Power up your organization with Chatops

LEO
@DISTRIBUTEDLEO
I GOT PAGED
CHAT

HOT-81109
HOT: https://ops.internal.atlassian.com/jira/browse/HOT-81109 IMOC: @cburr Additional Findings: https://extra...

Welcome!
This room's public so anyone can join. Get things started by adding some of your crew.

Add people

September 26, 2017
NOTIFICATIONS

Alias 9:59 AM
@disturbed is now @jting

Jira 10:33 AM
Kai Forsyth created BENTO-1236

BENTO-1236: Not all panels being displayed in *** for backwards compatibility support of atl.jira.view.issue.le...
Type: Bug Priority: Critical Status: TO DO

Metric value: 93.511

[Triggered] JIRA SRE - Vertigo - Disk utilisation on i-0e0b9f4188b1fb903 is above 90.0% - jira-prod-us-16
@pagerduty-JIRASRE @hipchat-JIRA_SRE_Alerts @stride-hello
jira.sre.alerts.and.notifications
jira-prod-us-16 Screenboard
Viach Kakovskyi 5:17 AM

@viach: Would you be able to help us answer some questions around the Migration process that happens over the weekend?

@Jirib: sorry, just saw your message.

1. We created around 960 clouds for HC groups.
2. We also finalized migrations (it includes activation of Stride product) for another set of 608 groups.

I cannot find records about the cloud in hc-migration database.

```sql
SELECT * FROM group_migration_data WHERE cloud_id = 'cloud_id';
Empty set (0.00 sec)
```

Update. I was able to find that:

```sql
mysql> SELECT * FROM group_migration_data WHERE subdomain = 'subdomain';
+---------------+------------------+
| group_id | cloud_id | state | node    | program     |
+---------------+------------------+
| 139802 | D74d4808-0b5a-480b-8854-4761c962c503 | 2   | ip-10-1-10-142.ec2.internal | migration_groups.com |
+---------------+------------------+
1 row in set (0.00 sec)
```

Jeff Farber 5:18 AM

looks like its coincidental timing that consistency checker is being run now @Wei She

Same errors have occurred every 6 or 8 hours
INCIDENT MANAGEMENT

IMA Micros Service

Links blue Jeans room from BJ constants list to HOT ticket

Updates HOT ticket with BJ constant

Creates Hipchat Room, edits subject, invites users, updates HOT ticket

Updates HOT ticket with HC room

Creates ISD in confluence and updates HOT ticket

Updates HOT ticket with ISD
We have developed OpsBot which is responsible for merging into mainline, facilitating outage communications (immediately creates a shared doc from a template, invites all the PoCs into a room, notifies the account managers, etc).

CRAIG KAES, SVP OF ENGINEERING AT SENDGRID
When given a choice, take both!

PETER’S LAW #2
Why?

Software is the magic
“Do it by the book, but be the author.”

PETER’S LAW #5
Don't walk, when you can run!

PETER’S LAW #12
You get what you incentivize
**Events**
Choose the GitHub events that you want posted to Slack.

<table>
<thead>
<tr>
<th>COMMIT EVENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Commits pushed to the repository</td>
</tr>
<tr>
<td>- Only show commit summaries (no commit messages)</td>
</tr>
<tr>
<td>- New comment on commit</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ISSUE / PULL REQUEST EVENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Pull request opened or closed</td>
</tr>
<tr>
<td>- Reviews on pull requests</td>
</tr>
<tr>
<td>- Issues opened or closed</td>
</tr>
<tr>
<td>- New comment on issue or pull request</td>
</tr>
<tr>
<td>- Only show titles of new issues and pull requests</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DEPLOY EVENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Show deployment statuses</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OTHER EVENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Branch or tag created or deleted</td>
</tr>
<tr>
<td>- Branch force-pushed</td>
</tr>
</tbody>
</table>
[APIGateway] New branch "issue/DevOps-demo" was pushed by leonkyr

[leonkyr/APIGateway] Pull request submitted by leonkyr (assigned to leonkyr)

#1 Another cool commit
SALESFORCE AND TROOPS.AI
"Fail early, fail often, fail forward!"

PETER’S LAW #25
Automate

Workflows
- retrospectives, to-do lists, PRs.

Time off
- Holidays and travel.

On-boarding
- New employee.

Reporting
- Team and product metrics.
# RETROSPECTIVES

**Team Rocket retrospective - 2018-02-13**

Created by Joseph Walton, last modified about 4 years ago

<table>
<thead>
<tr>
<th>Date</th>
<th>13 Feb 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participants</td>
<td>Peter Robbins, Alexander Minchukhenko, Joshua Batchelor, Joseph Walton, Louis Lepper, George El Bouanani, Leo Kysyshenchenko, Mike Howelle, James Suntari</td>
</tr>
</tbody>
</table>

## The Good

- Investing in performance of our services | Quick confidence building from latency dashboards | All public APIs (nearly?) behind rate limiting (5 votes)
- Starting earlier | Really great for productivity (3 votes)
- Seeing the impact of Asynckit in our services for the first time | Out tracing work with Node 8 async hooks (3 votes)
- CDO is going to be doing some work in production real soon now | JSO identity work has been chugging along nicely (2 votes)
- SWF demos | (55%) Great to see SWF working (2 votes)
- Fruit filled adventures in Malaysia | (1 vote)
- Quick action on API token bugs coming out of triage (1 vote)
- Finally understood how "projects" work and documented this for the next PM | New project page content should be better for PM | Getting a grip on how to PM a platform team (1 vote)
- Simpler standup (1 vote)
- kickoff with design for UX (0 votes)
- Decisions (by Identity, legal, ecosystem) on privacy-respecting user lookup API for Sirtide (0 votes)
- Product-aware invites done without too much scope creep (0 votes)
- Great Shipto spiking SAML and Social login for JSO portal users | Shipto | Doing a second Shipto with mobile was interesting, learned a few things (0 votes)
- my TDDO list approach to starting the day has been really effective (0 votes)
- CAD migrations has been officially kicked off, starting with provisioning users (0 votes)

## The Bad

- Would like to move retro to before planning so we don’t have a whole day of no sprint board (5 votes)
- Listen to feedback | (Joseph Walton) |
- Long delays in getting SWF work shipped | Lack of collaboration with other team members to help Leo bring the SWF work into the code style of our other services | (SU) | (SU) felt paused for a long time thanks to DSS work (4 votes)
- More pair programming | (Peter Robbins)
- Smaller PIVs |
- ALB issues. Looks like micro is starting to do something | ALB Mono issue affecting many teams (3 votes)
- Mixed messages about how CSIRF should be treated (2 votes)
- Feedback loop with AuthN on security vulnerability leaves a lot to be desired (1 vote)
- Leaving Rocket for PI (0 votes)
- No feedback on PM crib-sheet (0 votes)
- Lot of drag from non-project stuff (0 votes)
- Louis: Me being away when Leo was here and then Leo being away when I was here (0 votes)
RETROSPECTIVES
When faced without a challenge, make one
Power Up Org with Chat Bots
Welcome!

Things are locked down. Only people in this private room can add others.

Add people

Today

Leonid Kyrpychenko 2:06 PM
@Karma

Karma 2:06 PM
The Karma app has been added to this conversation. Send your teammates some with @batman++, or @batman++++ if they've been really awesome. If they've been naughty use @batman--+, they probably deserved it 😂

@bots++
SCHEDULED ALIASES

New Alias

Alias Name
@disturbed

PagerDuty Schedule ID
DEADBEEF

Repeat original message to alias

Add

Setting @disturbed to @jbatch

Nhat Tran  Feb 22, 2:06 PM
@disturbed  Hi, I would like to know whether the API to get the self-signup settings of a site is ready to use or not? If so, where can I find its swagger/docos?

Scheduled Aliases  Feb 22, 2:06 PM
⚠️  @Peter Robbins
1. Schedule a PTO with a command. "/PTO from 29-02-2018 to 31-02-2018 I will be OOO in NZ"

2. A Chatbot will notify my manager about this PTO. Get approval if needs to be.

3. It will mark my work and my team calendars as Leo is OOO.

4. It will notify my team on the first day of my PTO that "Leo is not here until 01-03-2018".

5. It will change my Stride/Slack notification settings.

6. Email, I don't use it much. But it could also setup OOO reply to my email.
Hey! VacationBot here, did I hear you say you're going on vacation?

Leo: Yes

VacationBot: Noice! I can update your Slack status (with a nice emoji) for you on the day you leave so you don't forget. What day will your vacation start? (Use the format: dd/mm/yyyy)

Leo: 20/11/2017

VacationBot: Alright, is that Mon Nov 20 2017?

Leo: Si

VacationBot: Yes

VacationBot: Awesome. And what day will you be back? (Use dd/mm/yyyy again)

Leo: 21/11/2017

VacationBot: Alright, is that Tue Nov 21 2017?

Leo: Yep

VacationBot: Bingo! Got it. I will remind the team that your vacation will take place between Mon Nov 20 2017 and Tue Nov 21 2017. Is that alright?

Leo: Yes
If it were easy it would have been done already

PETER’S LAW #23
## ONBOARDING

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>TO DO: Need to onboard a new employee? Let’s do it! Let me know who the new employee is and I will walk them through the company policies. New employee.</td>
</tr>
<tr>
<td>2</td>
<td>TO DO: Hi “First Name”! Welcome to the team! We’re excited to have you here with us. It’s important that you know a few things about how our team works. Ready to learn more?</td>
</tr>
<tr>
<td>3</td>
<td>TO DO: First, we primarily communicate via Slack. You’re already here, so good job so far 😊. &quot;General&quot; is the channel we use for general announcements. &quot;Random&quot; is for funny gifs.</td>
</tr>
<tr>
<td>4</td>
<td>TO DO: Next, we typically have team meetings on Monday morning. We take turns providing doughnuts 🍩.</td>
</tr>
<tr>
<td>5</td>
<td>TO DO: Finally, our office hours are typically 8:30 AM - 5:30 PM MST. Please be available during these times so team members can reach out. If you have any questions, reach out to Person who launched Mission or ask in &quot;questions&quot;. Again, welcome aboard!</td>
</tr>
<tr>
<td>6</td>
<td>NOTIFY:  New employee has completed their &quot;new employee onboarding&quot;. Don’t forget to deliver their welcome swag bag.</td>
</tr>
</tbody>
</table>
When I get a new email in Gmail
Without a target you’ll miss it every time

PETER’S LAW #24
Statsbot

I can send this to you on daily or weekly basis - just say @statsbot schedule pageviews by country

Leo 10:14 AM

help

statsbot 10:14 AM
Learn about Statsbot:

Dashboard is the location of your most important reports - as decided by you and your team.
You can save metrics and reports to dashboard, and the whole team can access them in just one click!
Type dashboard to access this feature, or push this button:

Show Dashboard

Statsbot 10:14 AM

Team Dashboard
It's empty yet.
Save reports and metrics by pressing to Dashboard on each message.
Try one of these commands:

Summary Users Last Week Users Last Month Messages Last Month

Find out more:

About Dashboard

Message @statsbot
 Allies 7:30 AM

You standup report is here:

**Your the most important updates**

15 Create march-6.txt | Reopened

DEV-406 Verify e2e v.0.2 | Updated

DEV-404 Production Apps can be used - Jira/GH/Slack | Transitioned

DEV-403 When create an entity handle empty sources/destinations | Transitioned

80 Release 20180306 | Closed

DEV-411 When user logins a new org+user is created | Transitioned

26 DEV-406 e2e | Closed

25 DEV-406 fixed Github created events | Closed

Show less

**Things you may work on today**

PR#17 Create rrr | Open

PR#16 Create xxx | Open

PR#15 Create march-6.txt | Open

DEV-406 Verify e2e v.0.2 | In Progress

Was this helpful?

👍 👎
BURNDOWN AND METRICS DELIVERY
Find something you would die for and live for it

PETER’S LAW #29
Take aways

- New space
- Mix and match
- Robust
- Easy to start
Thank you
Reach out if you need help

LEO
@DISTRIBUTEDLEO