How should we ops?

Courtney Eckhardt

Heroku, a Salesforce.com company

```
$ heroku create sushi
Creating sushi... done
http://sushi.herokuapp.com/ | git@heroku.com:sushi.git

$ git push heroku master
----> Heroku receiving push
----> Rails app detected
----> Compiled slug size is 8.0MB
http://sushi.herokuapp.com deployed to heroku
```

why this talk

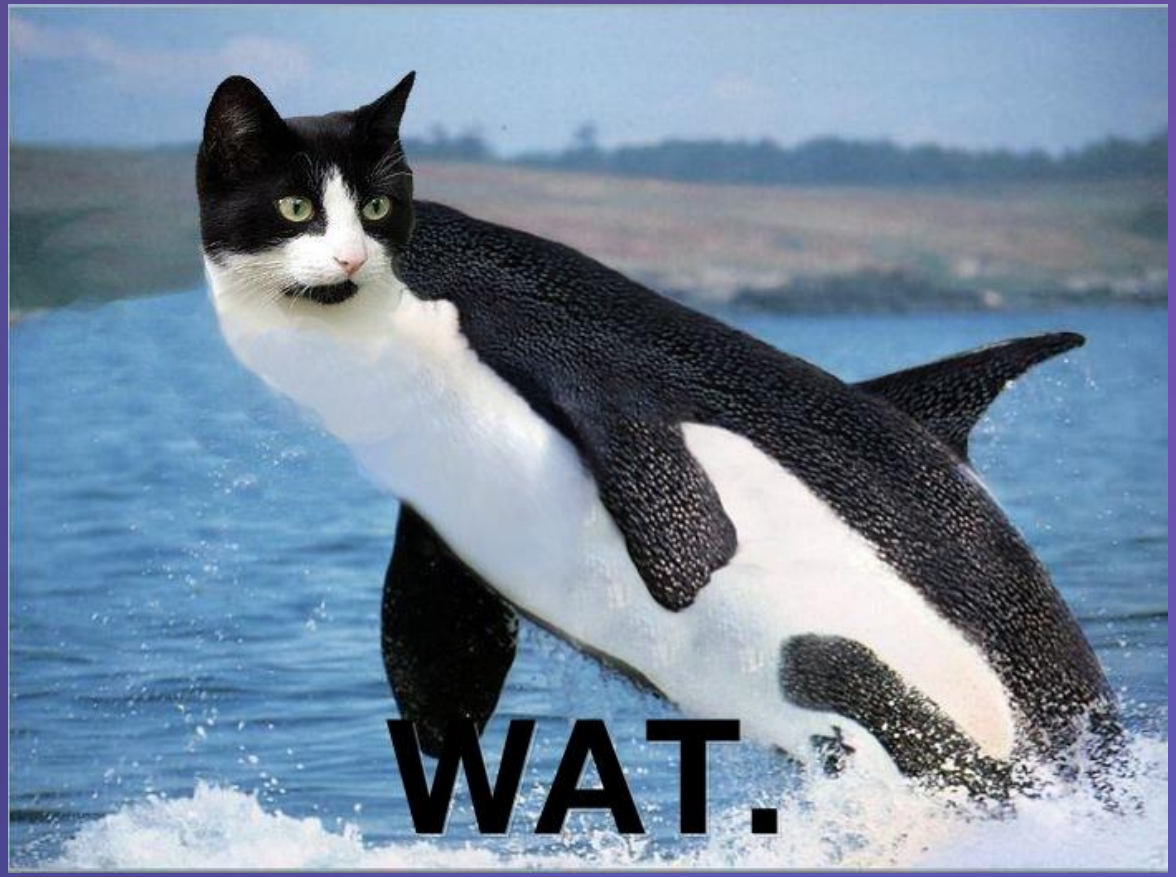
where I come from

what even

- DevOps
- OpsDev
- NoOps
- ???!!!! :-[

okay so then what's SRE

Total Ownership Model



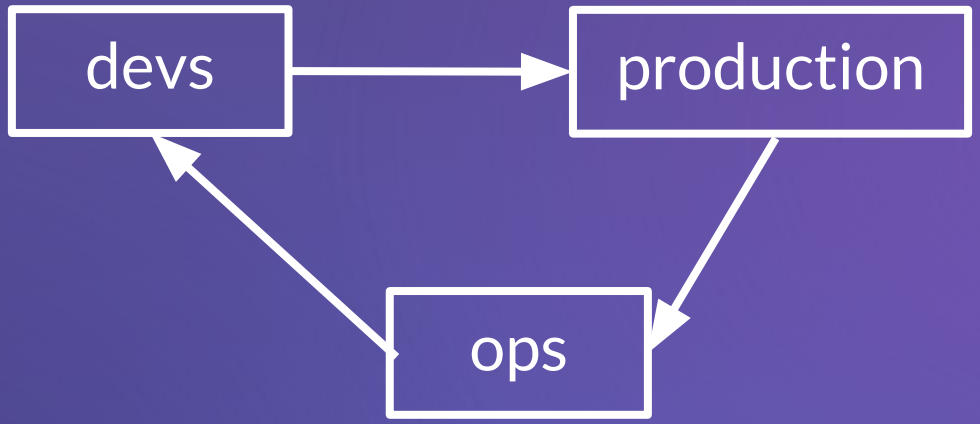
why's that good

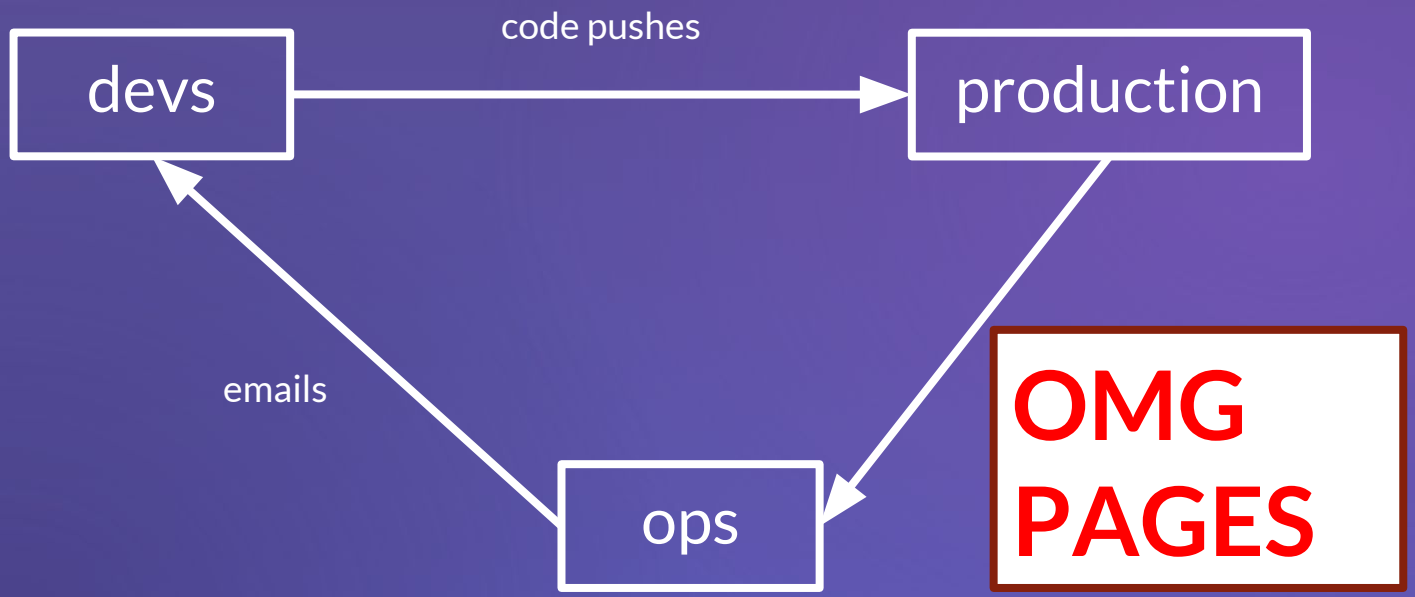
hold me I'm afraid

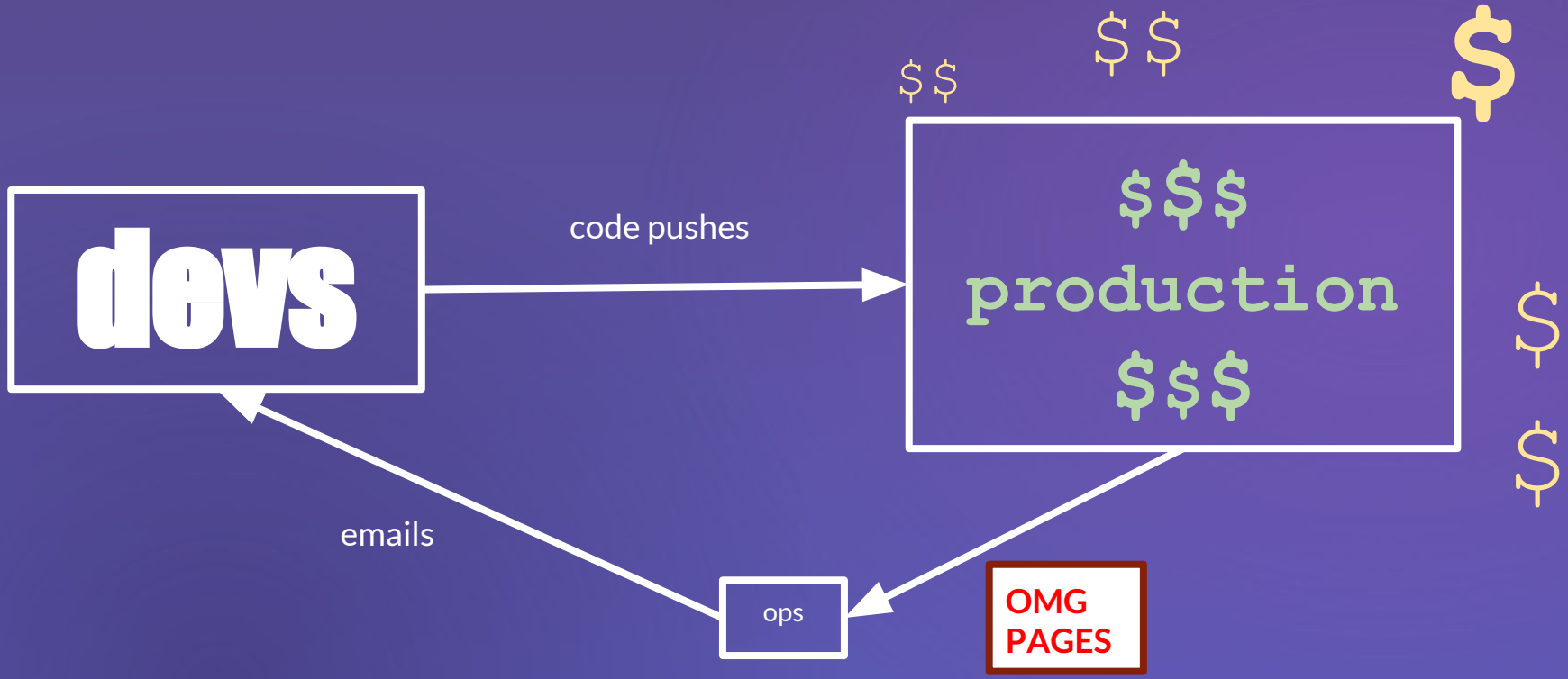
Image credit: https://www.flickr.com/photos/84299143@N00/3922977291

By Pablo Valerio (Own work) [CC BY 3.0 (http://creativecommons.org/licenses/by/3.0)], via Wikimedia Commons

where have I heard that before


devs
production
ops


devs
code pushes
production
emails
ops
OMG
PAGES


devs
code pushes
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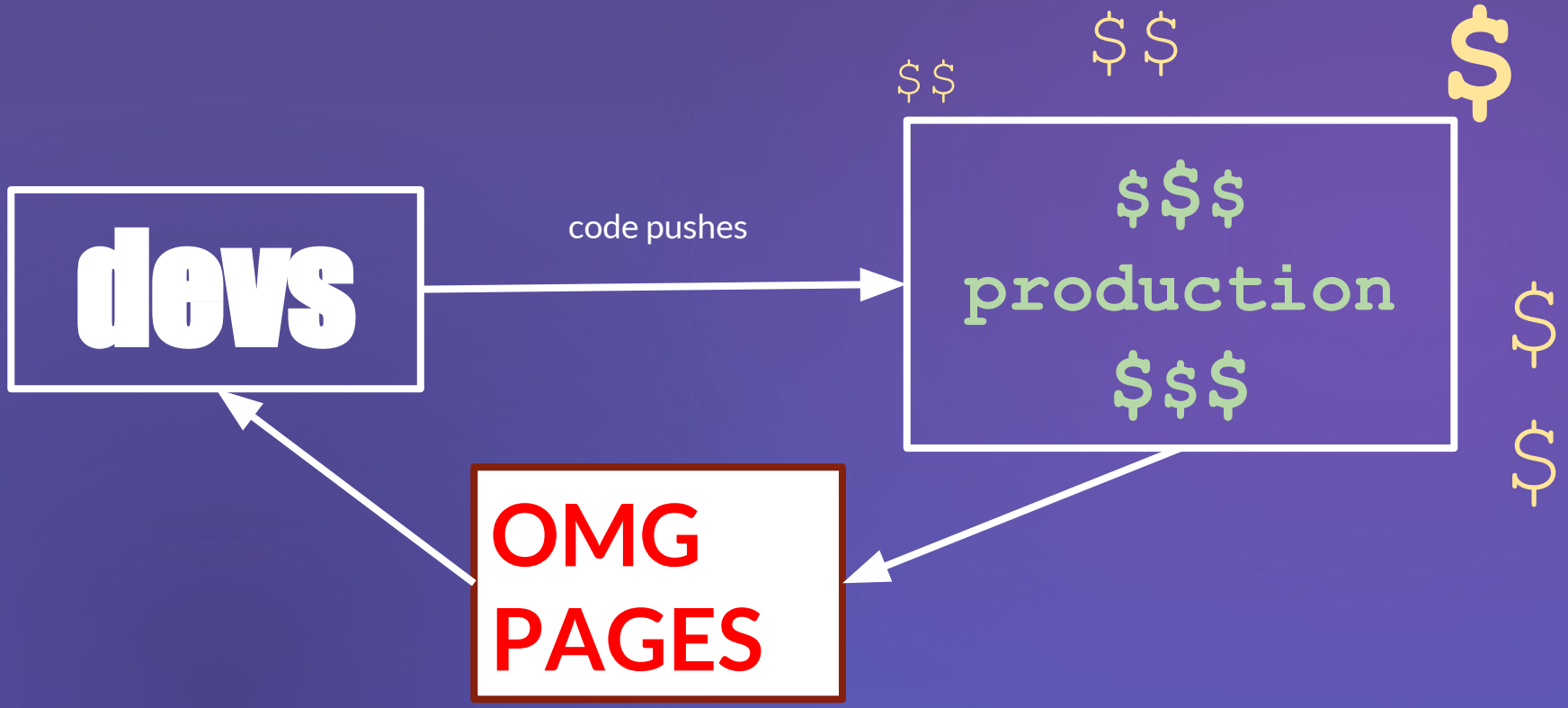
emails
ops
OMG
PAGES

“

4. Put your developers on-call. You’ll be surprised what stops breaking.

Alice Goldfuss,
http://sysadvent.blogspot.com/2016/12/day-6-no-more-on-call-martyrs.html

but wouldn't you like to be sure that you're doing useful work?


devs
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Conway's Law

organizations which design systems ... are constrained to produce designs which are copies of the communication structures of these organizations
--Melvin Conway, in **1968**

http://www.melconway.com/Home/Committees_Paper.html

example: support

example: Heroku Data

example: retrospectives

what about when it's all on firepants

Image credit: https://www.nps.gov/features/yell/slidefile/history/1946_1999/structures/Images/15066.jpg

you're still in better shape

where does that leave ops

experts

that's where

in conclusion

Thanks for listening <3

@hashoctothorpe