



# ChatOps

100'000 Slack messages and 10 support tickets

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# \$> whoami bastian




- System Engineer at amaze.io
- Zurich, Switzerland
- @dasrecht
- Too many sideprojects!
  - DevOpsDays Zurich
  - CommunityRack.org
  - Openair Cinema
  - Running Tor Exit nodes for fun

# Unified Communication

The beginning of Chat(Ops) at the workplace





# What is this ChatOps thing?

Operational Paradigm

Unifying your ways of communication

Systems - Giving you Information Updates

Telling systems what to do

 #204 branch: `master` on <http://www.drupal-austria.at>


05:49 ☆

 #204 `master` [www.drupal-austria.at](http://www.drupal-austria.at) 4m2s

```
Merge remote-tracking branch 'origin/develop' - 7cf4e0a
merged develop, trigger deploy to test site - 4391473
Merge branch 'feature/dat-220' into 'develop' - 7e5cc0f
Merge branch 'feature/dat-216' into 'develop' - 67ecacd
```

[Show more...](#)

# What is this

 **netdata on batch2.prod.** [redacted] APP 11:29 AM ☆  
batch2.prod.p [redacted] needs attention, `disk_space._` (↘), **out of disk space time = 6h**

× **out of disk space time = 6h**  
estimated time the disk will run out of space, if the system continues to add data with the rate of the last hour

`disk_space._` /

by batch2 | Yesterday at 11:28 AM



08:24 **PagerDuty** APP

Triggered **#6888**: Website | Your site '**[redacted].cn** - cn1.single' went down

Assigned: **StatusCake HealthCheck-LOW**

Service: **StatusCake HealthCheck-LOW**

↓ Low Urgency

Integration: StatusCake

✅ Resolved by StatusCake | Oct 13th at 08:26

Acknowledged **#6888**: Website | Your site **[redacted].cn** - ... **Jump** | by **Bastian Widmer**

08:25 **Bastian Widmer** 🇺🇸 checking... the site comes trough partially but i think the upstream is failing  
ssh connection is sloooooooooow

08:26 **Bastian Widmer** 🇺🇸 added this Diff snippet ▾


```

1 Backend backend is Healthy
2 Current states good: 9 threshold: 1 window: 10
3 Average responsetime of good probes: 0.602914
4 Oldest                                     Newest
5 =====
6 -44444444-44444-44--4-----44444--44-44-4-----444444444-44- Good IPv4
7 -XXXXXXXX-XXXXX-XX--X-----XXXXX--XX-XX-X-----XXXXXXXXXX-XX- Good Xmit
8 ---R-R-RR-RRR-R--R-----RRRRR--RR-RR-R-----RRRRRRRRR-RR- Good Recv
9 ---H-H-HH-HHH-H--H-----HHHHH--HH-HH-H-----HHHHHHHHH-HH- Happy

```

08:26 ☆ **PagerDuty** APP

Resolved **#6888**: Website | Your site '**[redacted].cn** - ... **Jump** | by **StatusCake**



# What we do at amaze.io

NOT ChatOps in the *classical* sense

Engineers online 24/7


Very fast response times, low friction

Short communication paths to our  
customers

Impact on your DevOps-ability

Interrupt/Support and Engineering work  
become 2 week shifts



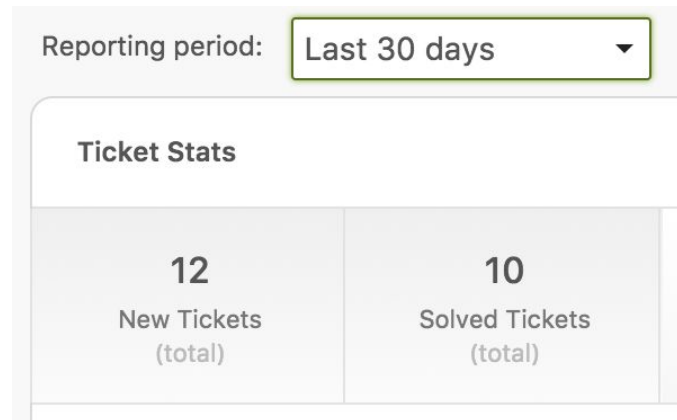


# Chat vs. Zendesk

Slack

↑ 12,042 messages (+11.1%) over the last 30 days. [Upgrade](#) to unlock unlimited messages.

Zendesk





# Benefits

Transparency

Faster turnaround times for issues

No need of “to file a ticket”

Limit access to systems

Not giving people sudo access anymore

Not needing to ACK Issues in a separate tool

Support: Documentation gets really good over time



# Downsides

No clear long-term history

Multitasking isn't always fun

If your chat is down - you are blind, deaf and mute and miserable



## Backup?

09:13

**Bastian Widmer**  uh...

ok slack works again

[@twardnw](#): if it fails again freenode #amazeeio

**Will chat go away?**

*I don't think so.*



# ATH++

## Questions, Comments

