

Healthy Operations



Acquia™

about:phil.ingram

- 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





BANG
HEAD
HERE

Contents:
Date:
Reference:

MSI
Z77A-G43









70
10.0

0401
0512
1000

POLARIS
5 White LED

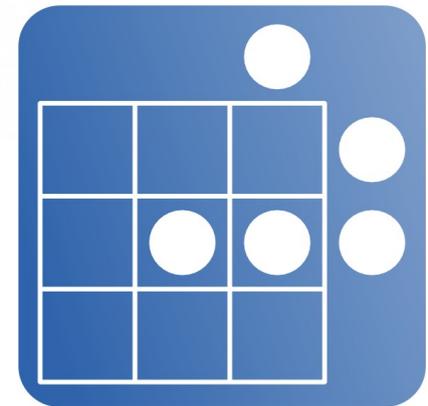
What is bedrock?

- 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



beyondblue
www.beyondblue.org.au

BlueHackers.org



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



ShitOpsSays @shit_ops_says · May 7

Get Shit Done As A Service



1



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

FIN

We're hiring :D

acquia.com/careers

Thank you :)

AcquiaTM