

a career

how and why

@postwait

Hi, I'm Theo

I've made a career in  
“this stuff”

@ The logo for OmniTI features a stylized 'O' with a flame-like effect in shades of orange and red, followed by the letters 'mniTI' in a dark grey, sans-serif font.

Career  
what's that?

A career is  
a pursuit;  
a willingness to mature;  
patience to become  
exceptional

WANTED:

Expert: Java

APPLICANT:

Java Expert:

I learned that in school  
had one class

I graduated last year  
applying for: expert

APPLICANT:

Java Expert:

I learned that in school

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**BULLSHIT**

To be

truly excellent

one must treat it as a craft.

one must become a craftsman.

through experience learn discipline.

and

through practice achieve excellence.



step #1  
educate yourself.

step #2

be disciplined

# step #3

learn from & share with  
your peers

# step #4

be patient.

experience takes time  
(and mistakes)

A Career in...

this stuff

This stuff is:  
Web Operations

But, I do:

Web Development...

UI Development...

Usability...

Systems Engineering...

Bullshit



The Web  
changed everything

# The Cloud

only made us realize it

# Specifically

## SaaS

(your website is SaaS)

# Your Product

users

systems

features

# Your Product

One Copy

One Copy  
must evolve

One Copy

must evolve

must compete



# One Copy

must evolve

must compete

must perform

# One Copy

must evolve

must compete

must perform

must deliver

Must Operate

What  
does it take?

# DevOps

DevOps

is bullshit

That's not fair

(just like life)

DevOps  
is not wrong...



DevOps  
is incomplete,  
is interpreted wrong,  
and is too isolated

We need

\* Ops

. \* Ops

`^(?<dept>.+)Ops$`

Everyone  
in your organization  
needs

# Operational Mentality

# Your Job

is to build systems  
that operate



# Your Job

---

HTML MySQL C/C++ Browsers  
Javascript  
PHP CSS Java Databases  
Perl Erlang

# Your Job

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---

# Ops' Job

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# Your Job

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# Ops' Job

Packaging  
Provisioning  
Monitoring  
Resource Planning  
Deployment  
Production Troubleshooting  
Root Cause Analysis  
Oncall

# Magic

operations pixie dust  
doesn't exist

# Provisioning

virtual systems has been  
fast, cheap and easy  
ever since systems  
became virtual

# Managing

risk and liabilities is  
simple, fast and painless...

if you skip it



analogy time

: security :

security  
is not a feature

security

is not a deliverable  
in a project plan

security  
is not “phase 2”

# security

is a state of mind

it is a state of being

it is a mentality

operations

is no different

Now  
back to your job

HTML MySQL C/C++ Browsers  
Javascript  
PHP CSS Java Databases  
Perl Erlang

# Your Job

---

# Ops' Job

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HTML MySQL C/C++ Browsers  
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Your  
Job  
Packaging  
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# Generalist

MySQL  
HTML  
C/C++  
Browsers  
Javascript  
Java  
Database  
PHP  
CSS  
Perl  
Erlang  
Packaging  
Provisioning  
Monitoring  
Resource Planning  
Deployment  
Production Troubleshooting  
Root Cause Analysis  
Oncall

rule #1

what you build  
will break

you can

build

operational software

you must

think  
operationally

start

by turning the tables



# DevOps

has been about putting  
more dev into ops

# DevOps

**needs balance**

put more ops into dev

# Back

to your organization

# CIO/CTO

is responsible for  
operations in a  
SaaS company

# Titles

don't matter

COO/CIO/CTO/CMIFRO

Someone

has to make things run

make them run better

That Someone

is...

You



this mentality  
is the beginning of your  
career in  
web operations

this mentality

is the beginning of your  
career in

~~web operations~~

anything