

a career

how and why

@postwait

+Theo Schlossnagle

Hi, I'm Theo

I've made a career in  
“this stuff”

@  omniTI

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

and one class

I graduated last year

applying for: expert

**HOORSEHIT**

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

**Beijing ACM Chapter**  
**Chair: Daniel Zeng**

No.95 Zhongguancun East Road  
East Bldg #506  
Beijing, China 100190  
[feiyue@gmail.com](mailto:feiyue@gmail.com)  
Phone: 62611816

# step #3

**Chongqing ACM Chapter**  
**Chair: Qihai Zhou**

No. 174 Shazhengjie, Shapingba  
chongqing, China 400044  
[qihaizhou2000@126.com](mailto:qihaizhou2000@126.com)  
Phone: +8613871116045

**Chengdu ACM Chapter**  
**Chair: Professor Yiguang Liu**

UESTC  
#2006 Xiyuan Blvd,  
Gaoxin West District  
Chengdu, China 611731  
[kellyzhang@uestc.edu.cn](mailto:kellyzhang@uestc.edu.cn)  
Phone: +86-28-61831633

**Wuhan ACM Chapter**  
**Chair: Qi Luo**

Xiongchu Road 693  
wuhan, China 430073  
[ccnu\\_luo2008@yahoo.com.cn](mailto:ccnu_luo2008@yahoo.com.cn)  
Phone: +862787772258

**Hangzhou ACM Chapter**  
**Chair: Zhaohui Wu**

Dept. of Computer Science,  
Zhejiang Univ.  
Hangzhou, China 310027  
[gangpan@gmail.com](mailto:gangpan@gmail.com)  
Phone: +86-571-87951647

# 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...

This is a Lie

# 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 a lie

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

---

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

# Your Job

---

# Ops' Job

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

---

**Ops' Job**  
Packaging  
Provisioning  
Monitoring  
Deployment Resource Planning  
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**  
Packaging  
Provisioning  
Monitoring  
Deployment Resource Planning  
Production Troubleshooting Root Cause Analysis Oncall

# Your Job

MySQL

C/C++

Browsers

HTML

Javascript

Java

Databases

PHP

CSS

Erlang

Perl

Packaging

Provisioning

Deployment

Monitoring

Resource Planning

Production Troubleshooting

Root Cause Analysis

Oncall

# Generalist

MySQL

HTML

C/C++

Browsers

Javascript

Java

Databases

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