BUILDING BRIDGES WITH EFFECTIVE DEVOPS

Katherine Daniels - @beerops devopsdays Amsterdam 2017







Effective DevOps

BUILDING A CULTURE OF COLLABORATION INITY, AND TOOLING AT SCALL

Jennifer Davis & Katherine Daniels

Katherine Daniels

@beerops Temporarily Unemployed Ops Witch





The "mid-career" point, by which 56% of women have left the tech industry



(Hewlett et al., 2008)



WHO ARE WE INCLUDING?



DEVOPSDAYS AMS





DISCONNECTION OF

(Dr. Christina Maslach, 2000)



Workload Control Rewards Fairness Values Community



DSCONNECTION OF



Workload Control Rewards Fairness Values Community Industry Self



DSCONNECTION -> BURNOUT



Lack of efficacy - Increased cynicism - Exhaustion







CONNECTION -> ENGAGEMENT

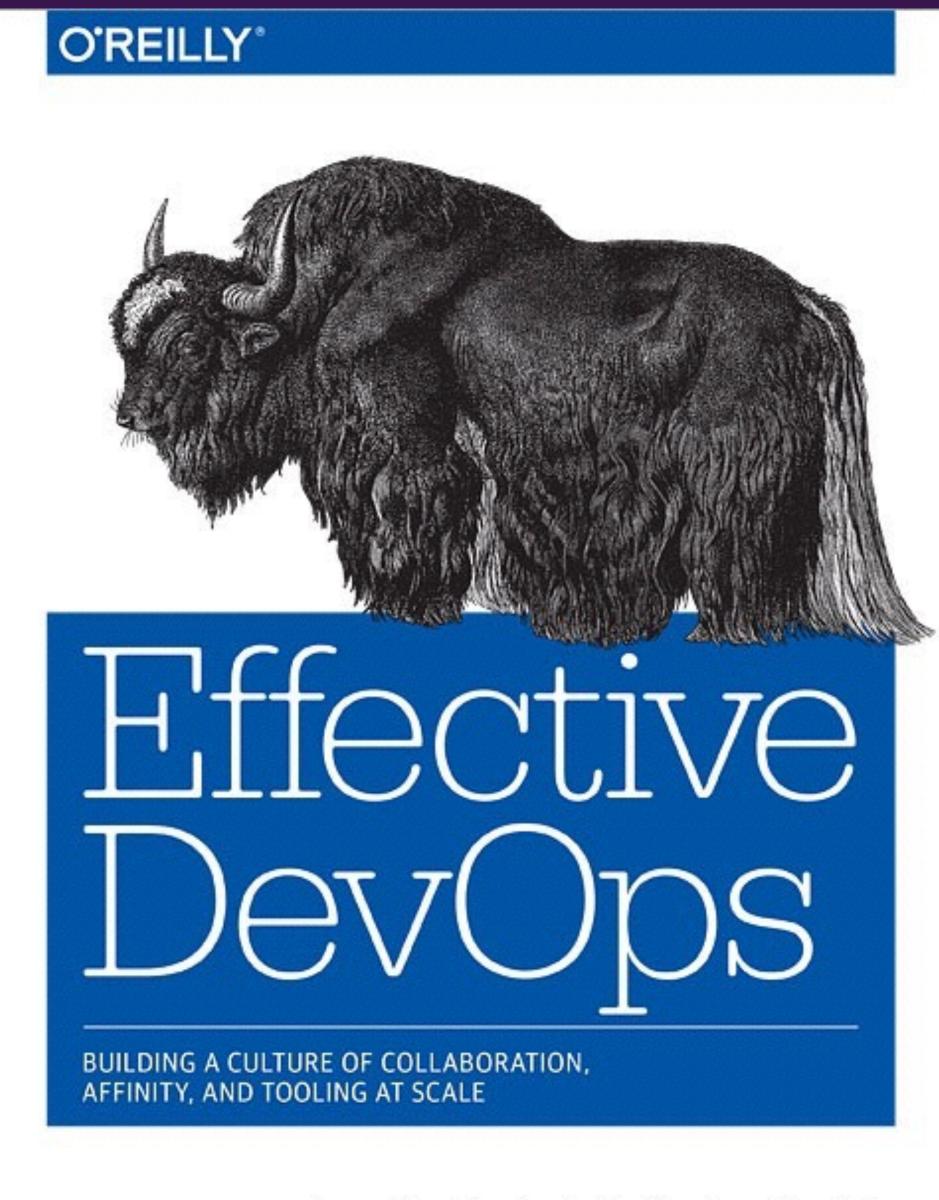
Effectiveness - Optimism - Energy



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Devops is about CREATING CONNECTIONS





Jennifer Davis & Katherine Daniels



The Four Pillars of

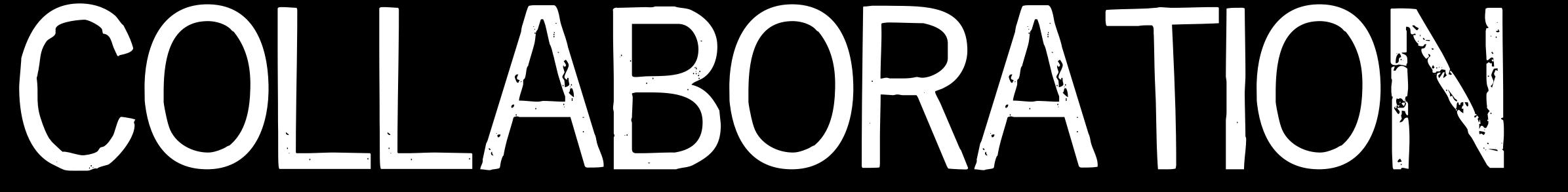












Individual people working together, with shared interactions and input, building towards a common goal.





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Building inter-team relationships, empathy, and trust in support of shared organizational and business goals.

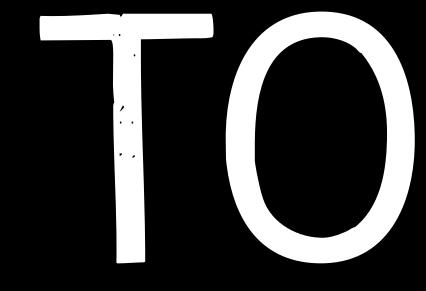




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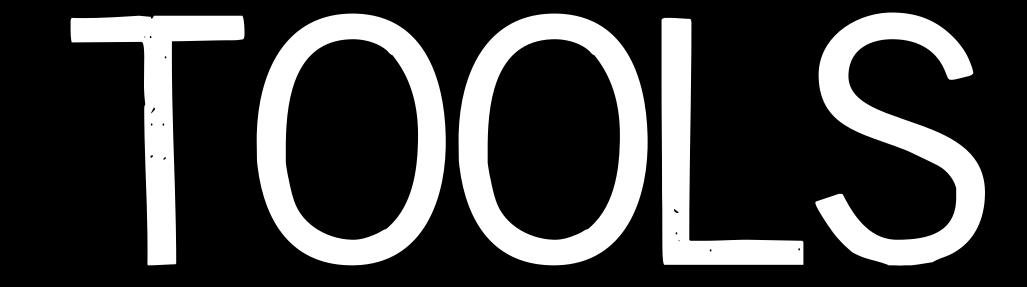






Accelerators of culture that, if used effectively, can enhance and support a culture of collaboration and affinity.











TOOLS WILL NOT FIX A BROKEN CULTURE.





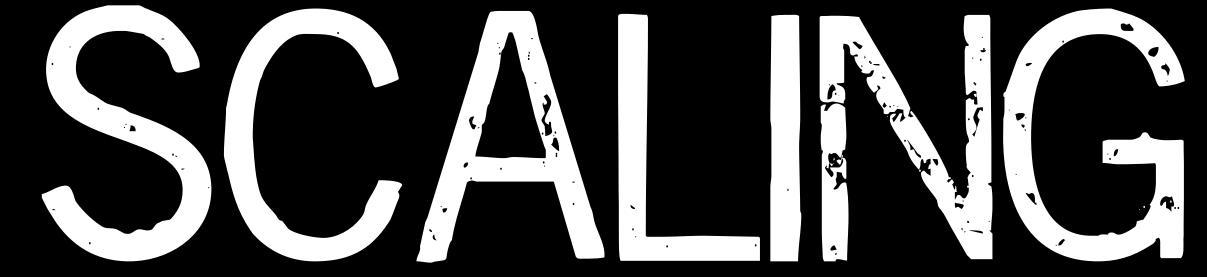




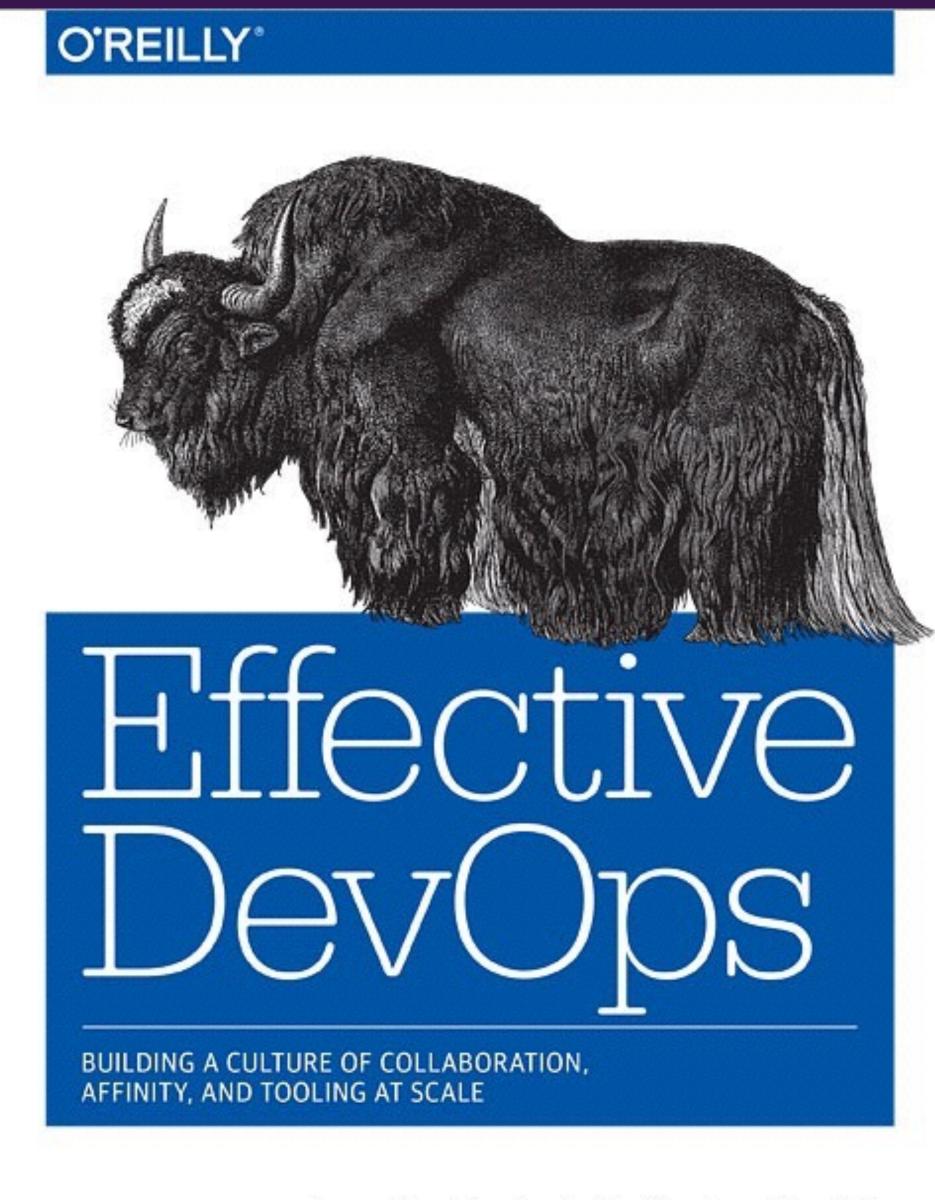


Applying the considerations of collaboration, affinity, and tooling throughout the various inflection points of an organization's lifecycle.









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The Four Pillars of



How can we more effectively

CREATE CONNECTONS?

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BOOTCANDS

- start
- •1-6 weeks, 1-3 different teams
- •Learning about and contributing to other teams
- •Building relationships, empathy, and

understanding



•New employees working on other teams when they











YEARLY ROTATIONS

- a year

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- •Month-long projects
- and understanding
- Greater engagement and retention

• Current employees can work on other teams once

•More meaningful relationships, contributions,



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INTER-TEAM RELATIONSHIPS

- •Dedicated Dedicated to work 100% on a given team/project
- •Designated Designated point of contact (with
- other responsibilities)
- Embedded Working as a full member of a given
- team







INTER-TEAM RELATIONSHIPS

- Identify relevant concerns early



• Proactive identification and completion of work •Increased shared understanding/domain knowledge







INTER-TEAM RELATIONSHIPS

- Sharing knowledge both ways
- •Increased visibility and communication between
- teams



• Greater collaboration and empathy between people











- Open planning meetings
- Open architecture/operability reviews
- Open post-mortems

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• Open email lists/Slack channels





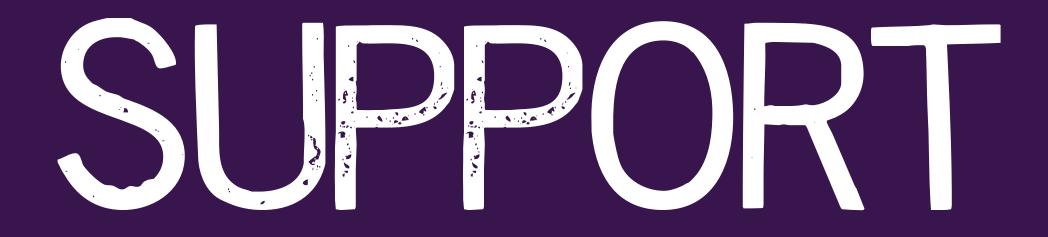




Connecting the

ENTRE BUSINESS







SUPPORT ROTATONS



- Engineers spend time working on customer support
- •A few hours to a day (quarterly)
- •Help out with basic tasks
- Grow understanding of other parts of the business (and customers!)



SUPPORT ROTATIONS



SHARED TOOLS AND PROCESSES





SHARED TOOLS AND PROCESSES

- Shared chat systems
- Shared ticketing/work tracking tools
- Shared (review, documentation, post-mortem,
- etc) processes











CUSTOMERS



Empathy allows software makers



DEVOPSDAYS AMS

Jeff Sussna, Empathy: The Essence of Devops, 2014

behalf of their customers.

functionality and operability on

deliver the best possible

and operators to help each other



Empathy allows organizations to help each other deliver the best possible solutions on behalf of their customers.



Me, 2017







Create connections throughout the





ENTRE ORGANZATON





Create connections to build an INCLUSVE NDUSTRY







It's easy to say that inclusivity isn't a problem when you're already being included.





Empathy allows **people** to help each other create the most **inclusive industry** on behalf of **everyone working in it**.

Me, also 2017





Difference must be not **merely** tolerated, but seen as a fund of necessary polarities between which our creativity can spark like a dialectic.

Audre Lorde





Use differences to

ENHANCE CREATIVITY

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How do we solve problems?

WHAT PROBLEMS ARF WF SOLVING?





SOLVING PROBLEVIS STHE END GOAL.



Technology is a means to an end.



Devops creates EFFECTIVE ORGANIZATIONS

by building bridges BETWEEN TEAMS





Devops creates EFECTIVE SOLUTIONS

by building bridges





DEVOPS USES EMPATHY TO CREATE AND ENHANCE CONNECTIONS BETWEEN US

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BREAK DOWN SIOS.



BE NOLUSVE.

BULD BRDGES.



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