Per Aspera ad Productum

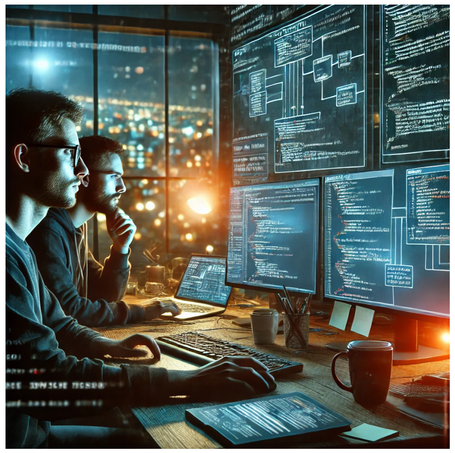
#!/bin/bash

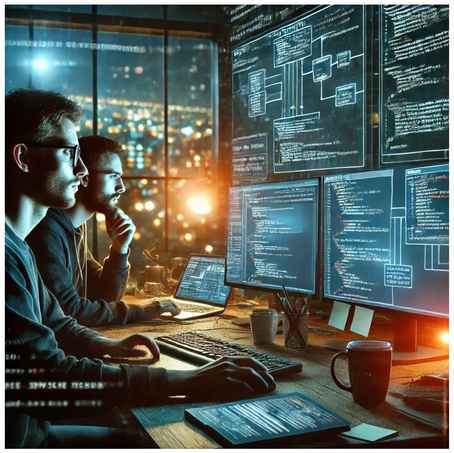
*/5 * * * * sh /opt/custom_crons/backup.sh

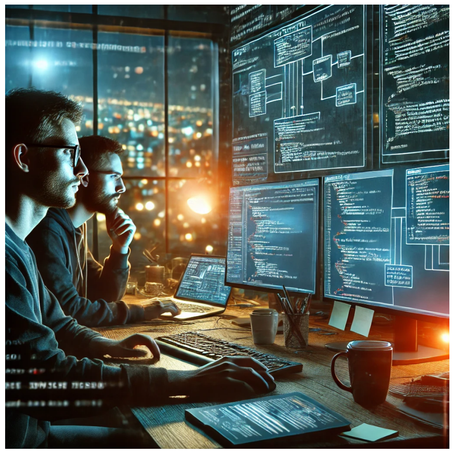
dmesg | grep -I “sd[a-z]”

journalctl -u ssd —since “1 hour ago”

kubernetes







Programmatically

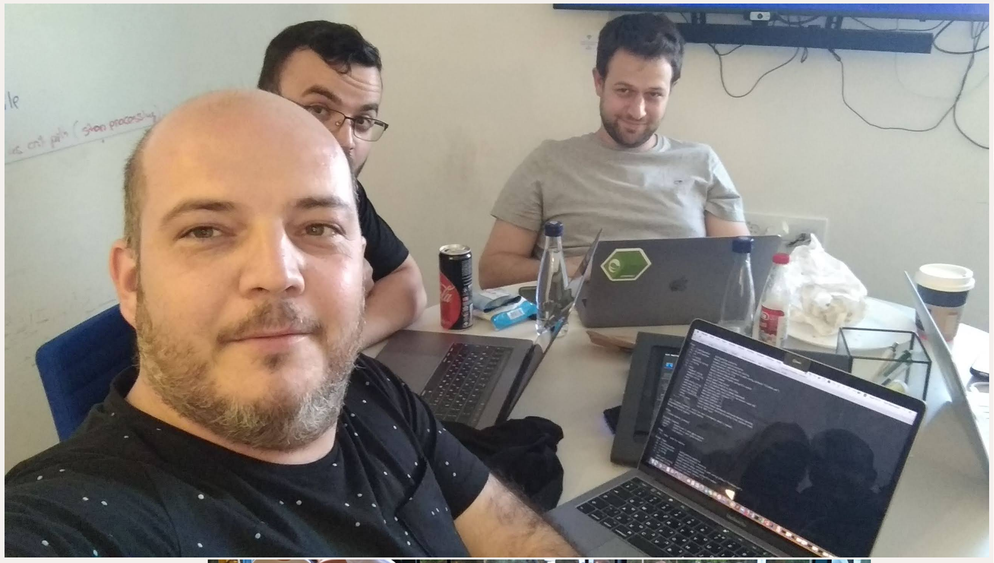
Automatically

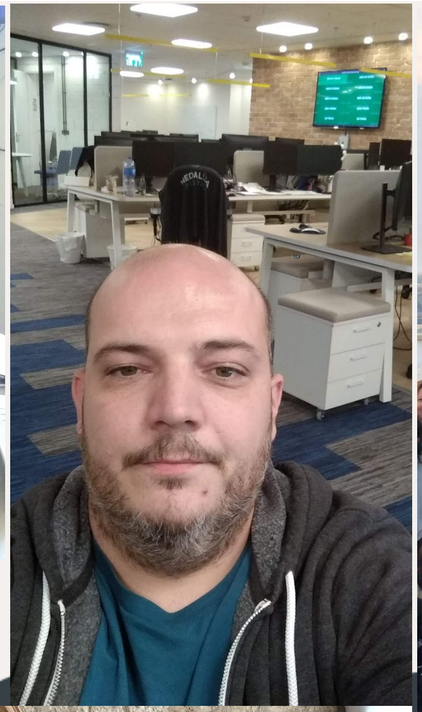
Predictable

Consistent

Reliability = Automation + Consistency

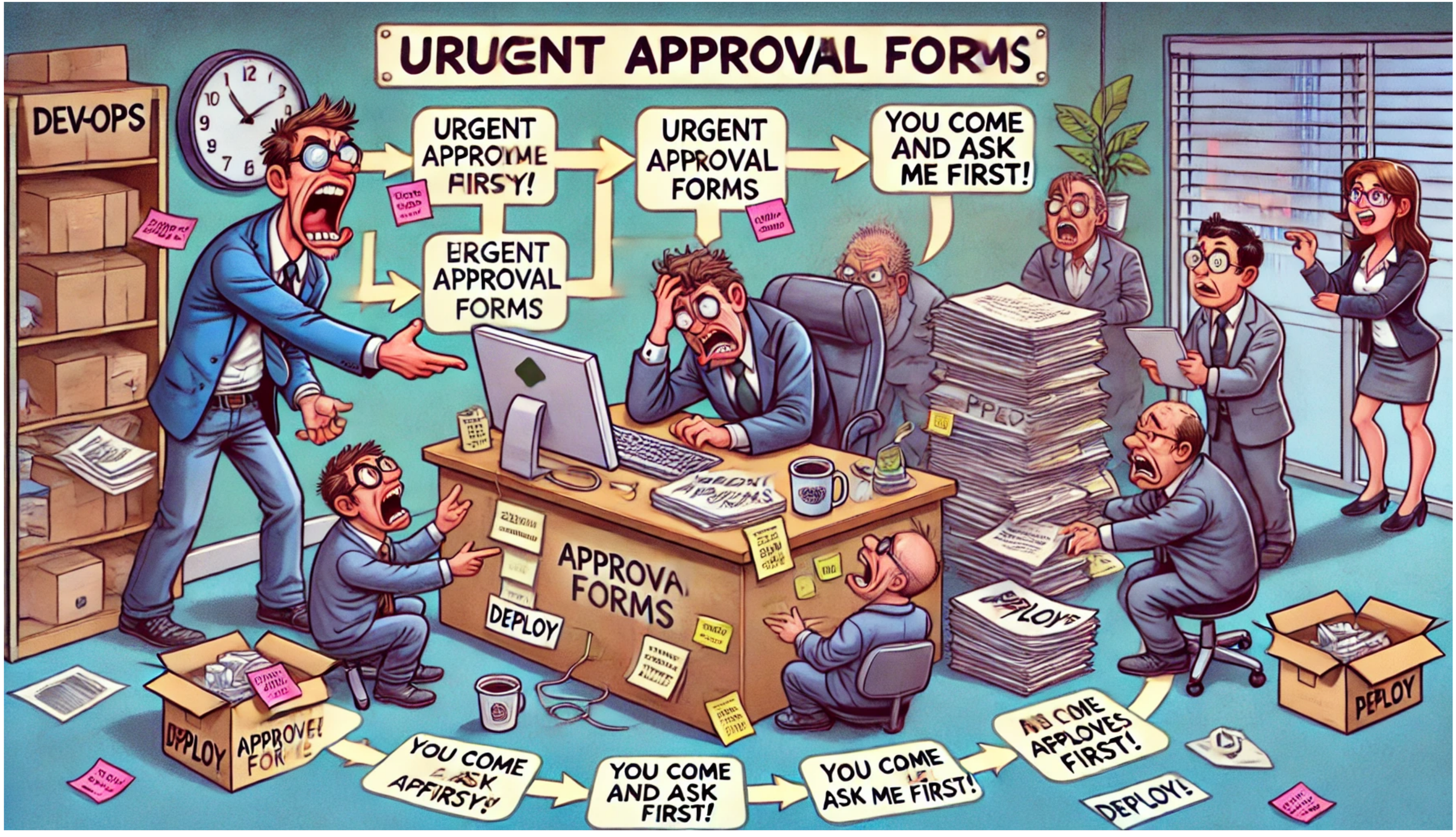
Automating the impossible





MEDALLIA
DIGITAL

SHOT ON POCO X3 NFC


URUGENT APPROVAL FORMS
DEV-OPS
URGENT APPROVE FIRSY!
URGENT APPROVAL FORMS
YOU COME AND ASK ME FIRST!
ERGENT APPROVAL FORMS
APPROVA FORMS
DEPLOY
DEPLOY
APPROVE!
YOU COME ASK AFFIRSY!
YOU COME AND ASK FIRST!
YOU COME ASK ME FIRST!
DEPLOY
DEPLOY!

SRE
SITE RELIABILITY ENGEERING

AI ASSISTANT
ADE

Any Process can be automated

Request input or data

Take an action

Approval

For something

Report status

SRE
SITE RELIABILITY ENGEERING

Masking domains process

1. *Customers reach out to professional services*
   PS open a ticket for SRE
2. *SRE generate CSR and send it to PS*
3. *PS send the CSR to customer who signs it*
   Customer send SSL certificate back to PS
4. *PS sends the cert to SRE for validation and installation*
   SRE creates a DNS record for customer to point to
5. *PS asks the customer to update DNS on their end*
6. *Customer performs the DNS update*

Masking domains process

For customer details: name, datacenter, the desired domain etc

Create Jira for tracking

Create CSR and DNS records

For PS to come back with certificate

Validate the certificate

SRE review and approve

Install the cert and update the PS team

We tied them all in one interface and..

system6

Version: 2.0.62

Medallia

- New url masking
- Reveal certmon data
- Reveal tenant registry data
- Reveal DNS data
- back

Masking requests

Domain	Status	DNS	Certificate Provider	Certificate	CSR	Ingress	Validation	Jira Ticket	Renew
testing.system6.medallia.com	in progress		customer	Upload	Download	Configure	Validate	JIRA-123	Start Over

Certmon detected domains

url	certmon link	installed on	expiration
No data available in table			

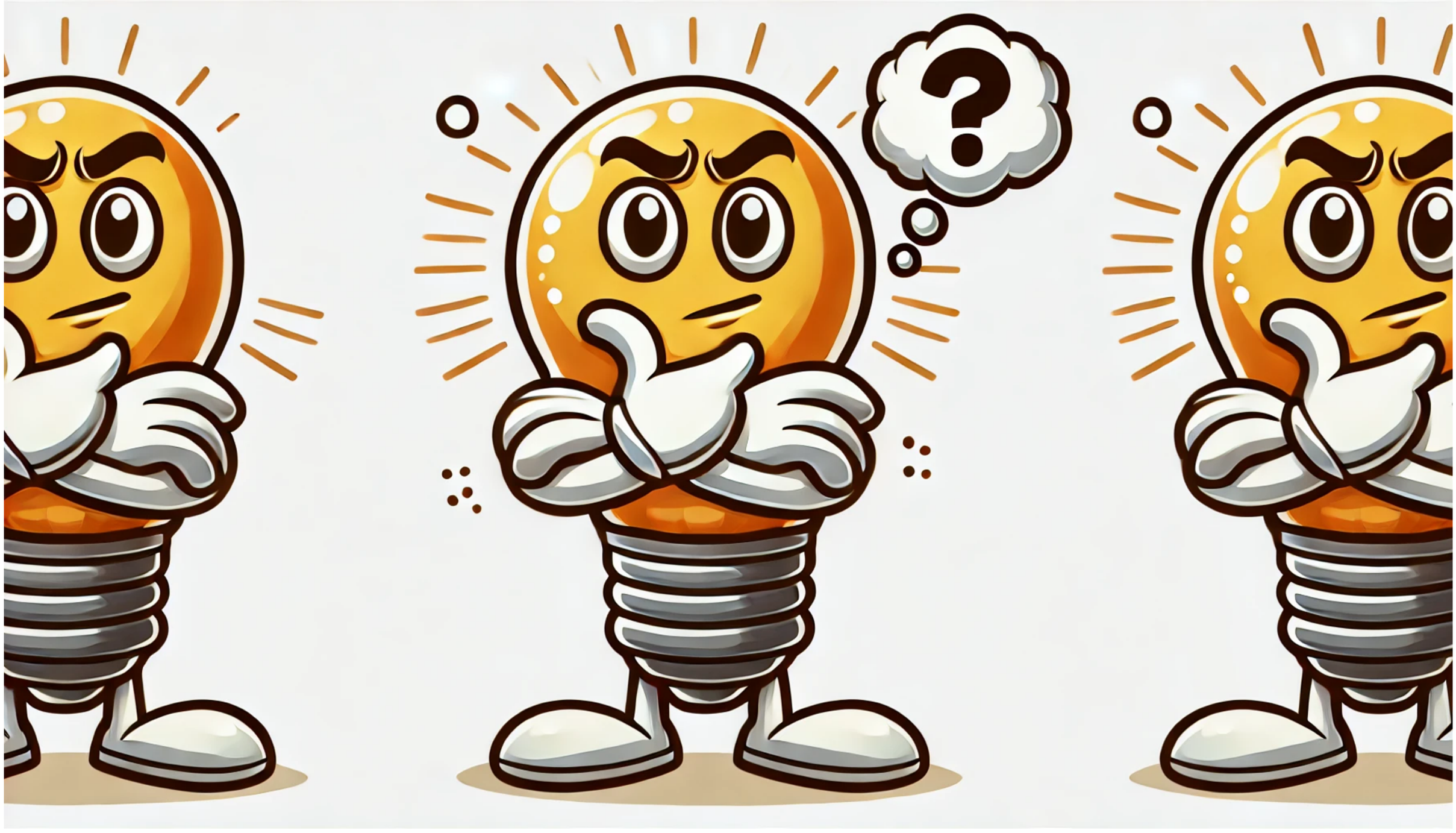
Tenant Registry vanity domains

url
No data available in table

DNS data

record	type	value	zone
No data available in table			

Automation alone isn’t enough - people have to want to use it !

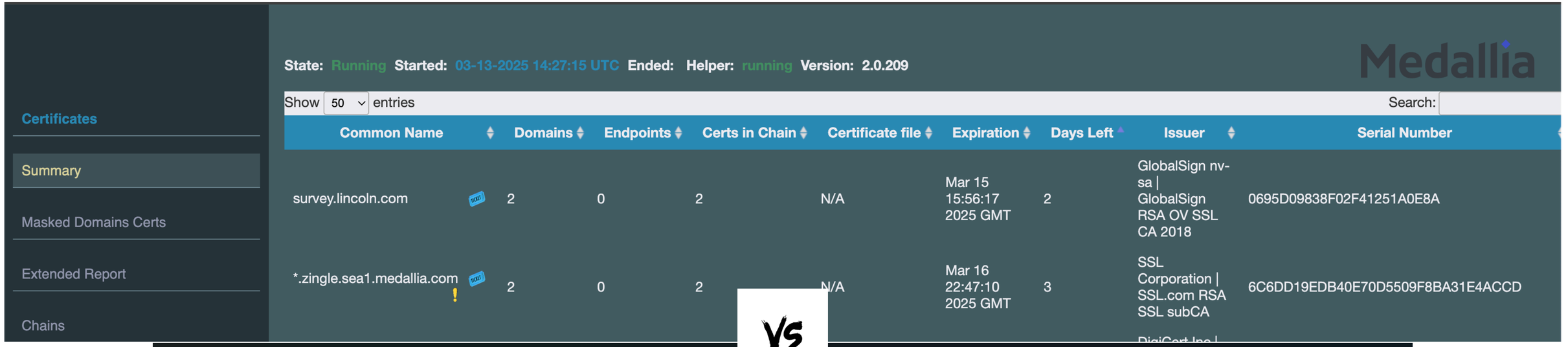


Monday, September 9
9:41

The Magic of the UX

1- Clarity Over Complexity

Reduce cognitive load; make interactions more obvious



VS

Status	CN	Issuer	Expiration Date	Chain	Days to Expire	URLs
👍	zingle.me	WE1	2025-01-05 10:52:06	GO	Expires in 33 days	1
👍	securitas.sc4.medallia.com	R10	2025-01-17 22:45:32	GO	Expires in 46 days	15
👍	status.zingle.me	R10	2025-04-08 06:03:26	GO	Expires in 63 days	1
👍	status.zingle.me	R10	2025-02-08 01:23:03	GO	Expires in 67 days	1

2 - Minimalism with Power

Provide simple defaults, allow advanced when needed

Certificates

Summary

Masked Domains Certs

Extended Report

Chains

Helper Report

Download raw certmon data

Export to CSV

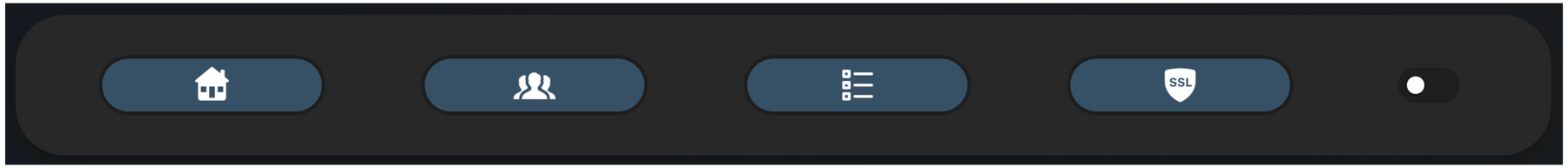
Certmon Configuration

View Load Balancers

Modify Load Balancers

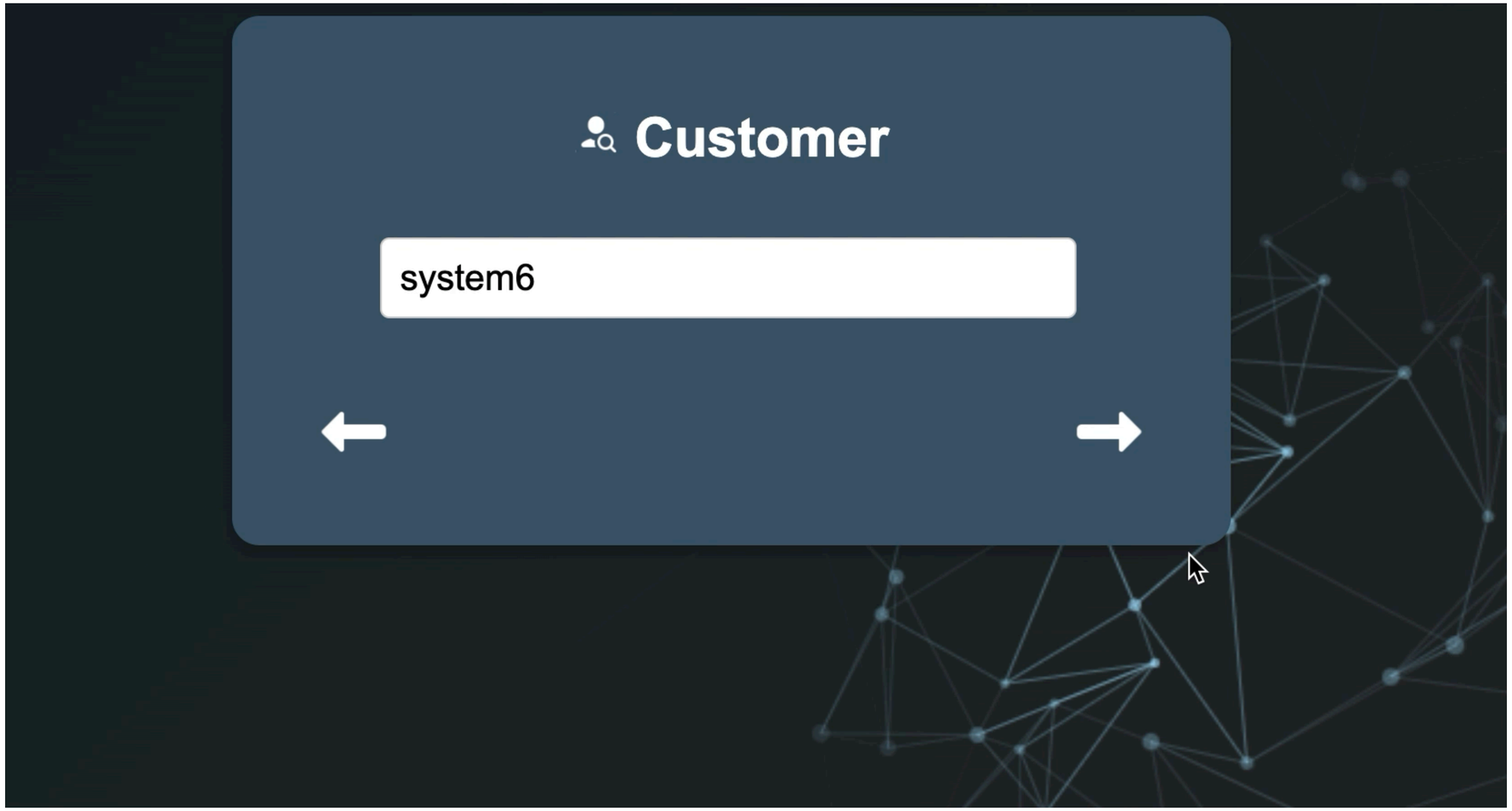
View Static URLS

VS



3 - Progressive Disclosure

Don’t overwhelm with too many options upfront

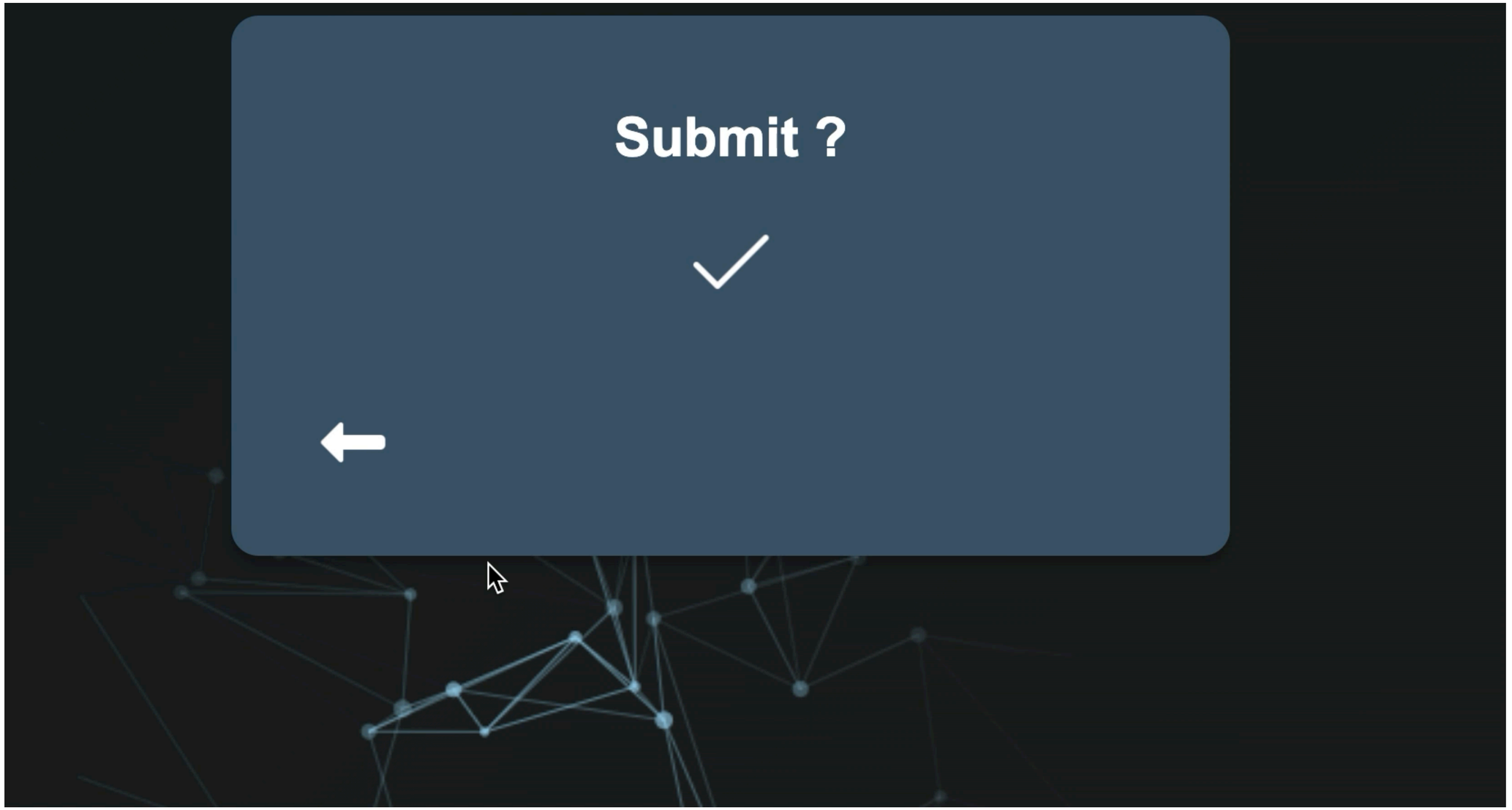


4 - Consistency

Maintain uniform UI patterns across your products

5 - Error Handling & recovery

Ensure users can recover from mistakes without frustration

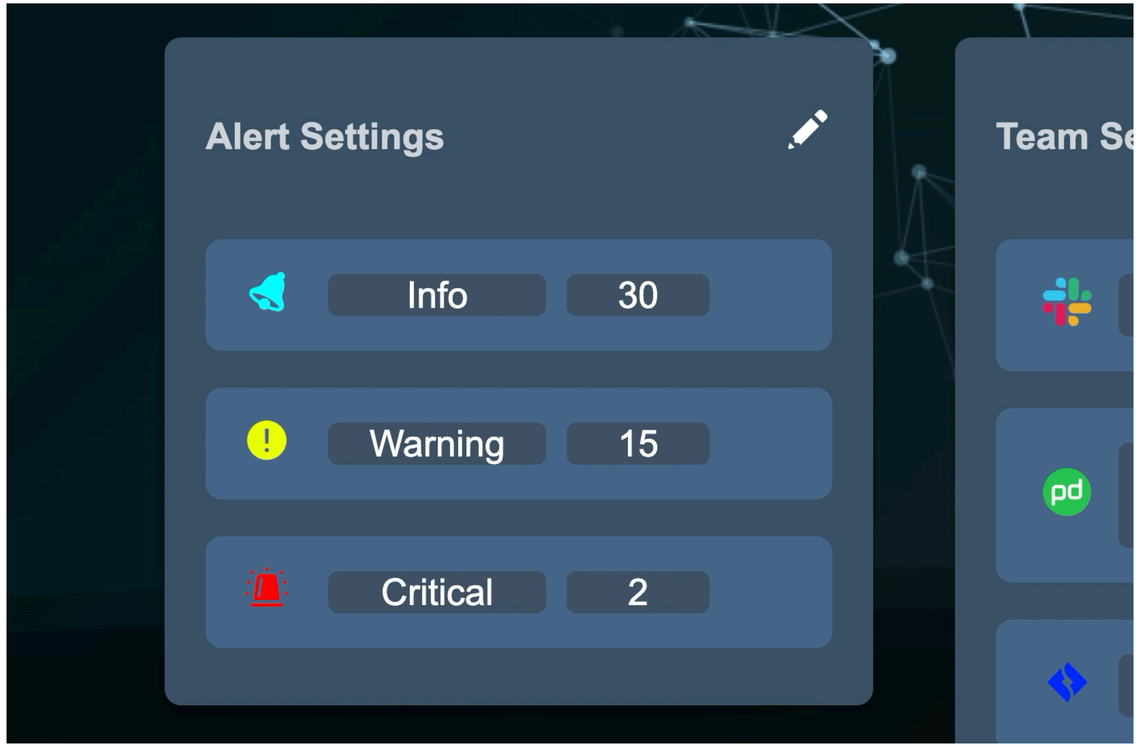


6 - Accessibility and Inclusivity

Make it usable by the widest range of users possible, regardless of skill level

7 - Visual Feedback

Provide immediate feedback on actions taken to build trust



Reflection

Per Aspera ad Productum

Productizing Process Algorithm

1. Understand
2. Implement
3. Improve

Understand

1. What are the exact boundaries of the process ?

Where does it start and who initiates it ?

Where it ends and what is it's DOD ?

2. Who are your users and beneficiaries ?

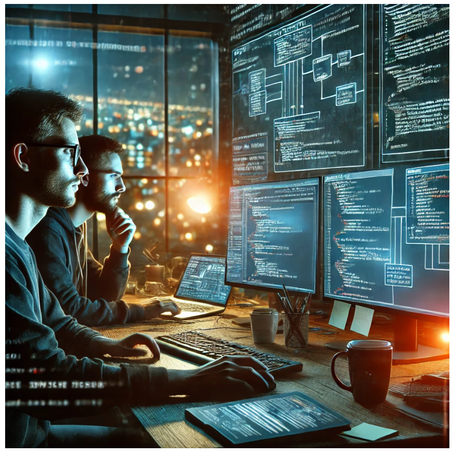
Meet your audience and understand their needs and concerns

Make sure your target audience benefits the most

3. What are your limitations ?

Are there any special concerns; privacy, data governance, security ?

Implement



WORK!

Improve

1. Collect feedback from your users

Act based on it !

Don’t provide workarounds - improve your product !

2. Have a Roadmap

Know your bugs, feature requests and technical debt and manage them !

3. Make things reusable

Always think what parts could be generalized and save you effort in your next product

Solid Automation + Great UX = Self Service people love!

Per Aspera ad Productum

~# whoami

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