Healthy Operations
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- First install in 2001
- Working in IT since 2006
- Acquia
  - Enterprise Drupal As A Service
  - 100% Cloud based
  - 575 employees
    - 25% remote
  - Working remote for 3 years in May
What is bedrock?

- Waking up at least once a night thinking about work
- Waking up every morning tired and utterly exhausted
- Not exercising
- Quick to anger and negative thinking
- Inability to concentrate
- Feeling a tightness in your chest just thinking about certain things or people
- Not even feeling like playing Minecraft
Where does all of this stress come from?

- Personal stresses
- Work stresses
Personal Stresses

- I hadn't had longer than 1 week off, completely removed from work in over 3 years.
- I let my exercise slip
- I didn't take the time to do something completely separated from work
Being in Ops

- Everyone else could not work for a couple of days
- Reactive and interrupt driven
- Lazy adrenaline junkies
Growing pains

- May 2012 – 2,000
- Aug 2013 – 5,000
- Aug 2014 – 8,000
- Oct 2014 – 9,000
- Nov 2014 – 10,000
Being remote

- Unable to learn via osmosis
- Timing of handing over between shifts

Get Shit Done As A Service
External factors

- People not understanding/appreciating that computers are run by humans, not robots.
- Customers with custom code
- Introduction or removal of features or tools
It's a lot..

of things to deal with
of things to be responsible for
of things to break
of things to fix
How do we turn it around?
Ask “How're ya goin'?"
Take time off
Exercise more
Market ourselves better and be better communicators
Turn work off at the end of the day
Rubber ducking
Closing postulations

- These aren't just Operational issues
- If you have felt or do feel the same as I did, make a change.
- Positive feedback loops
  - Phil: karma karma?
  - OpsBot: karma's karma is 20
<3 Ops

Amin Astaneh – Ben Stoutenburgh – Brad Clark
Daniel Morante – Daniel Worthy – Emily Slocombe
Ian Shearin – James Goin – John Medway
John O'Keefe – Justin Porterfield – OpsBot
Pim Van Der Wal – Ricardo Amaro – Richard Razumny
Roland Sugars – Shane Van Hart – Tom Norris
William Van Hevelingen

Phil: karma ops?
OpsBot: ops's karma is 166
We're hiring :D

acquia.com/careers

Thank you :)

Acquia