

Hi.





Hydrostatic

7720

444

SmallOps

My First Year in IT Operations at Martin Luther College

Martin Luther College



MLC is ...

- Small private college
- Serves around 700 students
- Narrow focus (ministry preparation)
- Small IT staff (5.5 FTE with "new" staff)
- Expanding services, service requirements, etc.



The Journey to Ops

Not Recommended

- 2009 - Education degree
- 2009 - 2010 - contract worker at MLC
- 2010 - Genius at Apple Store
- 2011 - 2013 - Webmaster/Technician
- 2013 - present - "System/Network Admin"

“We are so screwed.”

Me, June 2013

“I’ll take over operations.”

Me, July 2013

“What have I done?”

Me, August 2013

What is SmallOps?

“SmallOps is about using culture, simplification, and tools to make small-scale IT better.”

Me, Two Weeks Ago

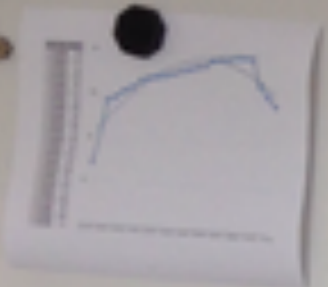


Synod Convention

Communication Is Paramount

- Clearly define needs and expectations
- Make sure everyone is "onboard"
- Start "opening the kimono"
- Err on the side of sharing too much

10 15



Thinking About

Talking About

Working On

Released

Thinking About column containing approximately 25 sticky notes in various colors (purple, orange, green, yellow).

Talking About column containing approximately 25 sticky notes in various colors (purple, orange, green, yellow).

Working On column containing approximately 25 sticky notes in various colors (orange, red, blue, yellow, purple, green).

Released column containing approximately 5 sticky notes in various colors (pink, orange, yellow).



Stack of sticky notes at the bottom left, including orange, pink, purple, red, and yellow ones.

Whiteboard markers (black, blue, red) and a yellow sticky note at the bottom right with the text 'NET WORK GENIUS' and a small figure icon.

- Our "Work Board"
- Helps us track ideas and projects
- Coded by who is responsible
- Projects (hopefully) move across the board
- Needs some tuning ...

Fiber Project

Effective THEN Efficient

Effective

- “Doing the right thing.”
- Solutions need to be the right solutions
- You need to have objectives to work from
- An ineffective solution is worthless

Efficient

- “Doing the thing right.”
- Iteratively making things better
- Considers maximizing costs and resources
- An efficient solution is not always worthwhile

Storage Disaster

Find Communities

- "Simple" updates are never that
- Be prepared for the worst
- Always try to keep your cool
- Get into communities and work with them
 - IRC was invaluable

- TTP is a great community
 - Let's make inside.thettp.org great!
- Join #novell on EFNet
 - (I'm usually UncleBob or boblmartens)
- Looking at getting abeNd.org more active again

Network Upgrade

It Is A Process

- First replaced backbone switch
- Moved on to branch switches
 - Included some configuration changes
- Changed the way we view our network
- Brought more changes
- ... and more changes ...

New Personnel

Always Stay Flexible

"We are not quite so screwed!"

Me, July 2014

- I was wrong ...
- Changed our project priorities
- Needing to learn even more skills
 - What is project management!?
- Outside expectations for department changed

Review Time

- Communication is Paramount
- Effective THEN Efficient
- Find Communities
- It Is A Process
- Always Stay Flexible

Make Things Better

Whatever your "things" might be...

bobmartens.net/talks/smallops2014

Thanks.