

29th July 2019

Jonathan Relf

DEVEL-OPS



WE'RE HERE TO MAKE BUSINESS COMMUNICATION BRILLIANT

Commify is the team behind a global portfolio of business messaging brands. We work with more than 45,000 companies, helping them transform their mobile communications with their customers and staff.





WHAT WE DO

We provide SMS, voice, web, IP/OTT, email and intelligent multichannel messaging services both on a self-serve basis (through an online platform or API), and as tailored solutions to more complex needs.



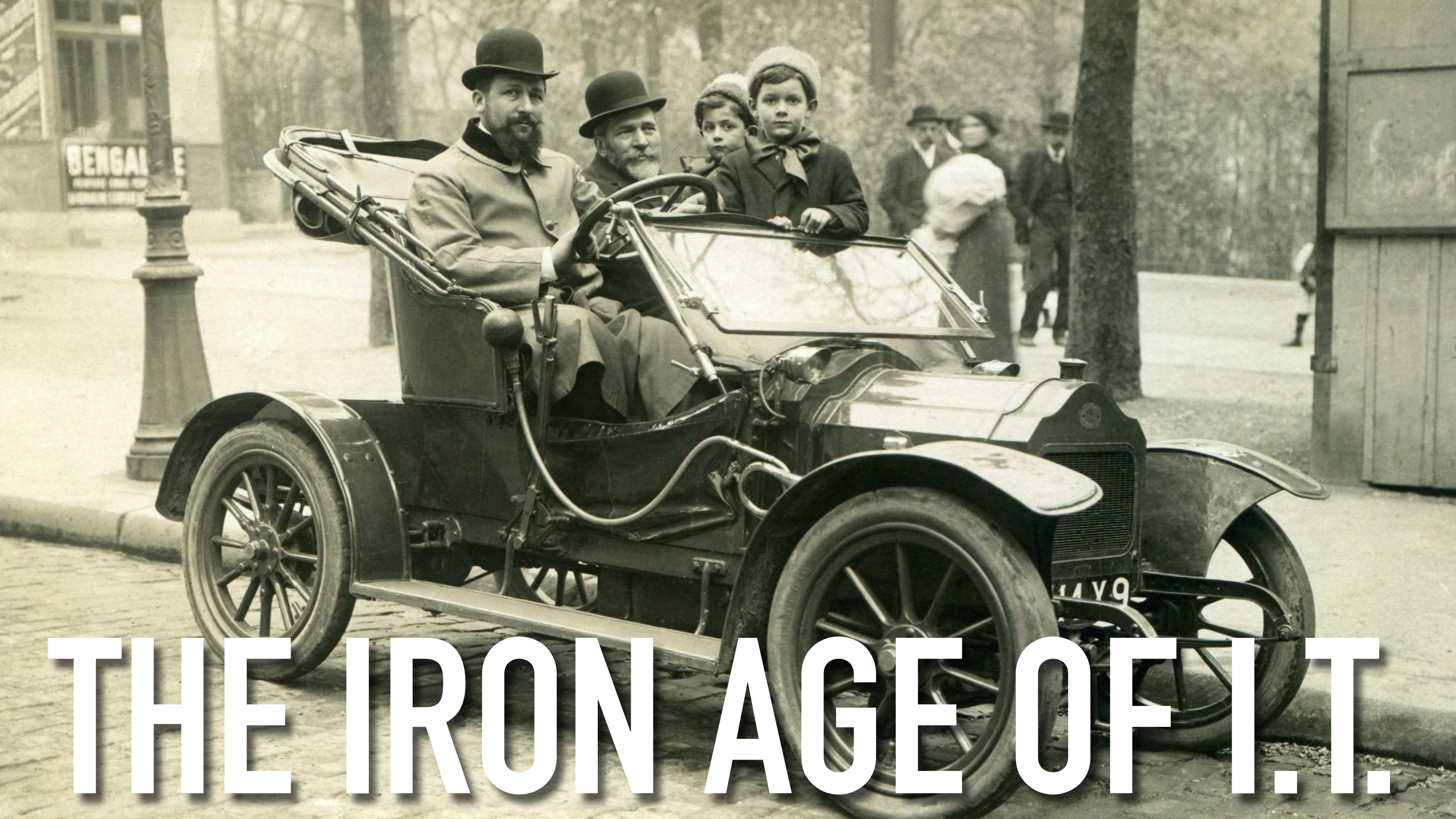
www.commify.com



BRINGING DEVELOPMENT PRACTICES
TO OPERATIONS TASKS

DEVEL-OPS





THE IRON AGE OF IT.

THE CLOUD AGE OF I.T.





Infrastructure As Code

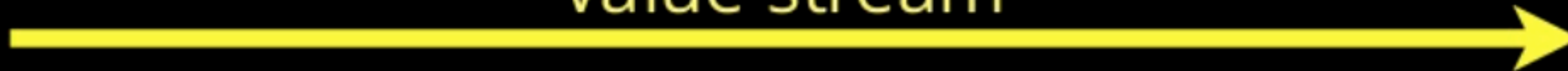
**“UNRELIABLE SOFTWARE
DEPENDING ON RELIABLE HARDWARE TO
RELIABLE SOFTWARE
RUNNING ON UNRELIABLE HARDWARE”**

Infrastructure As Code

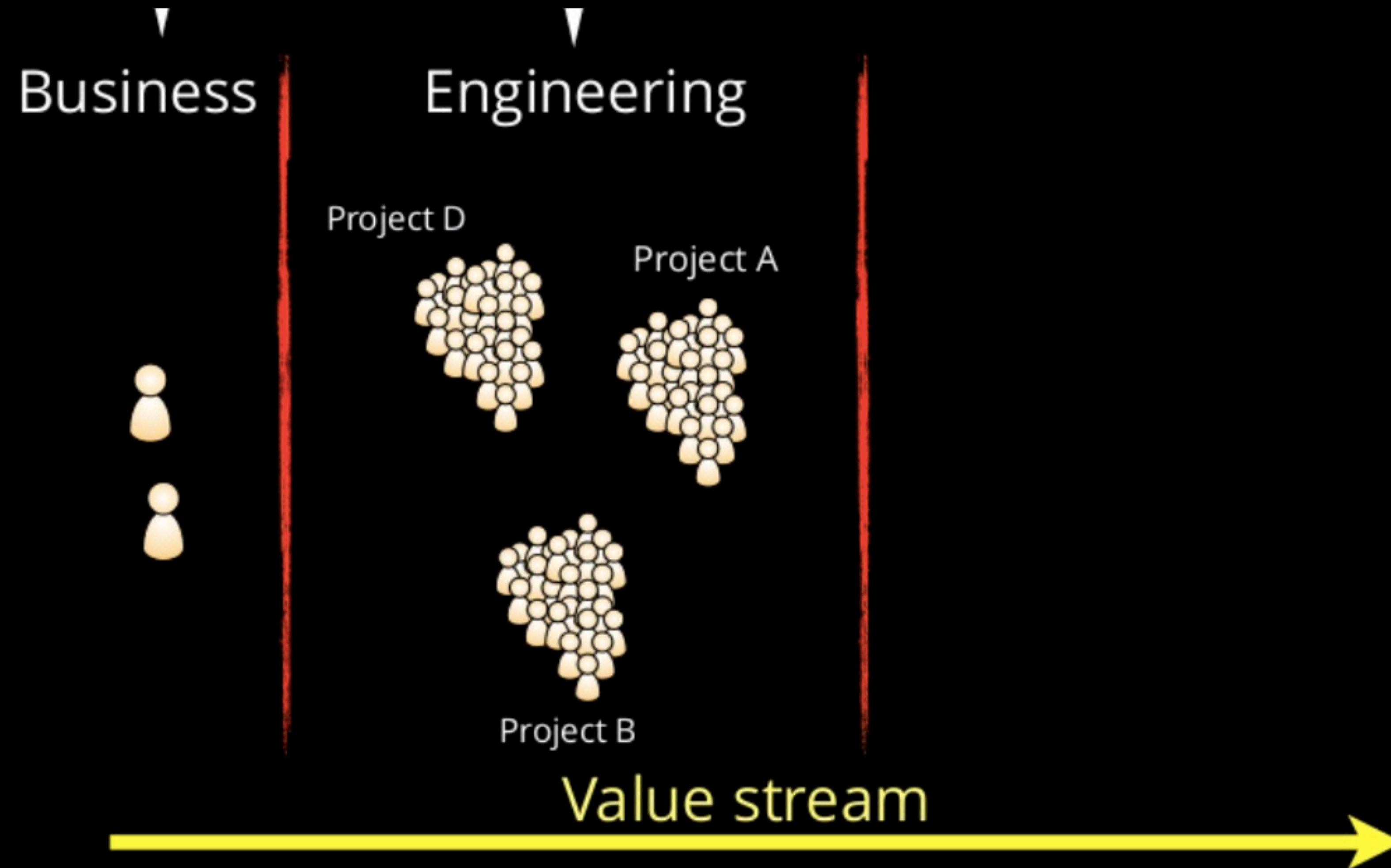
▼
Business



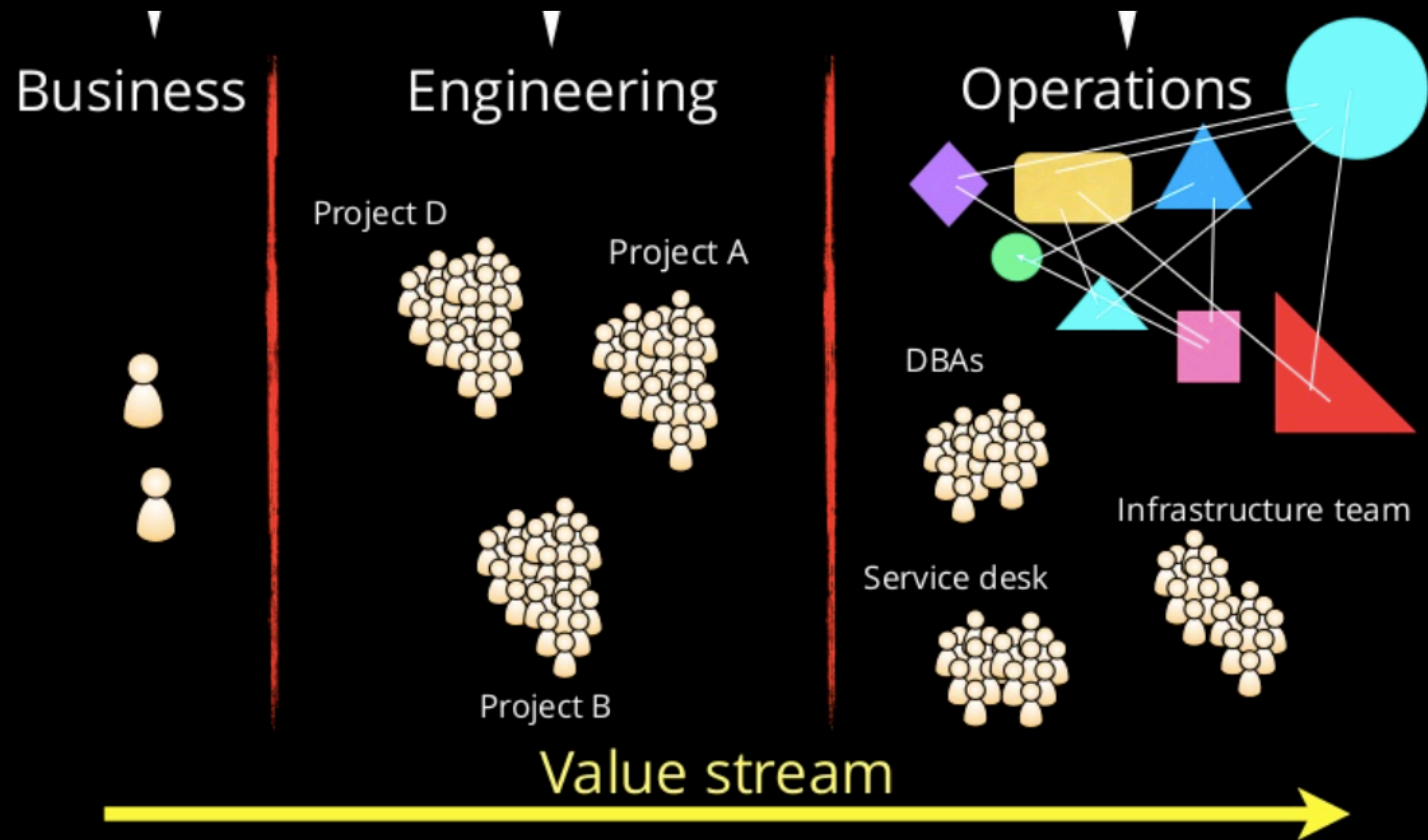
Value stream



@jezhumble | chef software



@jezhumble | chef software



@jezhumble | chef software

Oh no!

Business



We're going agile!

Engineering

Project D



Project A



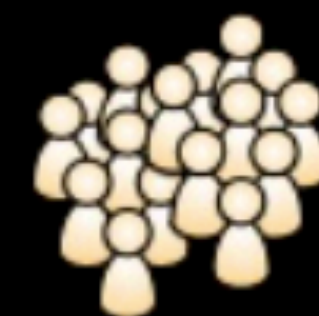
Project B

Oh no!

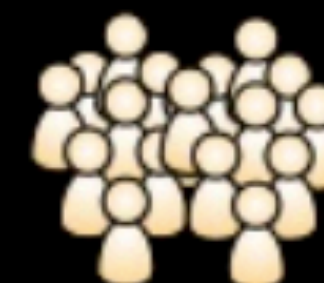
Operations



DBAs



Service desk



Infrastructure team



Value stream



@jezhumble | chef software



Martin Fowler, DevOpsCulture, 2015

"ONE COMMON ANTI-PATTERN WHEN INTRODUCING DEVOPS TO AN ORGANIZATION IS TO ASSIGN SOMEONE THE ROLE OF 'DEVOPS' OR TO CALL A TEAM A 'DEVOPS TEAM'. DOING SO PERPETUATES THE KINDS OF SILOS THAT DEVOPS AIMS TO BREAK DOWN..."

Martin Fowler, DevOpsCulture, 2015



DEVOPS SHOULD NOT BE

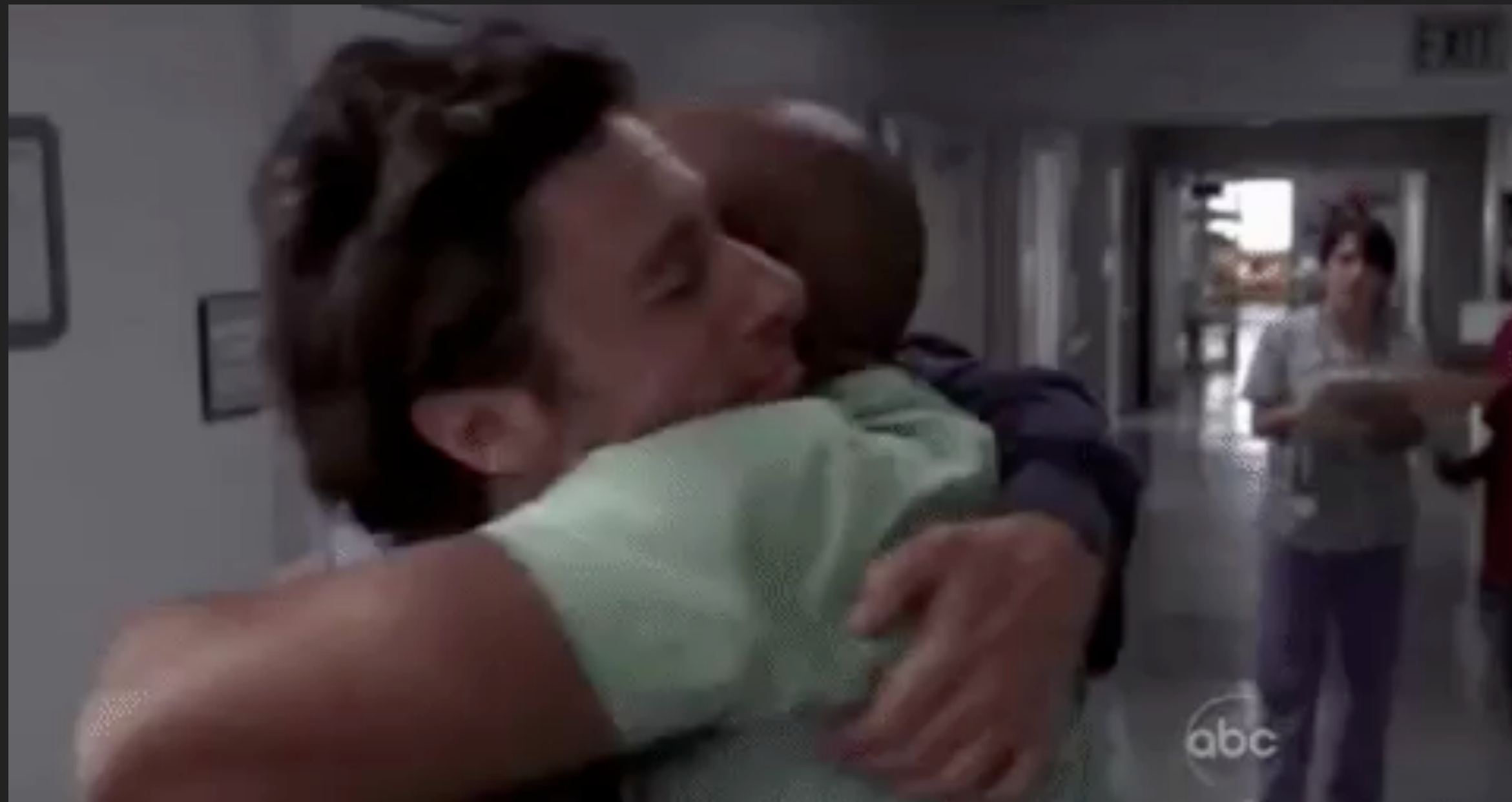


VS



Devs

Ops

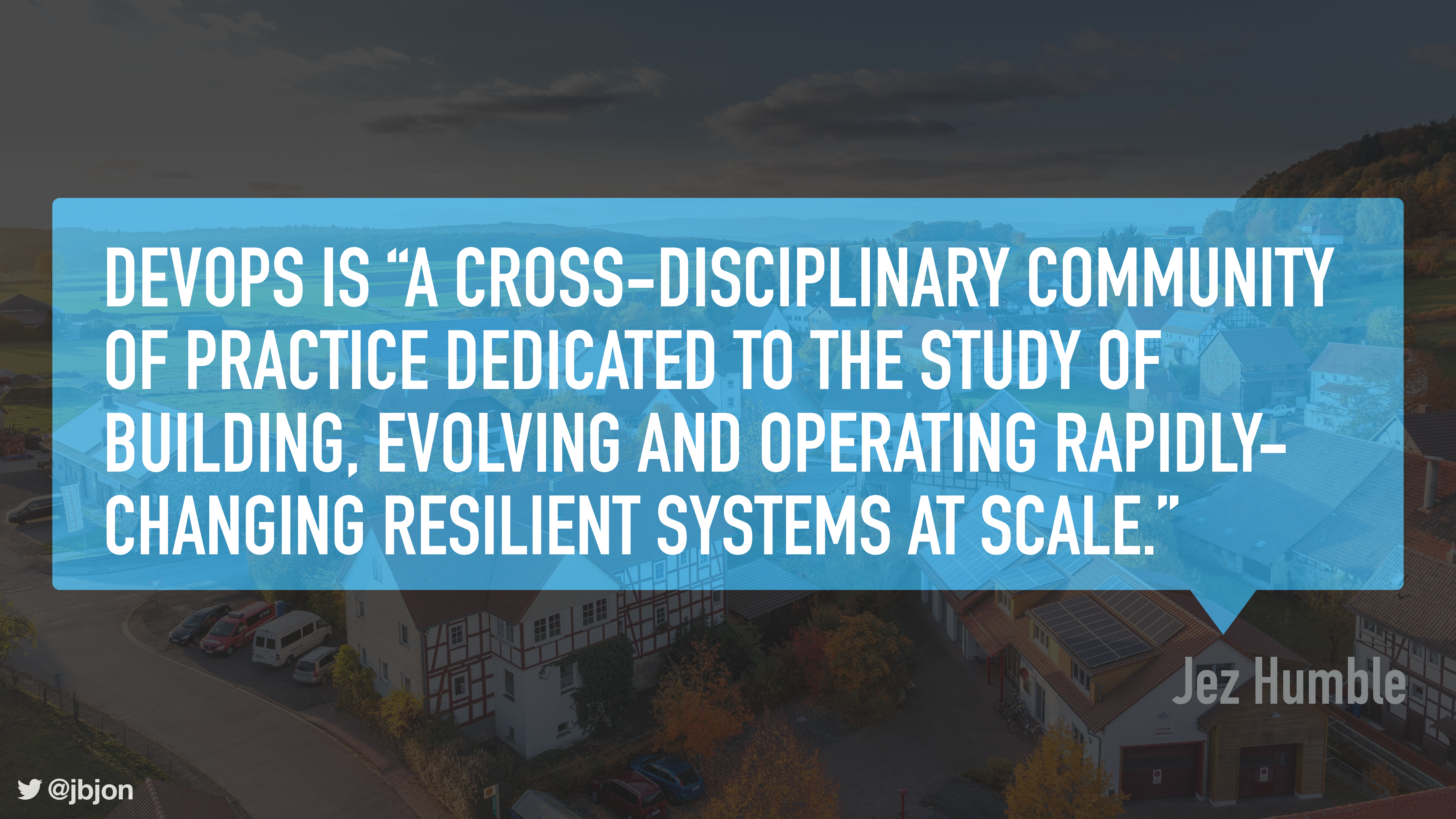


DEVOPS SHOULD BE MORE:





Jez Humble

An aerial photograph of a village with traditional half-timbered houses. Some roofs have solar panels. There are trees and a road in the foreground. A blue semi-transparent rectangle is overlaid on the image, containing white text.

DEVOPS IS “A CROSS-DISCIPLINARY COMMUNITY OF PRACTICE DEDICATED TO THE STUDY OF BUILDING, EVOLVING AND OPERATING RAPIDLY-CHANGING RESILIENT SYSTEMS AT SCALE.”

Jez Humble





Unknown

**“THE DEFINITION OF INSANITY
IS REPEATING THE SAME MISTAKES
OVER AND OVER AGAIN
AND EXPECTING DIFFERENT RESULTS”**

Unknown




Jonathan Relf

**“THE DEFINITION OF INSANITY IN I.T. OPERATIONS
IS MANUALLY REPEATING A TASK
OVER AND OVER AGAIN
AND EXPECTING THE SAME RESULTS”**

Jonathan Relf

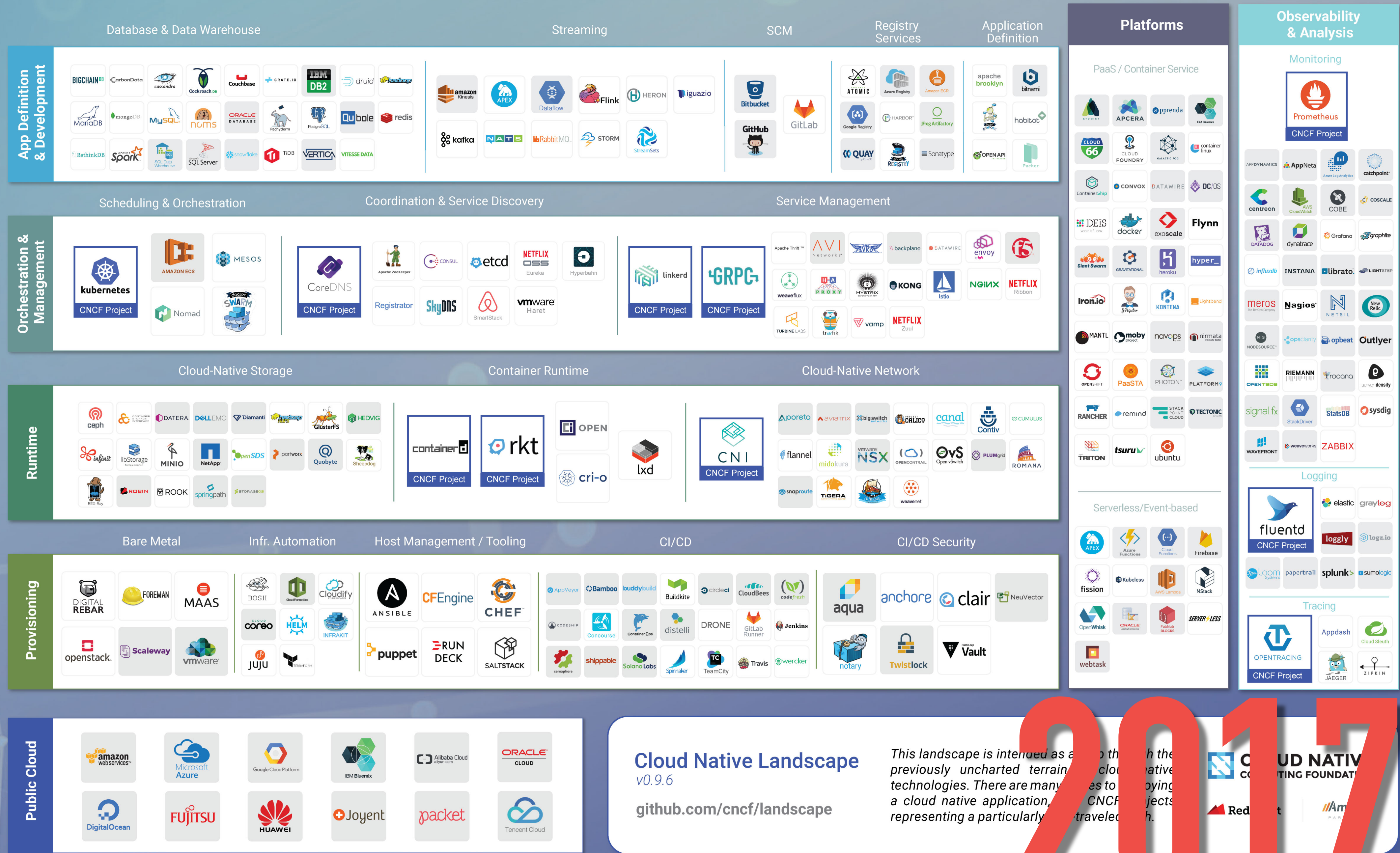


Jeff Sussna, author of “Designing Delivery”



**“DEVOPS HAS BECOME MORE ABOUT THOSE DETAILS
(CONTAINERS, SERVERLESS, SRE, OBSERVABILITY, ETC.)
AND LESS ABOUT THE BIG PICTURE. AND, TO SOME DEGREE THE
CULTURAL ASPECTS OF DEVOPS HAVE TAKEN A BACK SEAT
TO A FOCUS ON FAST LINEAR DELIVERY.
THIS PENDULUM WILL NEED TO SWING BACK AT SOME POINT.”**

Jeff Sussna, author of “Designing Delivery”



Cloud Native Landscape
v0.9.6

github.com/cncf/landscape

Greyed logos are not open source

This landscape is intended as a guide to the previously uncharted terrain of cloud native technologies. There are many ways to deploying a cloud native application, and the CNCF projects representing a particularly traveled path.

CLOUD NATIVE
COMPUTING FOUNDATION

Red Hat | Amazon

2017

App Definition and Development

Database

Streaming & Messaging

Application Definition & Image Build

Continuous Integration & Delivery

Orchestration & Management

Scheduling & Orchestration

Coordination & Service Discovery

Remote Procedure Call

Service Proxy

API Gateway

Service Mesh

Runtime

Cloud-Native Storage

Container Runtime

Cloud-Native Network

Provisioning

Automation & Configuration

Container Registries

Security & Compliance

Key Management

Cloud

Public

Special

Kubernetes Certified Service Providers

Training Partner

Platform

Certified Kubernetes - Distribution

Certified Kubernetes - Hosted

Certified Kubernetes - Installer

Non-Certified Kubernetes

PaaS/Container Service

Observability and Analysis

Monitoring

Logging

Tracing

Chaos Engineering

Serverless

Cloud Native Landscape

Cloud Native Computing Foundation

Redpoint Amplify PARTNERS

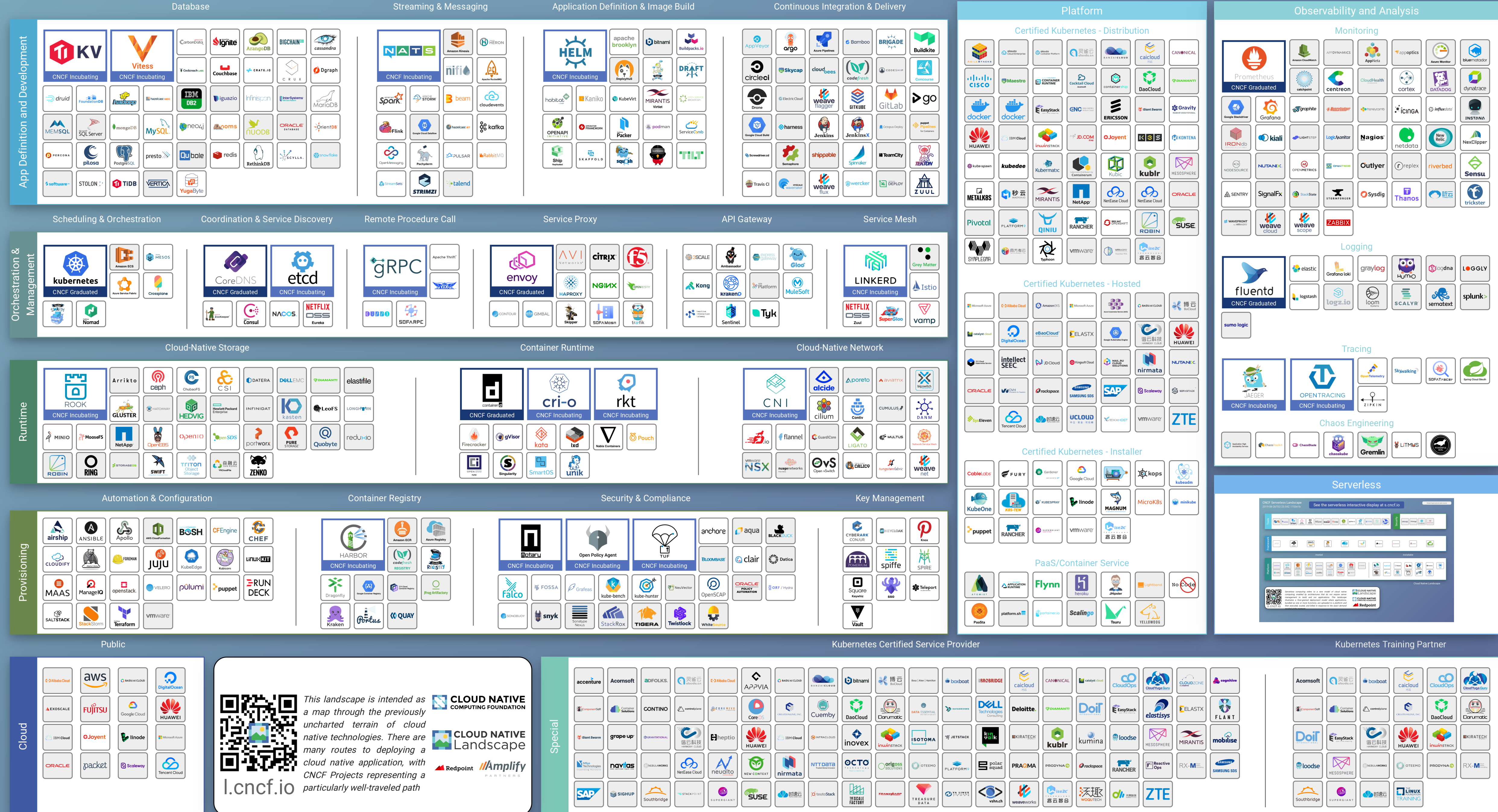
2018



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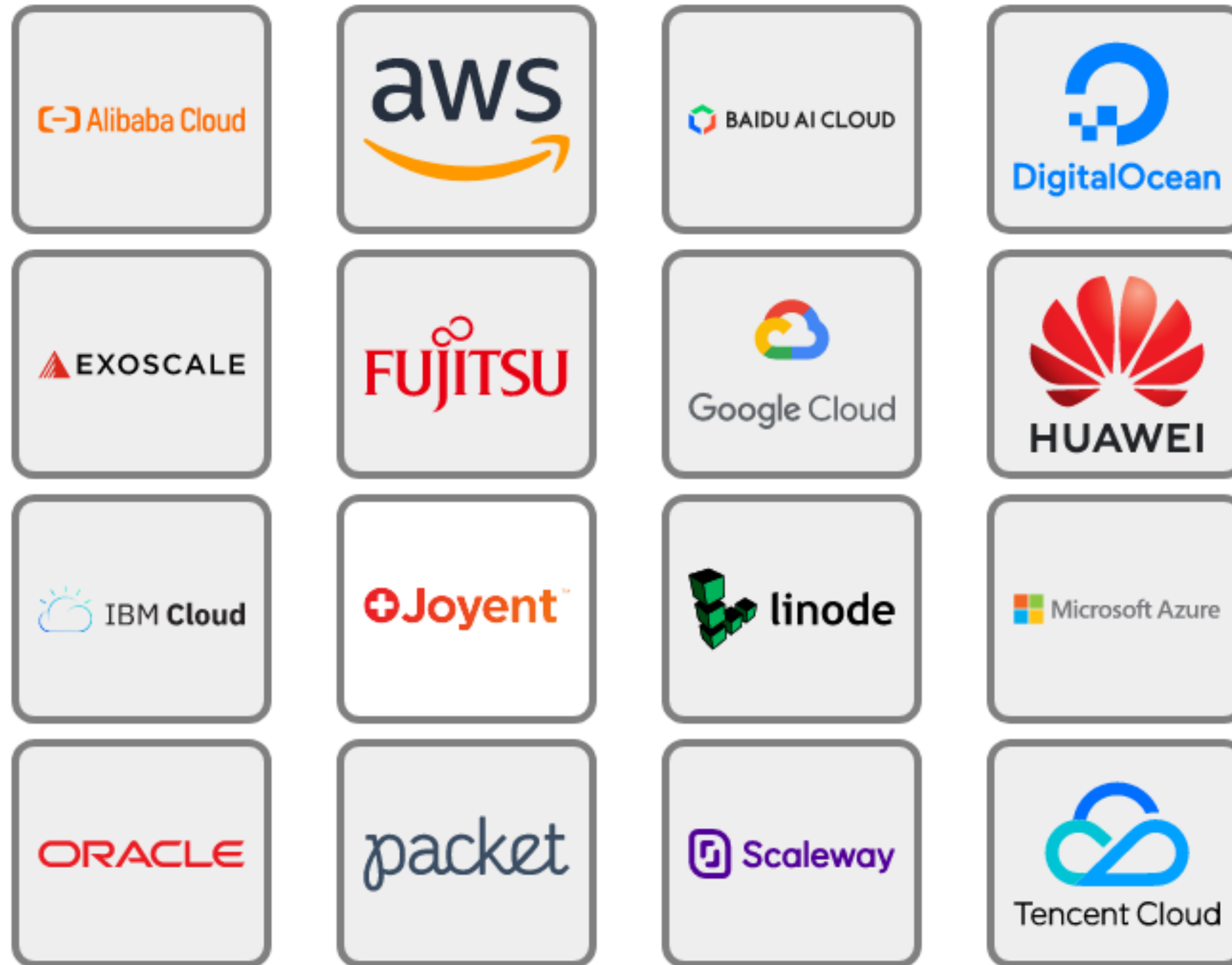


2018



Public

Cloud



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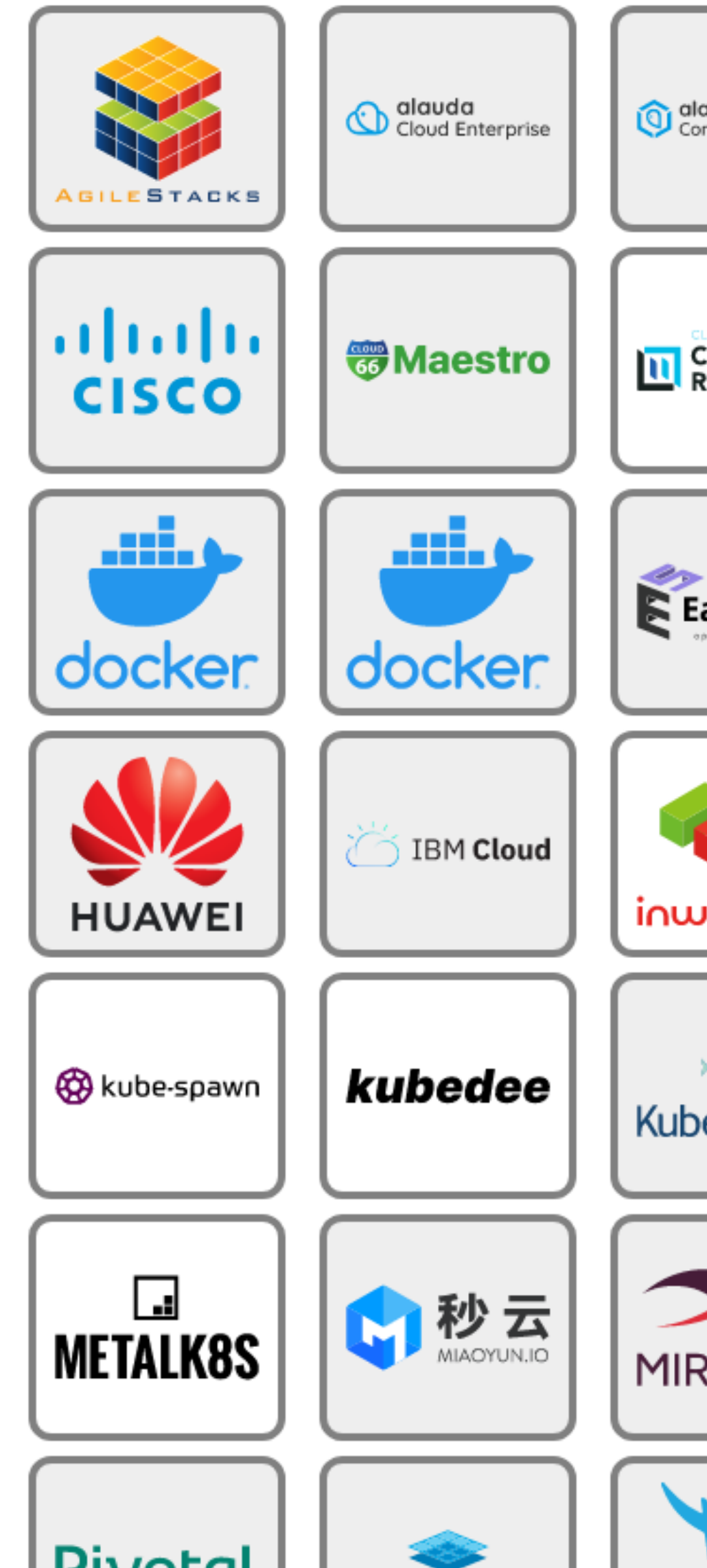
Container & Image Build



Continuous Integration & Delivery



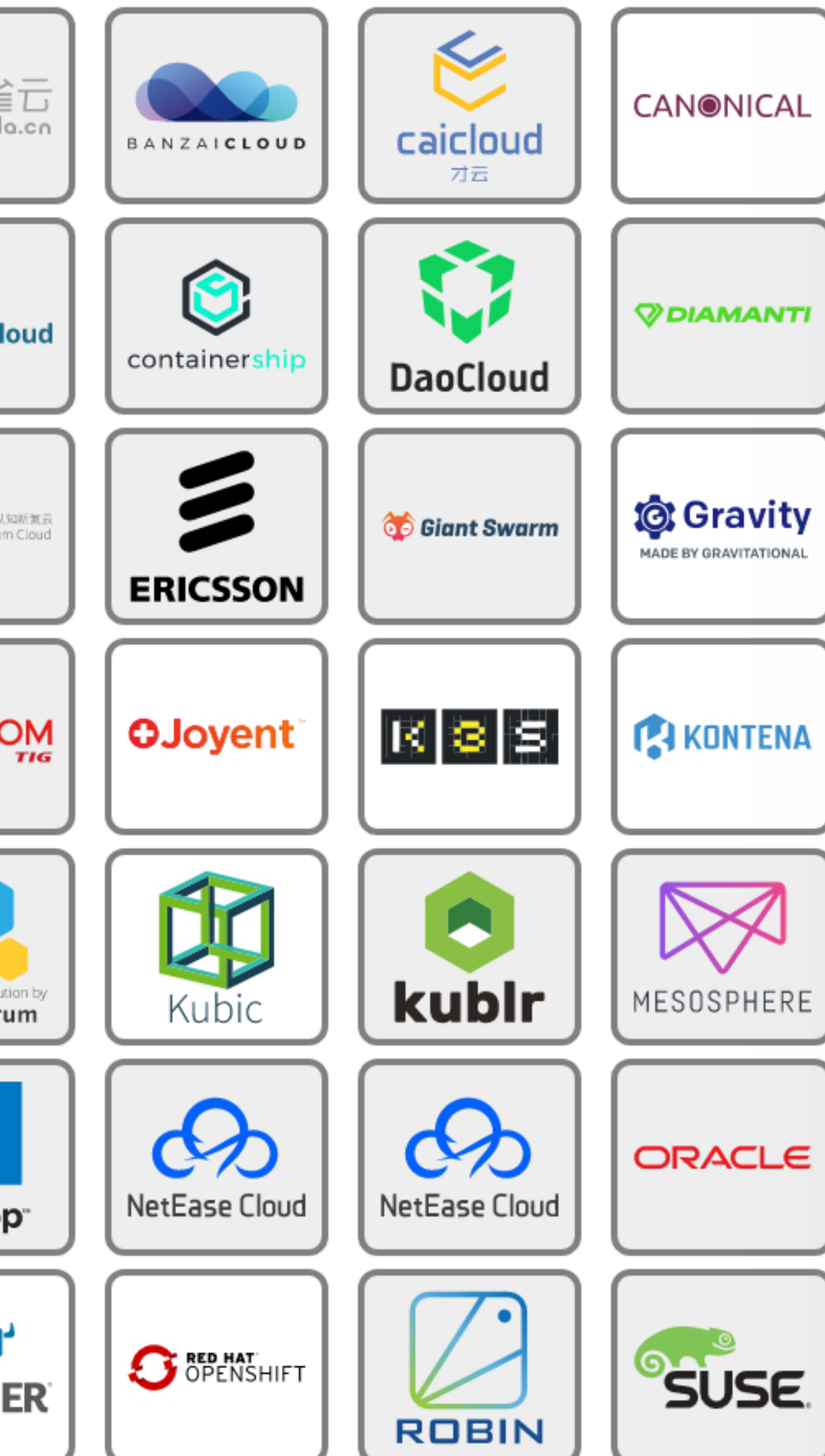
Certified



API Gateway

Service Mesh

es - Distribution



Observability and Analysis

Monitoring





Automation & Configuration

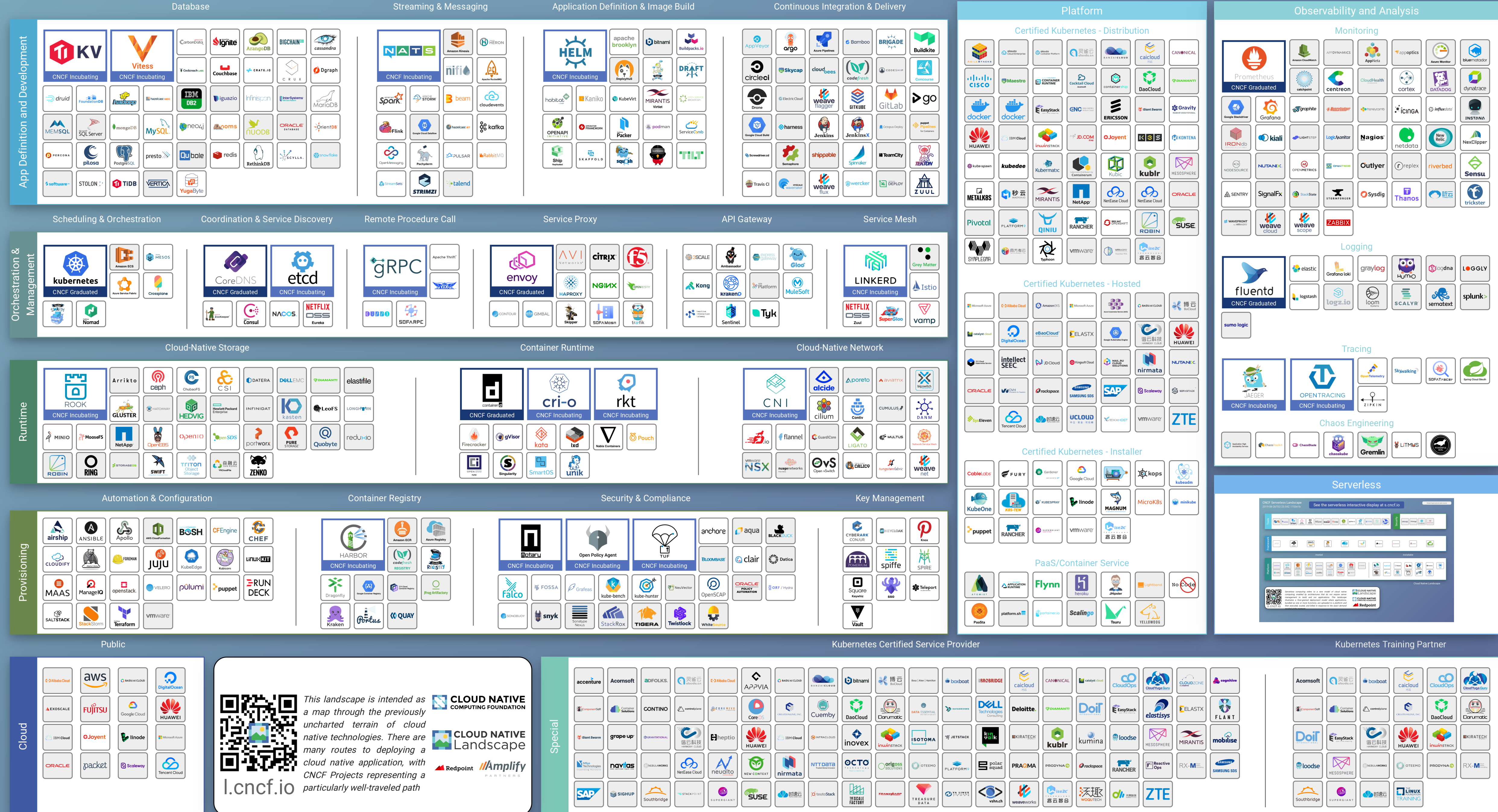
Container Re

Provisioning



Public





CLOUD NATIVE TRAIL MAP

The Cloud Native Landscape l.cncf.io has a large number of options. This Cloud Native Trail Map is a recommended process for leveraging open source, cloud native technologies. At each step, you can choose a vendor-supported offering or do it yourself, and everything after step #3 is optional based on your circumstances.

HELP ALONG THE WAY

A. Training and Certification

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cncf.io/training

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These techniques enable loosely coupled systems that are resilient, manageable, and observable. Combined with robust automation, they allow engineers to make high-impact changes frequently and predictably with minimal toil.

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1. CONTAINERIZATION

- Commonly done with Docker containers
- Any size application and dependencies (even PDP-11 code running on an emulator) can be containerized
- Over time, you should aspire towards splitting suitable applications and writing future functionality as microservices

3. ORCHESTRATION & APPLICATION DEFINITION

- Kubernetes is the market-leading orchestration solution
- You should select a Certified Kubernetes Distribution, Hosted Platform, or Installer: cncf.io/ck
- Helm Charts help you define, install, and upgrade even the most complex Kubernetes application



5. SERVICE PROXY, DISCOVERY, & MESH

- CoreDNS is a fast and flexible tool that is useful for service discovery
- Envoy and Linkerd each enable service mesh architectures
- They offer health checking, routing, and load balancing



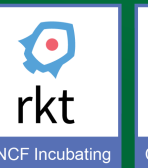
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9. CONTAINER REGISTRY & RUNTIME

Harbor is a registry that stores, signs, and scans content. You can use alternative container runtimes. The most common, all of which are OCI-compliant, are containerd, rkt and CRI-O.



2. CI/CD

- Setup Continuous Integration/Continuous Delivery (CI/CD) so that changes to your source code automatically result in a new container being built, tested, and deployed to staging and eventually, perhaps, to production
- Setup automated rollouts, roll backs and testing

4. OBSERVABILITY & ANALYSIS

- Pick solutions for monitoring, logging and tracing
- Consider CNCF projects Prometheus for monitoring, Fluentd for logging and Jaeger for Tracing
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6. NETWORKING & POLICY

To enable more flexible networking, use a CNI-compliant network project like Calico, Flannel, or Weave Net. Open Policy Agent (OPA) is a general-purpose policy engine with uses ranging from authorization and admission control to data filtering.



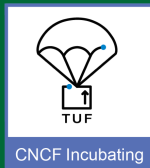
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When you need higher performance than JSON-REST, consider using gRPC or NATS. gRPC is a universal RPC framework. NATS is a multi-modal messaging system that includes request/reply, pub/sub and load balanced queues.



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If you need to do secure software distribution, evaluate Notary, an implementation of The Update Framework.



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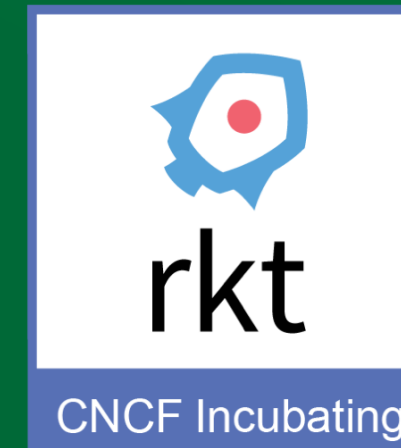


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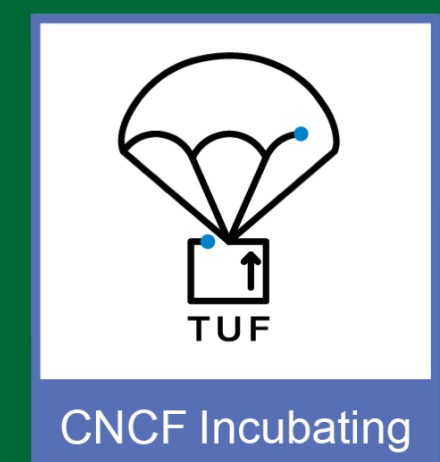
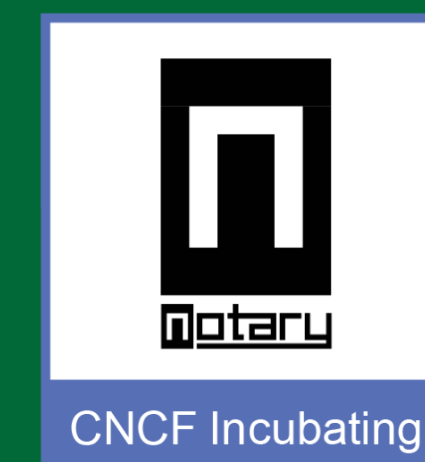
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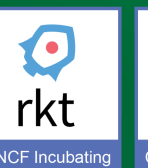
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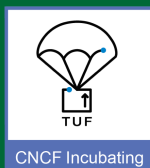
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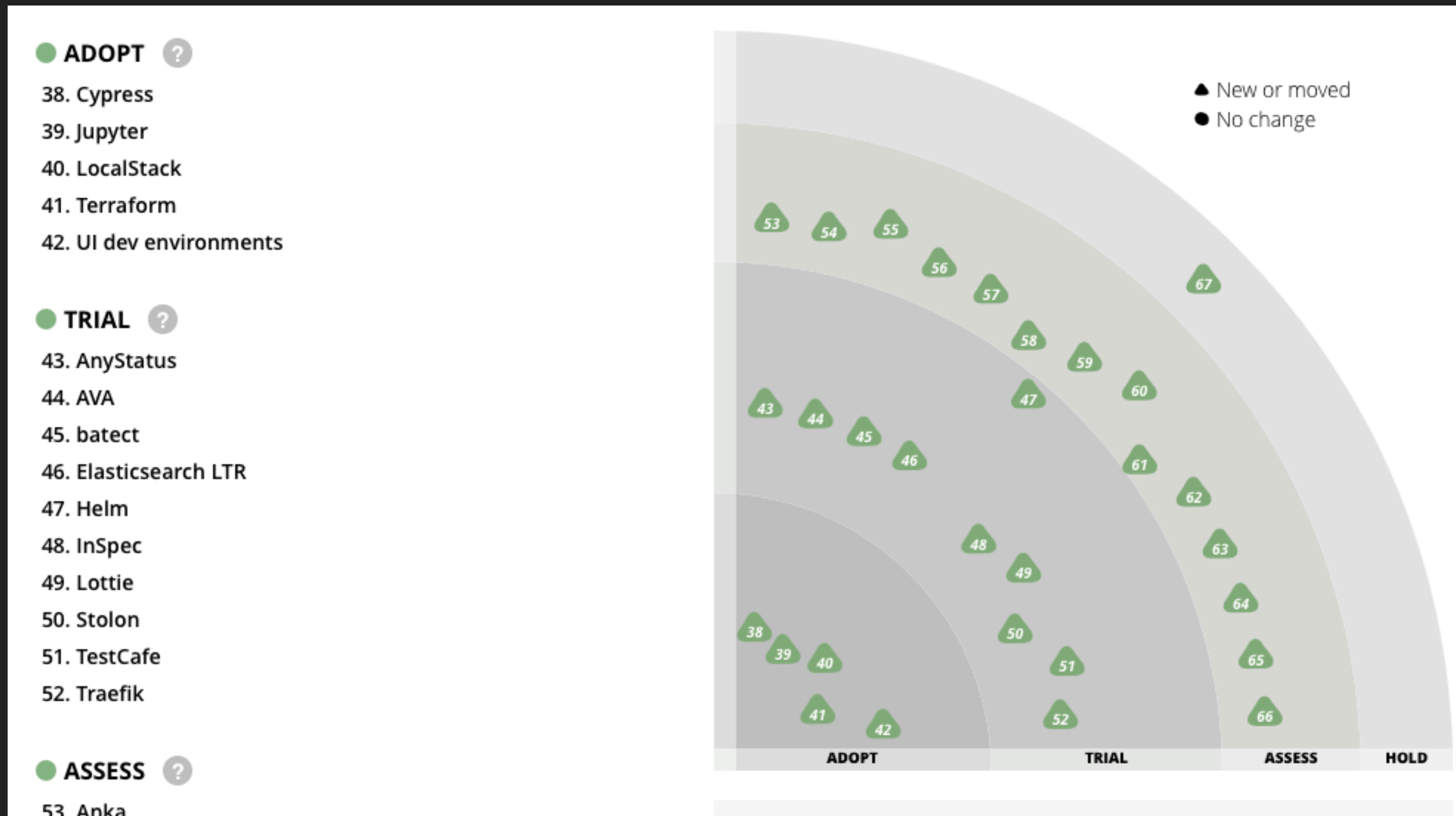


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THOUGHTWORKS RADAR



<https://www.thoughtworks.com/radar/tools>

On Premises

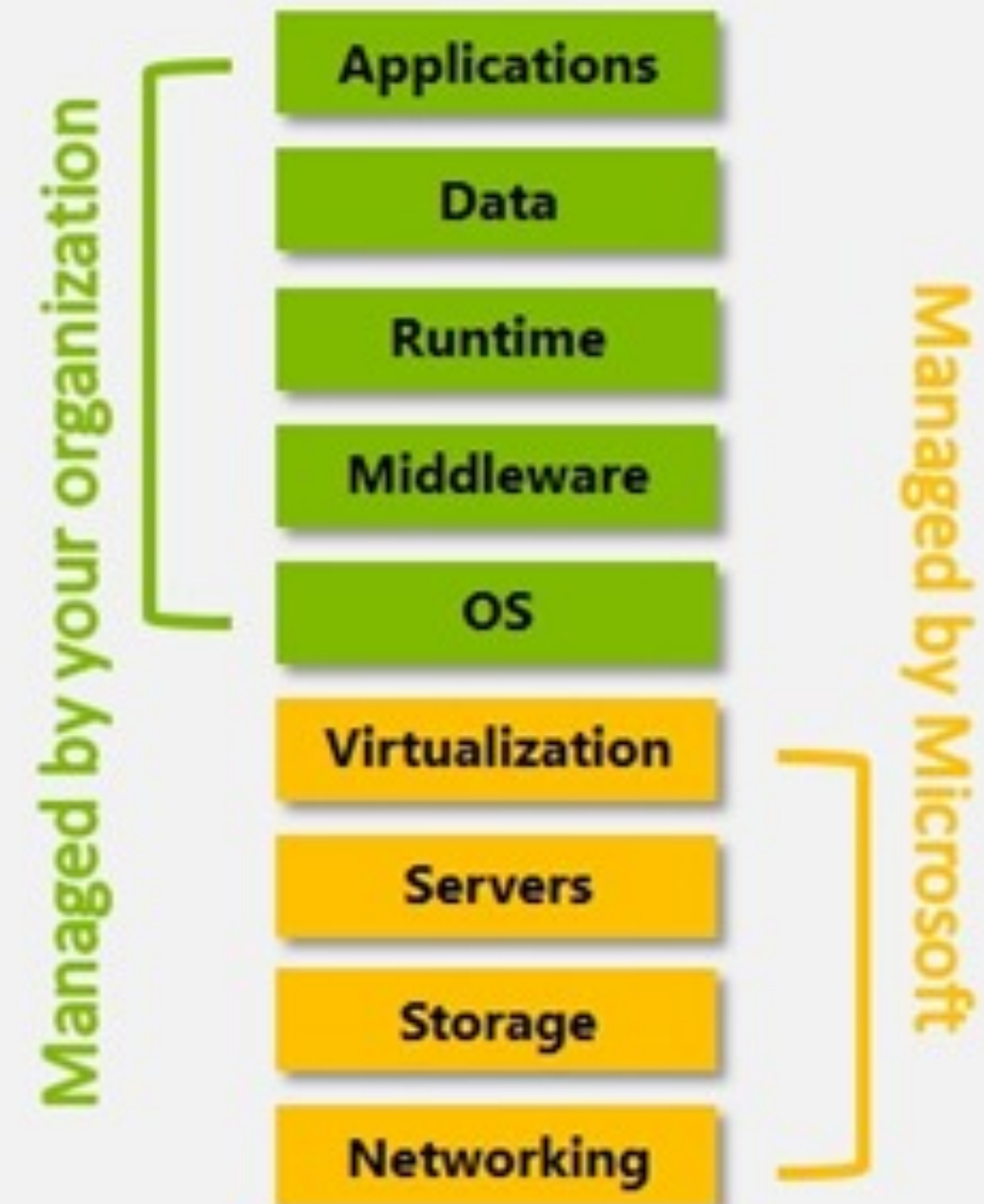


On Premises



IaaS

(Infrastructure as a Service)

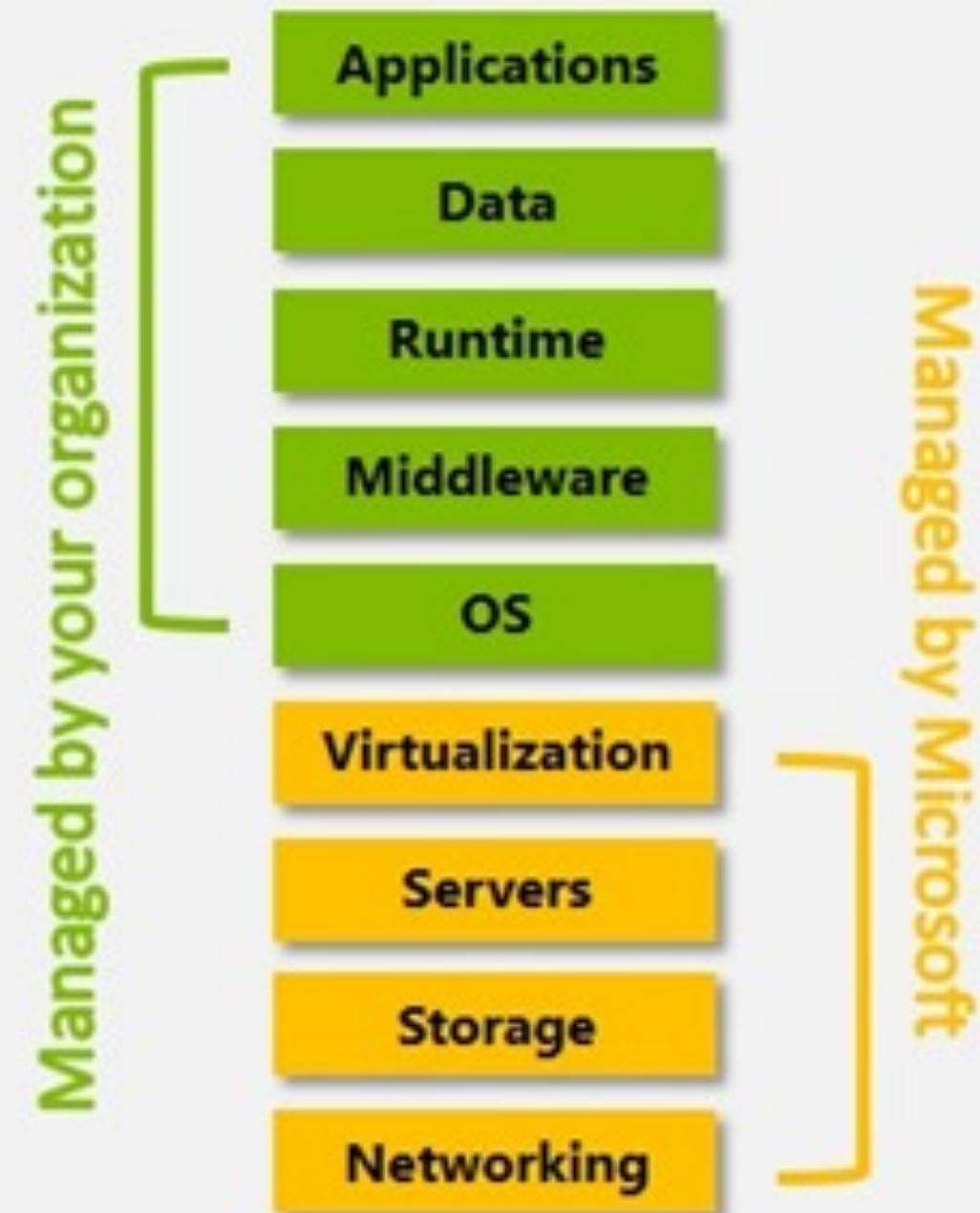


On Premises



IaaS

(Infrastructure as a Service)



PaaS

(Platform as a Service)

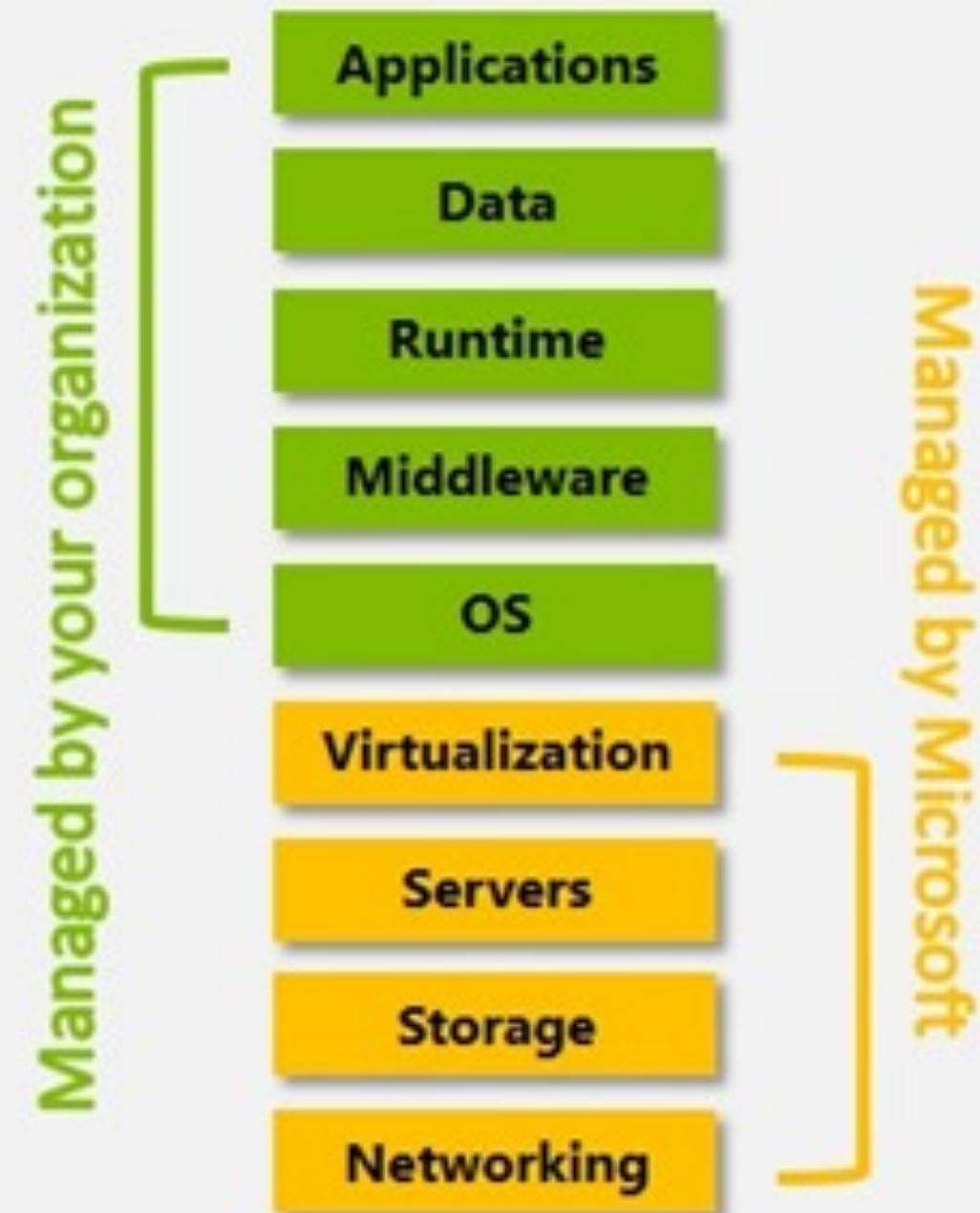


On Premises



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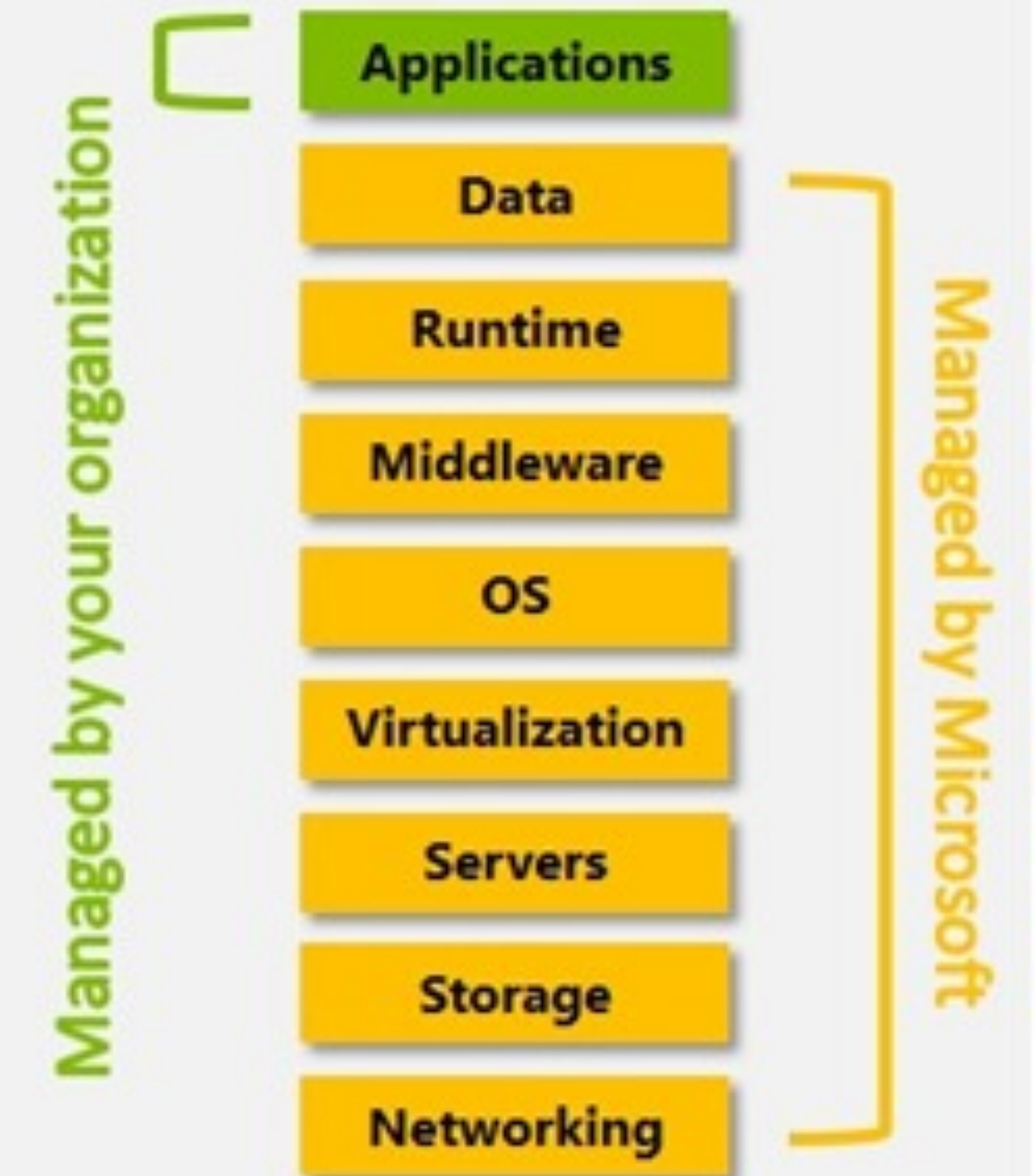
PaaS

(Platform as a Service)



SaaS

(Software as a Service)



WHY BOTHER DEFINING YOUR OWN INFRASTRUCTURE IN CODE?



REGULATORY REQUIREMENTS



3RD PARTY SOLUTION UNCERTAINTY



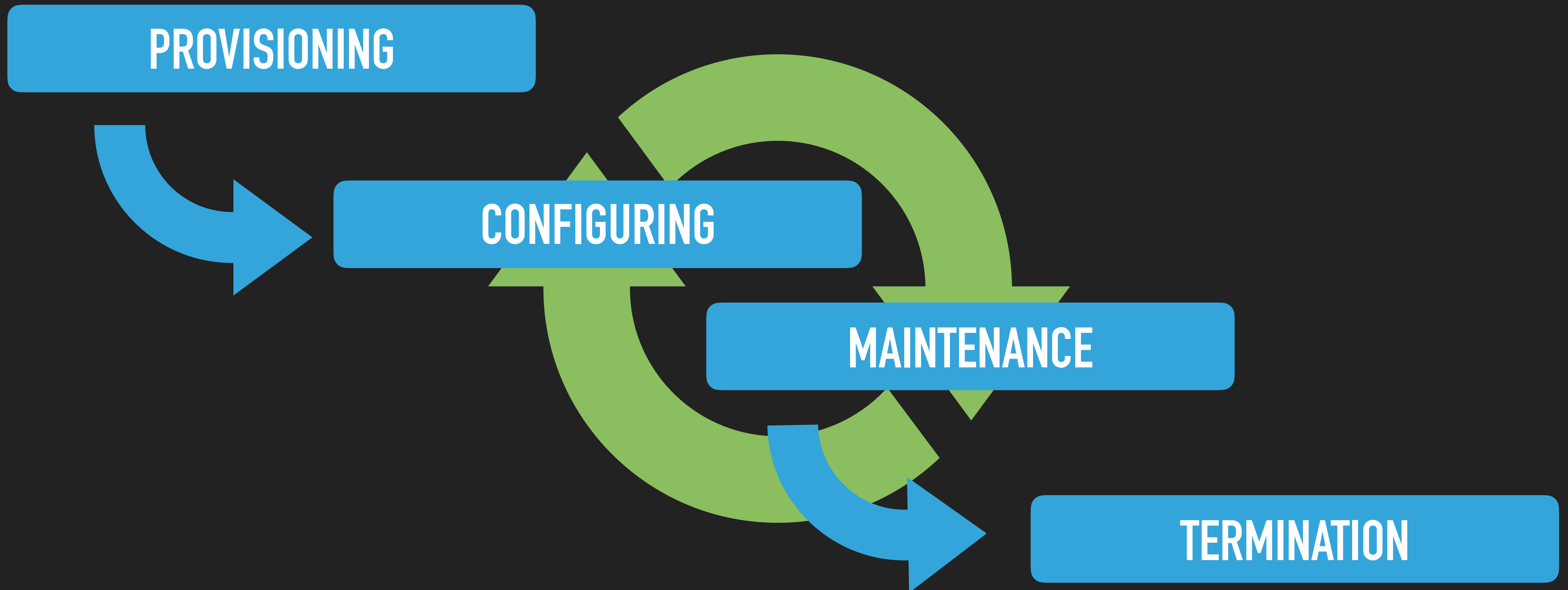
HARDEN APPLICATION HOSTING



**AVOID VENDOR
LOCK-IN**



THE FOUR STAGES OF INFRASTRUCTURE



PROVISIONING



PROVISIONING

- ▶ Easier since virtualisation



PROVISIONING

- ▶ Easier since virtualisation
- ▶ Started using ISO images



PROVISIONING

- ▶ Easier since virtualisation
- ▶ Started using ISO images
- ▶ Risk of out of date, unpatched VMs



CONFIGURATION



CONFIGURATION

- ▶ Can be where most configuration drift is added if not automated



CONFIGURATION

- ▶ Can be where most configuration drift is added if not automated
- ▶ 'Tinkering'



CONFIGURATION

- ▶ Can be where most configuration drift is added if not automated
- ▶ 'Tinkering'
- ▶ 'Snowflake servers'



CONFIGURATION

- ▶ Can be where most configuration drift is added if not automated
- ▶ 'Tinkering'
- ▶ 'Snowflake servers'
- ▶ Configuration Management software like Puppet & Chef



MAINTENANCE



MAINTENANCE

- ▶ Updates or upgrades of software components



MAINTENANCE

- ▶ Updates or upgrades of software components
- ▶ From security patches to in-place upgrades of O.S.



MAINTENANCE

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- ▶ From security patches to in-place upgrades of O.S.
- ▶ Ordering of patches may affect outcome



MAINTENANCE

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- ▶ From security patches to in-place upgrades of O.S.
- ▶ Ordering of patches may affect outcome
- ▶ Scripting can help ensure consistency



TERMINATION



TERMINATION

- ▶ Fear of shutting off servers



TERMINATION

- ▶ Fear of shutting off servers
- ▶ Treating servers like “pets, not cattle”



TERMINATION

- ▶ Fear of shutting off servers
- ▶ Treating servers like “pets, not cattle”
- ▶ Anti-pattern: Celebrating up-time



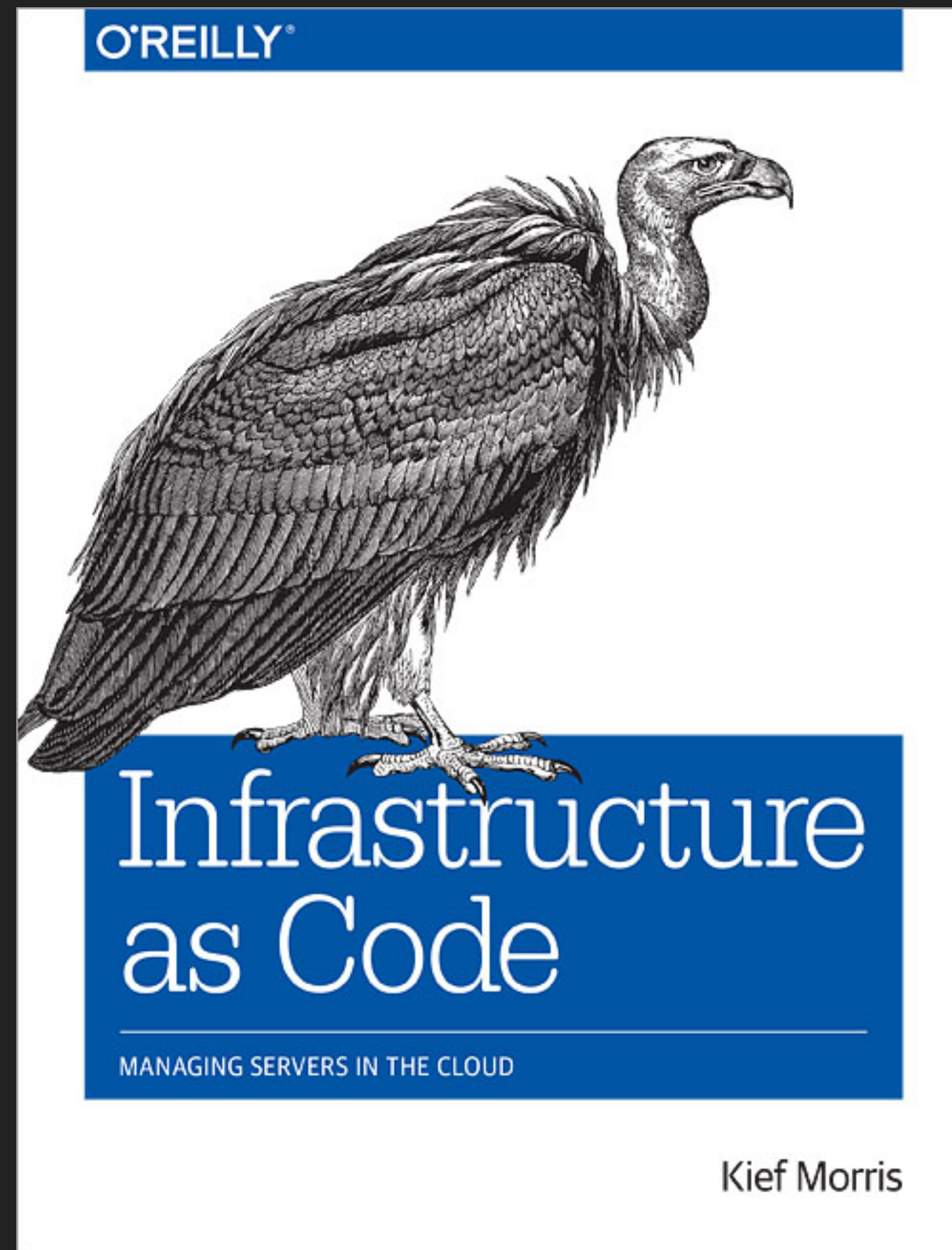
TERMINATION

- ▶ Fear of shutting off servers
- ▶ Treating servers like “pets, not cattle”
- ▶ Anti-pattern: Celebrating up-time
- ▶ Plan for the fact an instance could disappear





4 GOALS OF INFRASTRUCTURE AS CODE



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Kief Morris

4 GOALS OF INFRASTRUCTURE AS CODE

**I.T. INFRASTRUCTURE SUPPORTS &
ENABLES CHANGE**

Kief Morris

4 GOALS OF INFRASTRUCTURE AS CODE



Kief Morris

4 GOALS OF INFRASTRUCTURE AS CODE

**CHANGES TO THE SYSTEM ARE ROUTINE
WITHOUT DRAMA OR STRESS**

Kief Morris

4 GOALS OF INFRASTRUCTURE AS CODE



Kief Morris

4 GOALS OF INFRASTRUCTURE AS CODE

**I.T. STAFF SPEND THEIR TIME ON
VALUABLE THINGS....
NOT REPETITIVE TASKS**

Kief Morris

4 GOALS OF INFRASTRUCTURE AS CODE



Kief Morris

4 GOALS OF INFRASTRUCTURE AS CODE

**USERS ARE ABLE TO DEFINE, PROVISION,
AND MANAGE THE RESOURCES THEY NEED
WITHOUT I.T. STAFF TO DO IT FOR THEM**

Kief Morris



DEFINITION TOOLS

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- ▶ Good Infrastructure As Code tools

DEFINITION TOOLS

- ▶ Good Infrastructure As Code tools
 - ▶ have scriptable interfaces

DEFINITION TOOLS

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- ▶ Good Infrastructure As Code tools
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 - ▶ can be run unattended
 - ▶ can be tailored through config
 - ▶ allow tasks to be defined in code
 - ▶ the definition files become 'living documentation'



VERSION CONTROL



VERSION CONTROL

- ▶ Natural part of development workflow



VERSION CONTROL

- ▶ Natural part of development workflow
 - ▶ branching, rollbacks, ownership



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- ▶ Natural part of development workflow
 - ▶ branching, rollbacks, ownership
- ▶ Single point of truth



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CONTINUOUS INTEGRATION

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- ▶ Early feedback about potentially breaking changes

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- ▶ Changes tested in isolation from production

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- ▶ Can apply to infrastructure, server, and configuration changes

CONTINUOUS INTEGRATION

- ▶ Early feedback about potentially breaking changes
- ▶ Changes tested in isolation from production
- ▶ Can apply to infrastructure, server, and configuration changes
 - ▶ *"Does this produce the instance I expect?"*

CONTINUOUS INTEGRATION

- ▶ Early feedback about potentially breaking changes
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 - ▶ *"Is this instance configured for its role correctly?"*

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```
describe service('apache2'), :if => os[:family] == 'ubuntu' do
  it { should be_enabled }
  it { should be_running }
end

describe service('org.apache.httpd'), :if => os[:family] == 'darwin' do
  it { should be_enabled }
  it { should be_running }
end

describe port(80) do
  it { should be_listening }
end
```

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FC045: Metadata does not contain cookbook name

correctness metadata chef12

This warning is shown when your cookbook does not define a name within the cookbook metadata. This causes a breakage if the name of the containing directory changes. Additionally, Chef 12 requires the name attribute.

Metadata without the name attribute

This example matches the FC045 because it lacks the name property

```
# Don't do this
maintainer 'The Authors'
maintainer_email 'you@example.com'
license 'All Rights Reserved'
description 'Installs/Configures test'
long_description 'Installs/Configures test'
version '0.1.0'
```




Kief Morris

“A NETFLIX TEAM KNEW THAT A PERCENTAGE OF AWS INSTANCES, WHEN PROVISIONED, WILL PERFORM MUCH WORSE THAN THE AVERAGE INSTANCE SO THEY WROTE THEIR PROVISIONING SCRIPTS TO IMMEDIATELY TEST THE PERFORMANCE OF EACH NEW INSTANCE. IF IT DOESN'T MEET THEIR STANDARDS, THE SCRIPT DESTROYS THE INSTANCE AND TRIES AGAIN WITH A NEW INSTANCE.”

Kief Morris

HIGH PERFORMING ORGANISATIONS



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- ▶ with **2,555x** faster lead times



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HIGH PERFORMING ORGANISATIONS

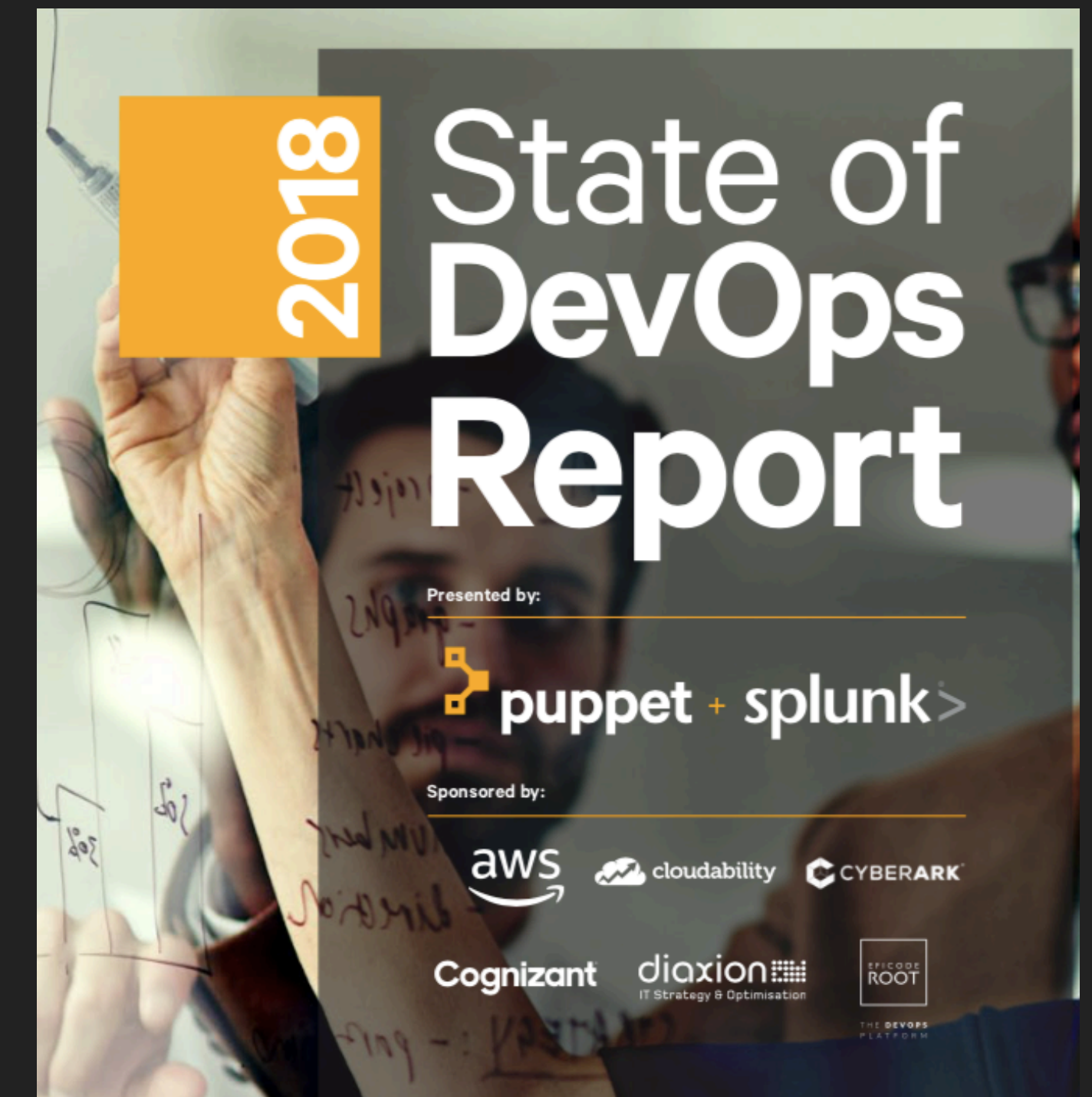
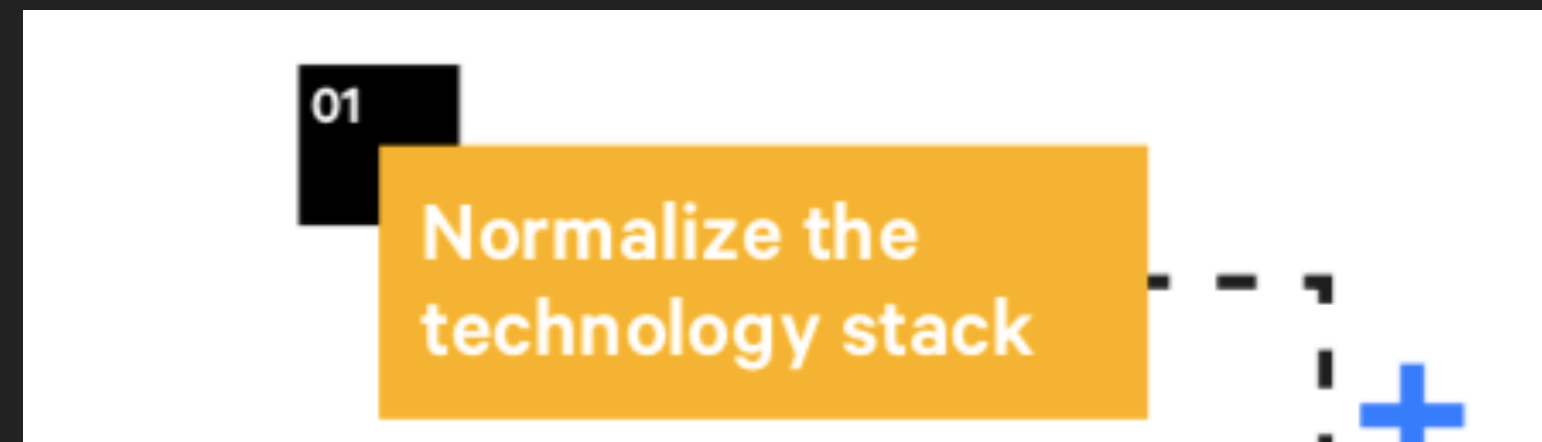
- ▶ deploy **200x** more frequently
- ▶ with **2,555x** faster lead times
- ▶ recover **24x** faster
- ▶ and have **3x** lower change failure rates
- ▶ have better employee loyalty
- ▶ spend **22%** less time on unplanned work and rework



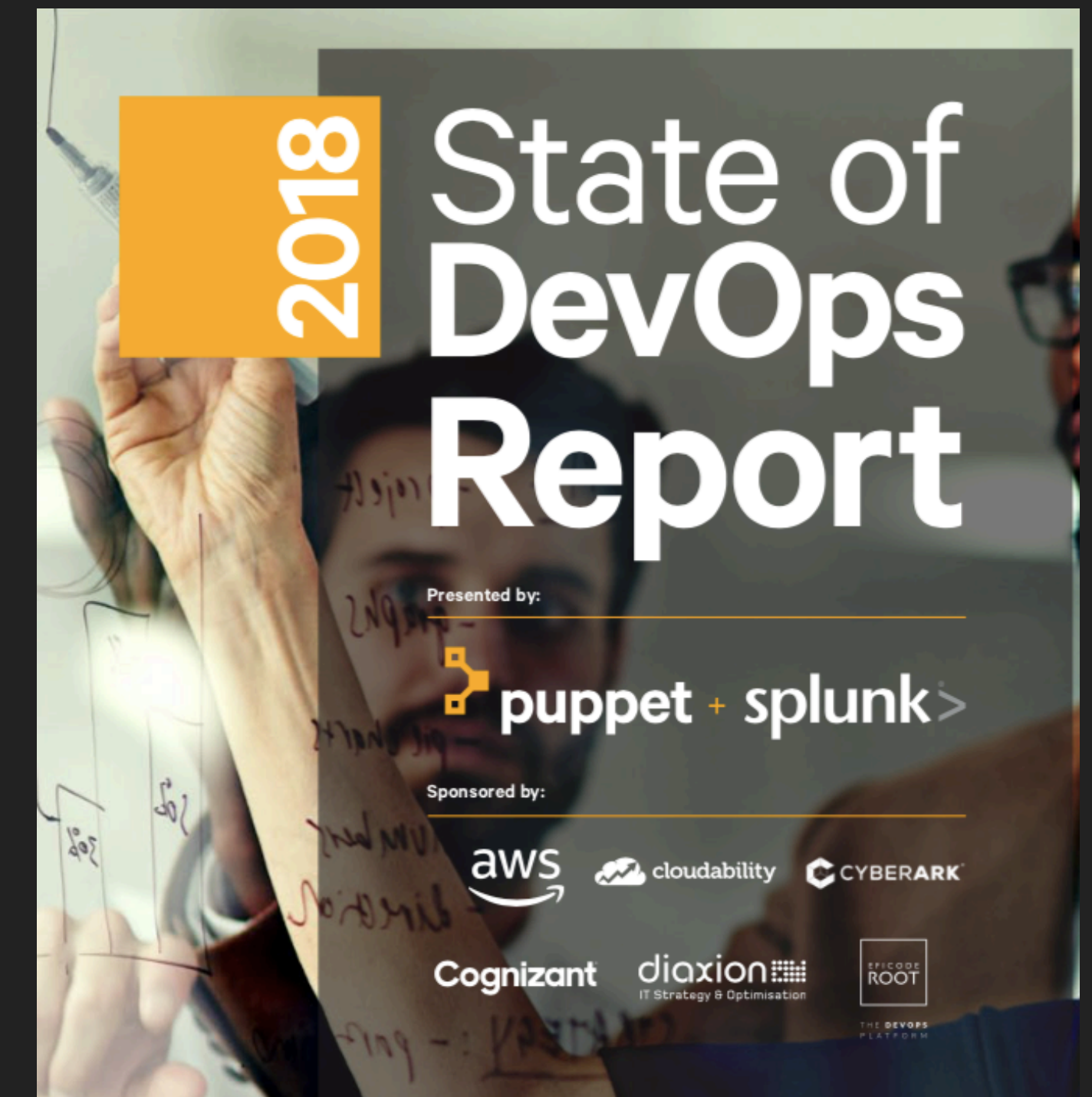
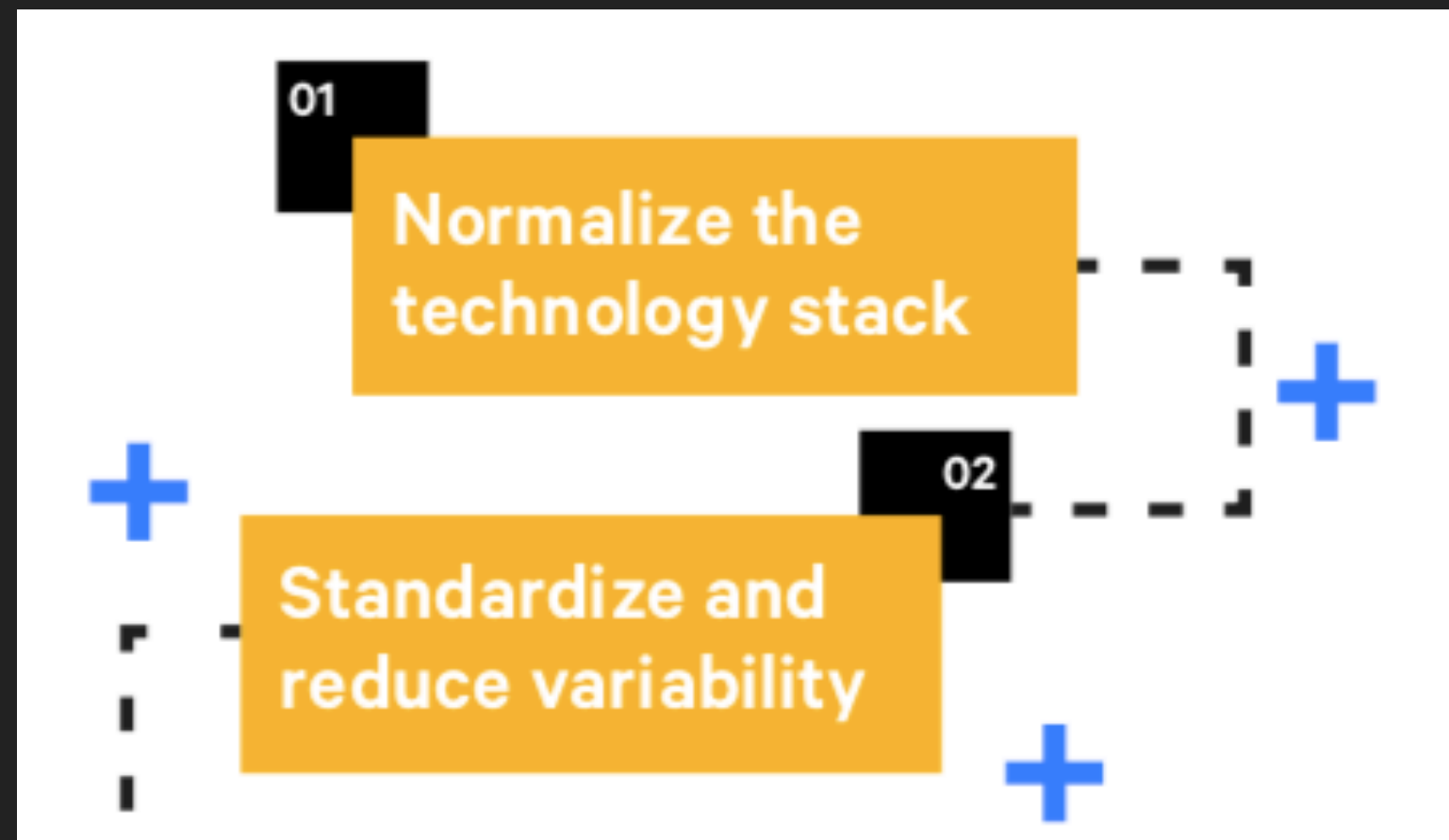
5 STAGES OF DEVOPS EVOLUTION



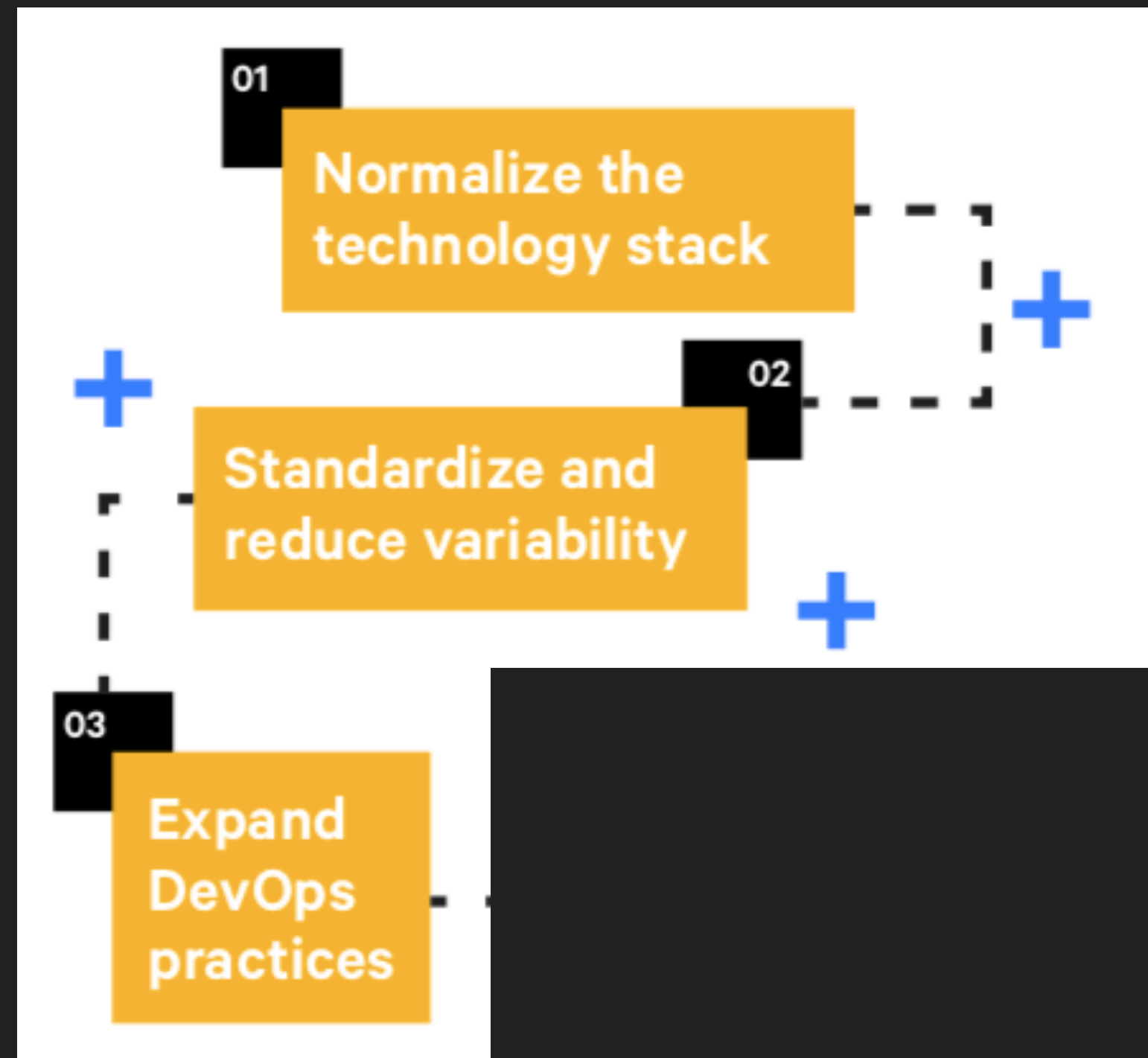
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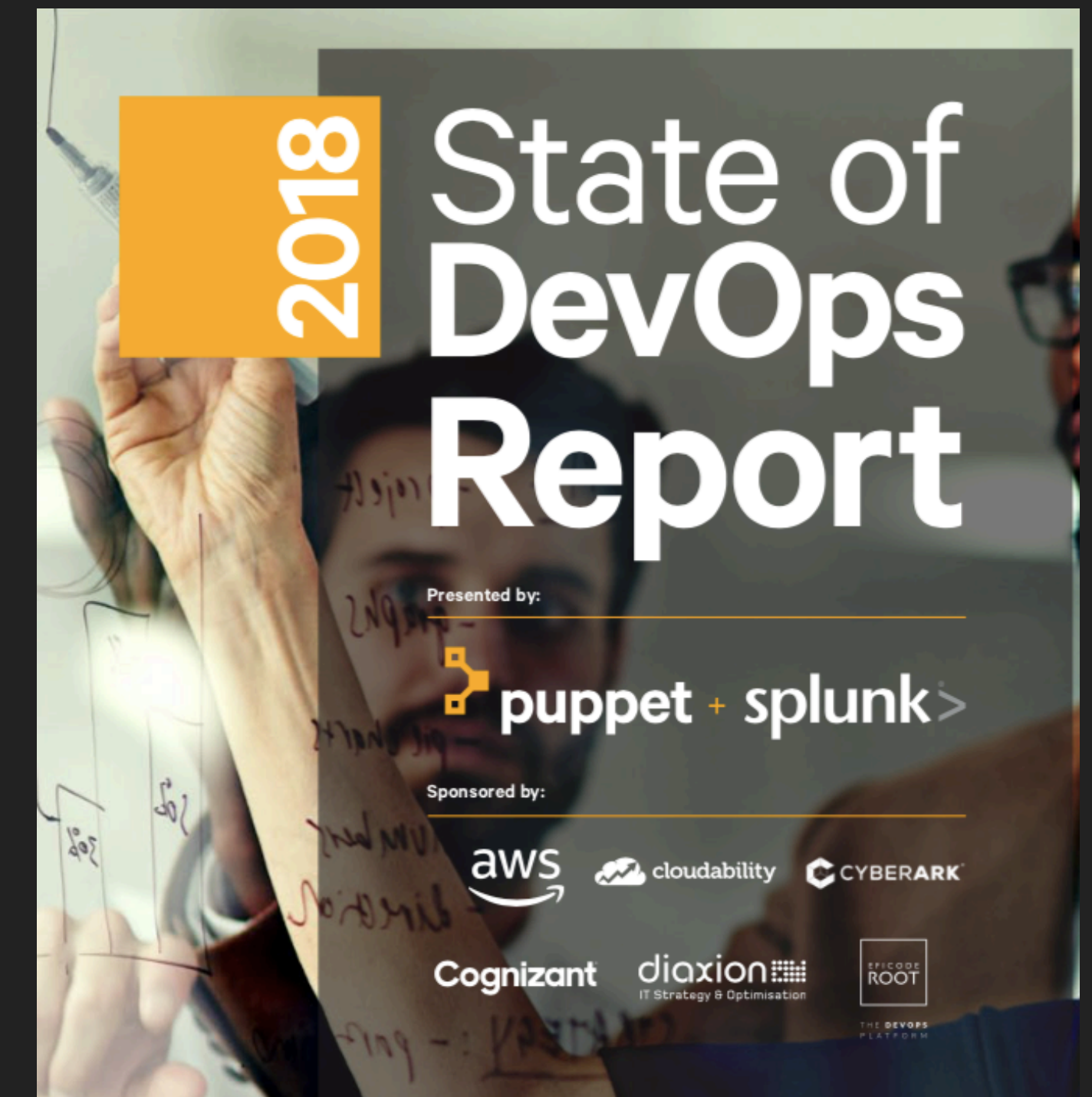
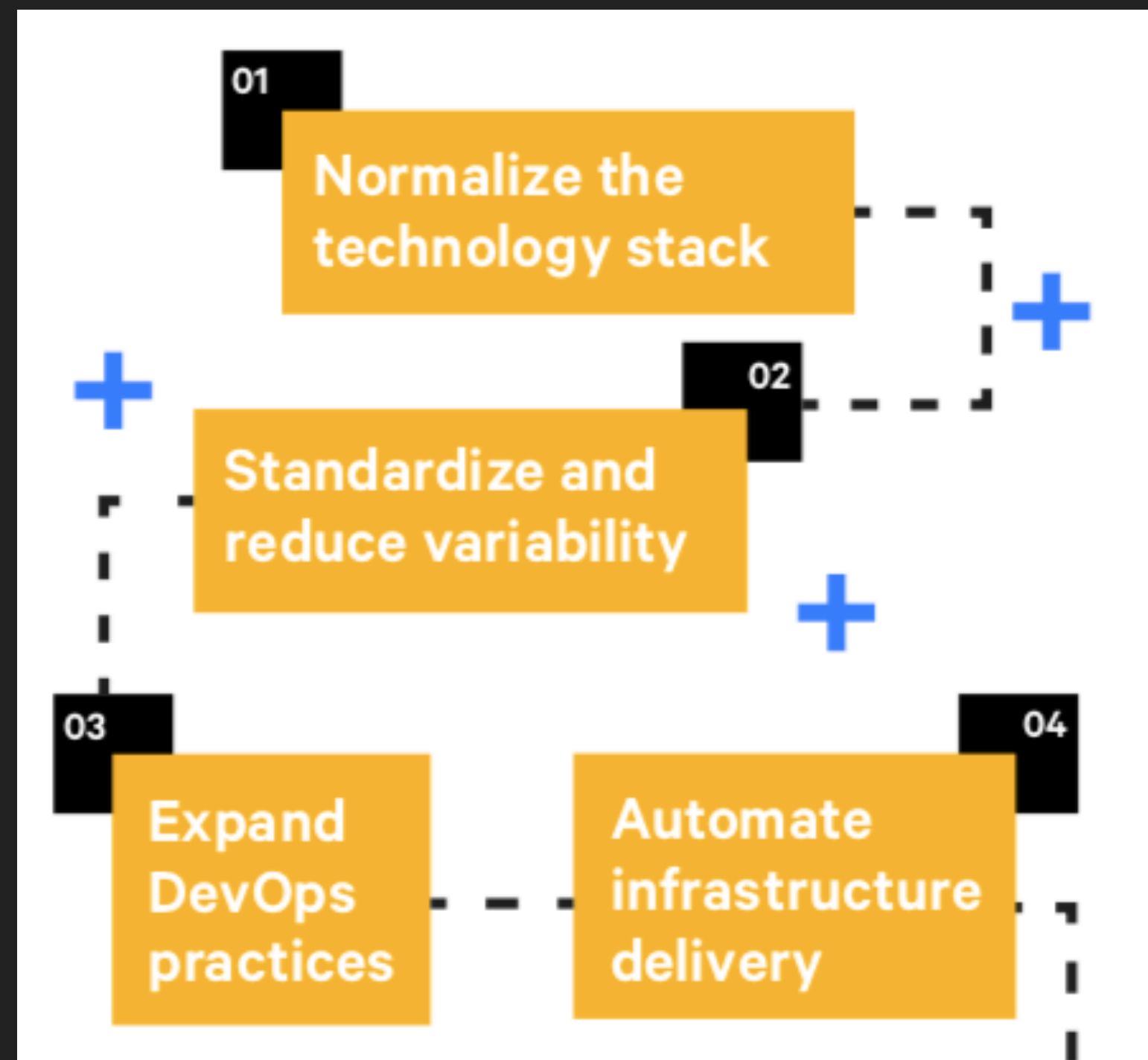
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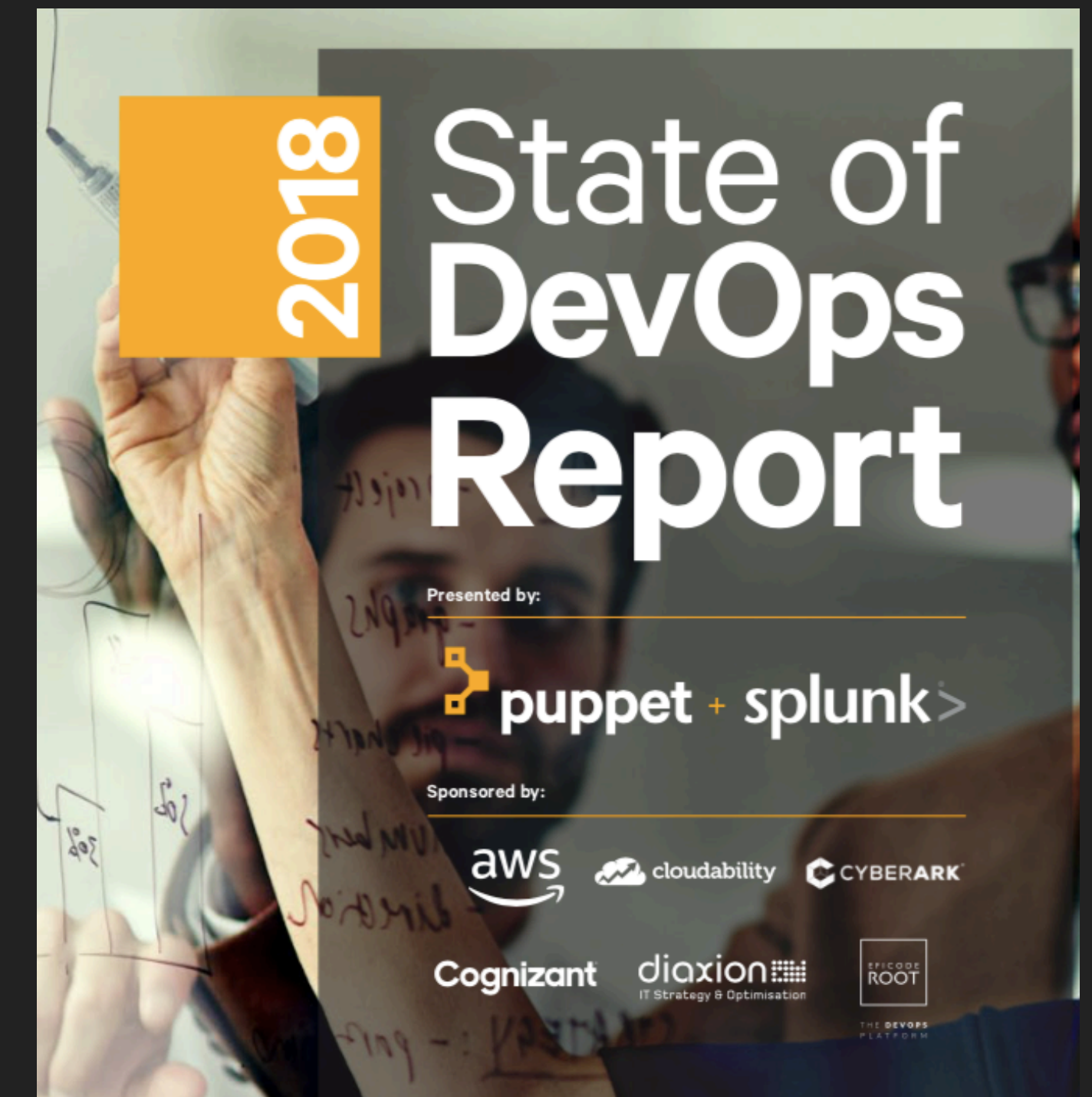
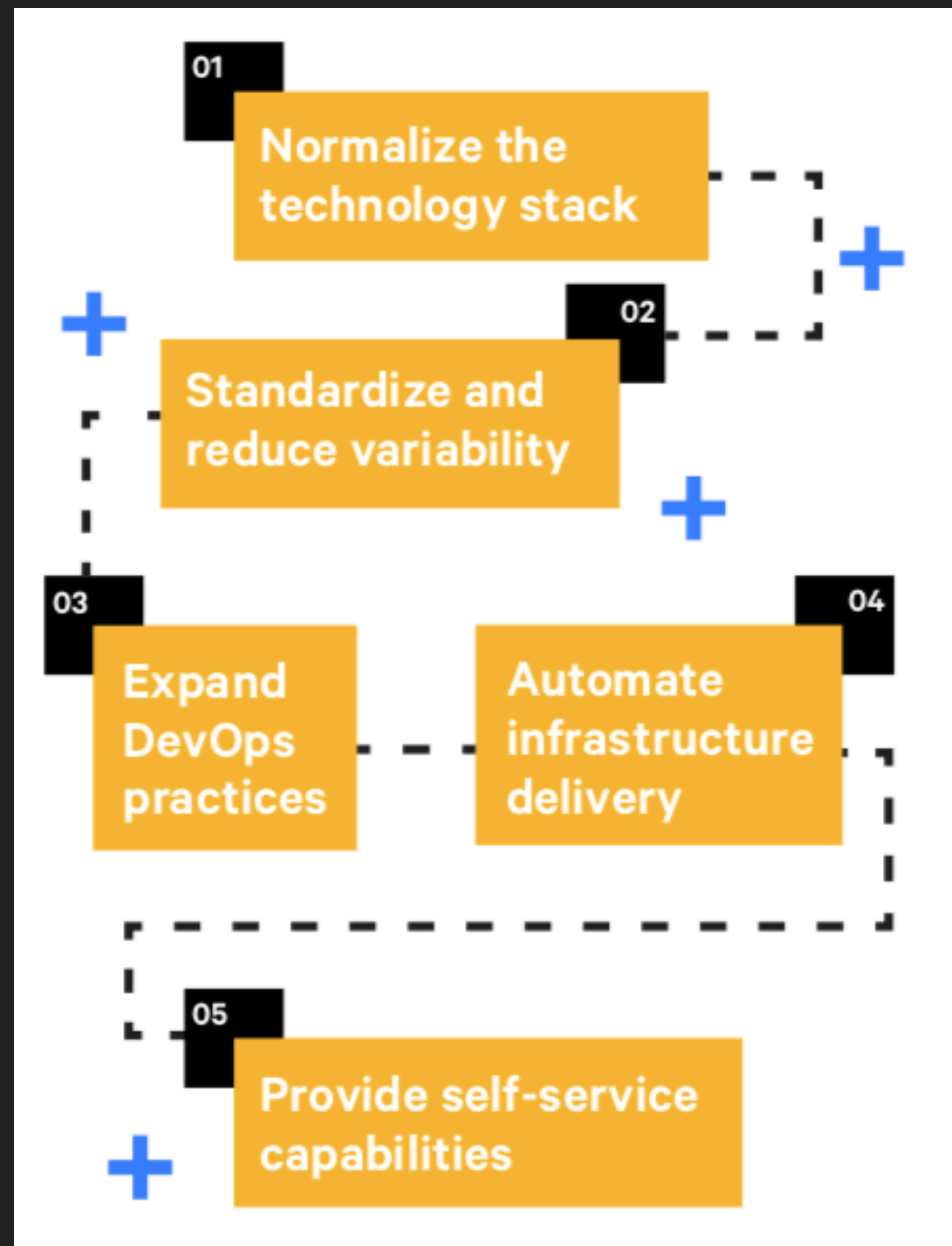
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- ▶ Monitor all the things



**AGILE ENGINEERING
WORKS WHEN WE SHARE WHAT
WORKS, INTRODUCE CONSISTENCY
AND COLLABORATE**



แบบหัดอ่าน A B C สำหรับเด็ก					
A a เอ	B b บี	C c ซี	D d ดี	E e อี	F f ฟี
G g จี	H h ฮี	I i ไอ	J j จิ	K k คี	L l ลี
M m มิ	N n นิ	O o โอ	P p พี	Q q ควี	R r รี
S s ซี	T t ตี	U u ยู	V v วี	W w วู	X x เอ็กซ์
Y y ยู	Z z ซี	Sunday วันอาทิตย์			
Monday วันจันทร์		Tuesday วันอังคาร		Wednesday วันพุธ	
Thursday วันพฤหัสบดี		Friday วันศุกร์		Saturday วันเสาร์	



QUESTIONS?

ABOUT ME

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- ▶ Solutions Architect @ Commify
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 **@jbjon**

