

Snakes, Gems, Butlers, Shoes, Vegetables and Hamsters

Moving from trying to managing change to
practical Change Management.

What's this about then?

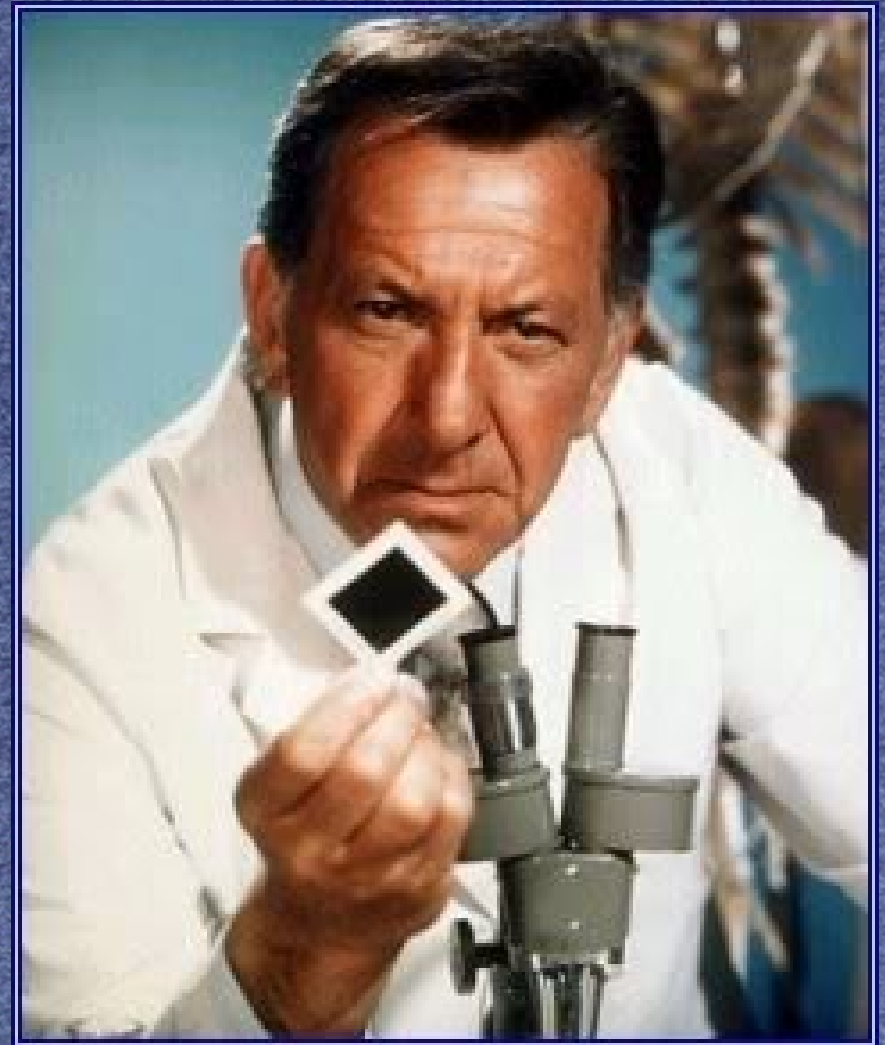
- Where do you start?
- What's next?
 - Change Management
 - Configuration Management
 - Testing your configs
 - Building Systems
 - Auditing
- Announcing Edison
- What does the future hold?

Where do you start?



Stabilise the patient...

- Visible Ops Handbook
 - If you don't triage, how do you know what to tackle first?
 - Treat the cause, not the symptoms



Don't Change Anything!

OMG! SLOW DOWN!



Yer gonna get us KILLED!

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- Take Stock of your current systems
- Plan your recovery from the current state
- Set obtainable goals

What's Next?



Have a roadmap...

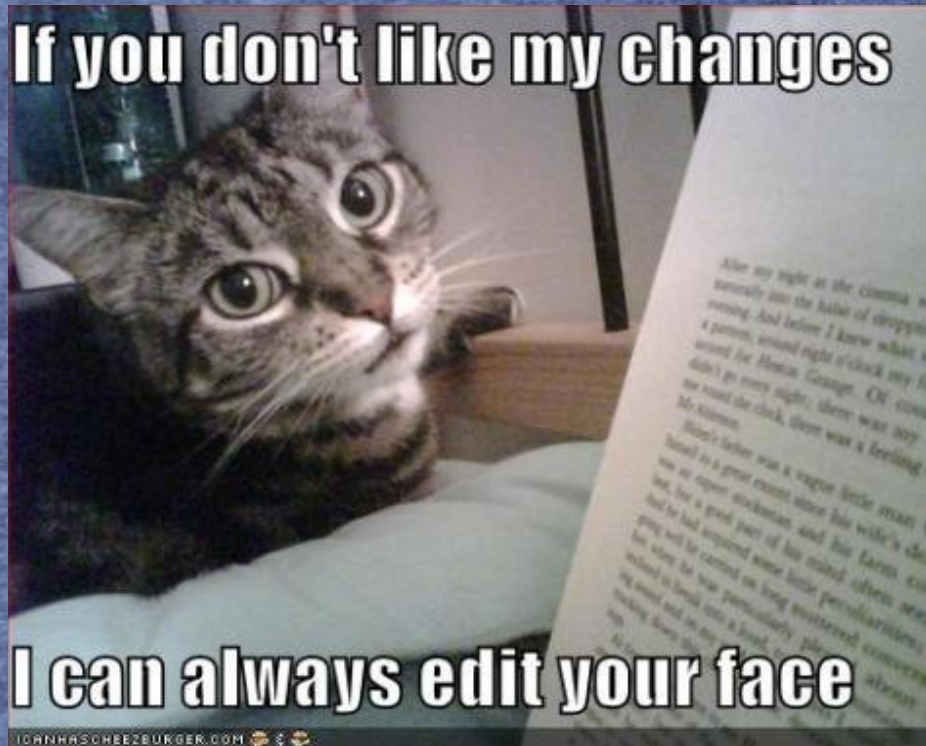
- If you don't know where you're going, how do you know when you've arrived?
- If your goals aren't realistic, you'll only spread disillusionment among your teams and colleagues
- Send the roadmap to all senior management

And enforce(!)

Establish Change Management

- If it's not written down, it didn't happen
- Make it easy to add a change request
 - Web-based (part of the intranet?)
- Make it easy to approve requests
 - Not everything needs approval at board level!
- Make it difficult to avoid change management
 - “It wasn't an approved change, we won't support it”

Enforcing Change Management



- Maintain System State
 - Puppet
 - Chef
 - CfEngine
- Management buy-in
- Revoke access for breaches of policy

Configuration Management



- Use Source Control
- Check the commit logs
- Review Regularly
- Don't release on a Friday!

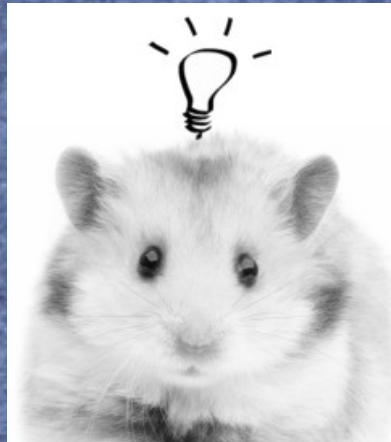


Testing Configurations

- Continuous Integration isn't just for developers!
- LibVirt is your friend
- Cucumber and friends can be used for testing systems as well as applications



Building Systems



- Systems should always be built in the same way
- Automate it!
- Just deploy the base OS, let Puppet/Chef/cfEngine take care of the rest...

Auditing

- It's not about blame
- You already have the components
 - Git logs
 - Puppet runs
 - Hudson Build logs
- Just tie them all together...
 - But how?



Announcing Edison



- External Node Classifier
- Kickstart Provider
- CMDB
- Change Management (linked to SCM)
- Auditing Framework
- And that's just the start...

What does the future hold?

- Systems Administrators will be developers
- Intimate hardware knowledge will be replaced with scripting knowledge and an understanding of APIs
- It doesn't matter if it's called "Cloud", "Utility Computing" or "Clustering" - it's here to stay.
 - Unfortunately, so are all the acronyms...

Questions?



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