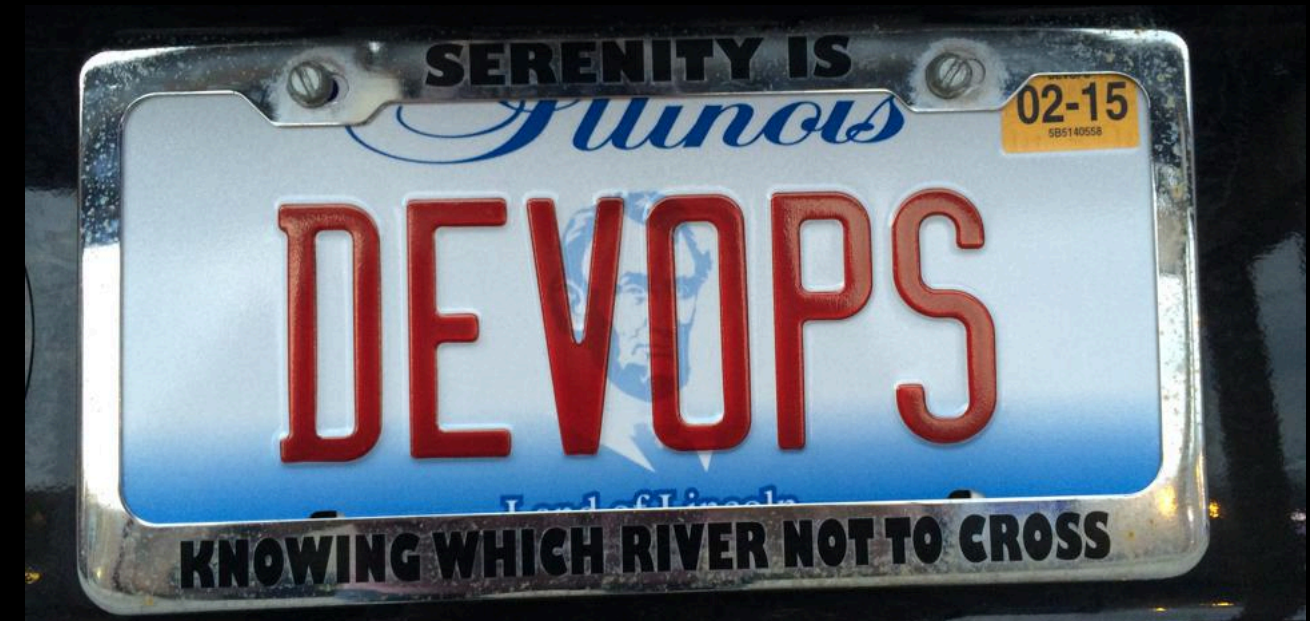


# THE FIVE LOVE LANGUAGES OF DEVOPS

# WHOAMI



**WHAT IS THIS DEVOPS THING  
ANYWAY?**



**Khushil Dep**

@khushil



Follow

#DevOpsIsNot copy-pasting answers from #stackoverflow



**DevOps**

@joshhertzse



Following

#devopsisnot a fullstack 10x rockstar engineer.



**Rachael**

@halfwrittentale



Follow

#DevOpsIsNot just developers being on call



**Rainbow DashOps**

@mattstratton

#DevOpsIsNot just reading The Phoenix Project



**Jason Walker**

@TheDesktophero



Following

#DevOpsIsNot about avoiding discipline and structure, or just about t-shirts & stickers



**James Hebden**

@james\_hebden



Follow

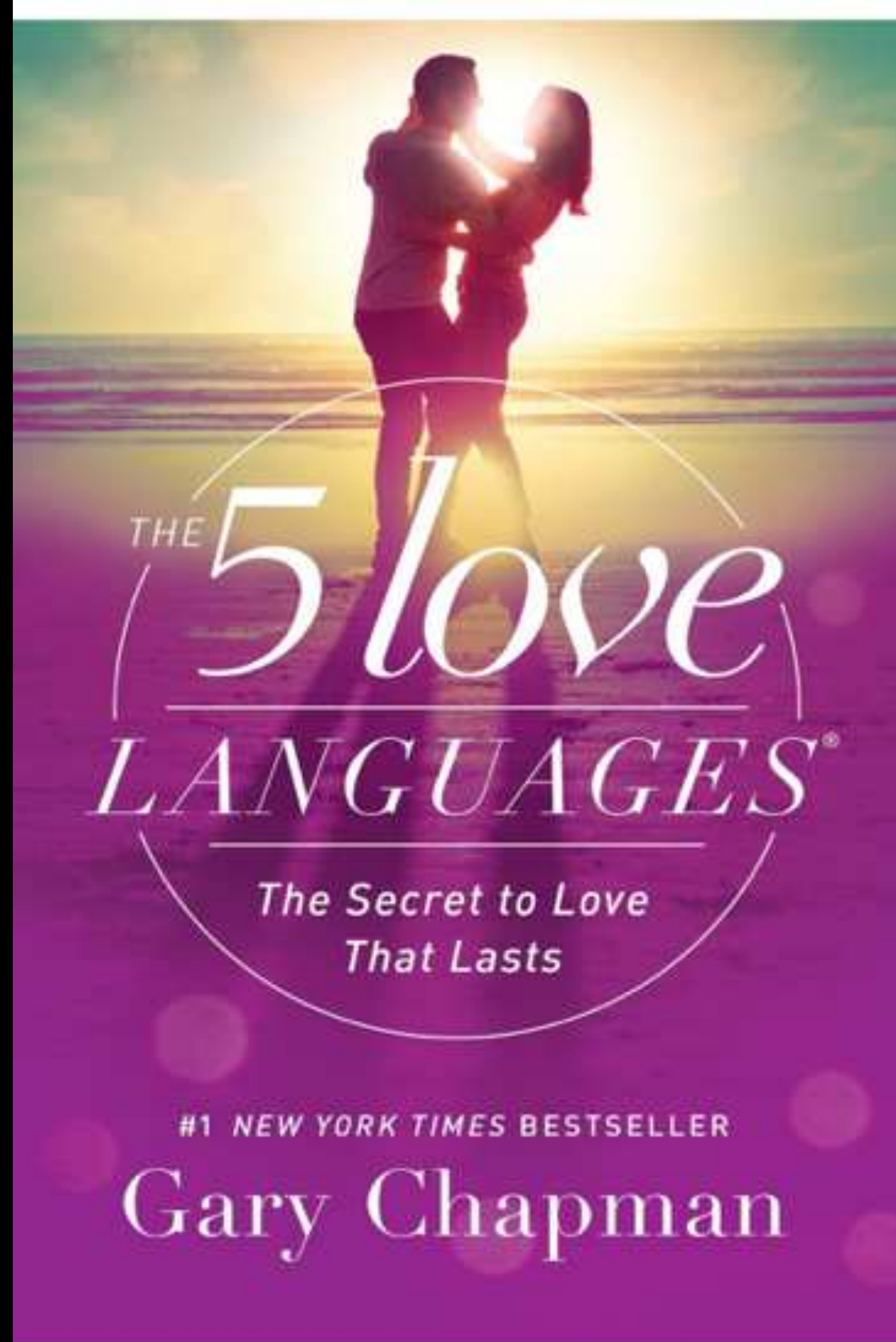
#DevOpsIsNot your [blurred] khakis.

**"A cultural and professional movement, focused on how we build and operate high velocity organizations, born from the experiences of its practitioners."**

**-- Chef Style DevOps<sup>1</sup>**



<sup>1</sup> [https://youtu.be/\\_DEToXsgrPc](https://youtu.be/_DEToXsgrPc)



# THE FIVE LOVE LANGUAGES

**WHAT DOES THIS HAVE TO DO  
WITH SHIPPING SOFTWARE?**

**CALMS**

**CULTURE**

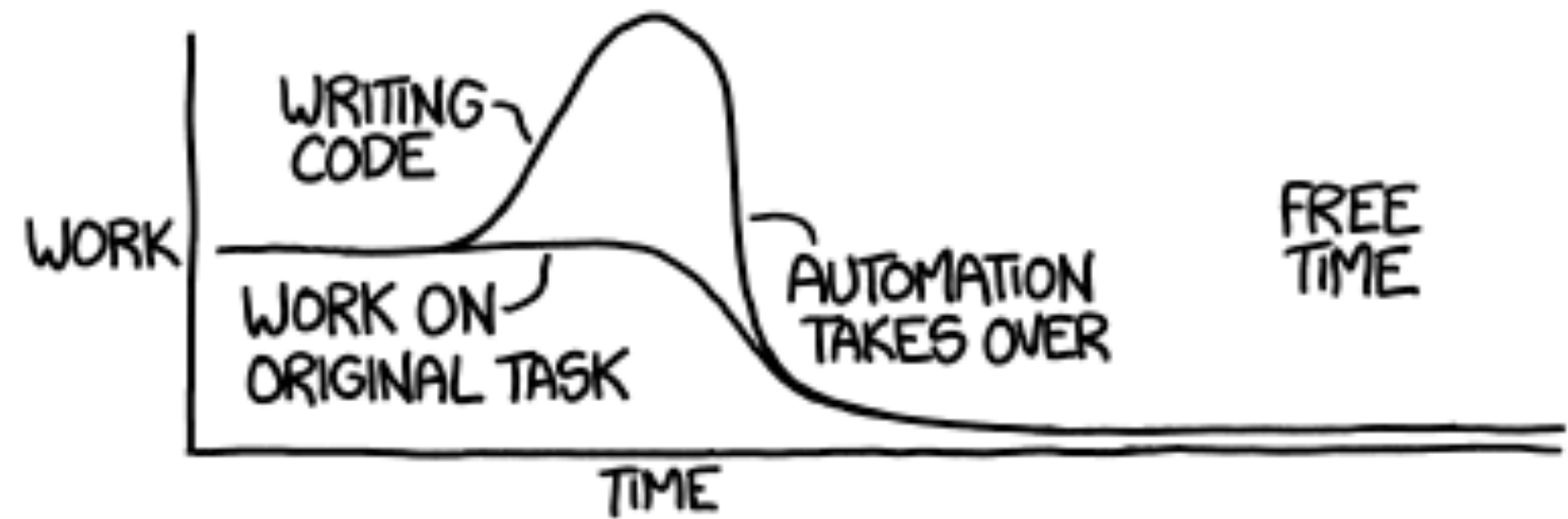
*You can't directly change culture. But  
you can change behavior, and behavior  
becomes culture*

**– Lloyd Taylor, VP Infrastructure, Ngmoco**

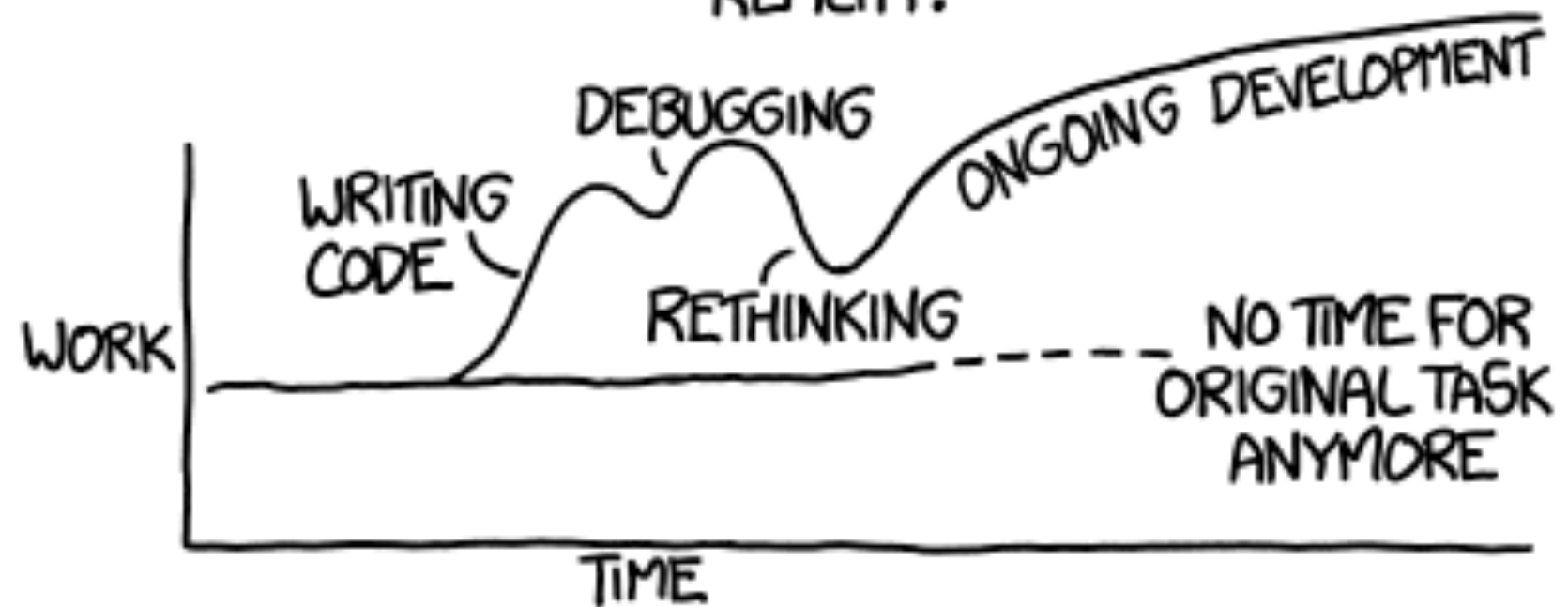
# AUTOMATION

"I SPEND A LOT OF TIME ON THIS TASK.  
I SHOULD WRITE A PROGRAM AUTOMATING IT!"

THEORY:



REALITY:



*“Asking experts to do boring and repetitive, and yet technically demanding tasks is the most certain way of ensuring human error, short of sleep deprivation, or inebriation.”*

**– Continuous Delivery, Jez Humble and David Farley**

**LEAN THINKING**

**MEASUREMENT**

**SHARING**

gifbin.com



**WUT?**

**EACH OF THESE IS A  
“DEVOPS LOVE LANGUAGE”**

*If you find yourself thinking "this is crystal clear to me, why aren't they seeing it?," that's more about you than it is about them.*

**— —Bill Joy, Arrested DevOps Episode 33**

**IT'S NOT ENOUGH TO GET SOMEONE TO DO IT,  
THEY NEED TO SEE THE VALUE IN THEIR OWN  
LANGUAGE**

# DISC

- ▶ **Dominant/Direct**
- ▶ **Influencing**
- ▶ **Steadiness**
- ▶ **Conscientious**

## **D**ominant

- Want to be #1
- Logical Thinking
- Wants to be in charge

## **I**nfluencing

- Optimistic
- Emotional Thinking
- Crave approval

## **S**teadiness

- Logical Thinking
- Want documents and facts
- Dislike conflict

## **C**onscientious

- Dislike aggression
- Asks questions
- Uses caution; needs time to think

**DIRECT  
LEAN/MEASUREMENT**

**INFLUENCING  
CULTURE/SHARING**

**STEADINESS**

**AUTOMATION/MEASUREMENT**

**CONSCIENTIOUS  
SHARING/MEASUREMENT**

**ASSESS THE DRIVERS**

**BE A SALESPERSON**

**TALK THEIR LANGUAGE**

# COMPLIANCE VS. COMMITMENT

**THE BEST CHANGE INFLUENCERS ARE THOSE  
WHO DON'T SEE PEOPLE AS SOMETHING THEY  
'HAVE TO DEAL WITH'.**

**BRING PEOPLE ALONG FOR  
THE RIDE**

**QUESTIONS?**



# MORE STUFF

- ▶ <http://arresteddevops.com/devops-culture-change/>
  - ▶ <https://github.com/chef/devops-kungfu>
    - ▶ @mattstratton on the twitters
- ▶ <https://github.com/mattstratton> on the githubs