

# Breaking Barriers, Building Reliability & Becoming Automated

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A DevOps to NoOps Panel Discussion



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A DevOps to NoOps In Action  
A Panel Discussion

 **dynatrace**  
**Perform**

**Nestor Zapata**

Data Center & Cloud  
Operations Manager

Citrix



**Anjeneya Dubey**

Sr Dir Performance & SRE

McGraw Hill Education



**Mike Legg**

Manager - Testing and  
Release Management

Transurban



**Andreas Grabner**

DevOps Activist

Dynatrace



# Autonomous Cloud Self-Assessment Results

*Averages across all PERFORM speakers*



200 : 1  
6 : 1

Dev : Ops Ratio

~ 3 Weeks

Code/Config Change to  
Prod

~ 45 Days

Feature Requirement to  
Production

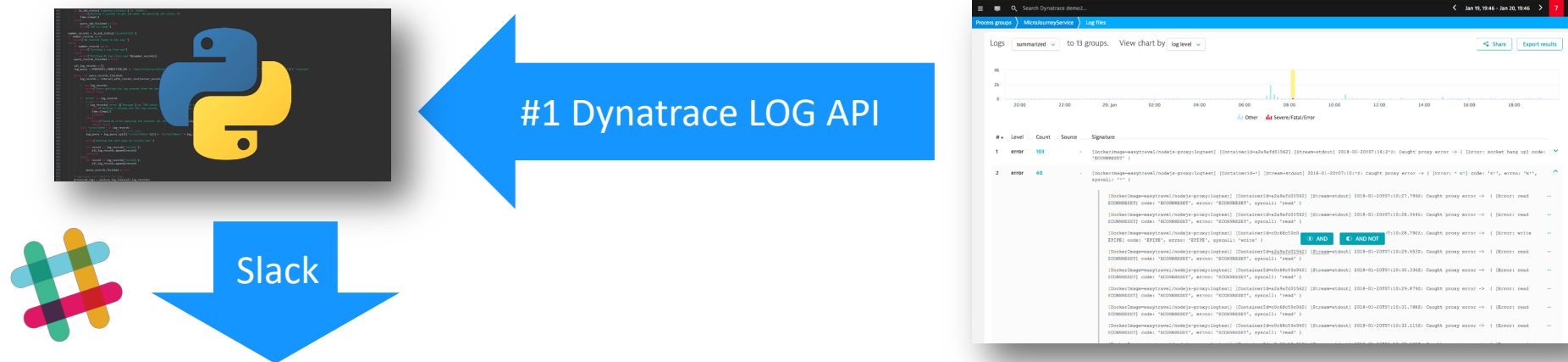
*Question: How can we improve these?*

Take the survey: <https://dynatrace.ai/acsurvey>

# Breaking Barriers

Monitoring as a Common Language

# Breaking Barriers example: Feature feedback usage to DevOps Slack



**Nob (NoOpsBot)** APP 3:46 PM  
Jan 10, 2019 2:41:23 PM - [xxxxxx@ruxit.com](#) - Sending invitation email for License [xxxxxx](#) [License 01], Installer =

**Nob (NoOpsBot)** APP 5:46 PM  
Jan 10, 2019 4:32:49 PM - [xxxxxx@ruxit.com](#) - Sending invitation email for offline License TRIAL - [xxxxxx](#), Bu  
075558 js: 1.157.212.20181213-164340 sg: 1.157.215.20181217-084002 + nginx + [xxxxxx](#)

**Nob (NoOpsBot)** APP 6:31 PM  
Jan 10, 2019 5:20:15 PM - [xxxxxx@ruxit.com](#) - Sending invitation email for License [xxxxxx](#) [Perm], Installer =

**Nob (NoOpsBot)** APP 7:46 PM  
Jan 10, 2019 6:41:48 PM - [xxxxxx@ruxit.com](#) - Sending invitation email for License [xxxxxx](#) [Term], Installer =

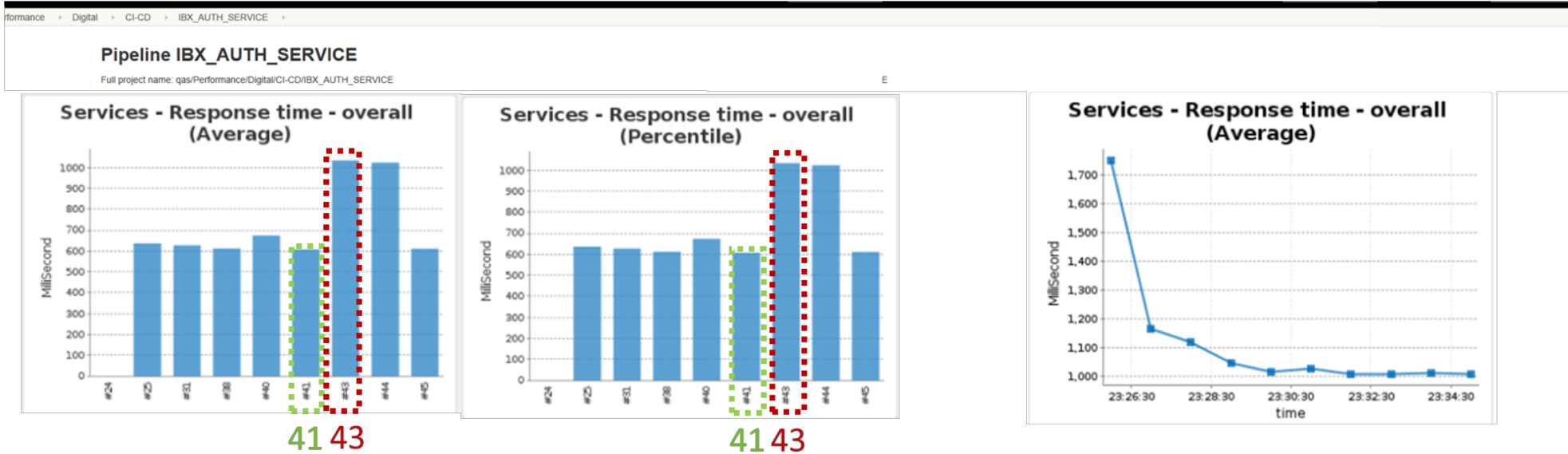
**Nob (NoOpsBot)** APP 10:16 PM  
Jan 10, 2019 9:08:33 PM - [xxxxxx@ruxit.com](#) - Sending invitation email for License [xxxxxx](#) [License 01], Installer =

Today

**Nob (NoOpsBot)** APP 1:46 AM  
Reached build 3744 now - audit analysis job still alive.

**Nob (NoOpsBot)** APP 5:01 AM  
Jan 11, 2019 4:00:03 AM - [xxxxxx@ruxit.com](#) - Sending invitation email for License [xxxxxx](#) [License

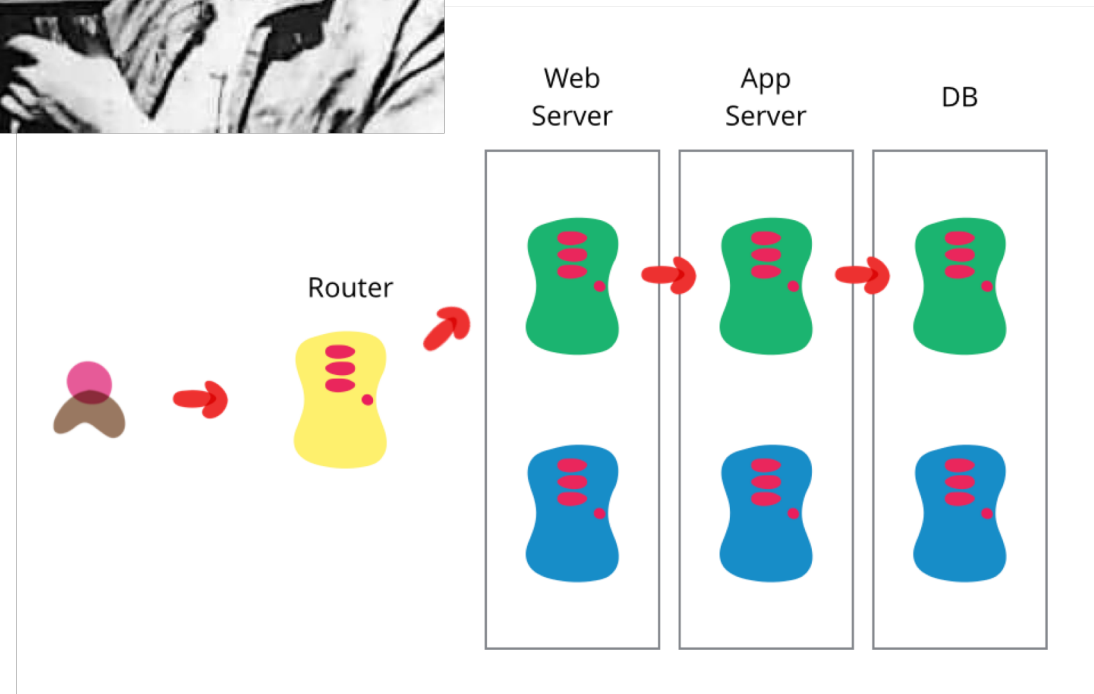
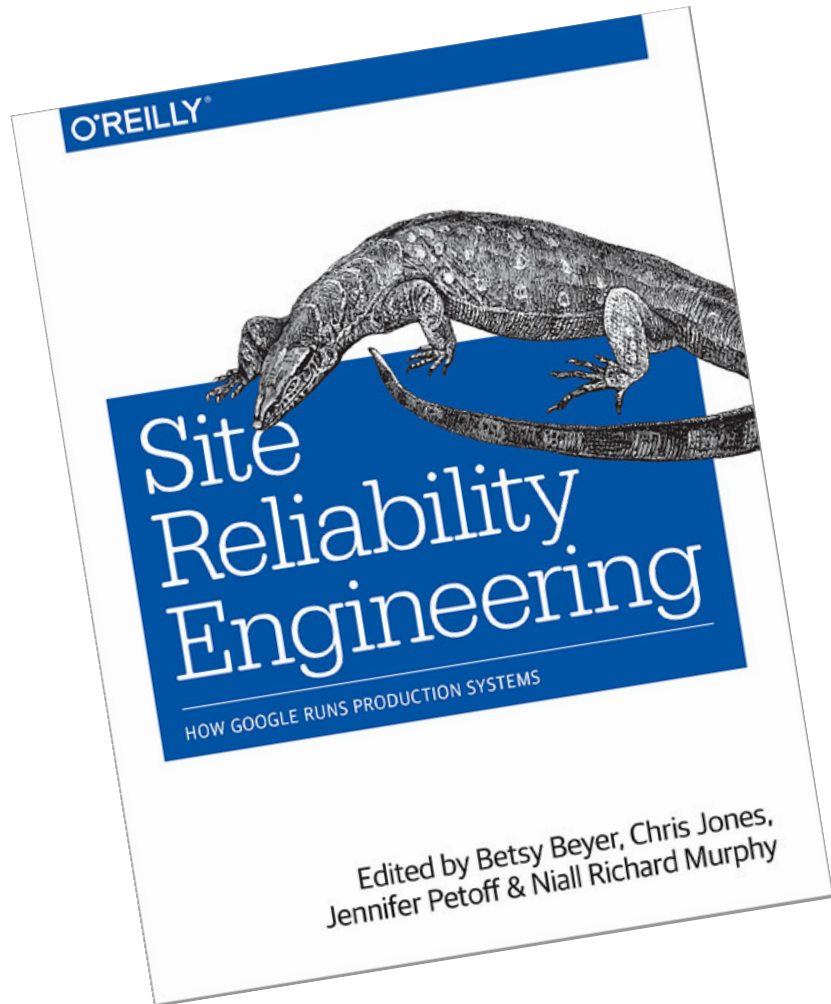
# Breaking Barriers example: Visualizing quality metrics in different forms & shapes



# Building Reliability

The Rise of Site Reliability Engineers (SRE)

# Building Reliability: Topics

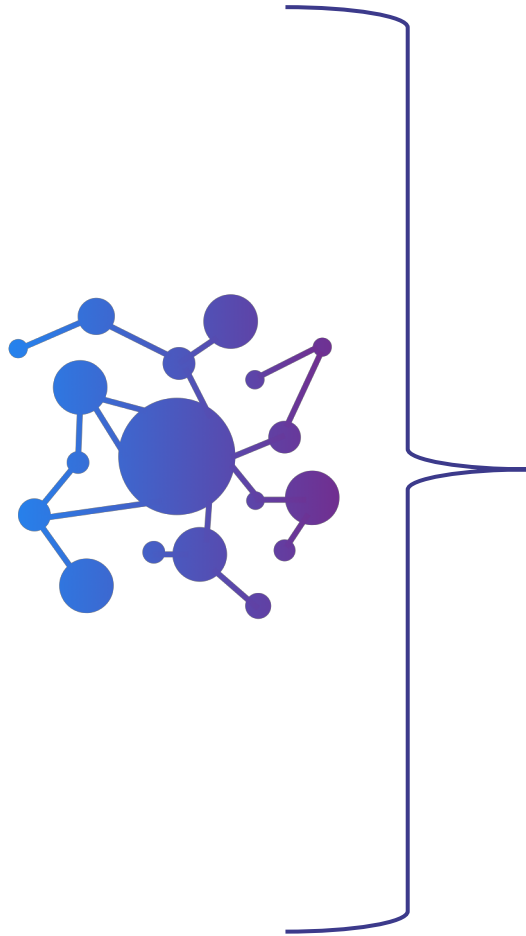


# Becoming Automated

“DAVIS, Fix that Problem for Me”

# Becoming Automated example:

## Bots for safer deployments



**Atom** APP 8:43 AM

#keysvc\_selfheal keysvc15 - KeyService failing on 15 Node



**Ultron** APP 8:43 AM

Let me try to fix it...

KeyService self healing work flow has been executed on keysvc15.



**Atom** APP 3:50 AM

#Deployment Request from gourav.saxena@citrix.com

**Request:** RITM0210319

**Title:** Deploy v18.12.54

**Environment:** Pre-Prod

**Build:** v18.12.54

**TicketStatus:** true

**PreprodPath:** PreProd\_v18.3

**TestPath:** TEST\_v18.3




**Ultron** APP 3:50 AM


Are you sure this build v18.12.54 exists? I can't find it!


# Becoming Automated example: Bots to answer common questions


**Thread**  
#wwops-webops-dt

**Nestor Antonio Zapata** Today at 11:22 AM  
@davis

3 replies

**davis** APP < 1 minute ago  
Good morning! It looks like you have three open problems. would you like to see a list of these issues?

**Nestor Antonio Zapata** < 1 minute ago  
yes

**davis** APP < 1 minute ago  
Here are the problems you requested.

Page 1 of 1


**827: Abnormally Slow Response Time**  
**Time Frame** Today at 10:46 AM - Today at 11:22 AM  
**Affected Service** TestVantiveData  
**Service Method** acspGetAuditTrailByObjectIdObjectTypeAndColumnName

**28: User Defined Alert**  
**Time Frame** Yesterday at 11:51 PM - Today at 11:22 AM  
**Affected Service** Prod-/CitrixServices

**573: Increase in Failure Rate**  
**Time Frame**  
**Affected Service**

any issues last night

10:11:28 AM



There are currently two open problems.  
Page 1 of 1

**28: User Defined Alert**  
**Time Frame** Dec 17 at 11:51 PM - Dec 18 at 10:11 AM  
**Affected Service** Prod-/CitrixServices

**573: Increase in Failure Rate**  
**Time Frame** Dec 14 at 12:39 PM - Dec 18 at 10:11 AM  
**Affected Service** PreProd-  
Please select an item, or say 'next page'.


First

Second

10:11:32 AM

any recent deployments

10:10:04 AM



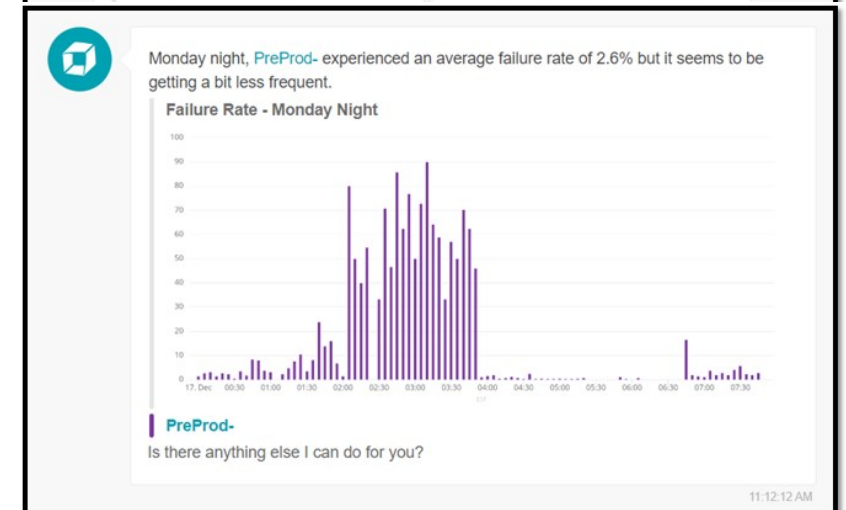
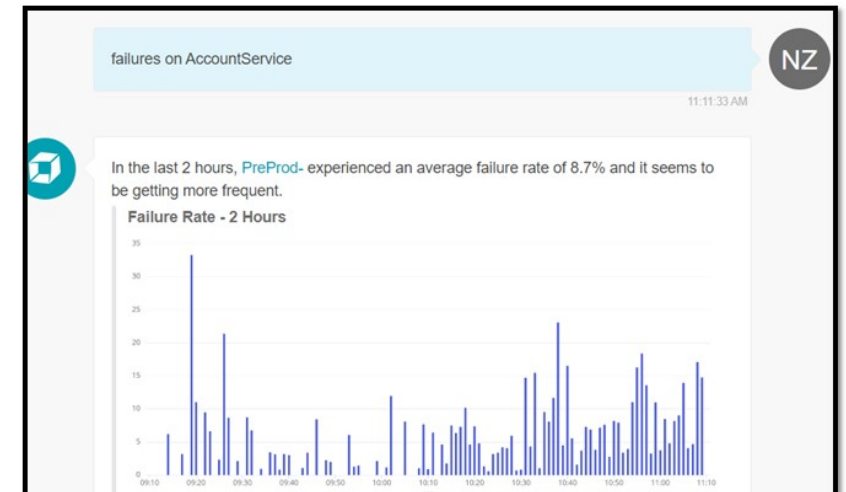
MyCitrix-PreProd Deployment.

**Infrastructure** ITCVM2633.citrix.net  
**Time** Yesterday at 10:14 PM  
**Custom Properties** Service-Now Request - RITM0212267  
Products - NotificationFabric, HostingService, CitrixDataSyncMonitor, Citrix.Web.InternalApps, MyCitrix,  
Requester - khalil.ouassali@citrix.com  
Jenkins Build Number - 1553

**Version** v18.12.79

Is there anything else I can help you with?

10:10:06 AM



# Take the survey & learn and advance!

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Thank you

