



How to Put Information in the Middle of the Conversation to Bring Teams Together

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Drilling Info

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Chat Ops

References * (?) – <https://speakerdeck.com/jnewland/chatops-at-github>

- What is Chat-Ops and how and why to use it
- See how DI uses chat ops everyday
- How DI extends hubot and deploys it
- Future Plans at DI for chat ops

Sparky



CM

See Em

GitHub	william-soula commented on pull request 131 of DI2Infrastructure/di_api_environment : You need a corresponding pull request adding it to...	8:03 AM
Sparky Sanchez	There have been 14 unique non DI visitors today	8:45 AM
GitHub	william-soula created branch 0.39 of DI2Infrastructure/di_environment	9:21 AM
GitHub	william-soula pushed to branch master of DI2Infrastructure/di_environment - Bump version (ac5e08d)	9:22 AM
GitHub	william-soula created branch 0.27 of DI2Infrastructure/di_api_environment	9:22 AM
GitHub	william-soula pushed to branch master of DI2Infrastructure/di_api_environment - Bump version (be9c971)	9:23 AM
Will Soula	sparky cm me 2014/04/22 work on presentation for Keep Austin Agile 2015	10:41 AM
Sparky Sanchez	Created	10:41 AM
Kevin Daniels	sparky cm me Troubleshooting authz for Intl	10:43 AM
Sparky Sanchez	Created	10:43 AM

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Sparky



CM
See Em

Sparky Sanchez Nodes that haven't converged in the test-app environment in awhile (please consider deleting them, my next incarnation will delete them):
vmw-test-app-courthouse-search01v: 294 hrs
aws-uw1-test-app-map-3d2f08fe: 948 hrs
vmw-test-app-runsheet01v: 31 hrs
aws-us-east-1-uptime: 1456 hrs

[Show more](#)

Will Soula where is the marvel dashboard 2:43 PM

Sparky Sanchez Marvel Dashboard

[http://\[ip of node in cluster\]:9200/_plugin/marvel/kibana/index.html#/dashboard/file/marvel.overview.json](http://[ip of node in cluster]:9200/_plugin/marvel/kibana/index.html#/dashboard/file/marvel.overview.json)

Will Soula what is the ip of the elasticsearch-index* role in the test-app-elasticsearch environment 2:43 PM

Sparky Sanchez Thinking...
10.139.2.87

Will Soula sparky load pdendetails using 10.139.2.87 2:43 PM

Sparky Sanchez Loading...
Response body: {"id":"248a395c-6cf5-4788-b8e5-602d9136e30c","index":"pdendetails201504221943","alias":"pdendetails","type":"historicalpden","startMsecs":1429731831137,"endMsecs":0,"status":"RUNNING","clusterName":"di-regulatory-data","batchSize":80000,"startPosition":0,"numberOfDbWorkers":4,"numberOfEsWorkers":4}

What is Chat-Ops?

- Interact with systems in chat
- Information in the middle of the conversation
- Teaching by doing

Why Use Chat-Ops?

- One place to control all systems
- Alerts cannot be ignored but can be bypassed with ease
- Github presentation
 - Everyone can see what is happening
 - Everyone can see what is happening, on their first day
 - By placing tools directly in the middle of the conversation, everyone is pairing all the time
 - Teaching by doing
 - This was always my main motivation with hubot, teaching by making things visible. Its an extremely powerful teaching technique
 - hide the ugly
 - put ugly nagios ui behind shiny chatting

Why Use Chat-Ops?

- Interact on mobile
 - can check state of systems on the go
 - possibly fix things remotely

How chat ops makes teams more agile

- All information gathered from systems in the agile process
 - rally/kanbanery/jira
 - jenkins/travis/teamcity
 - svn/git/cvs
 - datadog/newrelic/uptime
- feedback loop of best practices
 - see what other people are doing
 - help others get better
- increase throughput of work, no waiting
 - instantly see work ready for review
 - catch mistakes earlier

Technology Required

- Bot
 - hubot
 - interact with anything
 - run anywhere
 - jenkins bot
 - runs in jenkins
 - few, but important, use cases
 - slack
 - slash commands
 - slackbot
 - hipchat
 - hipchat integrations

Technology Required

- Webhooks
 - github
 - datadog
 - newrelic
 - uptime
 - jenkins
- Chat server/client and room
 - hipchat
 - slack
 - jabber

Other uses

- Drive code ownership
 - apis written for bot use
- Drive dev engagement with prod
- Possible entry-way to dev ops

Other Uses

- Shiny toy for people to congregate around
 - engage people bored with getting only "simple" tasks
 - put an api in your work and get info from it to the chat room
 - extend bot to do other tasks or do your tasks for you
- keep chat rooms in forefront of peoples minds, thus uniting geographically disperse teams
 - pop notifications
 - interesting info
- information delivery

What DI Has (Sparky)

- prod traffic
 - running count of unique visits a day
- automated test reports
 - runscope periodic runs
- jenkins reporting
 - build failures
 - releases
 - hipchat alert for long running job completion
- dynamic information
 - when is next release date
 - how to release code (gets default branch)

What DI Has (Sparky)

- fun
 - image me
 - lunch
- documentation
 - gets docs from github
 - same source as the web links

What DI Has (Sparky)

- 1 give me a cloudformation example (di-specific)
- 2 give me some griddle examples (di-specific)
- 3 how do I delete a jenkins job (di-specific)
- 4 how do I delete the EIS db (di-specific)
- 5 how do I get my <applapi> code into production (di-specific)
- 6 how do I get my code into production (di-specific)
- 7 how do I load the phoenix data (di-specific)
- 8 how do I rsync static layers (di-specific)
- 9 sparky build preprod (di-specific)
- 10 sparky cleanup newrelic (di-specific)
- 11 sparky cleanup the <applapi> stack numbered <jira ticket> (di-specific)
- 12 sparky cm me <name of card you want created on cm board> (di-specific)
- 13 sparky create deploy ticket <applapi> for <YYYY/MM/DD> date and <YYYY/MM/DD> preprod date
- 14 sparky load pdendetails using <ip> (di-specific)
- 15 sparky load pdenheaders using <ip> (di-specific)
- 16 sparky load wspwells using <ip> (di-specific)
- 17 sparky status - Gets the status of sparky (di-specific)
- 18 tell me about 2.0 - Interact with piwik (di-specific)
- 19 tell me about the (dev|test-appl|test-api) environment - Get list of stale nodes in enviro
- 20 tell me about the <region> region in aws - Tells you about the specified region in the ol
- 21 test the <test|preprod|prod> api stack (di-specific)
- 22 what are the DI urls (di-specific)
- 23 what is cm doing (di-specific)
- 24 what is in the next release (walk the project boards) (di-specific)
- 25 what is in the upcoming release (di-specific)
- 26 what is the <attribute> of the <role> role in the <env> environment (di-specific)
- 27 what is the aws url (di-specific)
- 28 what is the ip of the <role> role in the <env> environment (di-specific)
- 29 what is the next release date (di-specific)
- 30 what is the release process (di-specific)

31 what nodes are in the <prod applprod apilpreprod applpreprod apiltest appltest apil[load
32 what's the chon som menu (di-specific)
33 where is the marvel dashboard (di-specific)

Our Process

- most scripts written in coffeescript
- can fall back to bash or ruby etc
- open pull request with changes to hubot
- checkin to master causes cookbook to be uploaded and chef converged

Future for DI

- deploys (sparkly switch production)
- redis for a persistent brain
- gate deploys with interactions with redis brain
- asks people to review/cleanup work
 - review pull request that is old and stale
 - asks to close pull request that is old and stale
 - asks to delete unused nodes/clients/cookbooks/repos/artifacts