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?

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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!

- 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
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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