Making work visible: The role of Information Radiators and Telemetry

Find a table to sit with people you don’t know & introduce yourself

Anil Jaising & Suresh Chinnam
Impromptu Networking

**Invitation** Which one do you think works better to slow down drivers and why?

2: Stand up and pair up with someone in the room and have a discussion – 1 minute

4: Join another pair, continue to expand on previous discussion – 2 minutes

All: Let’s share with everyone what we learnt – 1 minute
The Garden Grove Experiment

Source: Harnessing the power of feedback loops by Thomas Goetz: Wired
Suresh Chinnam  
**Executive Director @ JPMorgan Chase**  
- DevOps and SRE Lead  
- 20+ years of enterprise software development in Financial Services  
- CSM, SAFe Agilist  
- Yoga Practitioner (no twists 😊)  

@aniljaising  
@sureshchinnam  
#Agile2019
Anil Jaising  
Executive Director @ JPMorgan Chase

Personal Mission  
*Bring Joy back to Teams*

- Agile, Lean and DevOps Thought Leader  
- 23 years of product delivery experience in Financial Services  
- CSP-SM, Certified Trainer “Training from the BACK of the Room”.  
- Third degree black belt in Karate

@aniljaising  
@sureshchinnam  
#Agile2019
Information Radiators
The Three Ways of DevOps

The First Way: Systems Thinking
(Business) → (Customer)
Dev → Ops

The Second Way: Amplify Feedback Loops
Dev → Ops

The Third Way: Culture of Continual Experimentation and Learning
Dev → Ops

Source: The Phoenix Project: A Novel about IT, DevOps, and Helping Your Business Win – Gene Kim, Kevin Behr, George Spafford
Amplify Feedback Loops

Feedback loops from Business, Ops and Development pipeline
Feedback loops in Software development

Source: Four key vectors closing DevOps feedback loops
Telemetry Journey Example

A java-based Card Acquisitions web application, acquires new card members. It also has the capability to deliver offers through various channels and drive the users to web.
Invitation: In your group discuss what challenges do you see in building telemetry dashboards, use post-its to write one per post-it in your group? - 3 minutes

- Large volumes of data and bandwidth constraints
- Guaranteed delivery
- Security
- Performance overhead on applications
- Real time data acquisition
- Silos of telemetry
- Vendor lock-in

Share with everyone
Telemetry Ecosystem

Logs/Events
Metrics
Traces

Source: Composable monitoring system from the book Monitoring with Graphite
Your Mission: Connection Game Circle

1. Stand and assemble in a circle around your table.
2. Randomly choose two members from your circle. Do not tell anyone who they are.
3. The two will be your two equidistant partners.
4. Move to a point which is equidistant from your two partners. Do this with no talking.
5. Continue moving until all players are equidistant from each other and stop moving.

Source: Carbon cycle feedback loops – Carleton.edu
Acquire data

Progress and analyze data

Store data
A Brief History

2006
NiagaraFiles (NiFi) was first incepted by Joe Witt at the National Security Agency (NSA)

November 2014
NiFi is donated to the Apache Software Foundation (ASF) through NSA’s Technology Transfer Program and enters ASF’s incubator.

July 2015
NiFi reaches ASF top-level project status
Guaranteed Delivery
Lightweight
Bandwidth constraints
Highly Secure
Architecture

Master
NiFi Cluster Manager (NCM)

Slaves
NiFi Nodes
Typical use cases
Triz
Invitation: What is a pitfall of telemetry and how do you address them?
25/10 Crowdsourcing: Individually write your response on an index card and switch card with someone
Back of the card give a score from 1 to 5, rinse and repeat 5 times
TRAINING FROM THE BACK OF THE ROOM
Facilitated by Dana Pylayeva and Anil Jaising

Scan the QR code or type in the URL below and use discount code “summer”

New York City,
Sept. 13 & 14 2019
Ticket out