GitLab

All Remote
The recipe to operating a team of 500+ in 50+ locations, and no office

Whoami. What I do at GitLab

David Planella

Director of Community Relations

Reports to Chief Marketing Officer
Lives in Cologne, Germany

- **Community** = People = Contributors = Evangelists = Users = Enthusiasts and more
- Worked remotely for nearly 10 years, previously at Canonical, the makers of Ubuntu
- Moved countries in between, did not change jobs
- Would not go back to a daily job at the office

https://about.gitlab.com/company/team/#dplanella

About GitLab the product

MANAGE → PLAN → CREATE → VERIFY

PACKAGE → RELEASE → CONFIGURE → MONITOR → SECURE

GitLab is a single application for the entire software development lifecycle. From project planning and source code management to CI/CD, monitoring, and security.

https://about.gitlab.com

The deeper dive

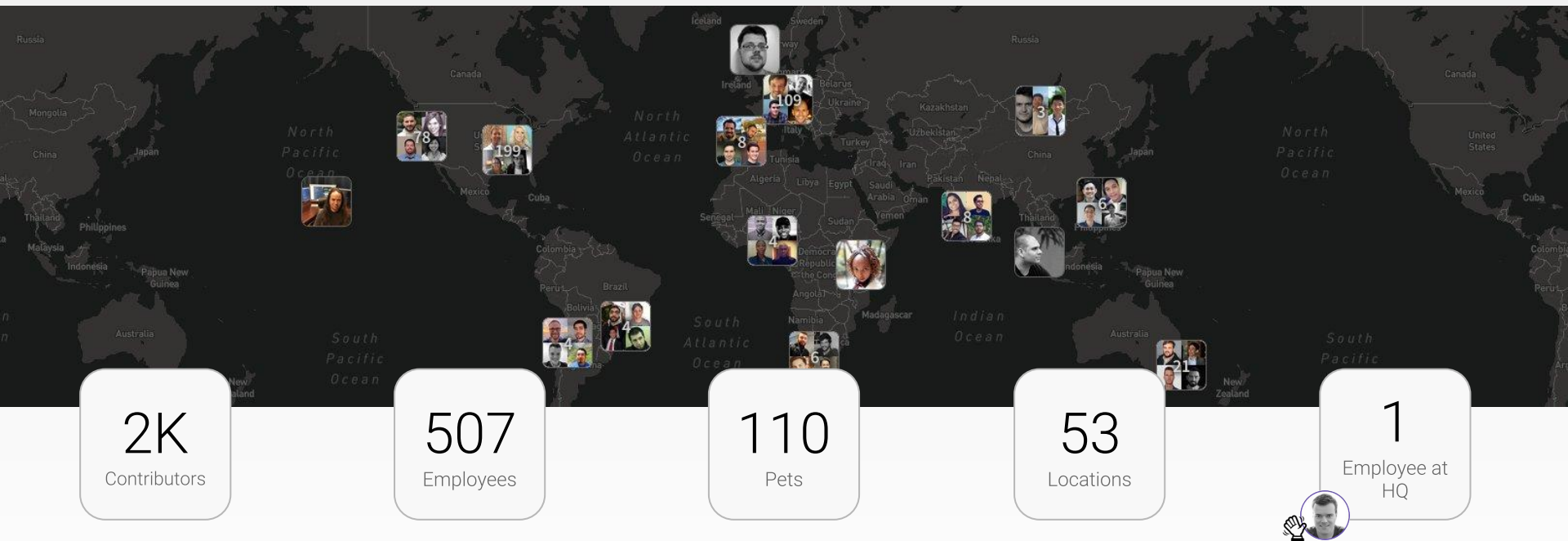| Manage	Plan	Create	Verify	Package	Secure	Release	Configure	Monitor	Defend
Since 2016 GitLab added:	**Since 2011 GitLab added:**	**Since 2011 GitLab added:**	**Since 2012 GitLab added:**	**Since 2016 GitLab added:**	**Since 2017 GitLab added:**	**Since 2016 GitLab added:**	**Since 2018 GitLab added:**	**Since 2016 GitLab added:**	**Coming soon:**
Cycle Analytics	Project Management	Source Code Management	Continuous Integration (CI)	Container Registry	SAST	Continuous Delivery (CD)	Auto DevOps	Metrics	Runtime Application Self Protection
DevOps Score	Kanban Boards	Code Review	Code Quality	Maven Repository	DAST	Release Orchestration	Kubernetes Configuration	Logging	Web Application Firewall
Audit Management	Time Tracking	Wiki	Performance Testing	NPM Registry	Dependency Scanning	Pages	ChatOps	Cluster Monitoring	Threat Detection
Authentication and Authorization	Agile Portfolio Management	Snippets			Container Scanning	Review apps	Runbook Configuration	Tracing	Behavior Analytics
	Service Desk	Web IDE	**Coming soon:**	**Coming soon:**	License Management	Incremental Rollout	Serverless	Error Tracking	Vulnerability Management
			System Testing	Rubygem Registry		Feature Flags			Data Loss Prevention
Coming soon:	**Coming soon:**		Usability Testing	Linux Package Registry	**Coming soon:**		**Coming soon:**	**Coming soon:**	Container Network Security
Code Analytics	Value Stream Management	**Coming soon:**	Accessibility Testing	Helm Chart Registry	Secret Detection		PaaS	Synthetic Monitoring	
Workflow Policies	Requirements Management	Design Management	Compatibility Testing	Dependency Proxy	IAST	**Coming soon:**	Chaos Engineering	Incident Management	
	Quality Management	Live Coding			Fuzzing	Release Governance	Cluster Cost Optimization	Status Page	

GitLab Inc. trivia

- **In 2011** the **first GitLab commit was made** by co-founder Dmitriy Zaporozhets (DZ)

- **In 2012** co-founder and CEO Sid Sijbrandij teamed up with Dmitriy to launch the **gitlab.com beta**, including GitLab CI's first iteration

- **In 2015** GitLab **graduated Y Combinator**, the startup accelerator program, with 9 employees

- **In 2019**, GitLab has grown to **500+ team members**, over **2,000 contributors**, is **used by more than 100,000 organizations**, and has raised **$165.5M** in 7 funding rounds

- **Open core business model**. GitLab CE is **Open Source**, GitLab EE is **source-available** + a proprietary license. Anyone can contribute to either of them.

- **For all needs.** GitLab is available as **SaaS** at gitlab.com but can also be hosted **on-premise**

- **Open Source creds. Debian**, **Drupal**, **GNOME** and other prominent Open Source projects are being developed with GitLab

- **Like clockwork.** Dmitriy has **released** GitLab **every month on the 22nd** since 2011

https://about.gitlab.com/company · https://about.gitlab.com/company/history

Meet the GitLab team

2K
Contributors

507
Employees

110
Pets

53
Locations

1
Employee at HQ

On a mission to change all creative work from read-only to read-write so that **everyone can contribute**

https://about.gitlab.com/company/team

Ingredient #1 – The GitLab values

Collaboration helping out and being excellent to each other

Results doing what we promise to each other and to customers

Efficiency working on the right things, not doing more than needed

Diversity fostering an environment where everyone can thrive

Iteration doing the smallest thing possible, as quickly as possible

Transparency open all the things!

Our mission guides our path, during this path we live our values

https://about.gitlab.com/handbook/values

Ingredient #2 - Drink your own $BEVERAGE
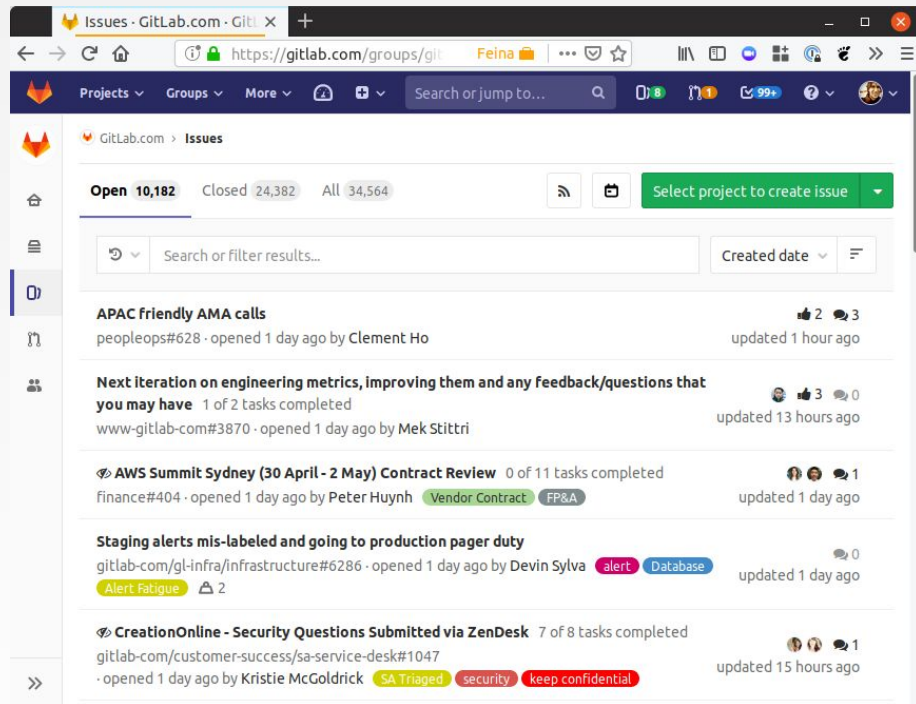
- GitLab is used to manage and develop both the product and the organization

- It's easy when collaboration, discussions and project planning are an integral part of the product

- **Everyone at GitLab uses GitLab every day**

- 500 team members and 1,000s of contributors provide A LOT of feedback

- They also develop a unique insight to the product and their features

https://about.gitlab.com/handbook/values/#collaboration

Ingredient #3 - Transparent by default

- **Transparency creates awareness**. It also enables us to collaborate with people outside the company and gives us more and faster feedback

- **Embracing the Open Source spirit.** We create value by sharing great software, documentation, examples, lessons and processes

- **Everything at GitLab is public by default.** Notable examples include salary expectations, post-mortems, daily company calls and more

- **At all levels of the organization.** From the website code, to the product repository and its issue tracker. Also those from Marketing, Infrastructure, PeopleOps and all other departments

- **Fostering contribution.** Public code, issues, roadmap, handbook reduce the threshold from read-only to read-write

https://about.gitlab.com/handbook/values/#transparency

Spotlight: the company handbook

- **How the sausage is made.** The GitLab team handbook is the central repository for how we run the company, with over 2,000 pages of text if printed.

- **Feedback welcome.** As part of being transparent, the handbook is open to the world

- **Document all the things.** Every department has their own public handbook section describing their vision, processes, workflows, policies and more

- **Open at the core.** GitLab's mission, strategy, core values and OKRs are also public and kept up-to-date in the handbook

- **Sharing our processes.** Has been forked by startups for their own use, or taken as a model

https://about.gitlab.com/handbook

Ingredient #4 - Everyone can contribute

When everyone can contribute, **consumers become contributors**

GitLab is designed to **enable contribution** and to propose changes without friction

Wider community contributions*

140	60	11%
Contributions /month avg.	Contributors/ month avg.	Of total contributions

From a diverse community of volunteers, customers, resellers, partners

Actively facilitating contributions for:

- GitLab the product
- GitLab the organization

* Metrics from gitlab-ce/gitlab-ee code contributions · https://gitlab.biterg.io

Ingredient #5 - The human touch

In a remote company it becomes even more important to have a space and a time to bond with team members

- **Daily team call** to talk what we did outside work
- **Daily group conversation** where a department shares progress and challenges
- **Coffee chats** to get to know each other
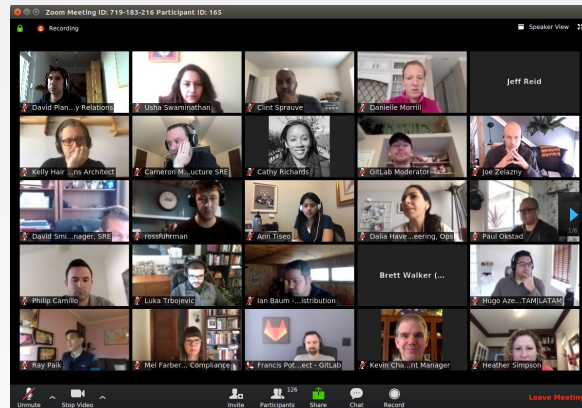
- **Visiting grant** to meet and work with colleagues
- **Monthly AMA sessions** with the CEO and E-group
- **Topic-based Slack channels**, not work related
- **IRL GitLab Summit** every 9 months

https://about.gitlab.com/company/culture/all-remote/#what-have-we-learned-about-remote-working

Questions?

Feel free to reach out!

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