

PASSING THE CONSOLE

Fostering the Next Generation of
Ops Professionals

Alice Goldfuss

@alicegoldfuss



Hello! I'm Alice.

I'm an SRE with
too much free
time.

Operations

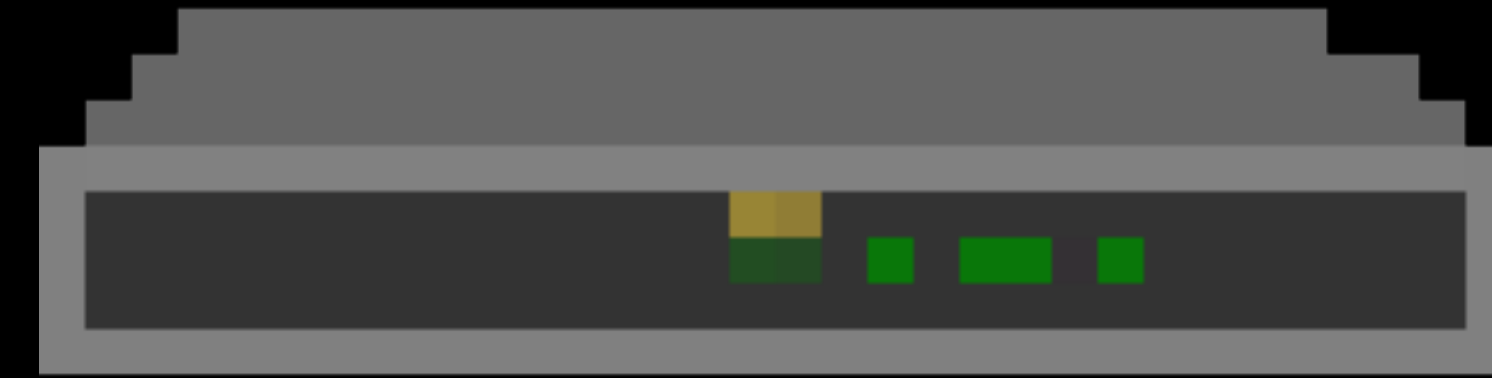


Operations



Software Engineer

Operations



Software Engineer

Tech Support





F i l m

“Expert” →

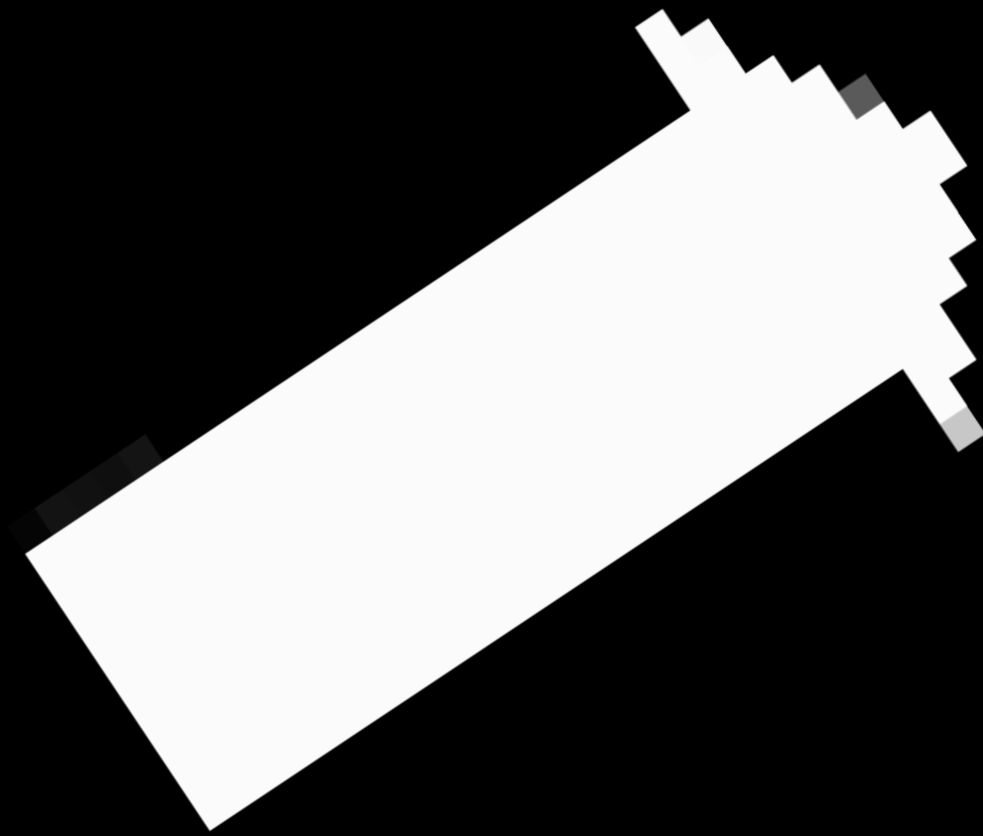


Questions for
the Audience

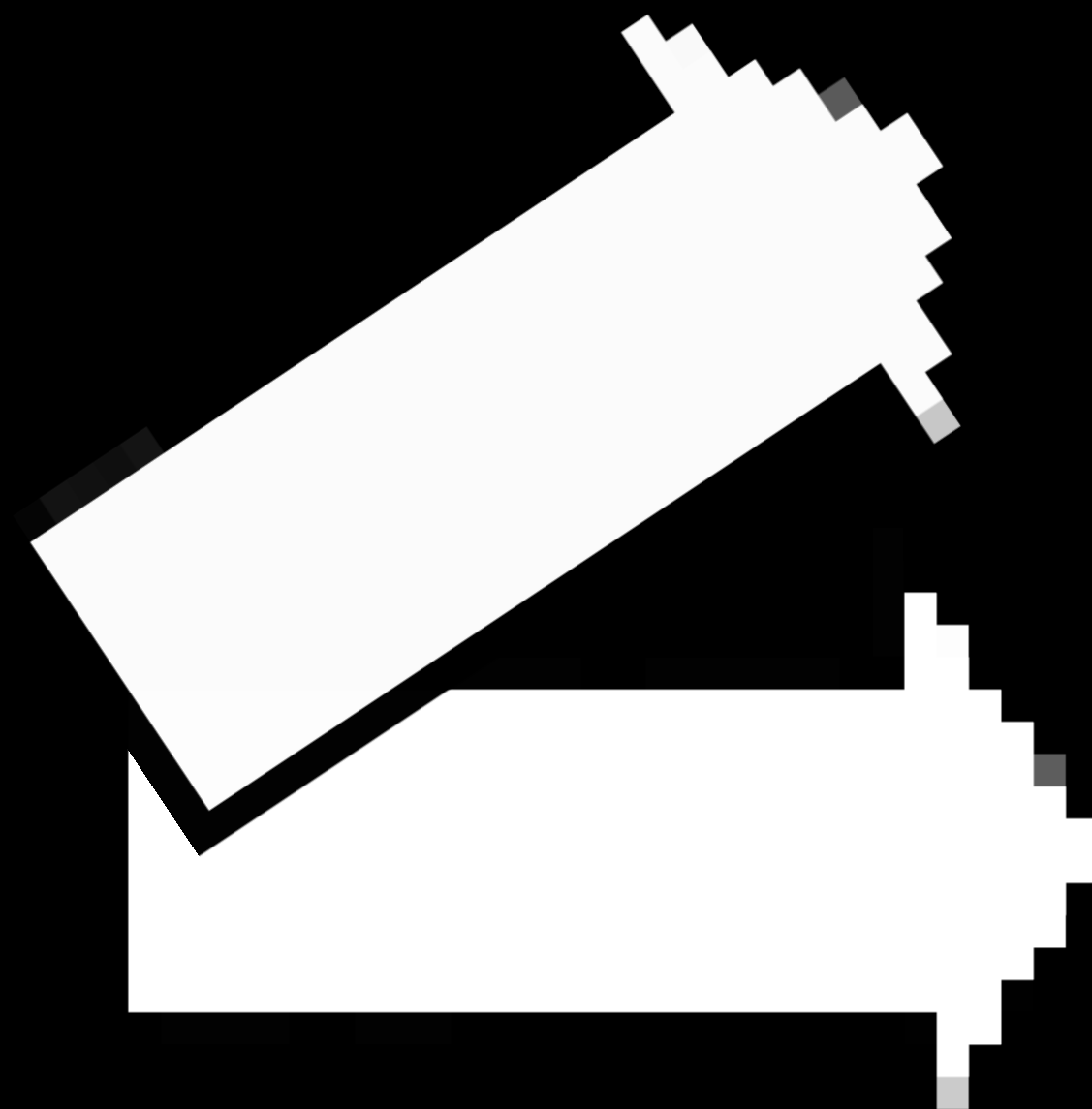
Dev



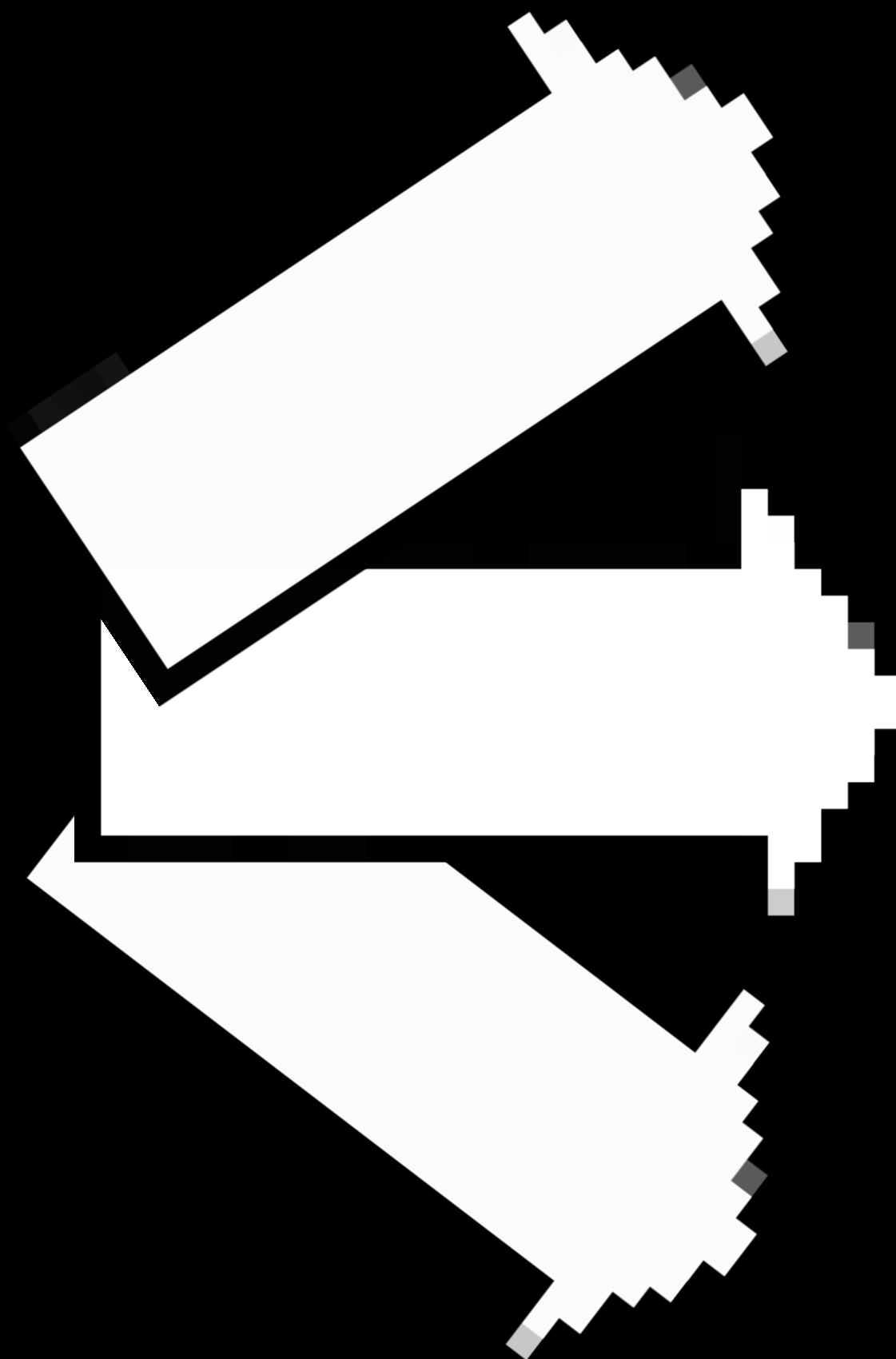
Dev



Dev



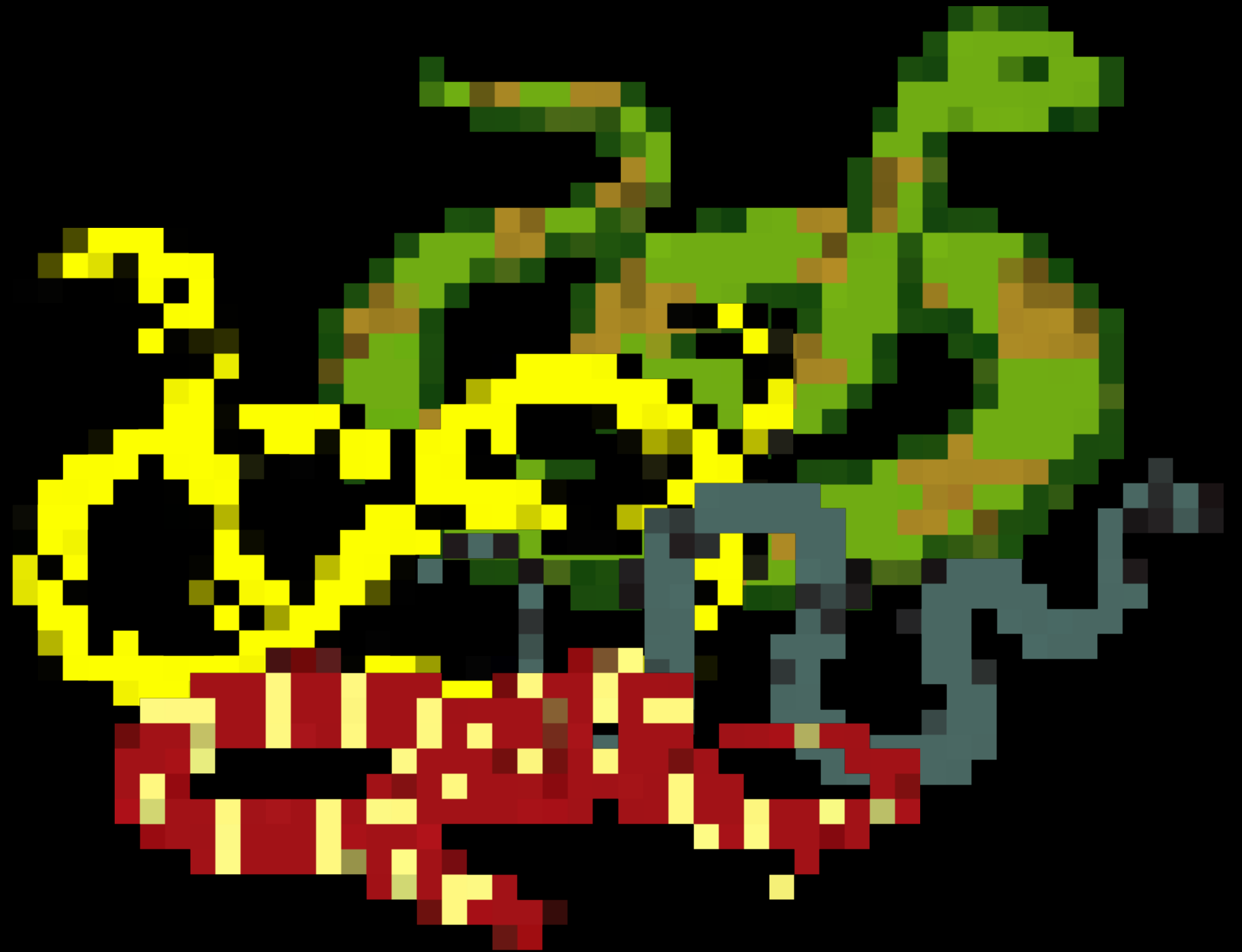
Dev



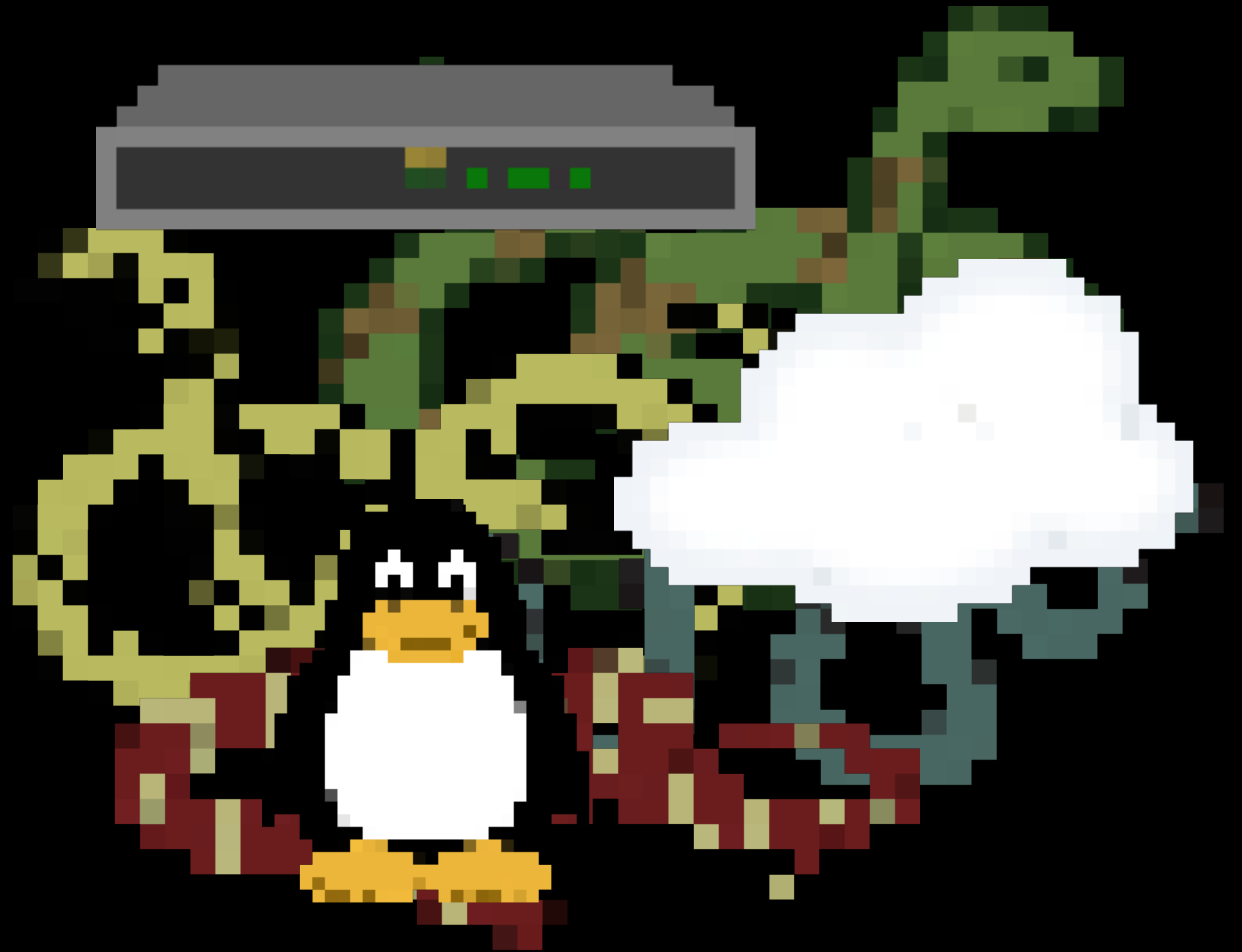
Ops



Ops



Ops



Ops



Why?





#serverless

#NoOps

Options

1. What should we teach?
2. Who should we teach?
3. How should we teach?

Options

1. What should we teach?

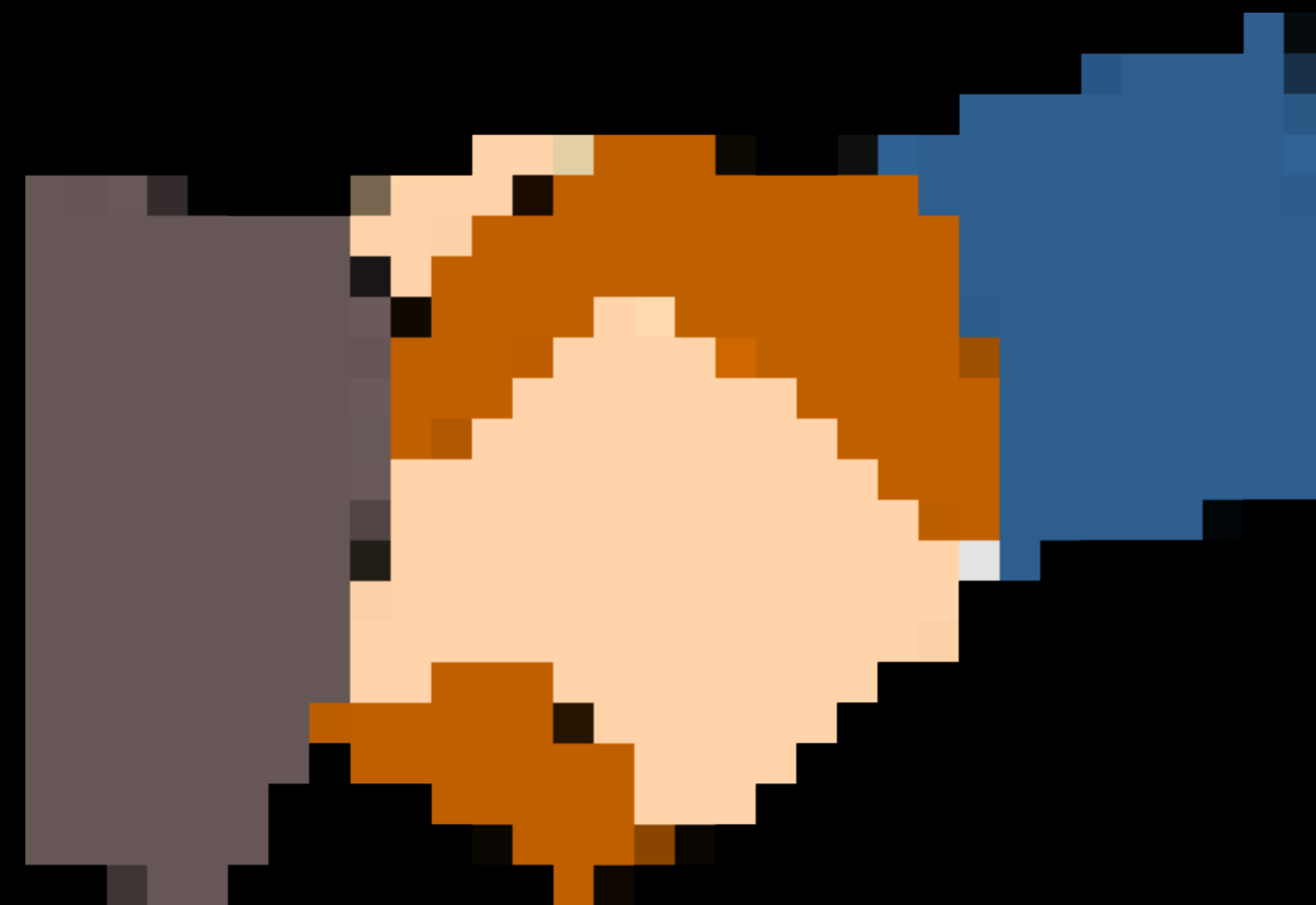
2. Who should we teach?

3. How should we teach?

Tools



Culture



Tools







SECOND EDITION

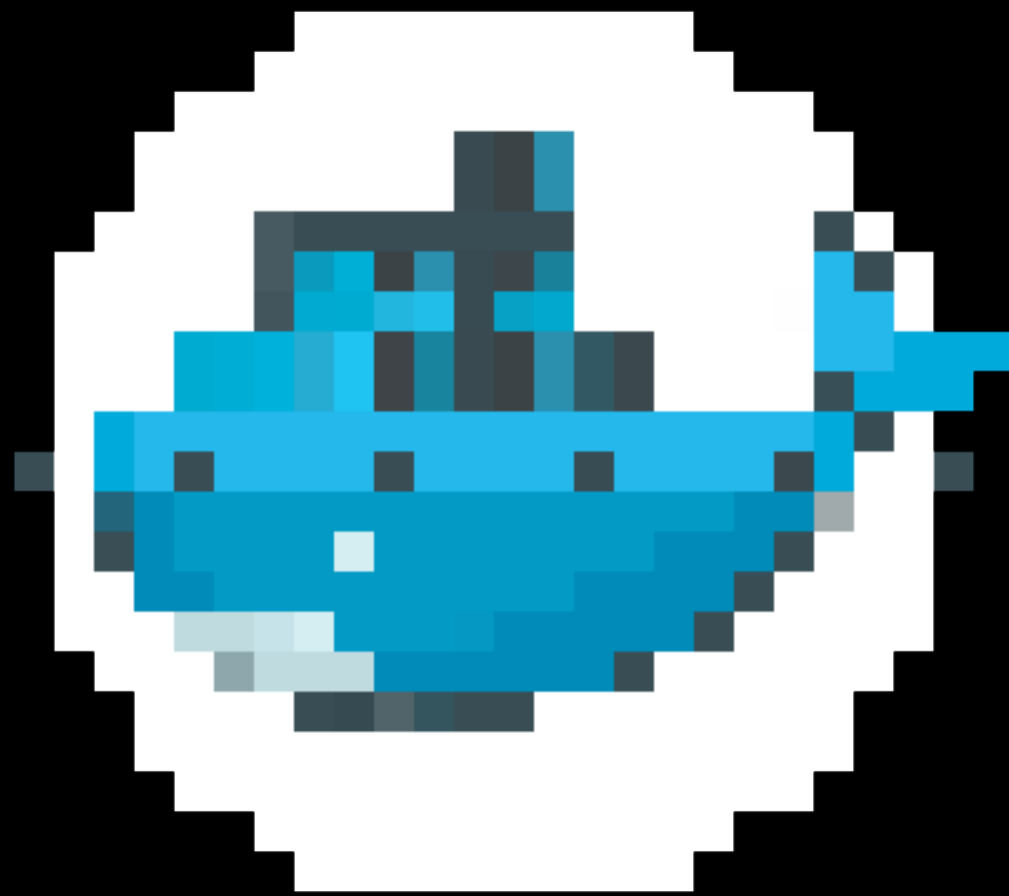
THE



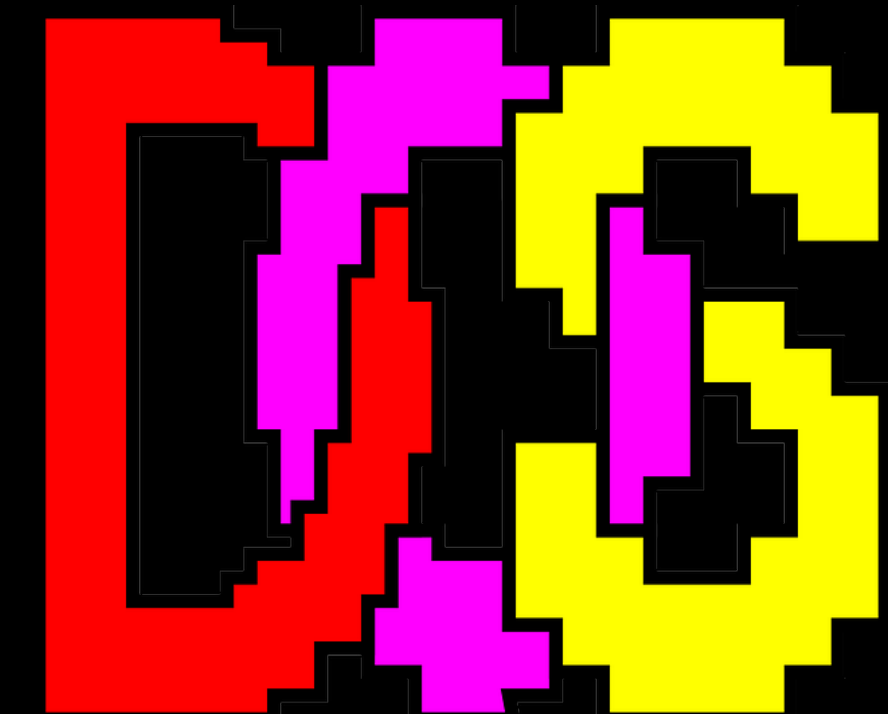
PROGRAMMING
LANGUAGE

BRIAN W. KERNIGHAN
DENNIS R. RITCHIE

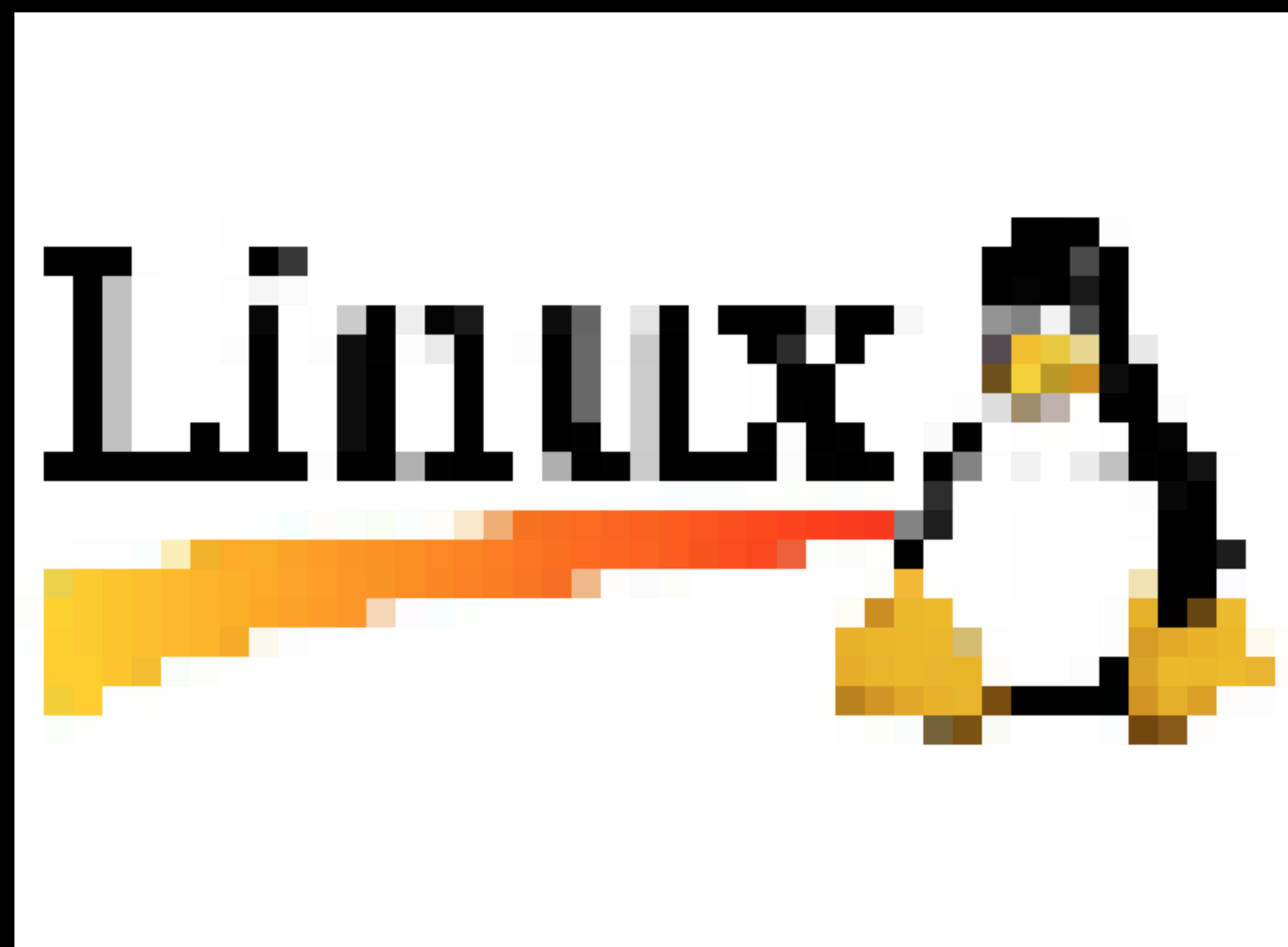
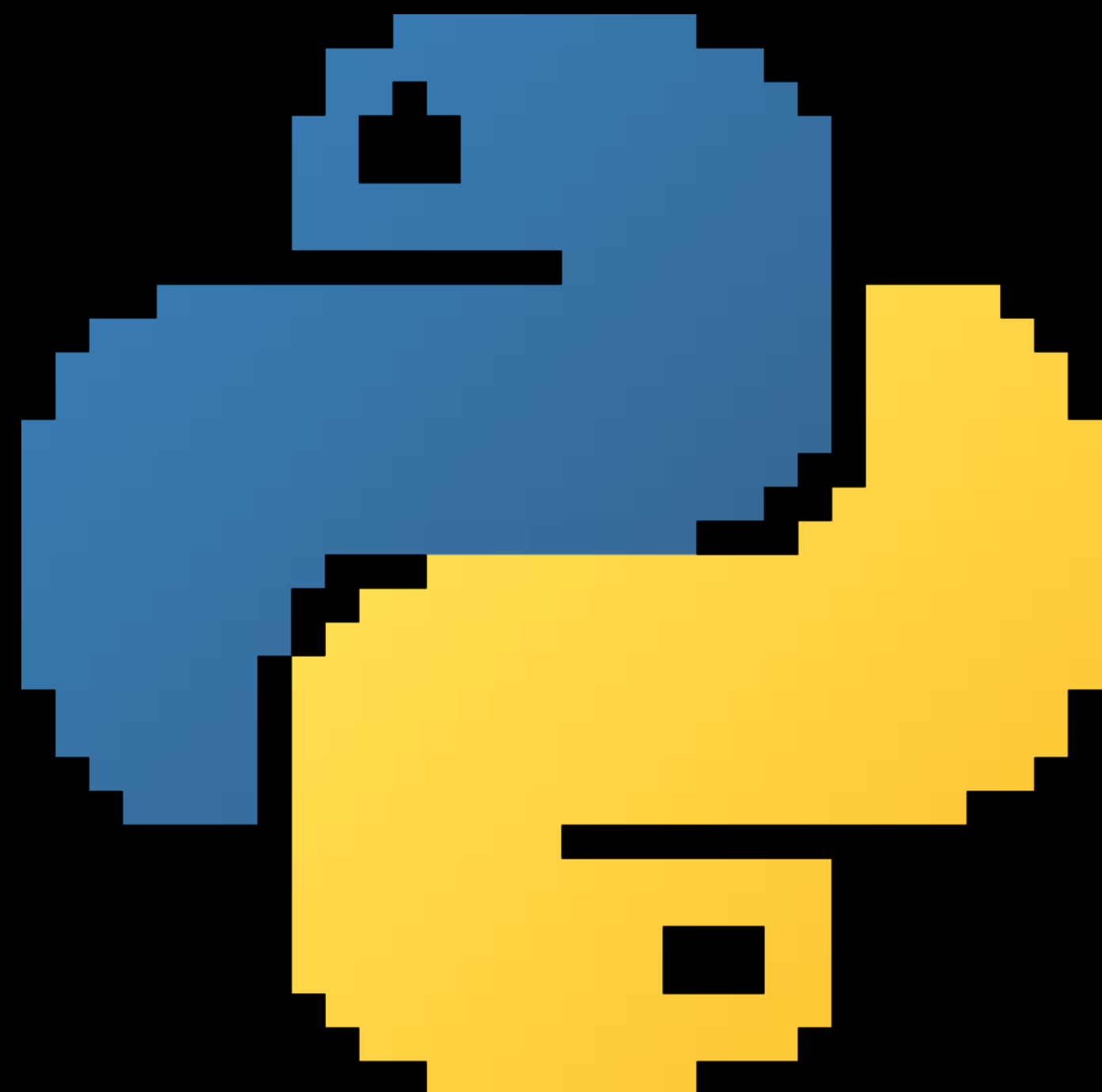
PRENTICE-HALL, INC. 1991



Nagios



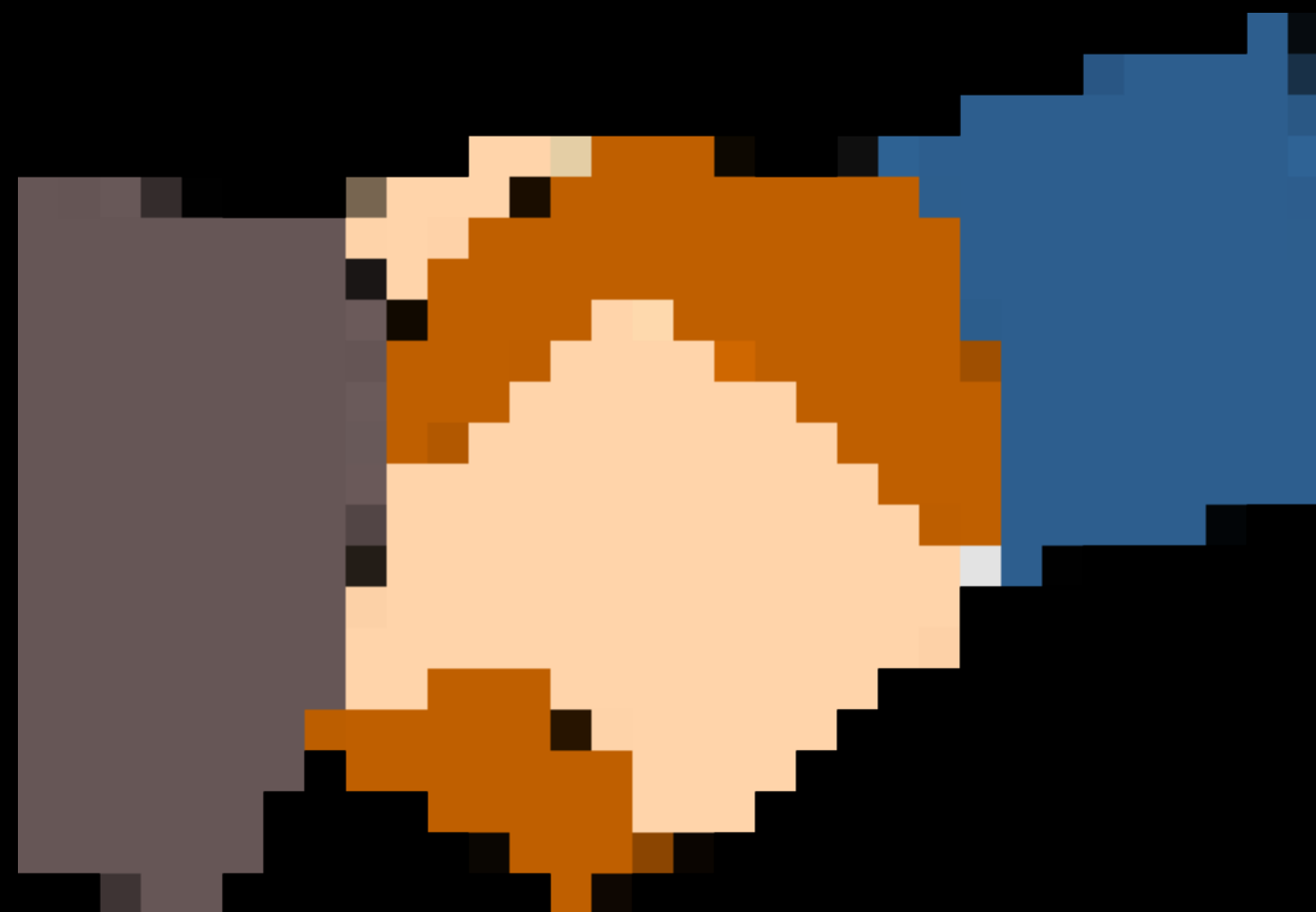
Your tools don't matter





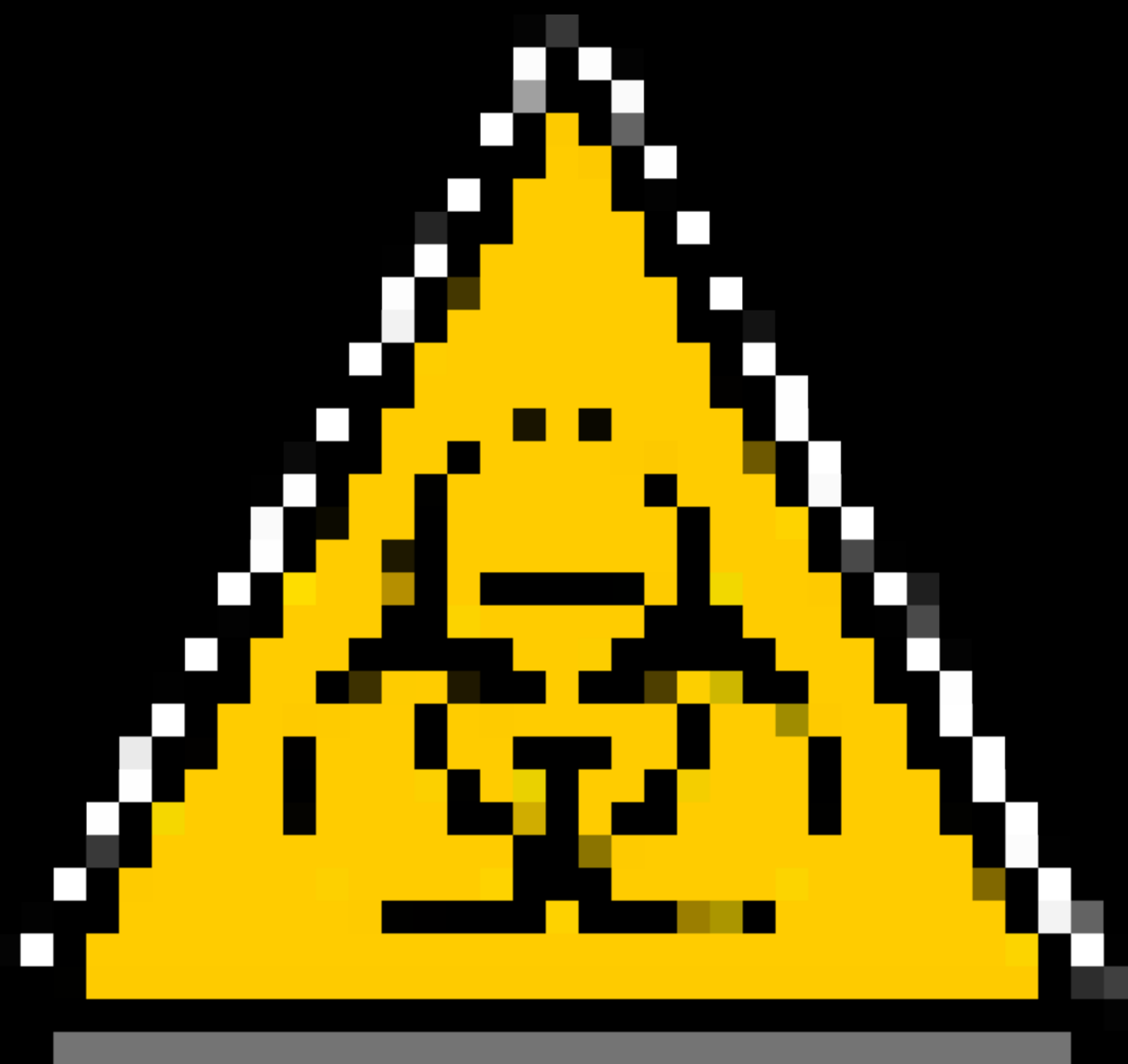


Culture







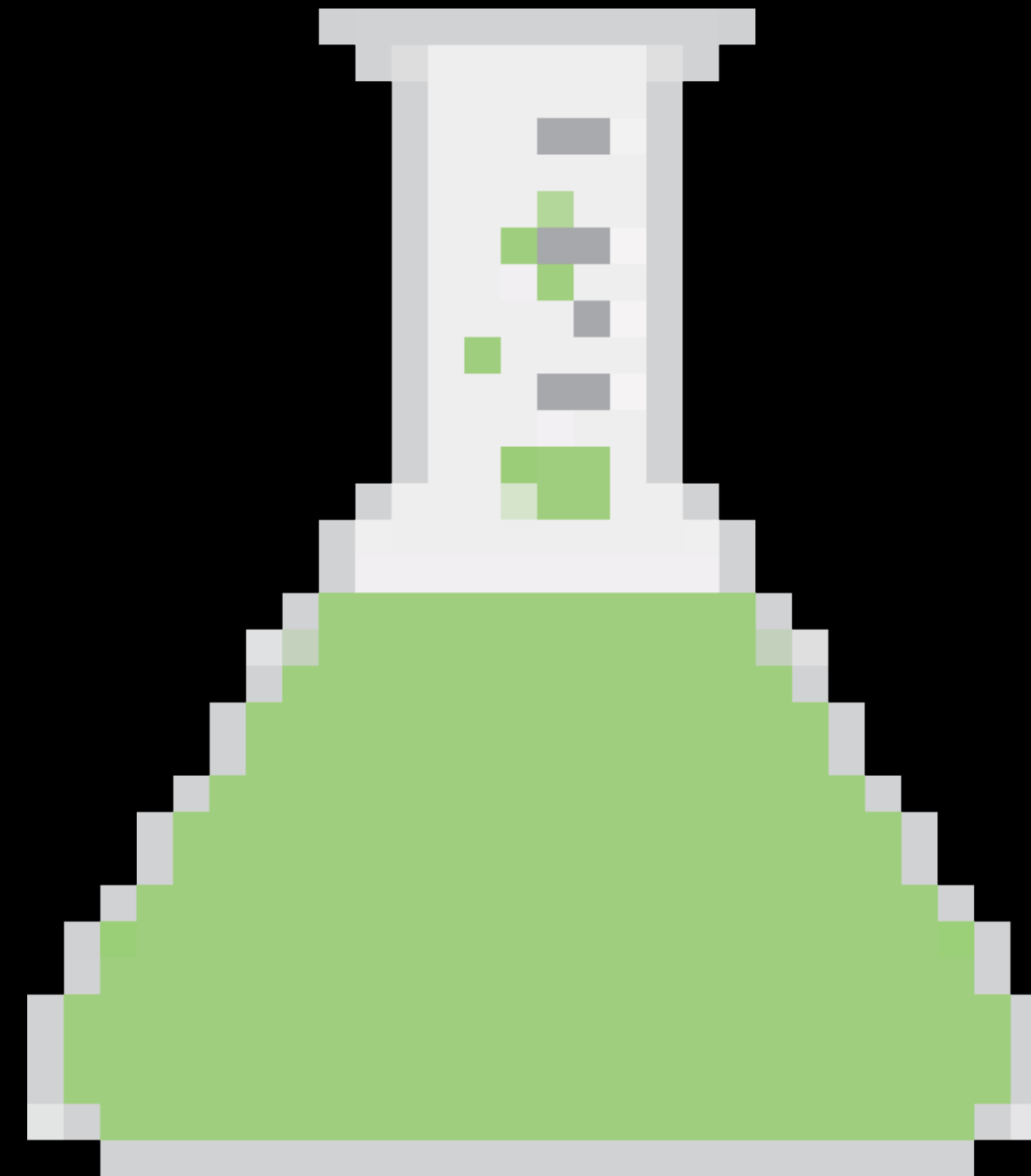


BEWARE OF BOFH

DEVOPS DAYS



Be curious



- What's this log message mean?
- How does this protocol work?
- Who is this user on my system?





Build strong systems

- What if we need to failover the database?
- What if the cron job fails?
- What if we get a spike in traffic?





Serve your users

- Keep things patched
- Work with them on dev goals
- Build automated infrastructure to take yourself out of the equation

- Protect them from themselves





"No, because" → "Yes, but"



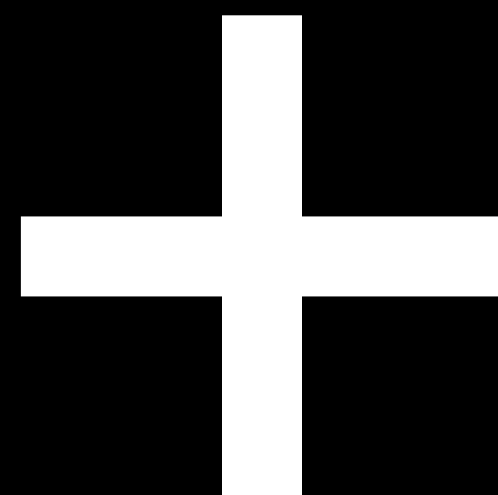


1. Be curious

2. Build strong systems

3. Serve your users





Options

1. What should we teach?

2. Who should we teach?

3. How should we teach?

Options

1. What should we teach?

2. Who should we teach?

3. How should we teach?

Dana Lawson





Kelsey Hightower

Charity Majors





Support

- Good troubleshooters
- Fast learners
- Familiar with different systems

Bootcamp dev



- Already know the basics
- Mutually beneficial
- Worst case: sympathy



IT



- Understand systems
- Understand users
- Can seem ~~too~~ easy

Look farther



Be curious



Build strong systems

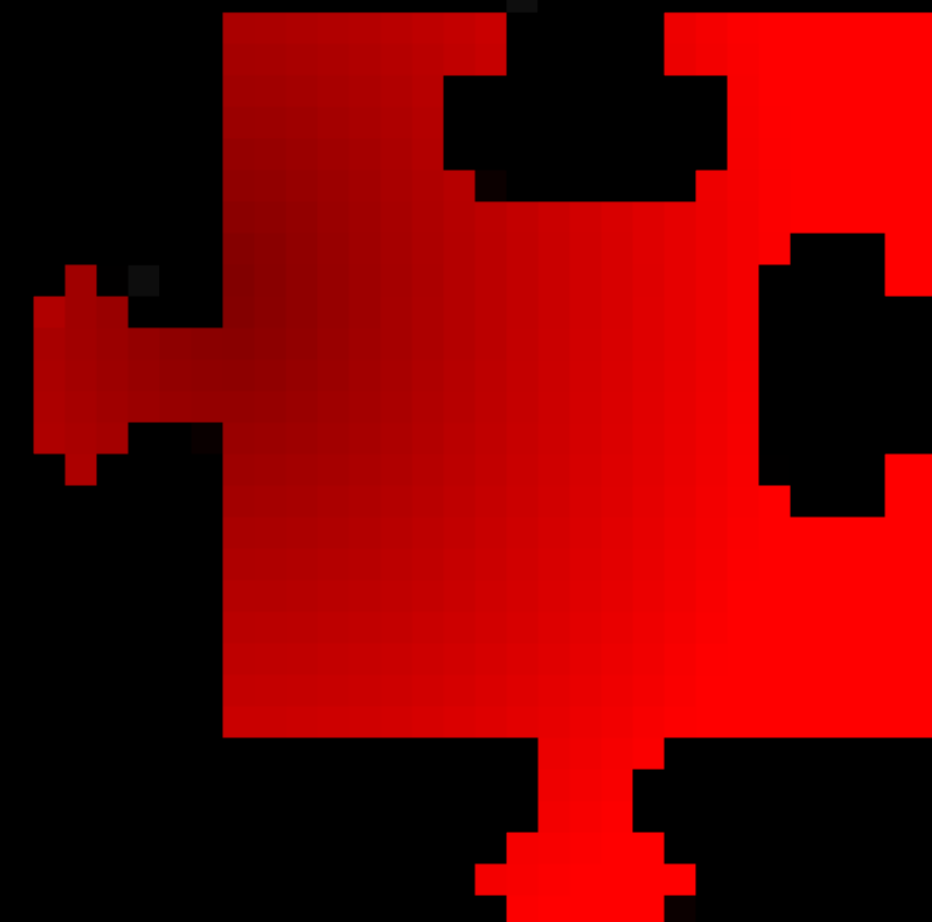
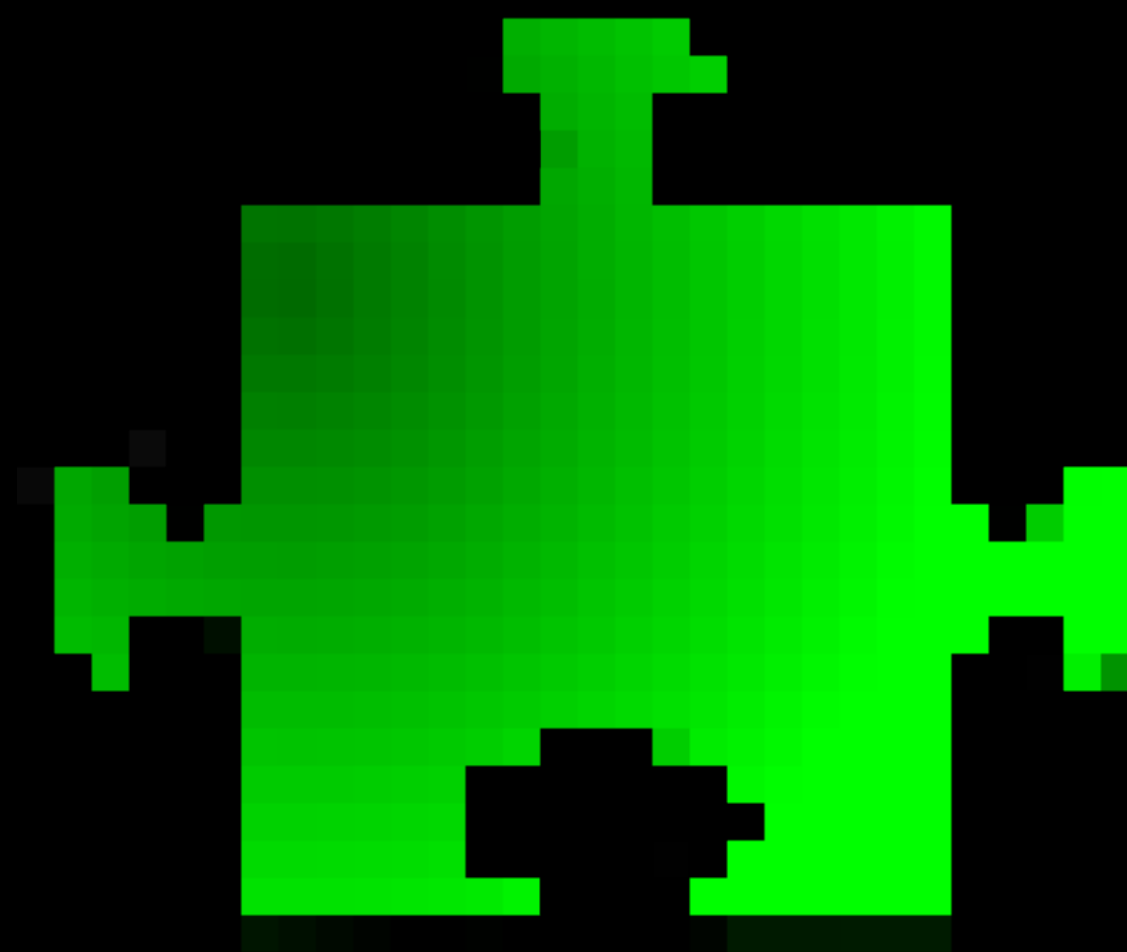
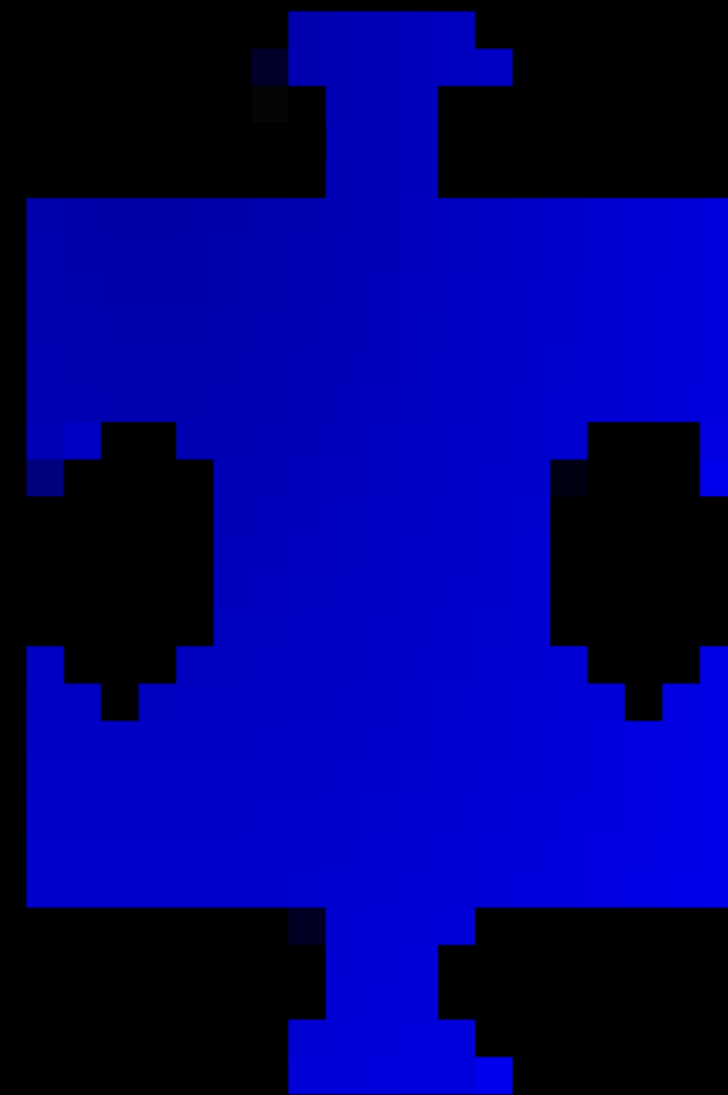
Serve your users

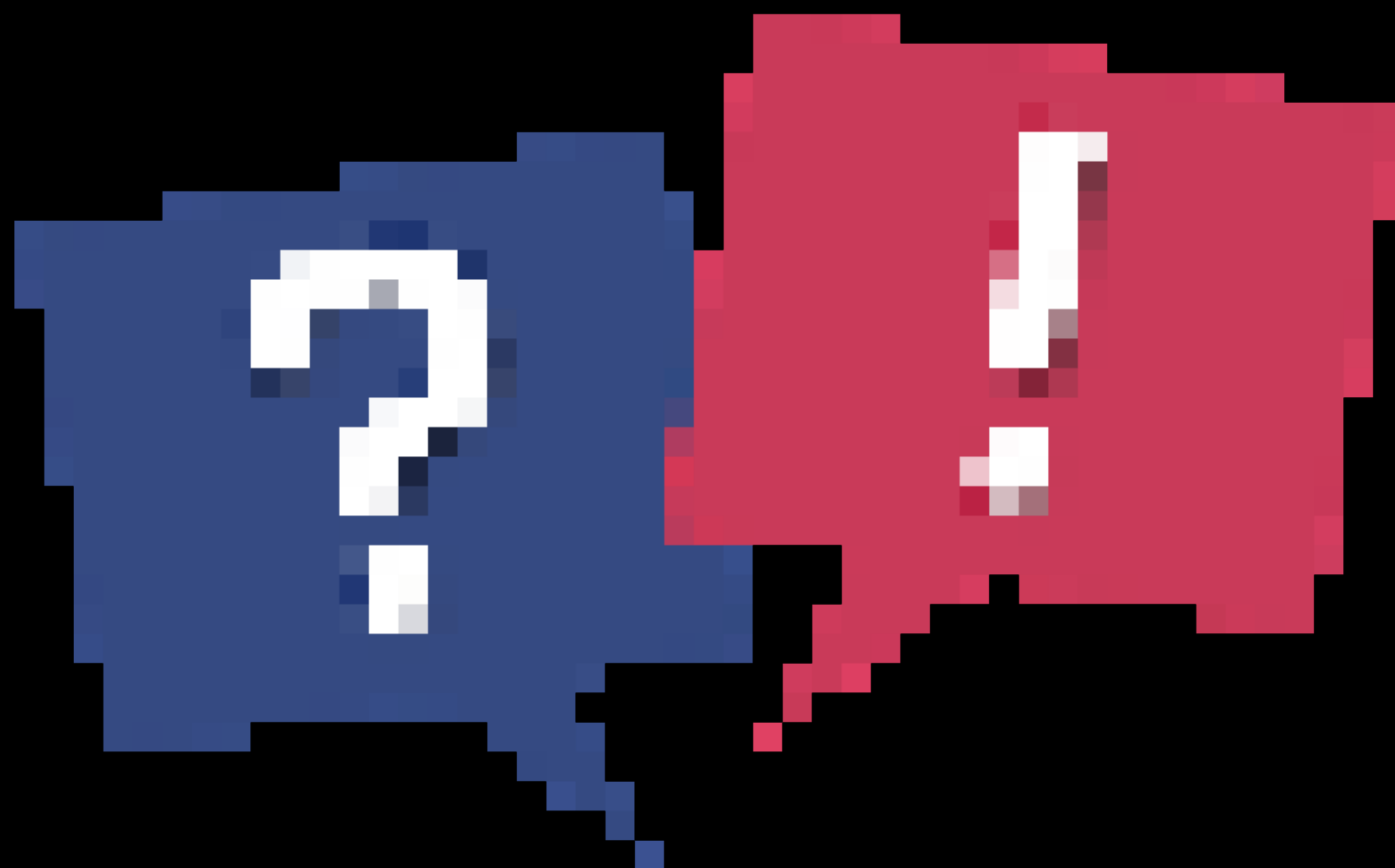


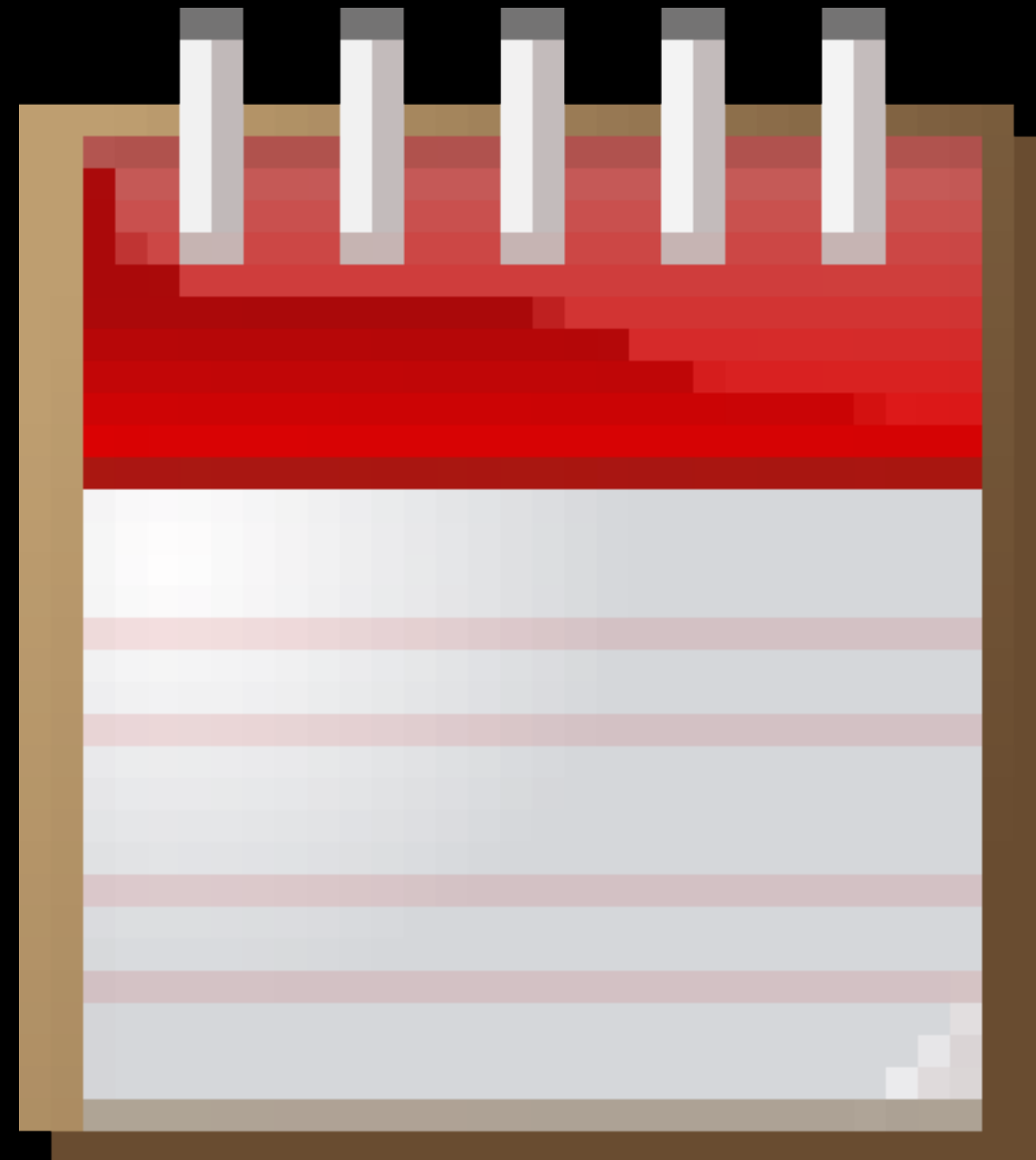
Tinkerer





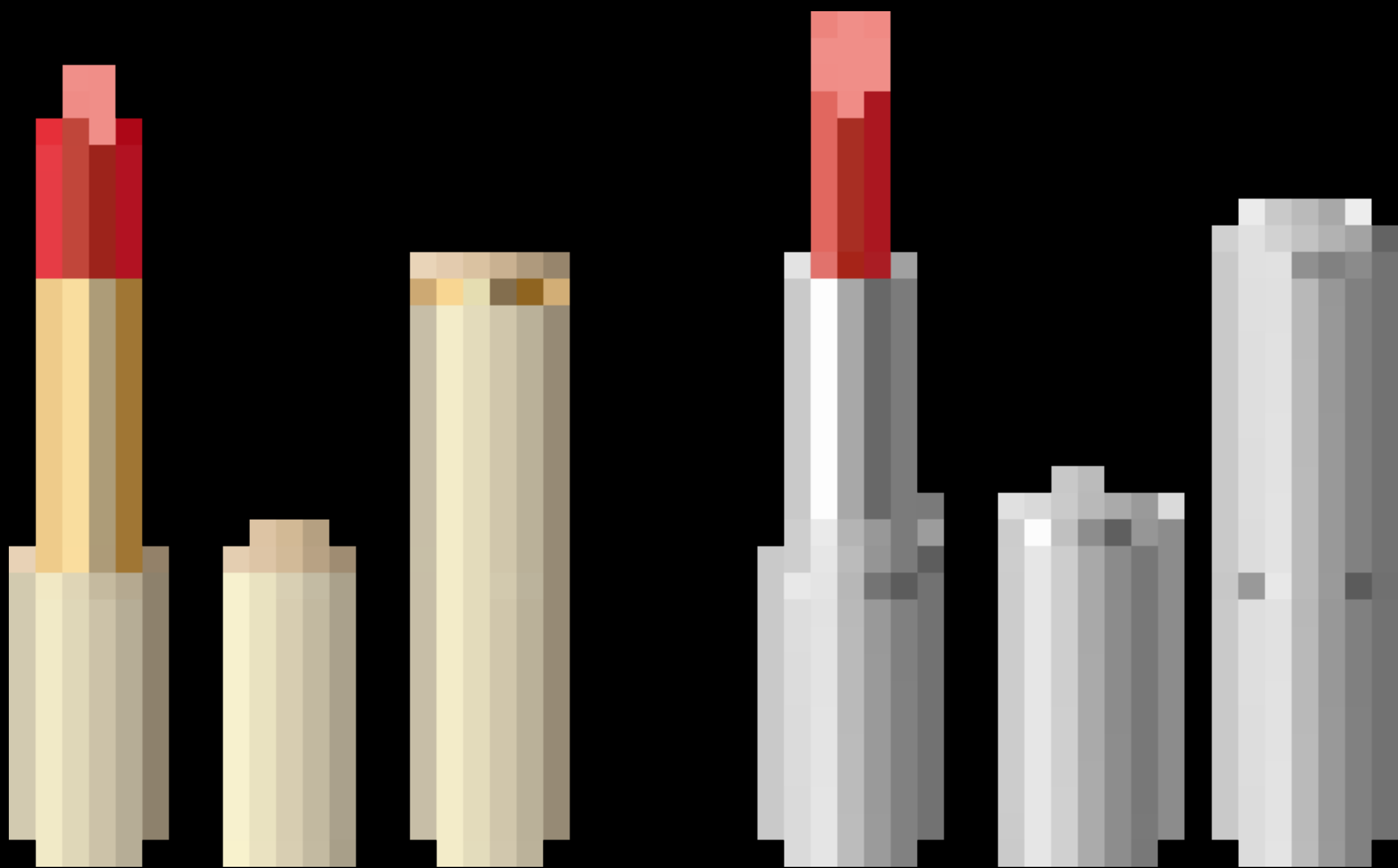




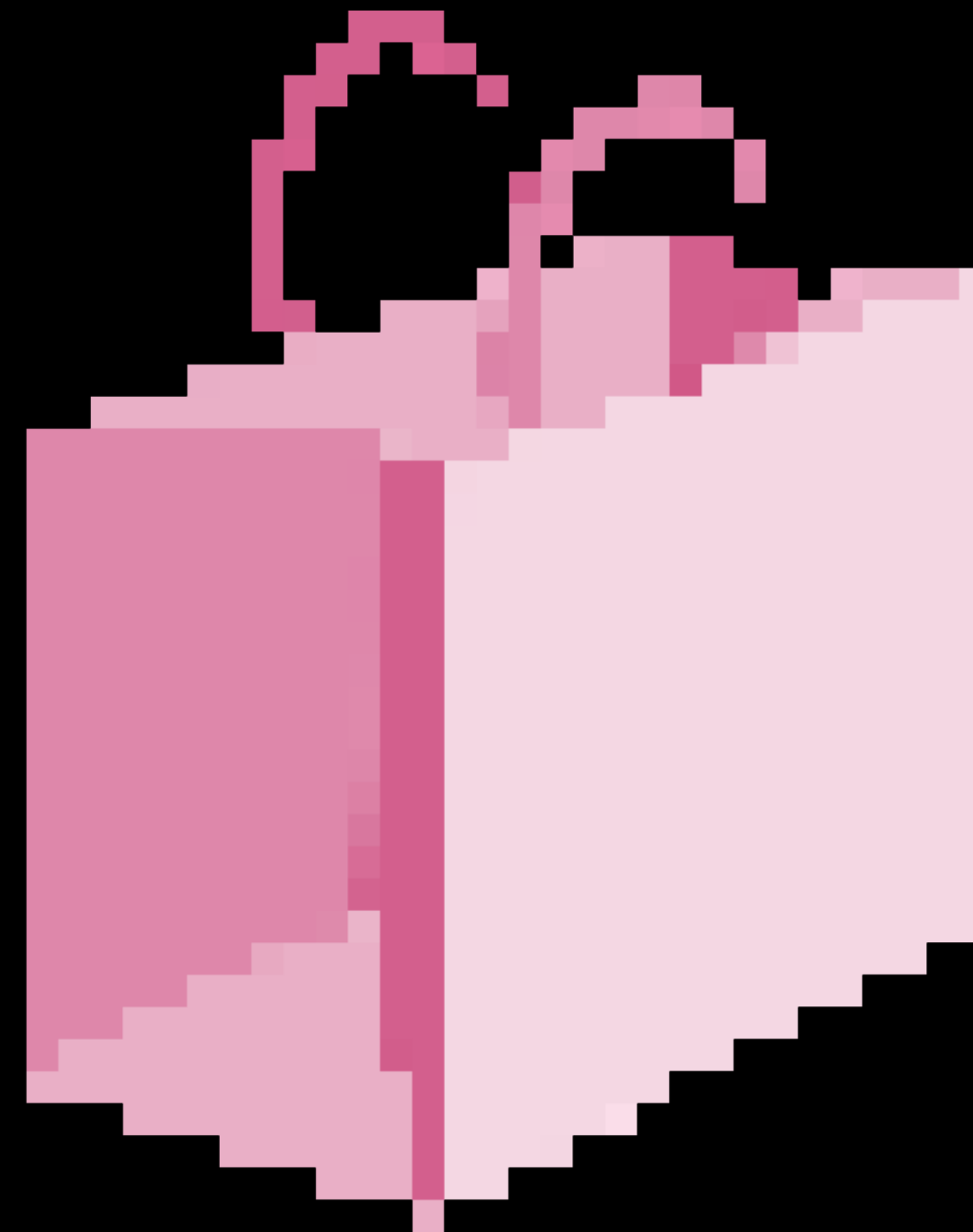


Organized





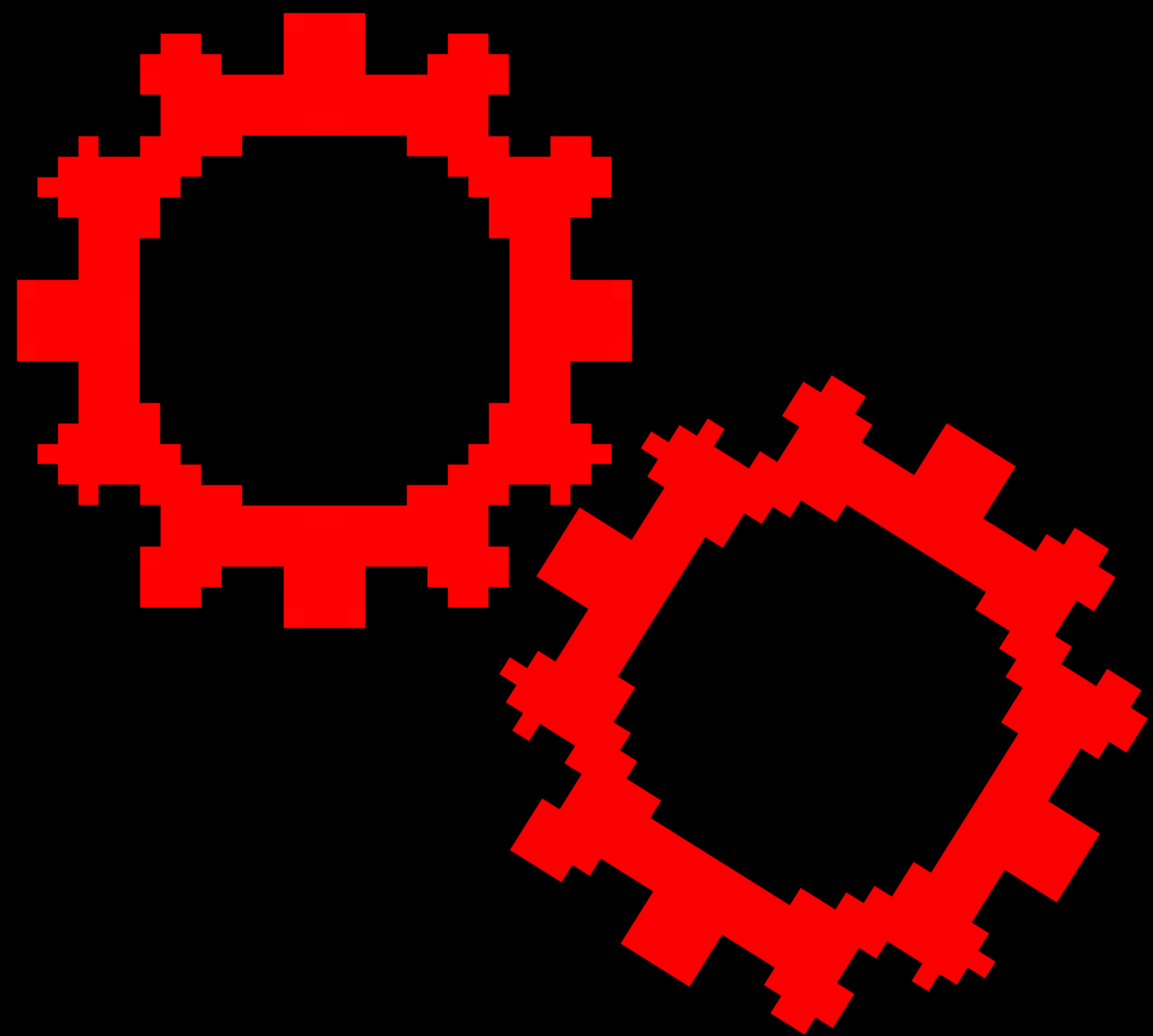
Service-oriented

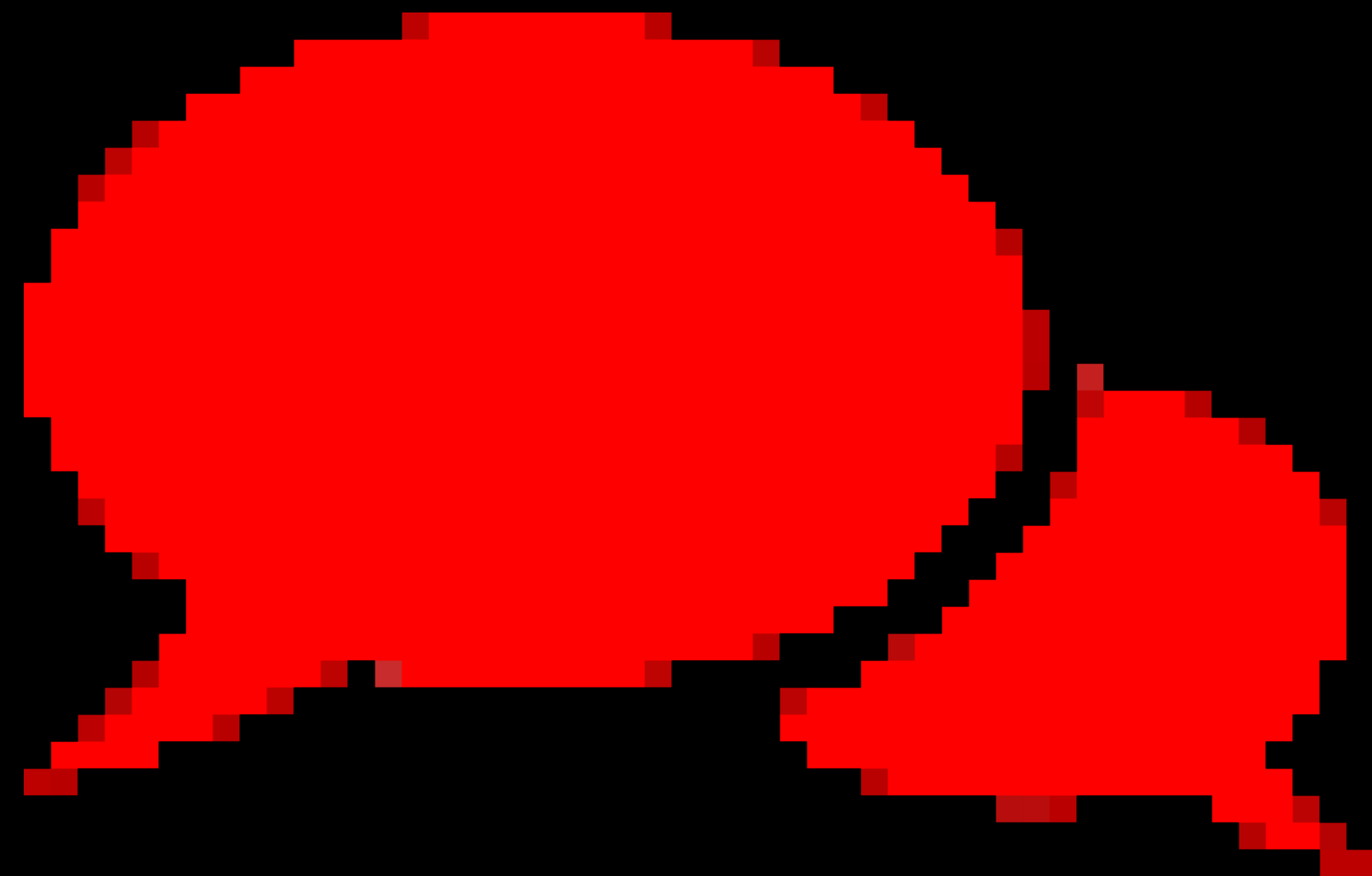






"Force push to master!"





Carol





Huala

Options

1. What should we teach?

2. Who should we teach?

3. How should we teach?

Options

1. What should we teach?

2. Who should we teach?

3. How should we teach?



- One to One
- One to Many
- Many to Many

Apprentice



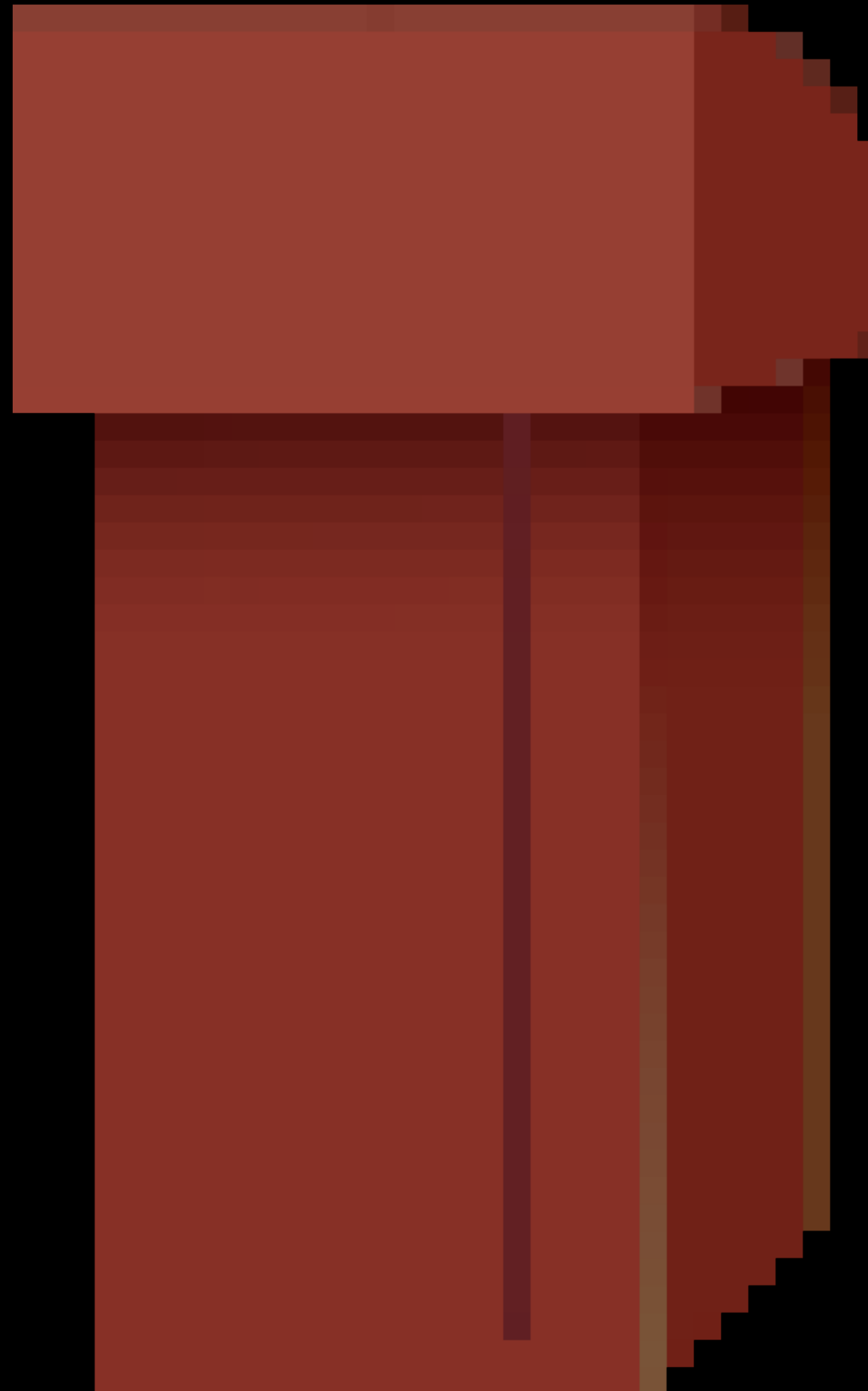
Mentee





Intern

Give a talk



productive

black girls

CODE

~

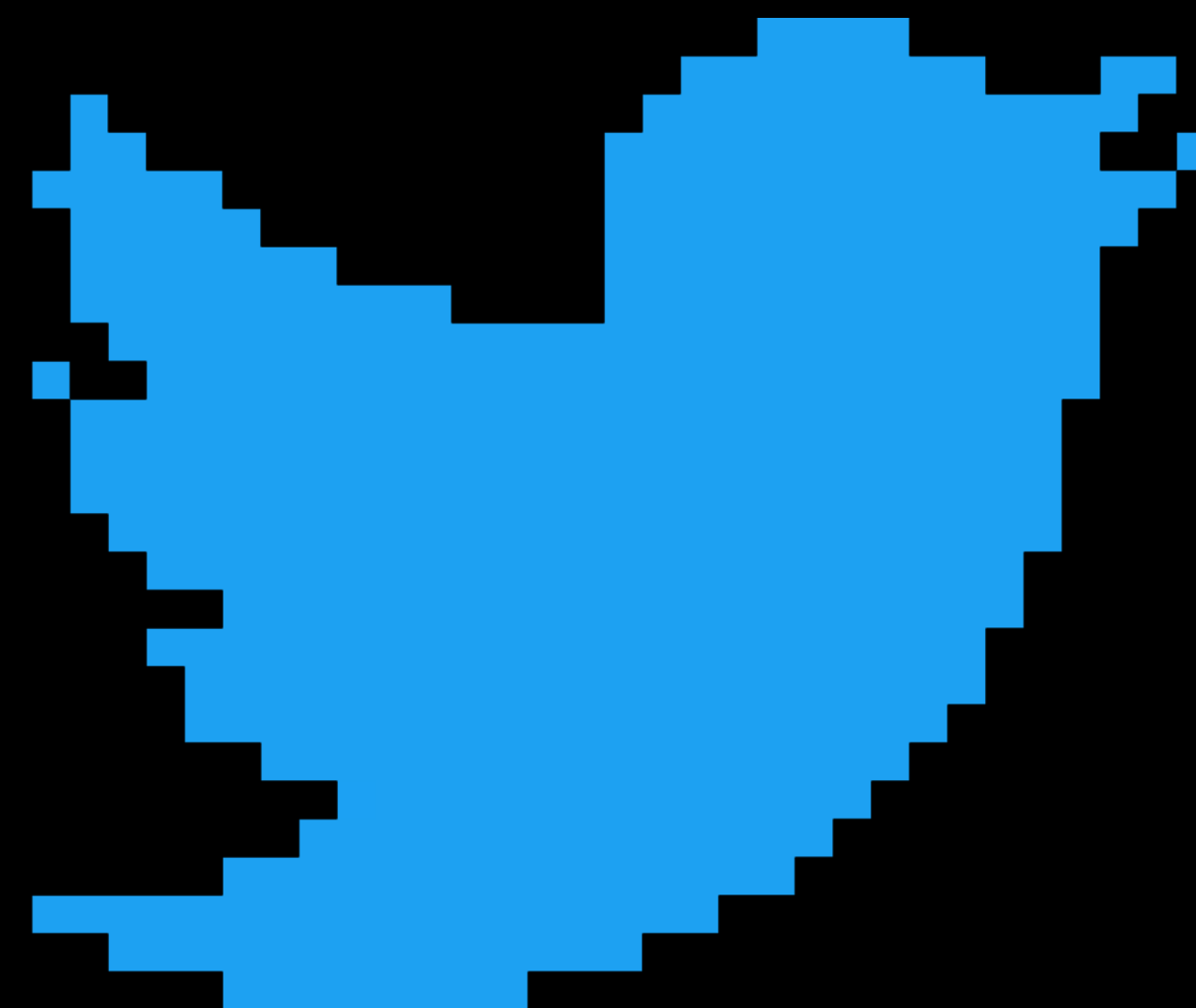
Lesbians
who Tech

Write docs!



Ops School

www.opsschool.org



Share them



Options

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Options

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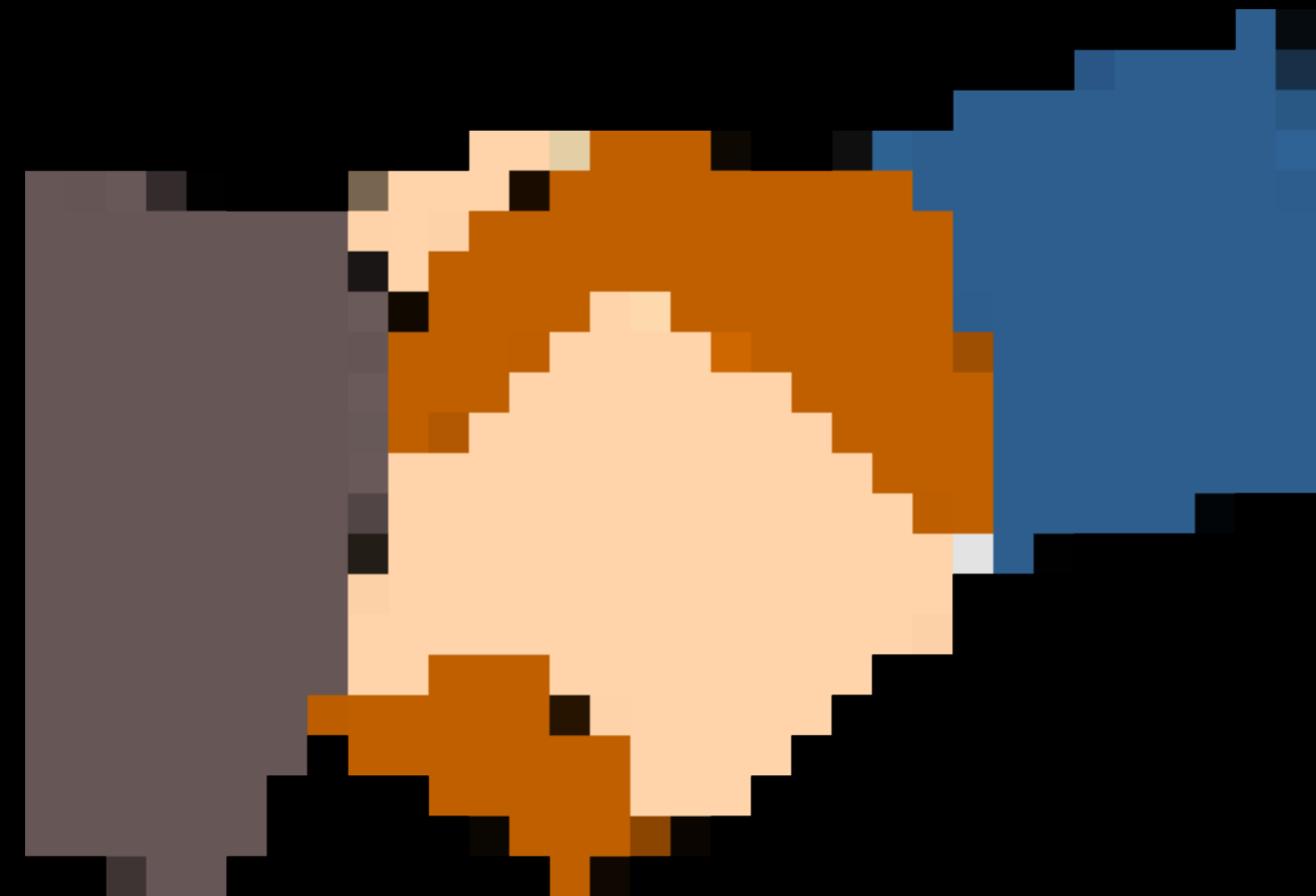
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Support



IT



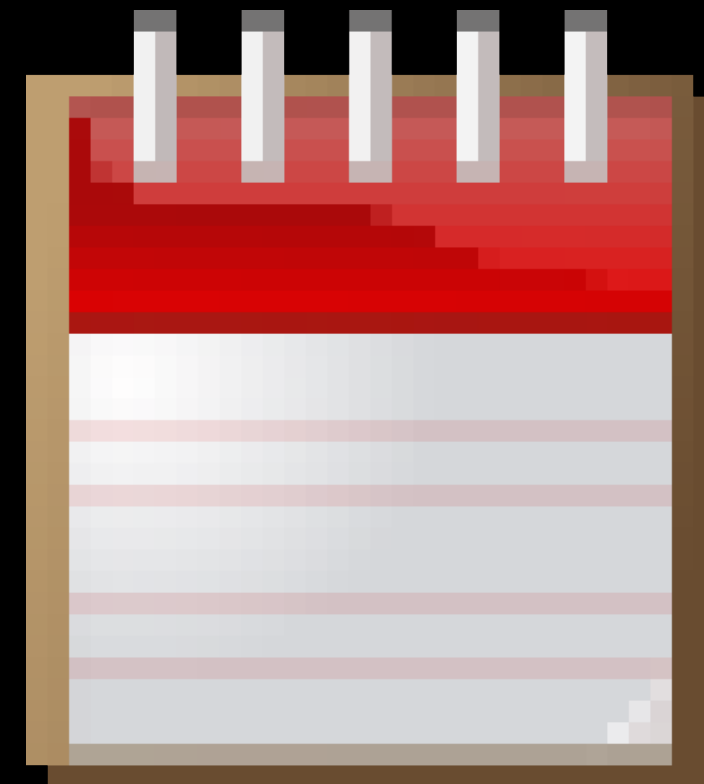
Bootcamp dev



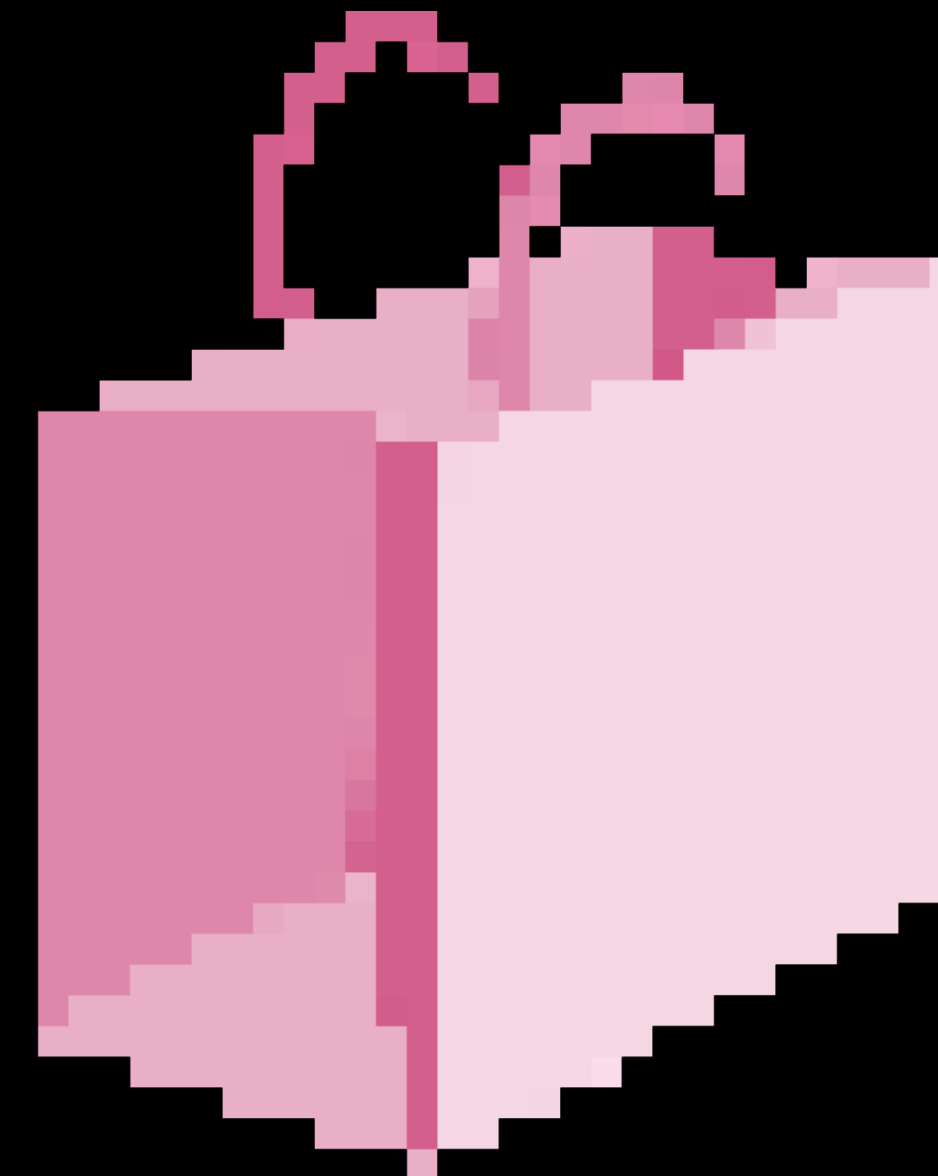
Tinkerer



Organized



Service-oriented

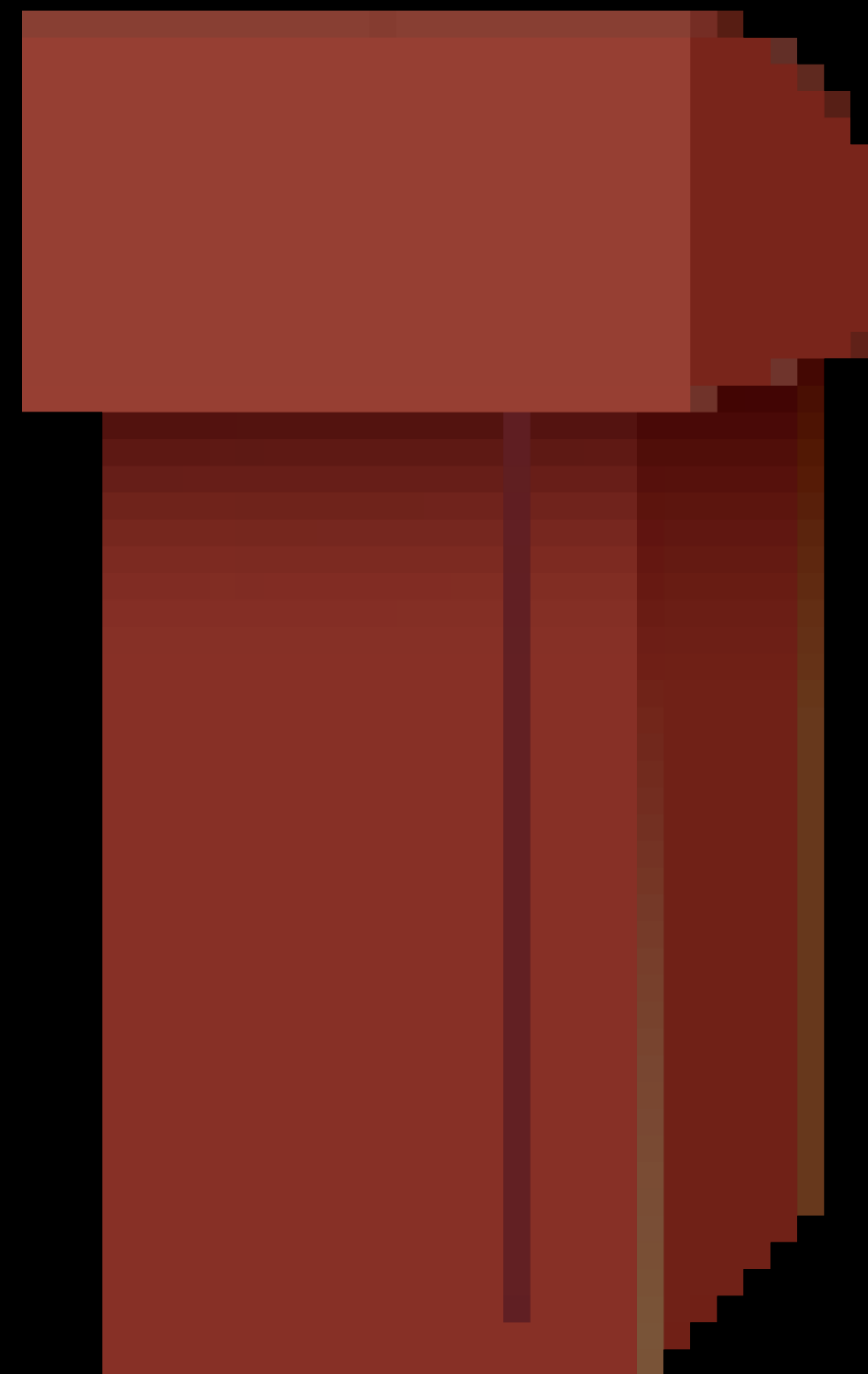
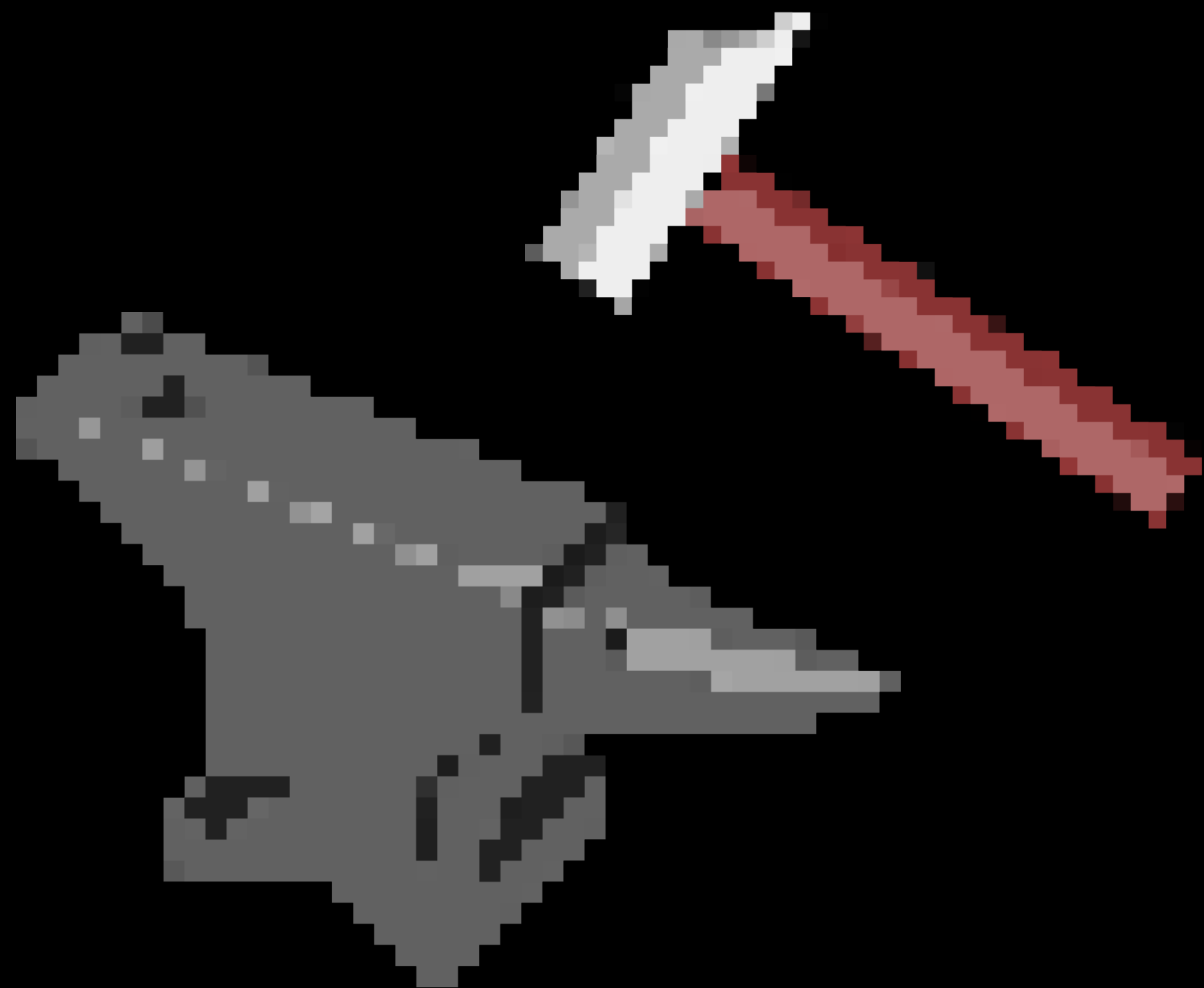


Options

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Ops





Thanks!

@alicegoldfuss

Credits

Font -> [kreativekorp.com](https://www.kreativekorp.com)

Art -> pixabay.com

Pixels -> piskelapp.com

Ops Engineer -> #WOCinTech Chat



Thanks!

@alicegoldfuss