

# The Impossible - A Story From a DevOps Team

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# About Us

- Brooke Gravitt [bgravitt@Forty8Fiftylabs.com](mailto:bgravitt@Forty8Fiftylabs.com)
  - 18 years of industry mischief
- Rashad Neloms [rneloms@Forty8Fiftylabs.com](mailto:rneloms@Forty8Fiftylabs.com)
  - 16 years of systems heroics

# Lay of the Land

Dev/QA

Wait

Golden Environments



# The Ask

Request

12

How

?

Golden Environments



So how did we go from a 22 week lead time  
to a 37 minute complete delivery?

Well we didn't....

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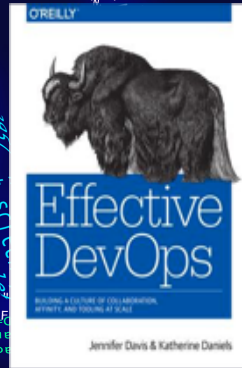
# Put our heads in the Sand 😊



# We Took a DevOps Approach....

According to Jennifer Davis & Katherine Daniels in “Effective DevOps”, there are Four Pillars of Effective DevOps:

- Collaboration - Work Together
- Affinity - Build Strong Relationships
- Tools - Accelerator for Change
- Scaling - Pivot with Growth



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# Along with an Agile Heroic Effort...

## What is Agile?

### Agile

**Individuals and interactions** over processes and tools

**Working software** over comprehensive documentation

**Customer collaboration** over contract negotiation

**Responding to change** over following a plan

**Customer requirements change often – short iterations allowed us to be responsive to the changes!**



# Back to “The Ask”

Request

How

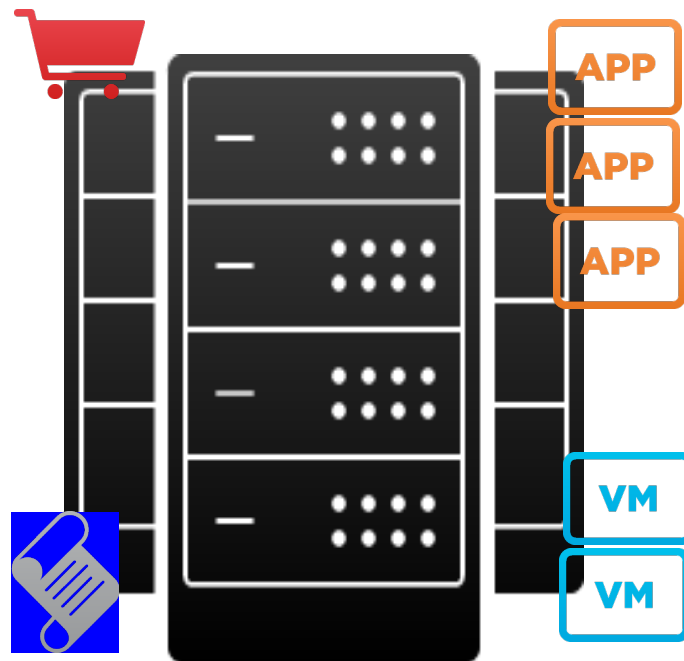
Golden Environments

12



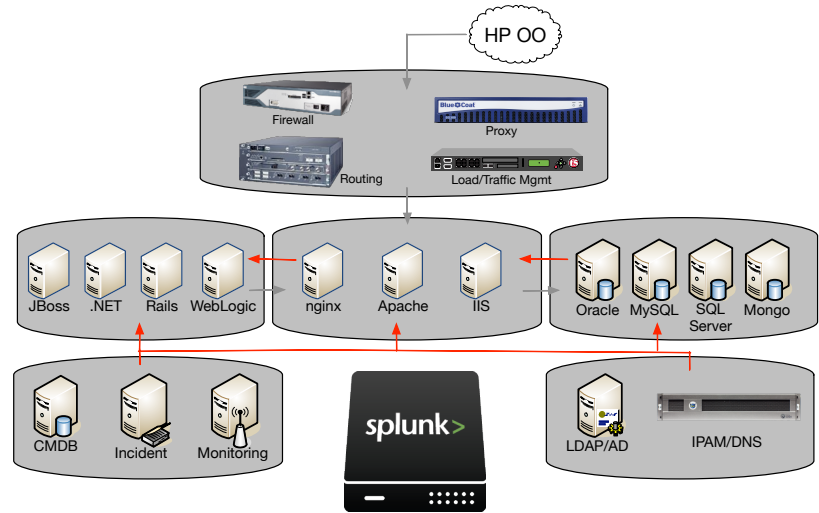
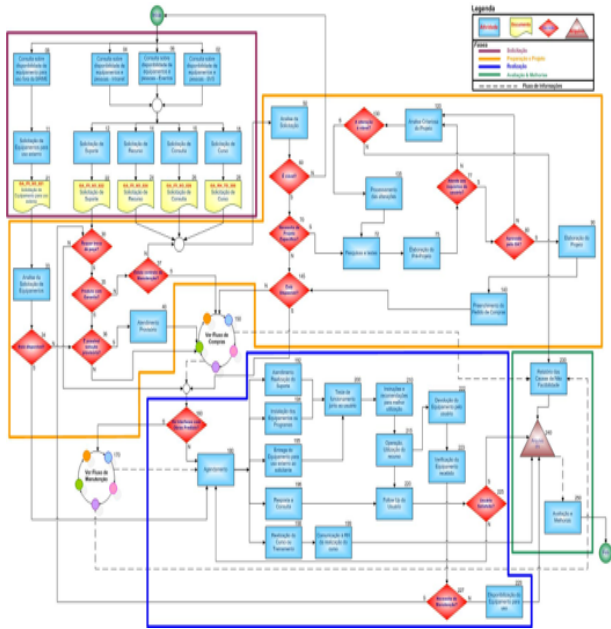
# The New Ask! Cloud4Dev

- Dev-Centric Private Cloud
- Fully Automated Provisioning
- Complex multi-layered custom private cloud
- Multiple integration points & APIs utilized



# What First?

## The Real Process & The Real Components

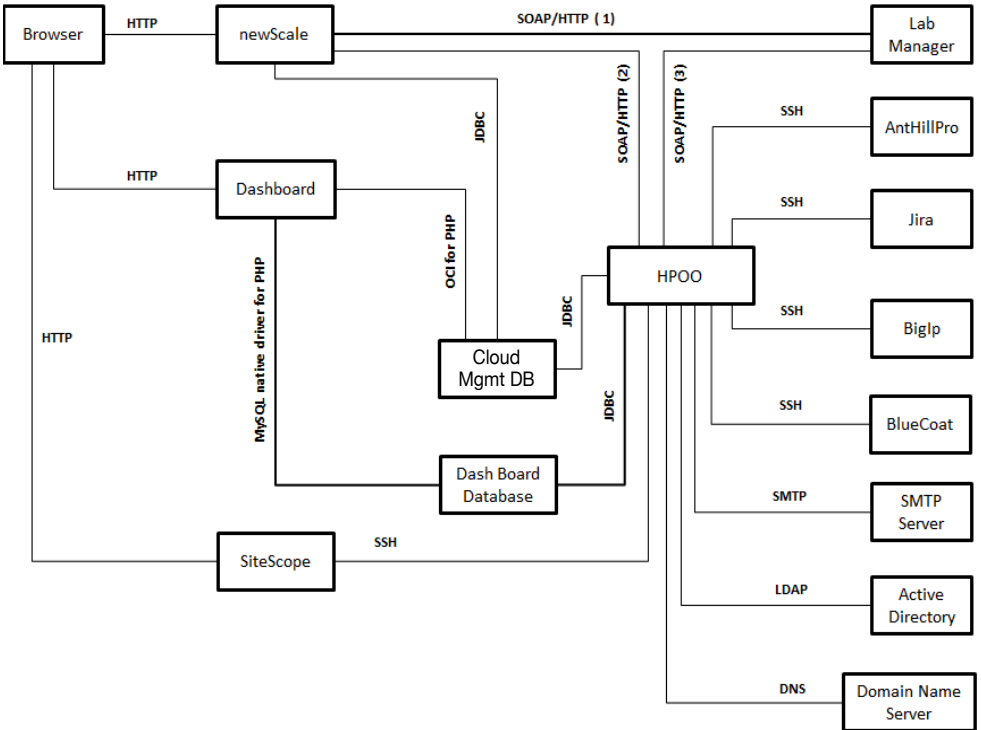


# What Next?

## Collaboration



## Integration



# Real Agile in Ops

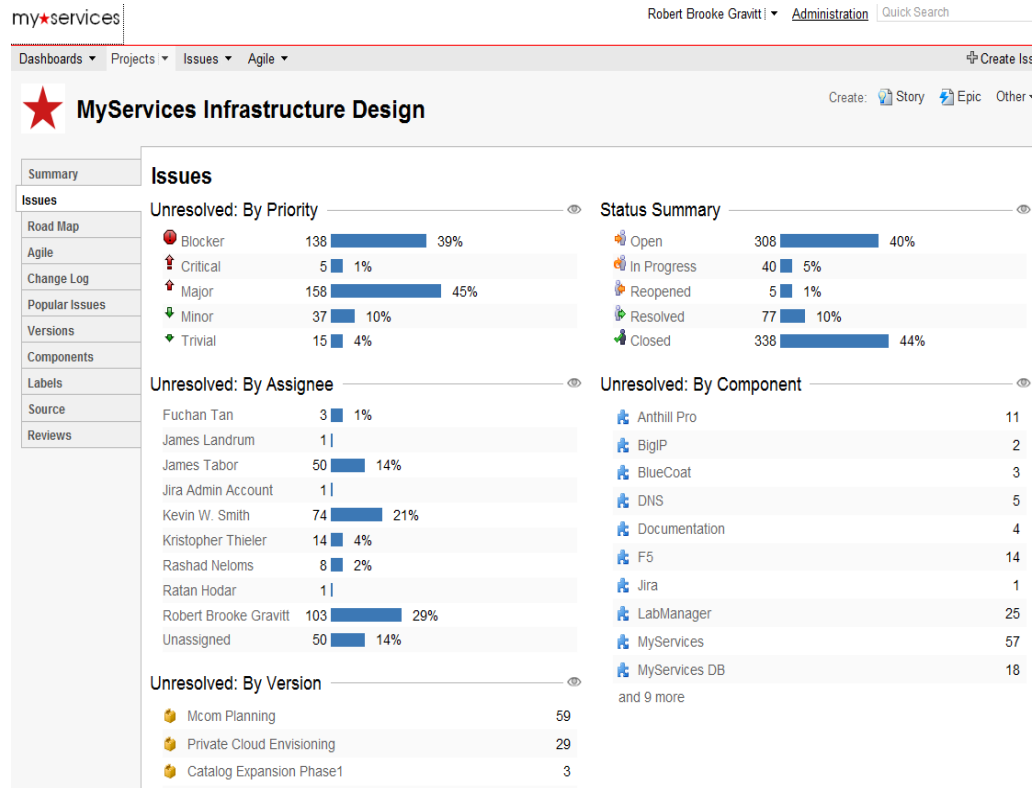
- Active Development Projects – **Features, User Stories**
- Support for Current Releases – **Bugs, Fixes**
- Automated Issue Creation & Alerting – **Order Failures**

The screenshot shows a JIRA Agile board for 'MyServices Design - By Epic'. The board is organized into columns for different types of work: Epic, Story, Technical task, Bug, and Improvement. Each card represents an issue with details such as version, component, status, and assignee. Progress bars are visible for each issue, indicating their current state. On the right side, there are summary cards for 'Unscheduled', 'Technical Debt', 'Backlog', and various release dates (2011.10.13, 2011.10.20, 2011.10.27) with associated progress bars and issue counts.

# At-a-glance Project Status

## At-a-glance Project Status

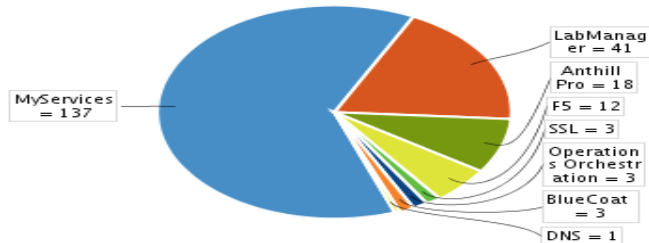
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# Alerts Dashboard

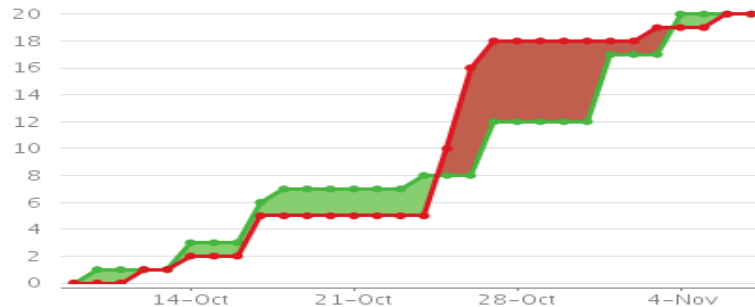
## Assigned to Me

### Pie Chart: MyServices Alerts: Production



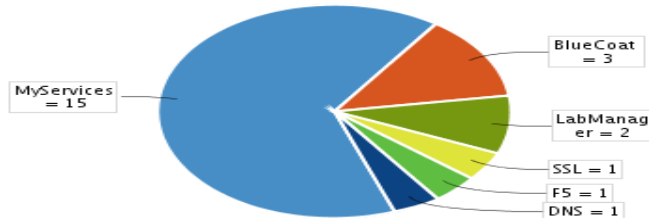
Total Issues: 218    Statistic Type: Components

### Created vs. Resolved Chart: MyServices Alerts: Production



Issues: 20 created and 20 resolved  
Period: last 30 days (grouped Daily)

### Pie Chart: MyServices Alerts: Production Monthly

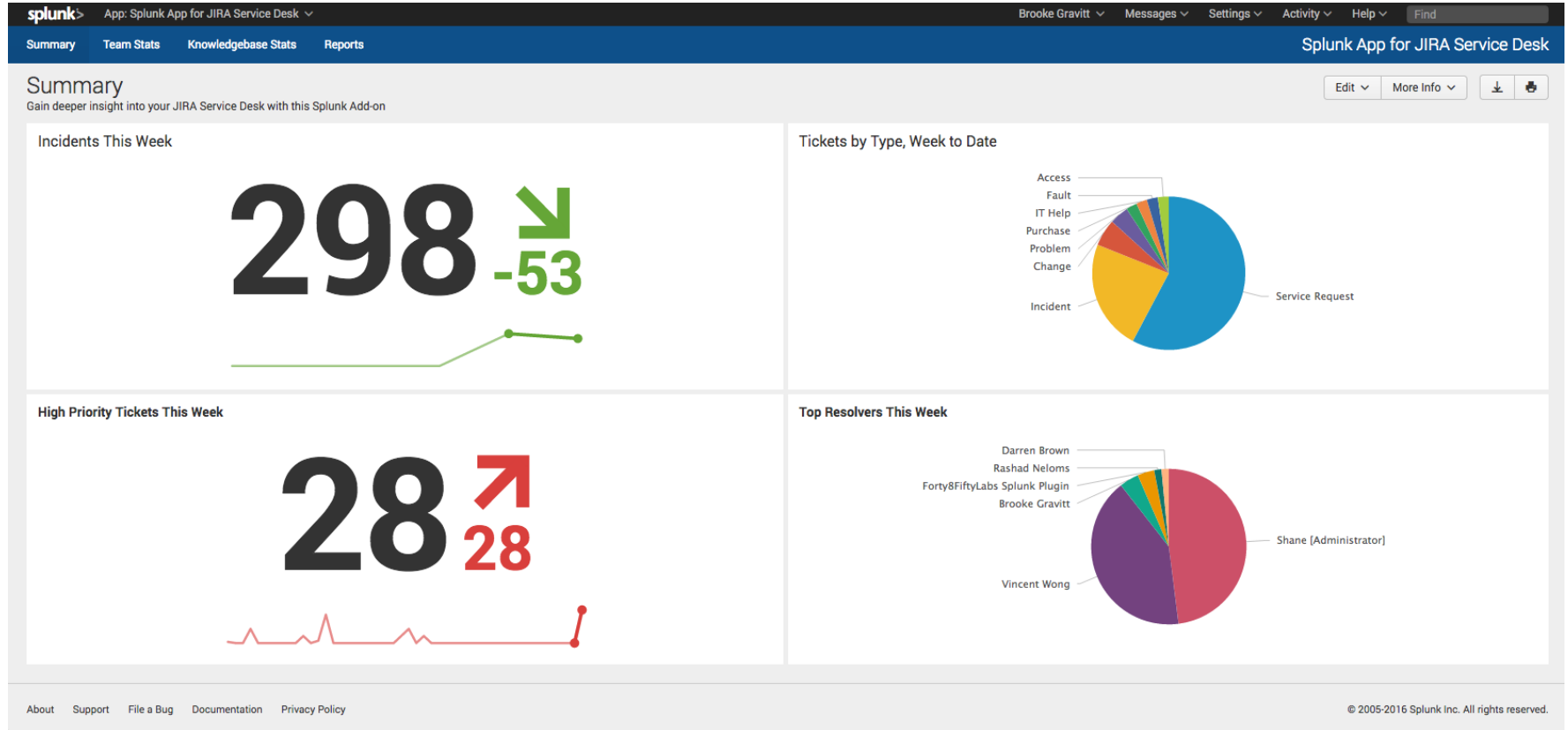


### Filter Results: MyServices Alerts: Production Monthly

Created	Key	Summary
12/Oct/11	MYSVCSALERTS-441	Some Flow ended in Failure resulting in Phase Block order. 2472
17/Oct/11	MYSVCSALERTS-451	Some Flow ended in Error req.2504
14/Oct/11	MYSVCSALERTS-442	Some Flow ended in Failure resulting in Order Block
17/Oct/11	MYSVCSALERTS-450	Order 2499: Error in Lab Manager Deployment Step - Lab Manager Down
17/Oct/11	MYSVCSALERTS-458	Order 2522: Remove F5 Configuration Error
25/Oct/11	MYSVCSALERTS-474	Order: 2604 A duplicate certificate already exists in the database.
25/Oct/11	MYSVCSALERTS-475	Order 2605. Certificate Expiration - Test



# Atlassian JIRA + Splunk Platform



# Putting It All Together

# Demo JIRA & Splunk Working Together!

- JIRA Service Desk- Collaborative Service Management Solution
- JIRA Agile-is a project and task management solution for business teams.
- Splunk- Self Explanatory 😊 We are at Splunk Conf

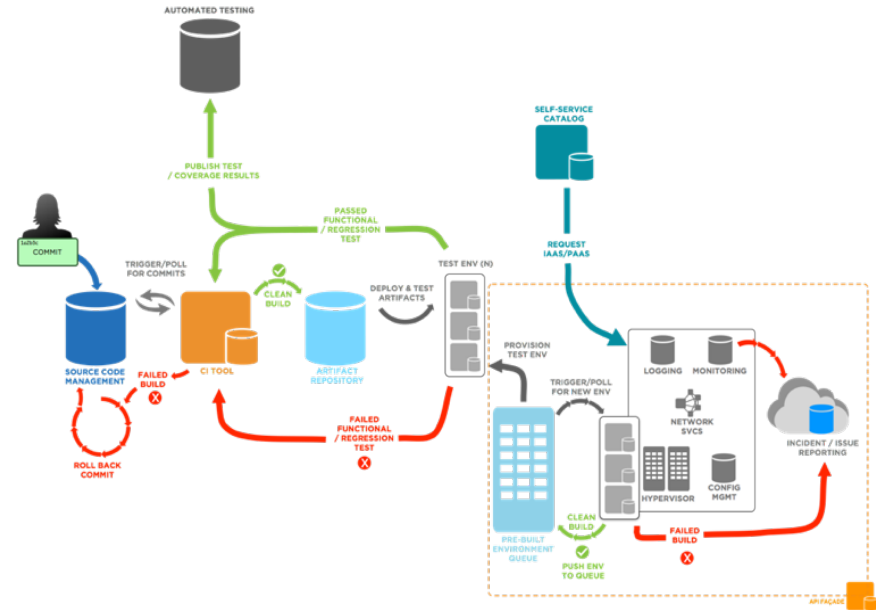


# Back to The Results!

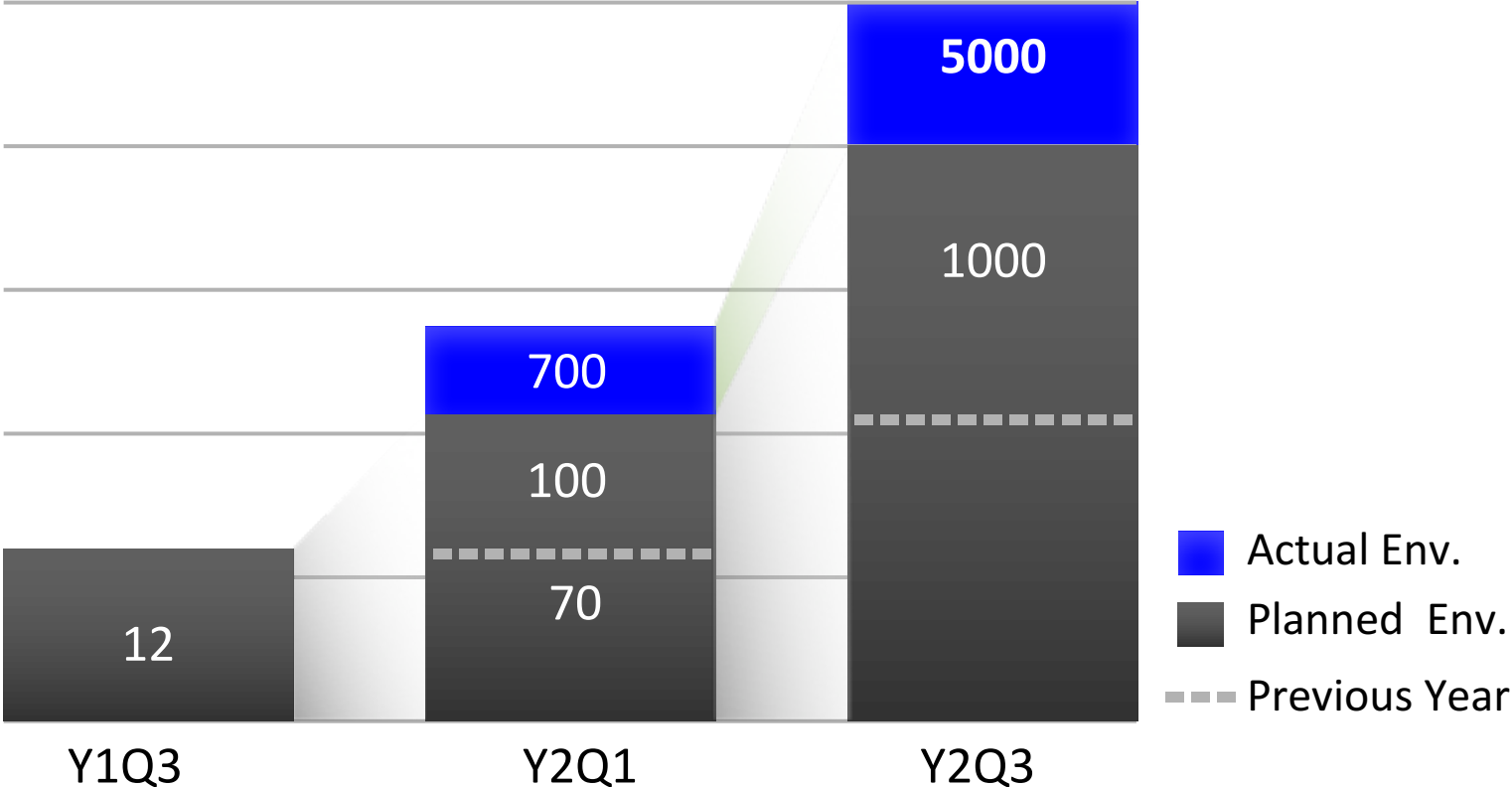
A Glorified.....



Highly Automated “ On Demand” -  
Left To Right Infrastructure



# More Results



# Lessons Learned!

- SOA Architecture
- SOAP & REST interface façade
- Push up the Dev pipeline toward Prod
- Pay off all that technical debt



# Questions



# THANK YOU



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