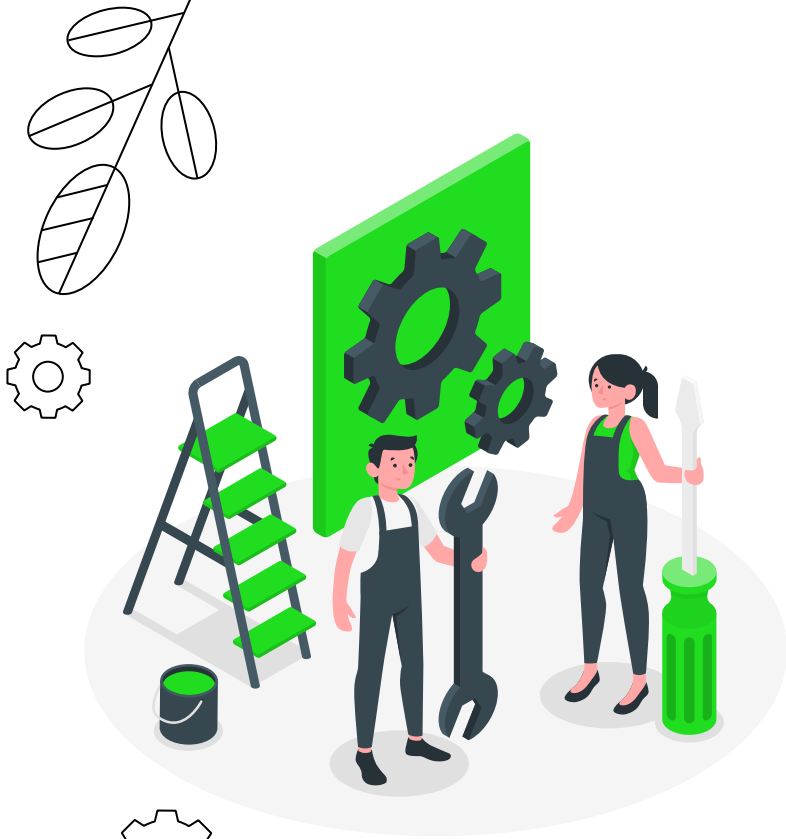
# HOW TO AVOID?

## TAKING CONCRETE ACTION

Organizations need to understand what they are doing to make sure that those cultural values are operating in the organization.

Design actions to prevent negative dynamics and open environments.

Take measurements to ensure the policies taken has results.

**06**

# EMPTY
# TOOLBOX

Lack of efficient
automation

# MAIN PROBLEMS

## TIME TO PERFORM

Machines need drastically less time executing tasks than humans writing the command for it

## QUEUE TIME

When teams larger than one member have to coordinate, time is lost when synchronizing with each other

# MORE PROBLEMS

## VARIANCE IN PERFORMANCE

Repetition of tasks is most likely to lead to human errors

## FREQUENCY OF PERFORMANCE

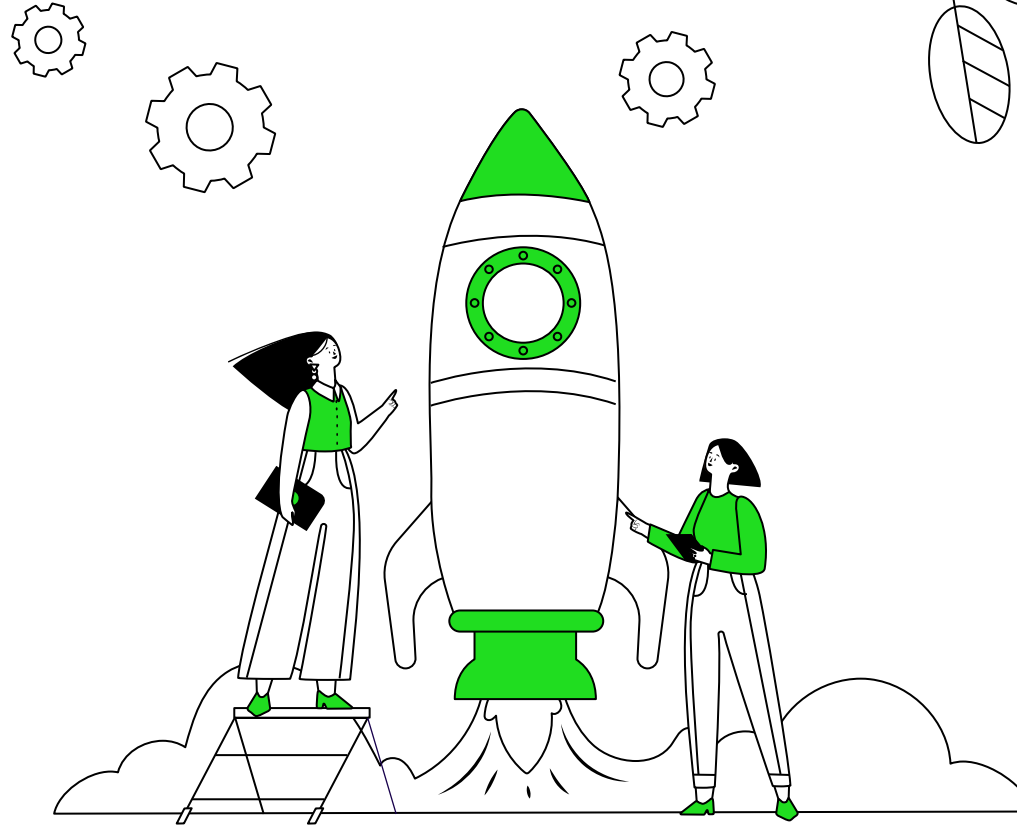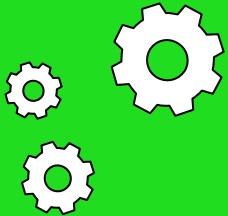Having to perform non automated tasks could interfere with important processes
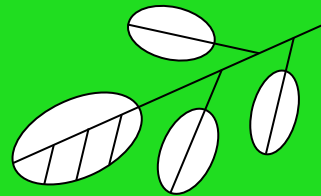
# THANKS!

Do you have any questions?

Carlos Triana Fernández
Guillermo Dylan Carvajal Aza
Sergio del Rey Álvarez

"Automatization will be added in the next version"

—LITERALLY EVERYONE