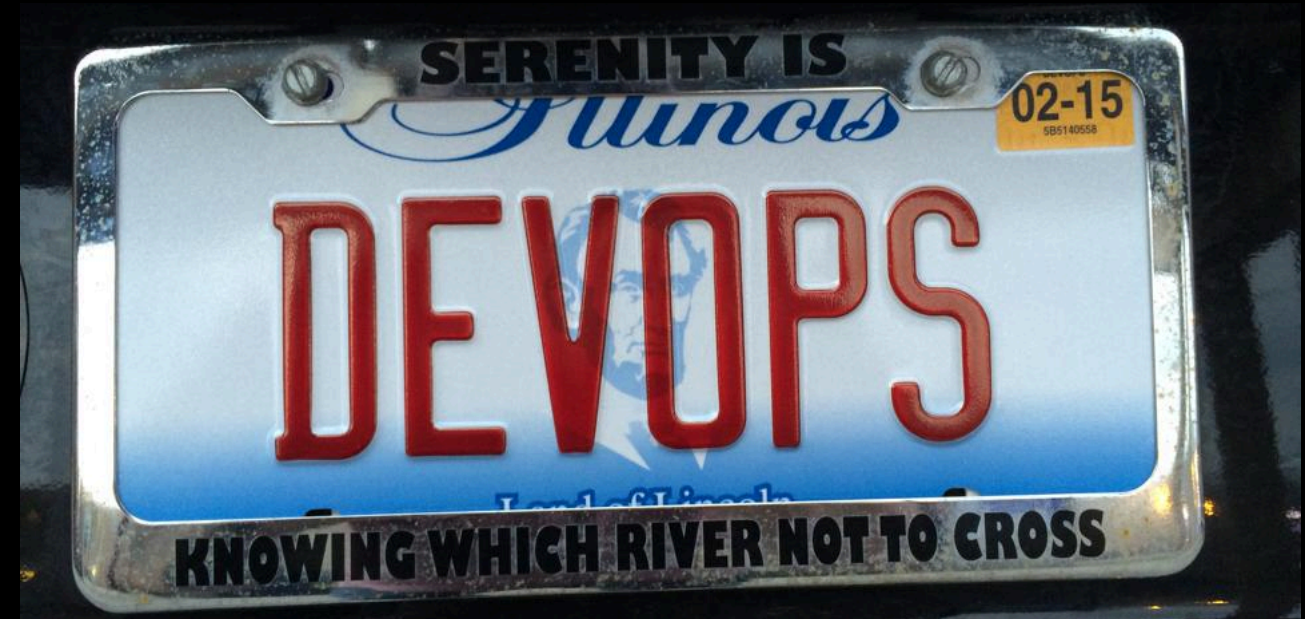


THE FIVE LOVE LANGUAGES OF DEVOPS

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

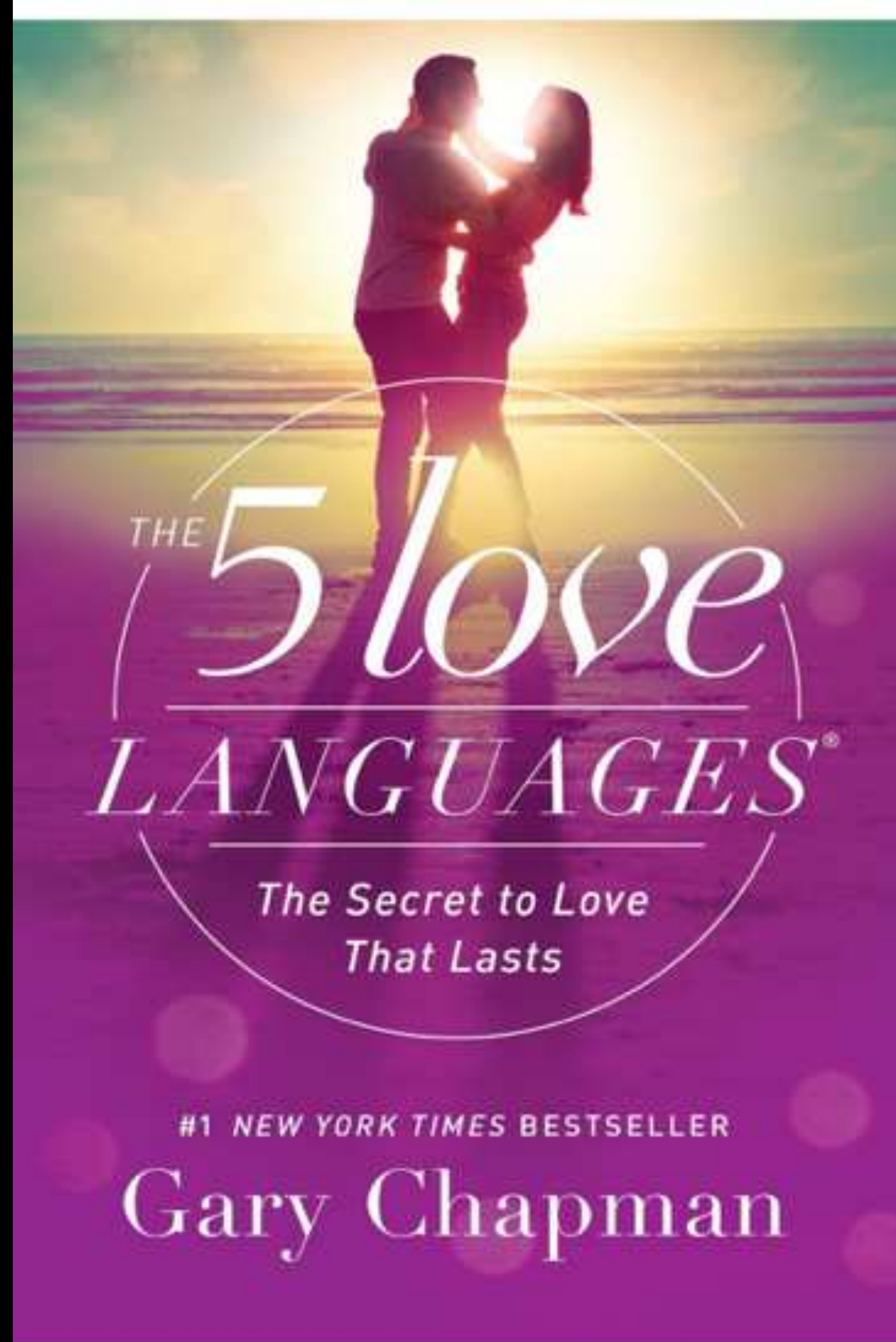
#DevOpsIsNot your [blurred] khakis.

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

-- Chef Style DevOps¹



¹ https://youtu.be/_DEToXsgrPc



THE FIVE LOVE LANGUAGES

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

CALMS

CULTURE

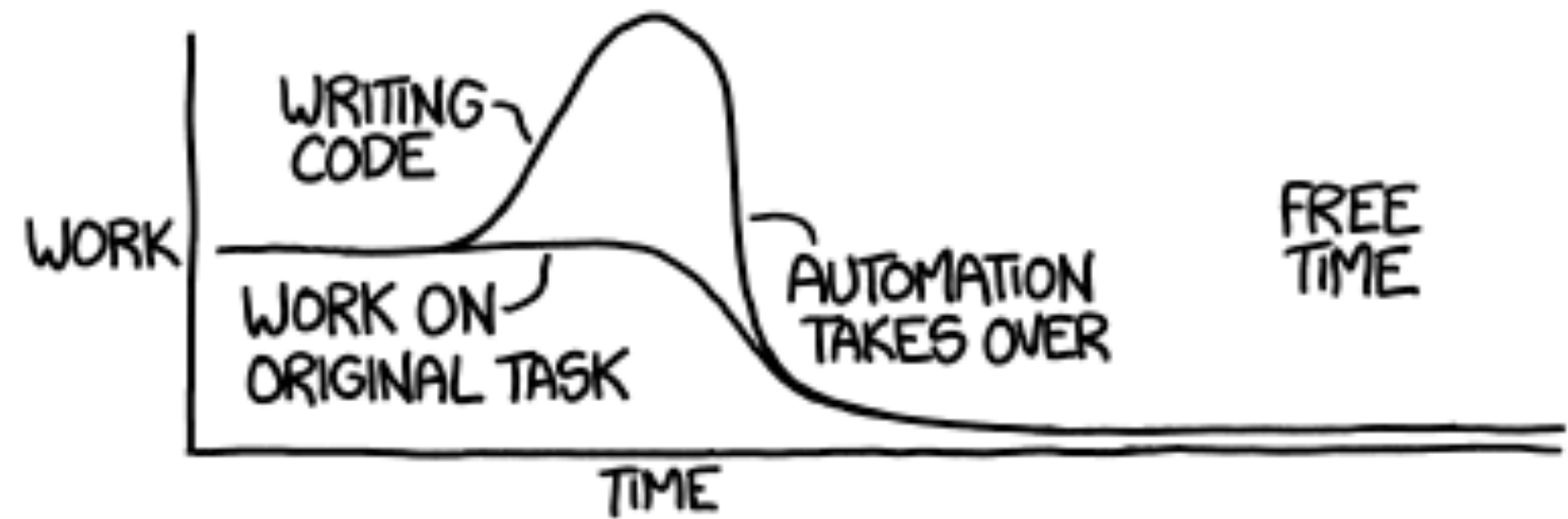
*You can't directly change culture. But
you can change behavior, and behavior
becomes culture*

– Lloyd Taylor, VP Infrastructure, Ngmoco

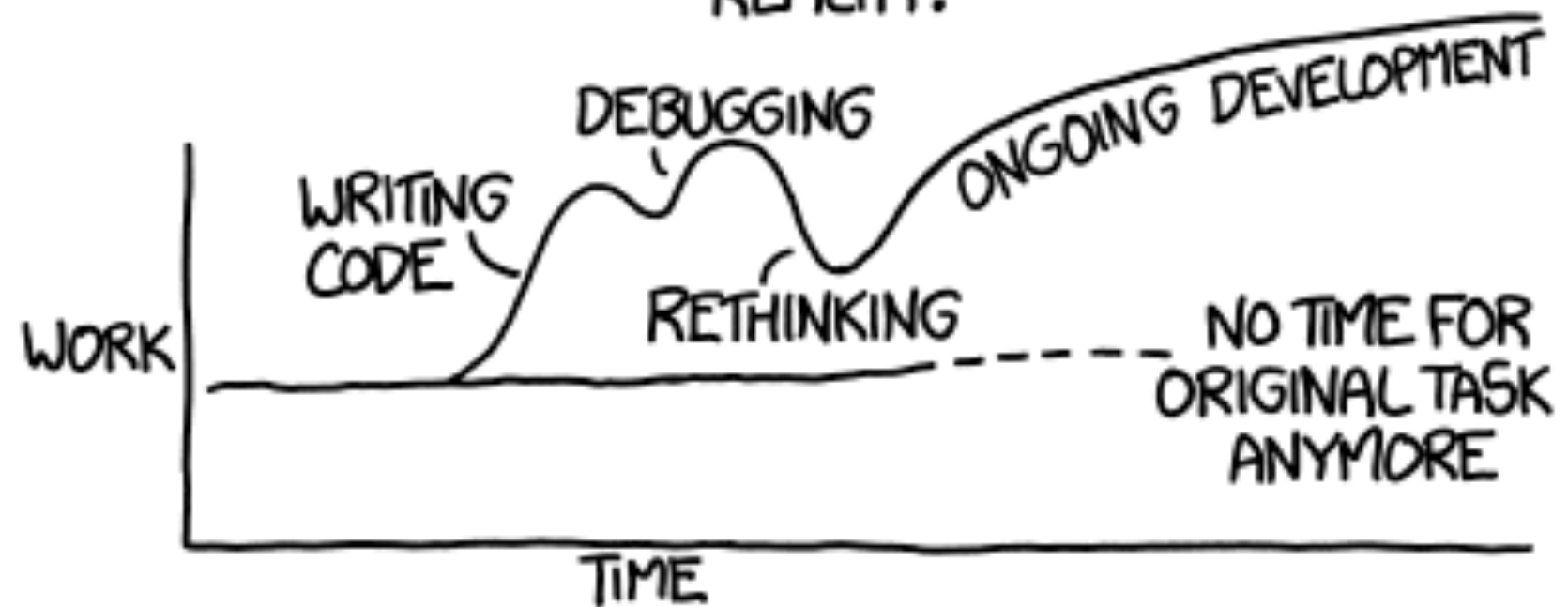
AUTOMATION

"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**

Dominant

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

Influencing

- Optimistic
- Emotional Thinking
- Crave approval

Steadiness

- Logical Thinking
- Want documents and facts
- Dislike conflict

Conscientious

- 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