

# IT Operations: Bringing Dev & Ops Together



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Airbnb



## DevOps Defined

DevOps (a clipped compound of "development" and "operations") is a culture, movement or practice that emphasizes the collaboration and communication of both software developers and other information-technology (IT) professionals while automating the process of software delivery and infrastructure changes.

## Other Definitions

Many leaders refer to DevOps as a “revolution” or a “movement”

DevOps is a culture or professional movement

- Adam Jacob, CTO @ Chef

DevOps is more like a philosophical movement

- Gene Kim, Founder of Tripwire

## My Definition

We refer to “DevOps” as the outcome of applying lean principles to the IT value stream

-DevOps cookbook

“DevOps is also characterized by operations staff making use many of the same techniques as developers for their systems work” - Agile Admin



**patrickdebois** @patrickdebois · Dec 15

today I will automate everything that requires me to use a GUI



7



9





# Why do we need DevOps



# Why do we need DevOps

Can you configure  
my monitoring  
software please?

WTF?

Our instrumentation,  
thresholds and alerts  
are out of date in  
production!

Not again!

Well, your agile  
releases keeps  
changing the  
application.

I figured it might  
be my fault.

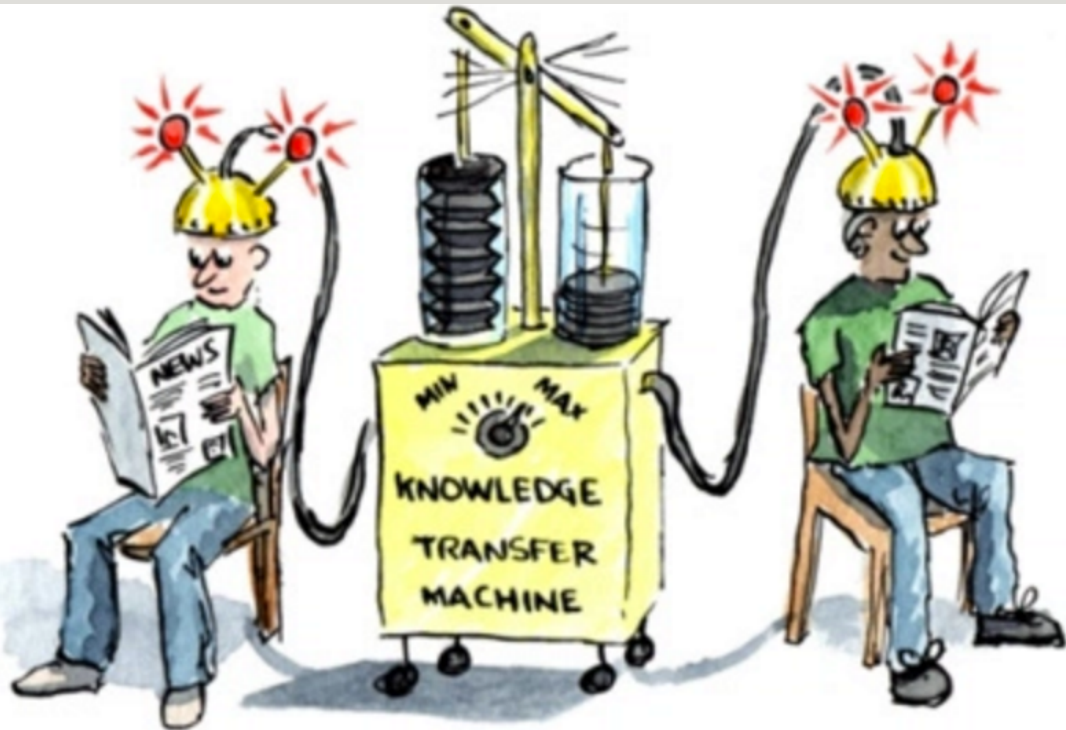
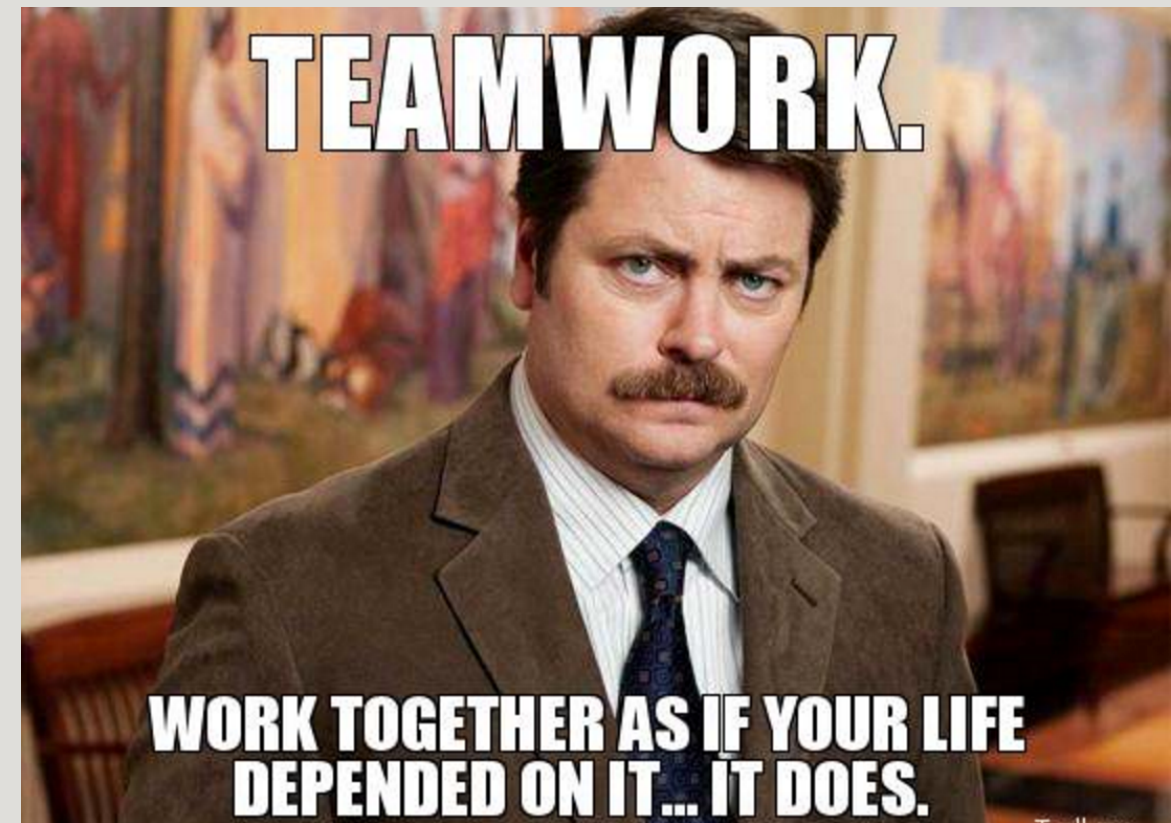
# DevOps Transformation



Collaboration of **People**  
Organizational Design- Collaboration - Culture



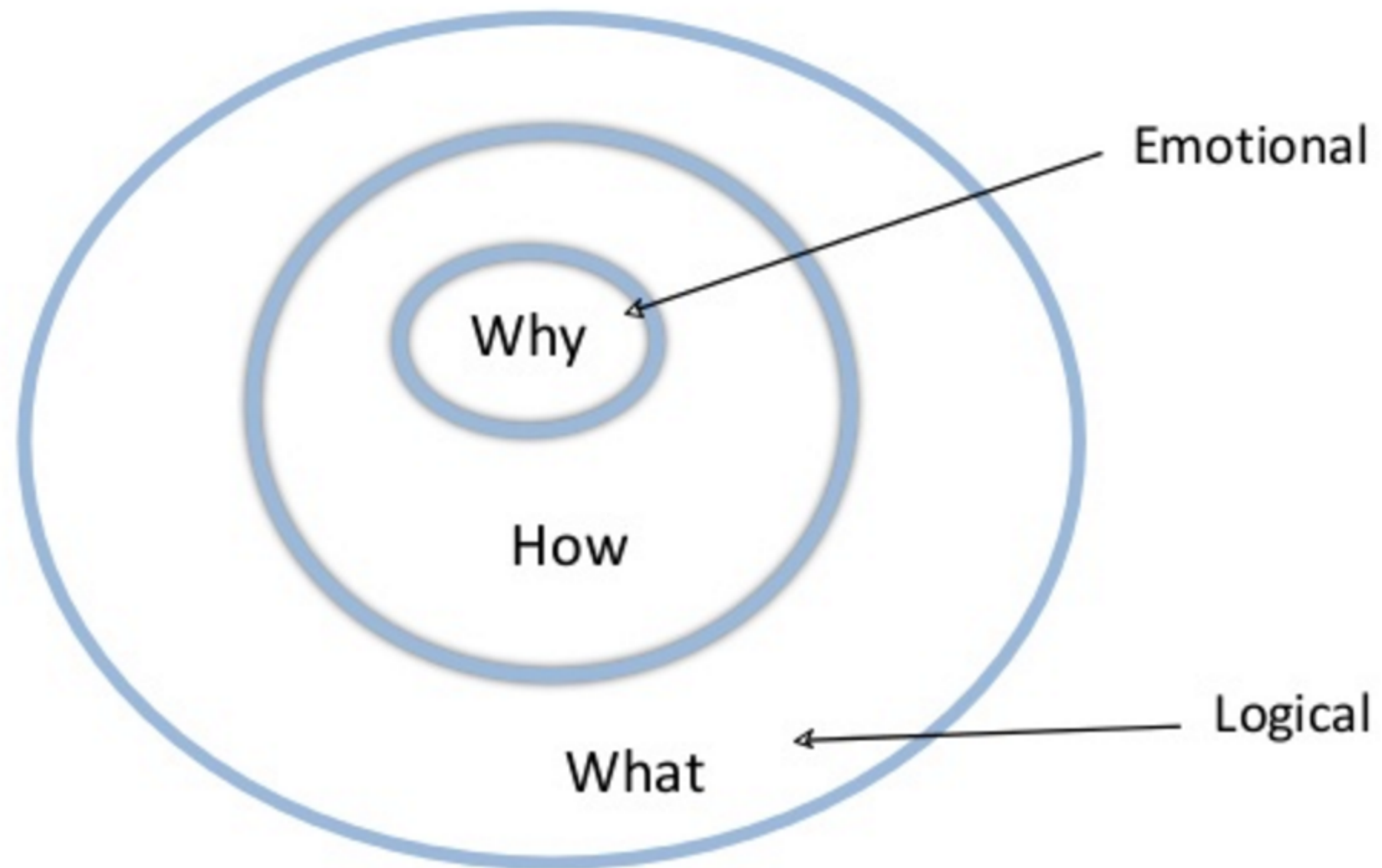
# DevOps Transformation



**It's Not Your Fault**  
**(Blameless)**  
post-mortems

# DevOps Transformation

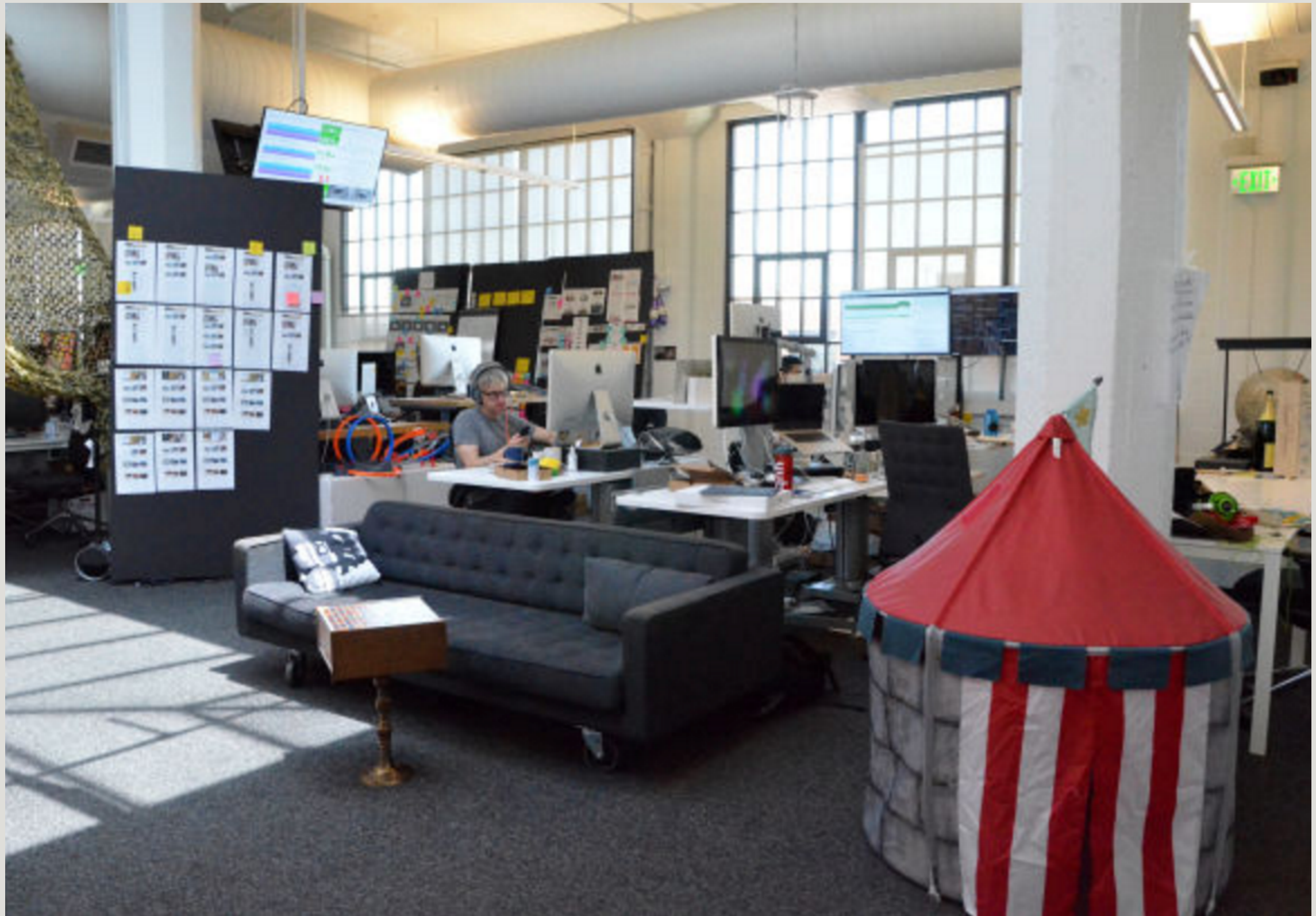
## Sinek's Golden Circle



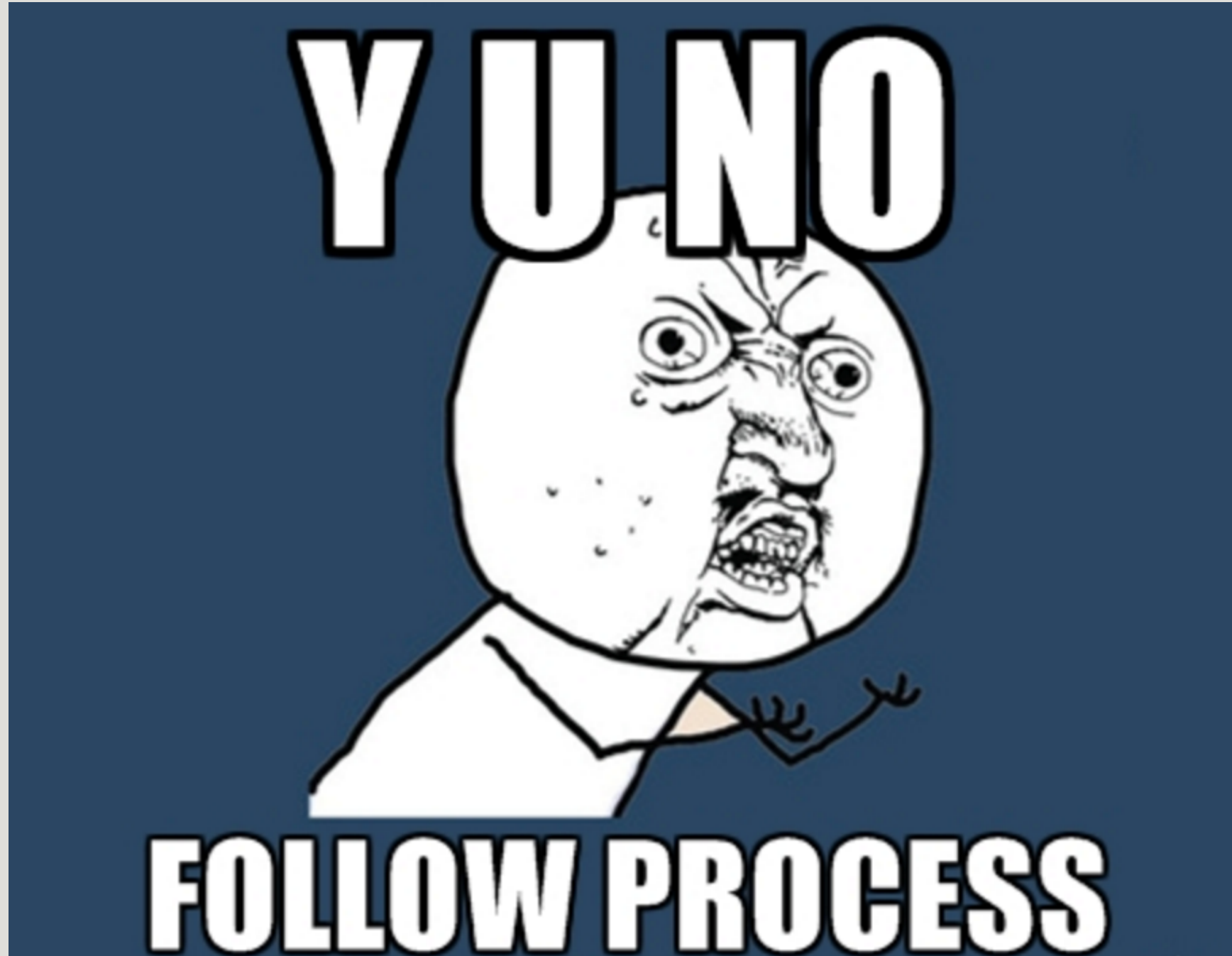
Ted Talk: Simon Sinek: How great leaders inspire action"



# DevOps Transformation



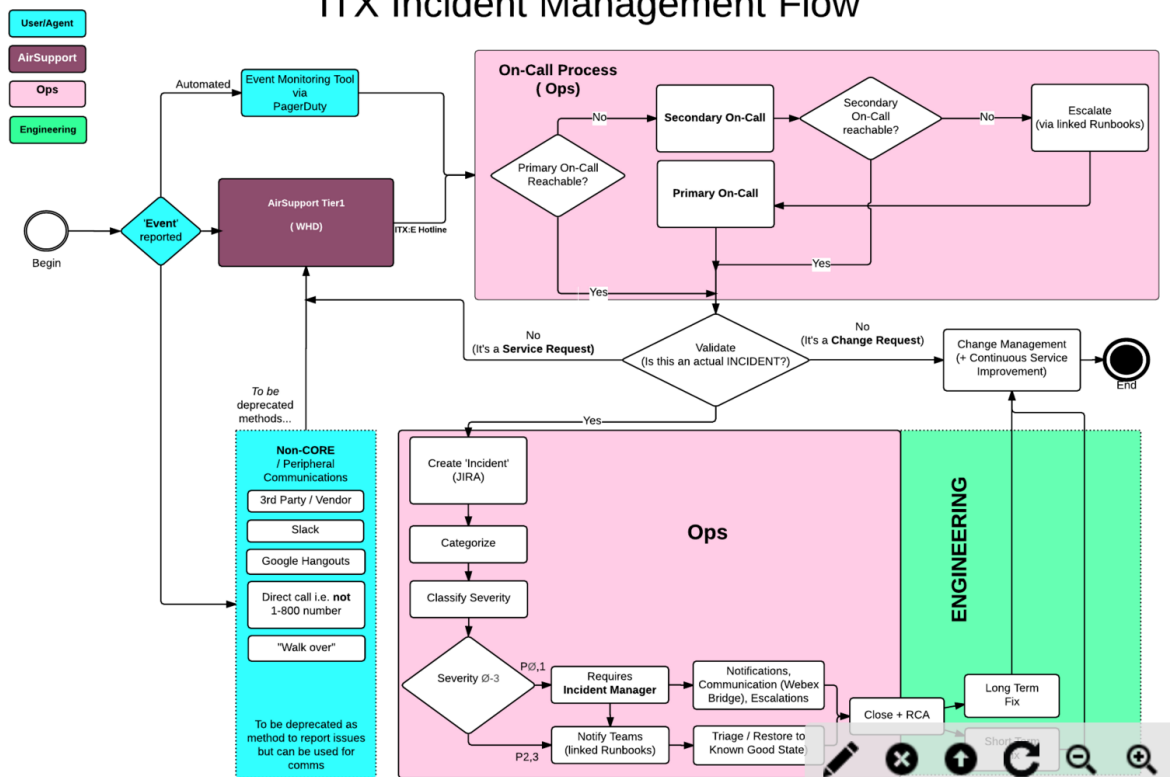
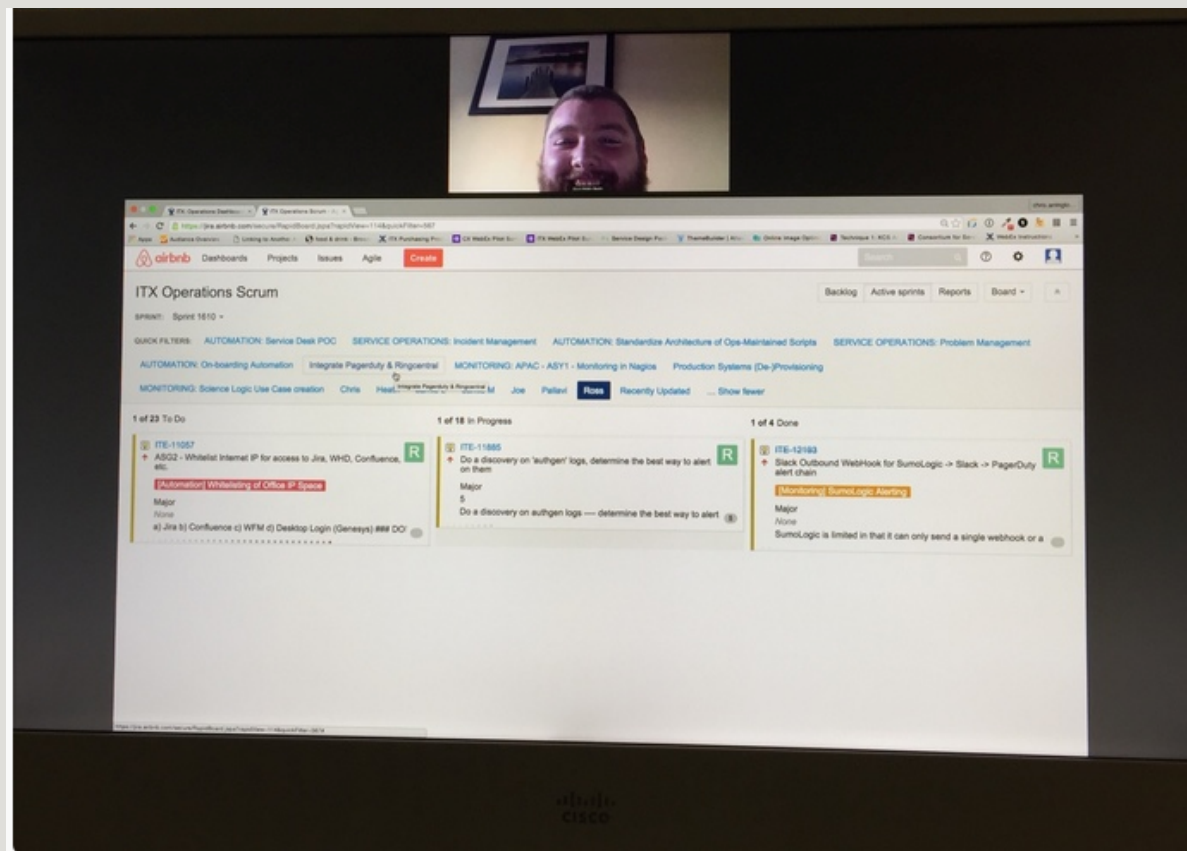
# DevOps Transformation



Convergence of **Process**



# DevOps Transformation



## Kanban board

**QUICK FILTERS:** [Only My Issues](#) [Recently Updated](#) [Hide Complete](#)

**33** Open

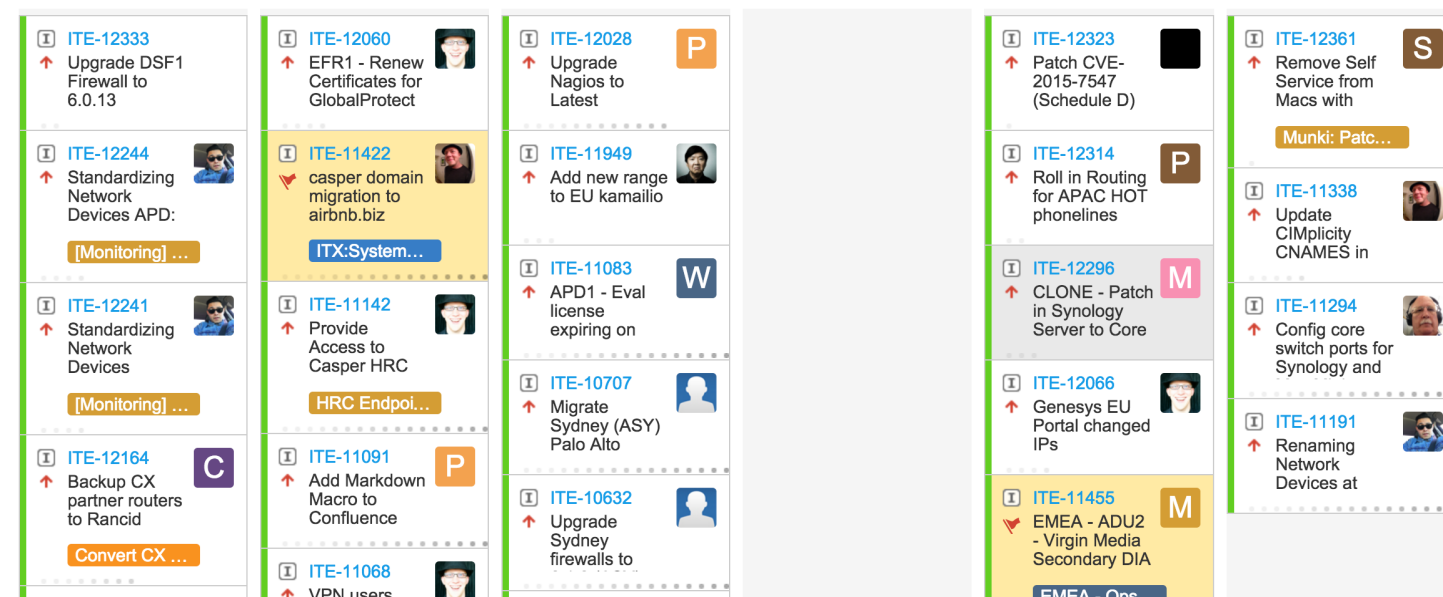
## 12 In Review

9 Reviewed

0 Awaiting Approval

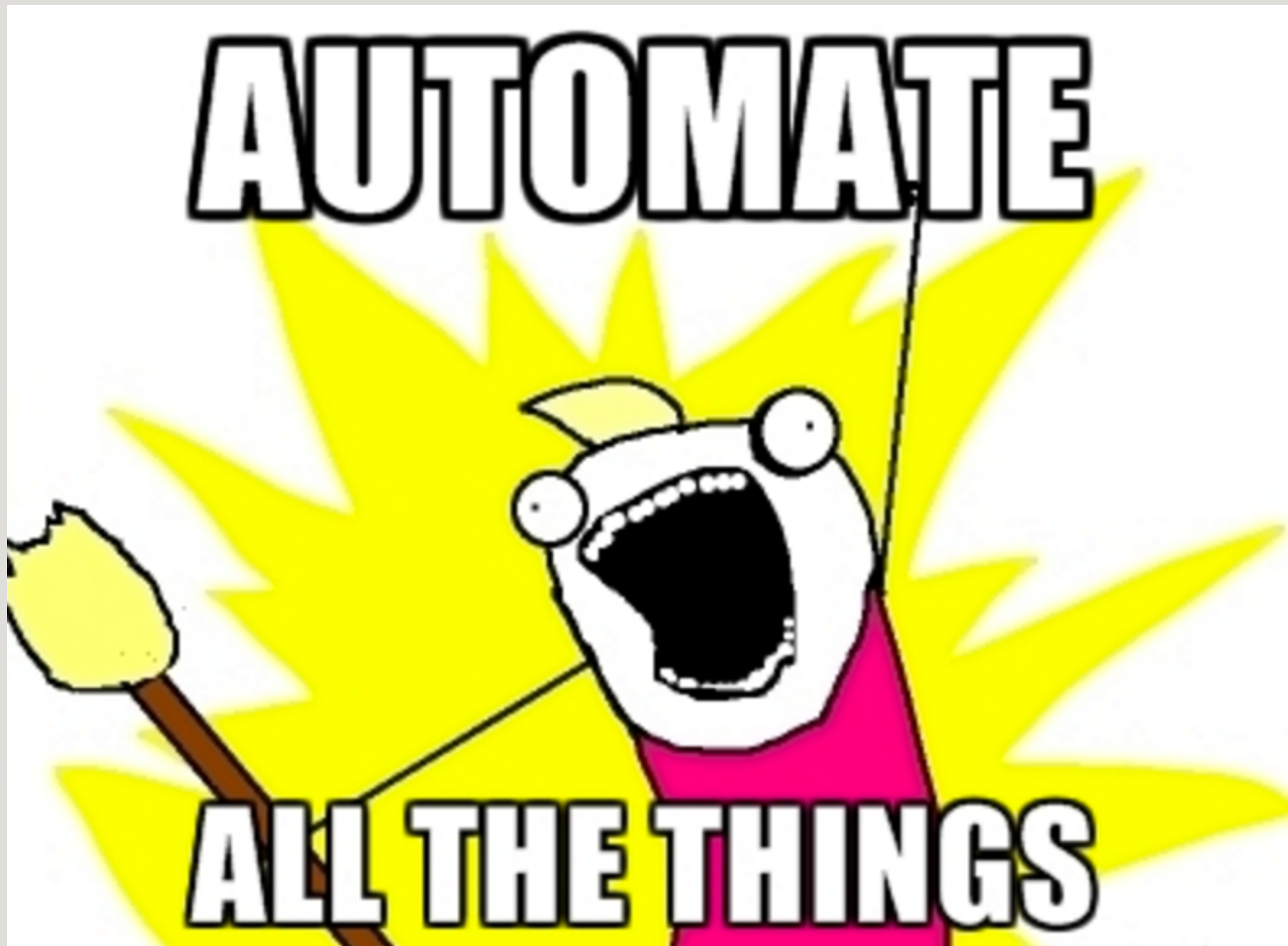
**12** Approved

#### 4 In Progress





# DevOps Transformation



Creation and Exploitation of **Tools**

Automation - Platforms - Development

# DevOps Transformation

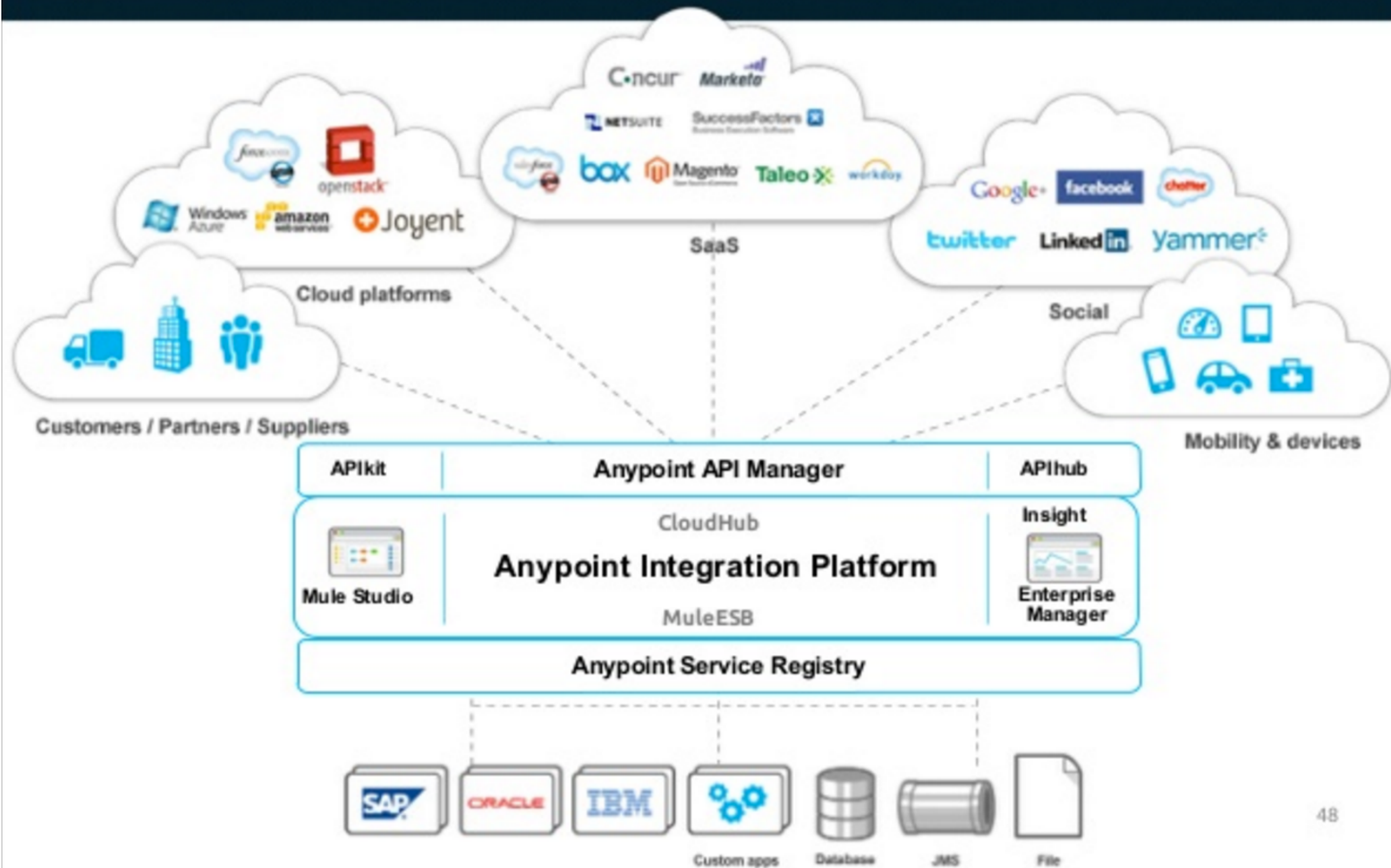


jira BOT 8:01 AM

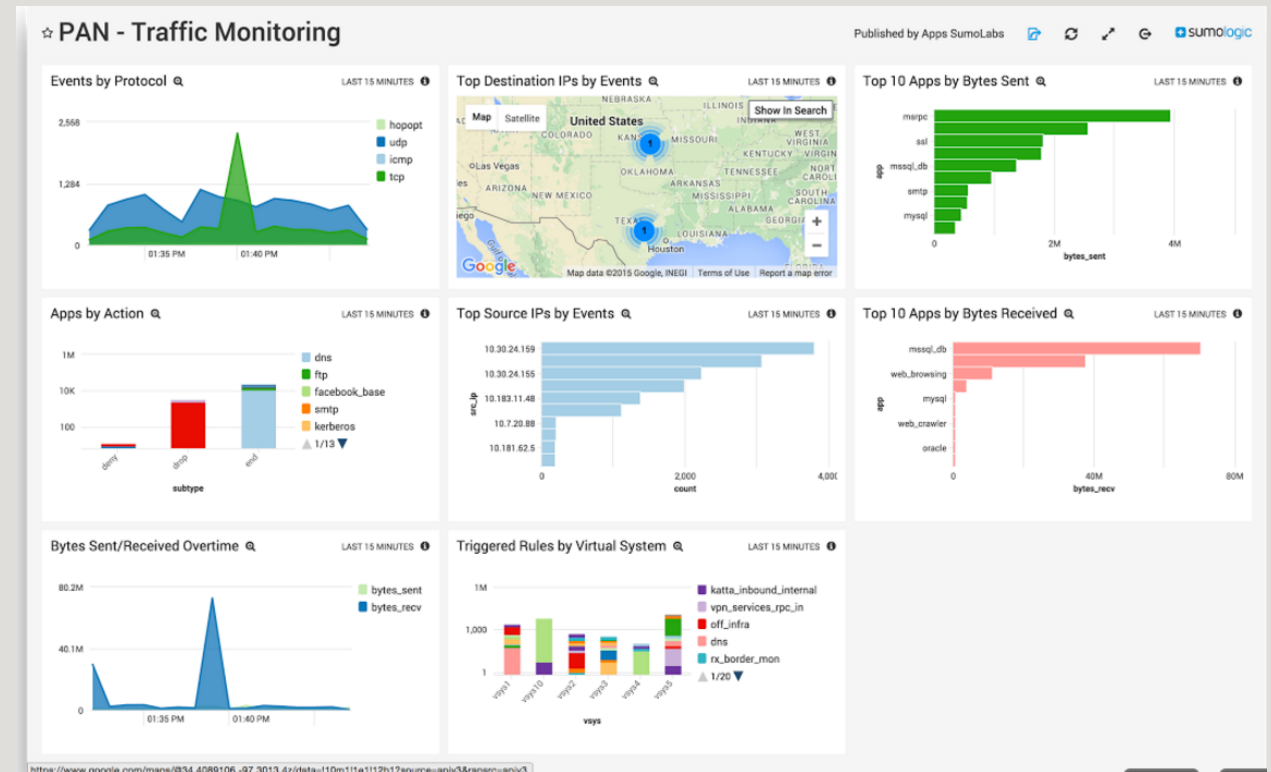
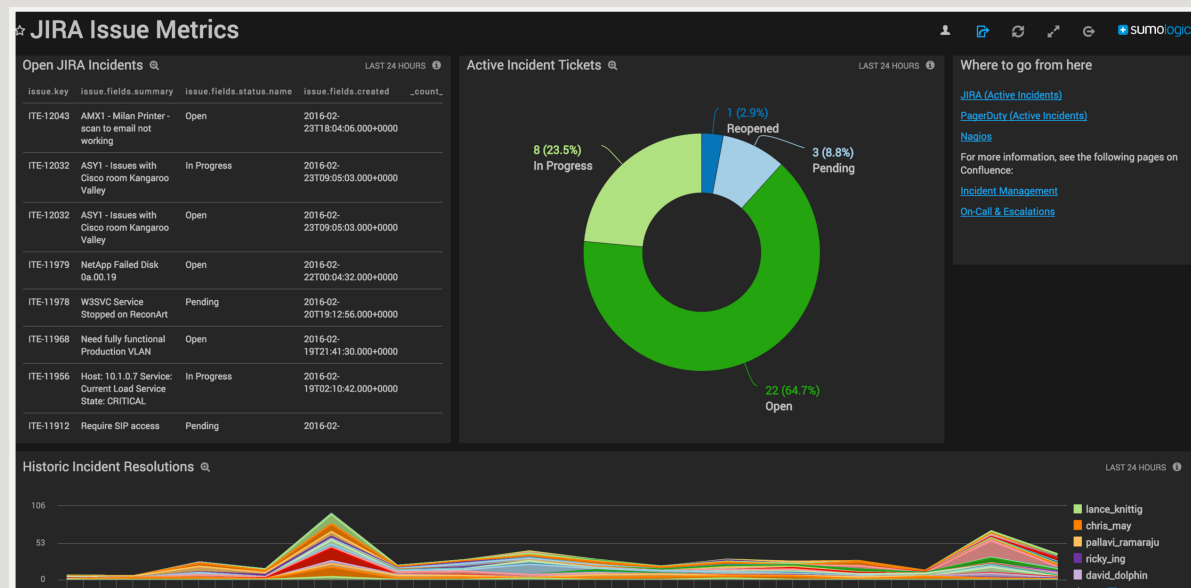
Jamie Murphy created Incident [ITE-12342](#)

sumologic

sumologic



# DevOps Transformation

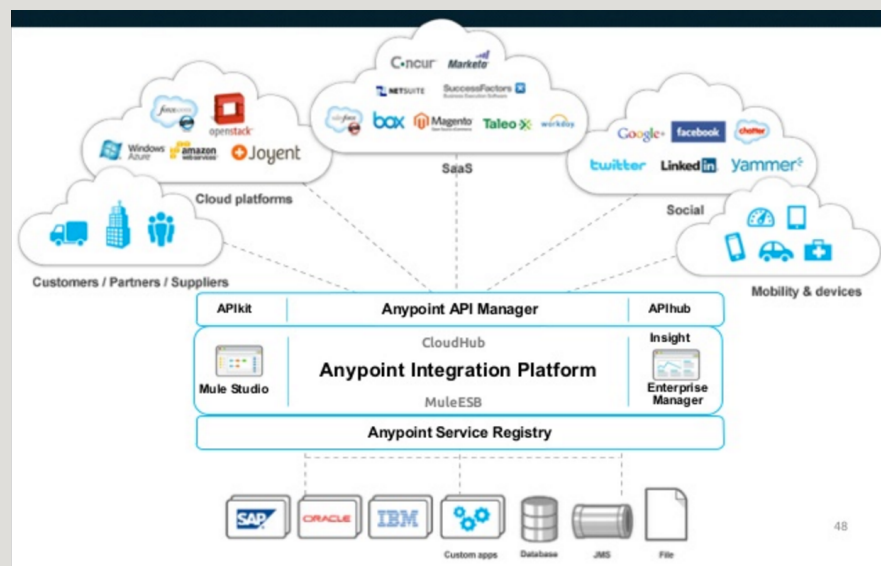


What is the name of the service?

Team

Flagged ☐ Impediment

Escalate to oncall via PagerDuty



**jira BOT** 8:01 AM  
Jamie Murphy created Incident [ITE-12342](#)

**Summary**  
Global: US-Gen VPN is not connecting for users. 'Server Certificate Verification Failed' error in

**Priority**  
Major

**jamie\_bear** 8:03 AM ☆  
logs attached to incident.

**pd ITX-pagerduty BOT** 8:05 AM

**Triggered: Incident #14510 (P76086O)**  
[ITX-NCS-Manual-Alert](#)

**Description**  
US-Gen vpn is not connecting for users. Certificate error in logs. Jira: ITE-12342

[View Incident Details](#)

**Assigned To**  
[Ivano Balice](#)

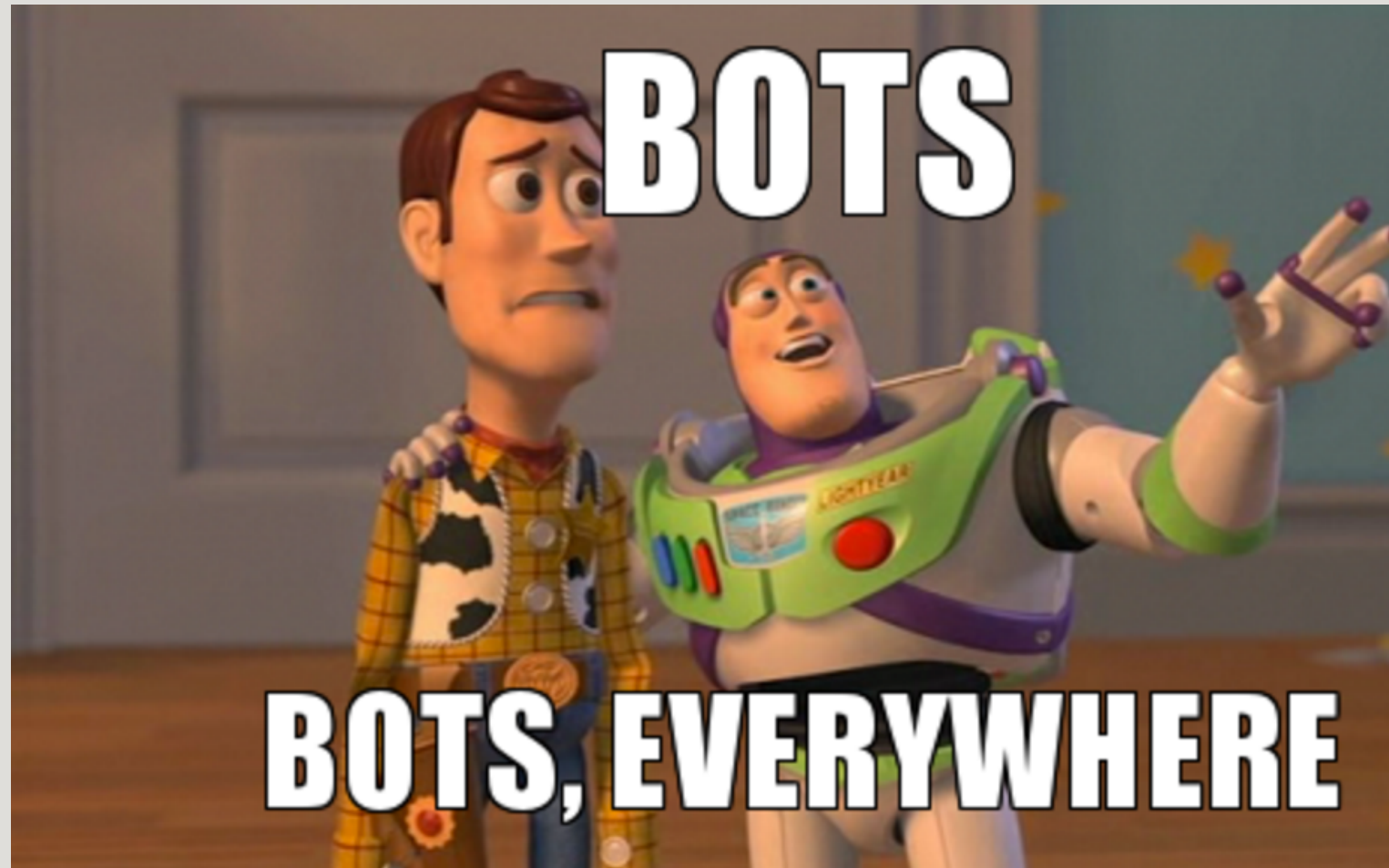
**Escalated: Incident #14510 (P76086O)**  
[ITX-NCS-Manual-Alert](#)

**Description**  
US-Gen vpn is not connecting for users. Certificate error in logs. Jira: ITE-12342

[View Incident Details](#)

**Assigned To**  
[Ivano Balice](#)

# DevOps Transformation



**kai** 10:08 AM  
pig list



**P.I.G BOT** 10:08 AM ☆  
Active requests

Issue PIG-112 Open please review <https://git.musta.ch/airbnb/chef/pull/8582>

Issue PIG-111 Open please grant access to lpettingill

Issue PIG-106 Open please Clean up AmazonSQSFullAccess policy after Evgeny completes SQS work



**kai** 10:08 AM  
pig close PIG-111



**P.I.G BOT** 10:08 AM  
Closed PIG-111



**kai** 10:08 AM  
pig close PIG-112



**P.I.G BOT** 10:08 AM  
Closed PIG-112



# The End



That's all.  
Thank you for listening!