

Usable Ops

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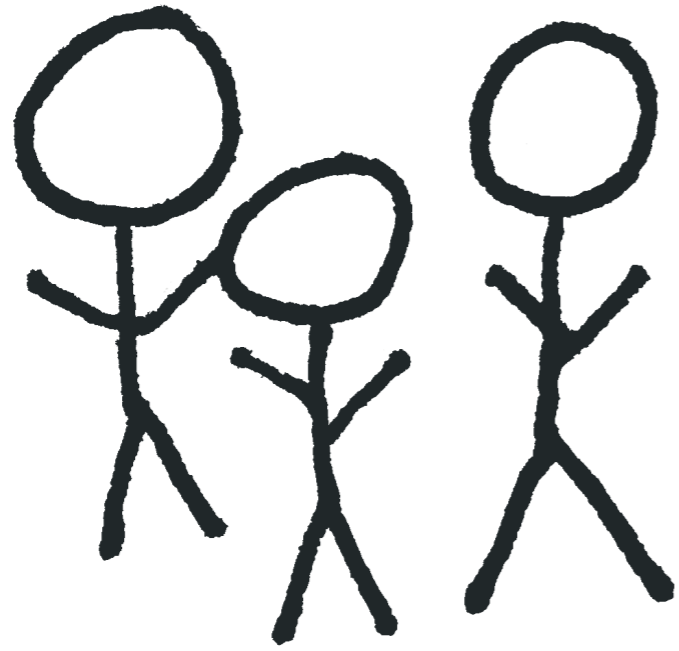
Kate Heddleston

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@heddle317

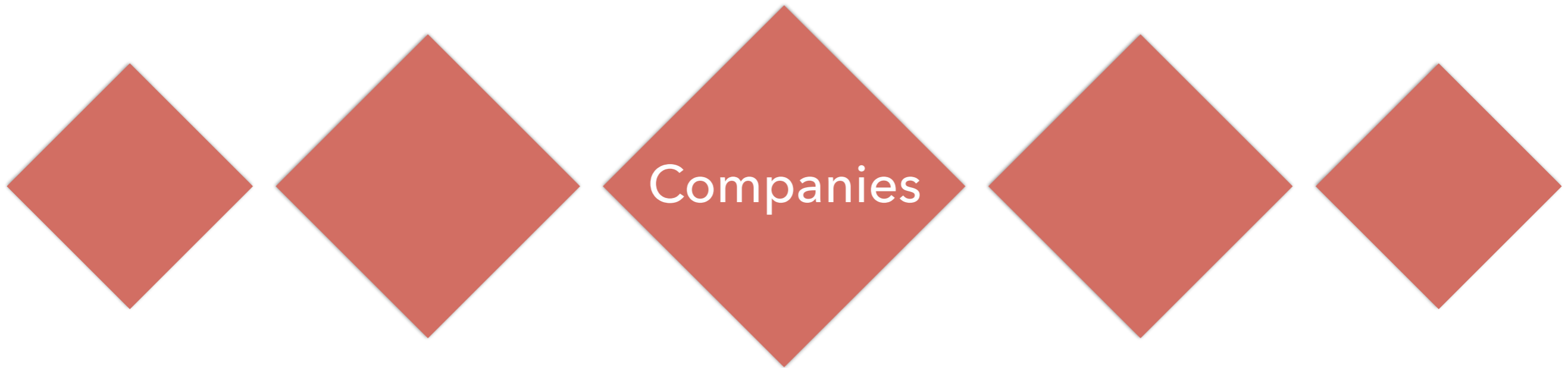


**Why are we giving this
talk?**

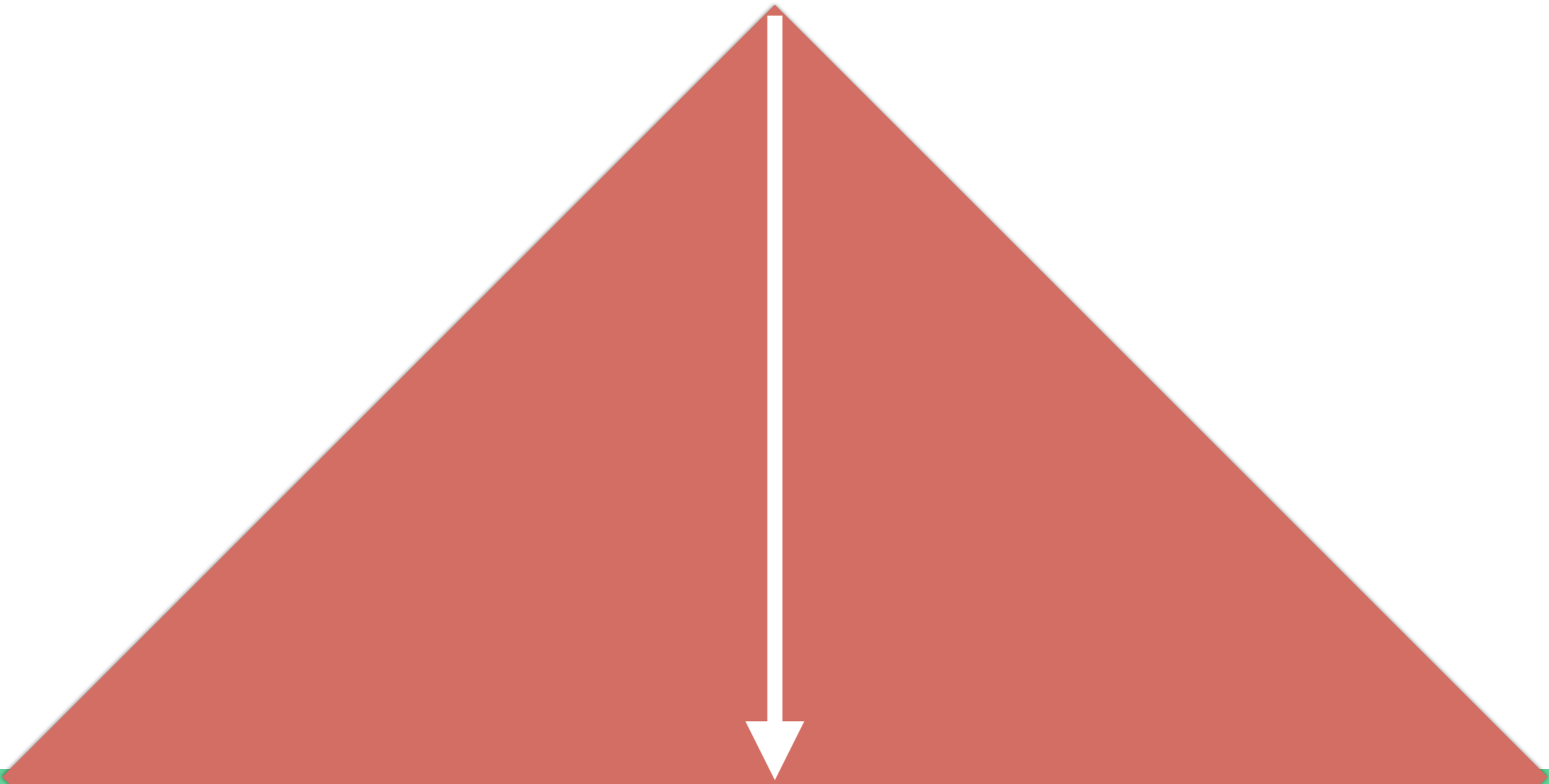


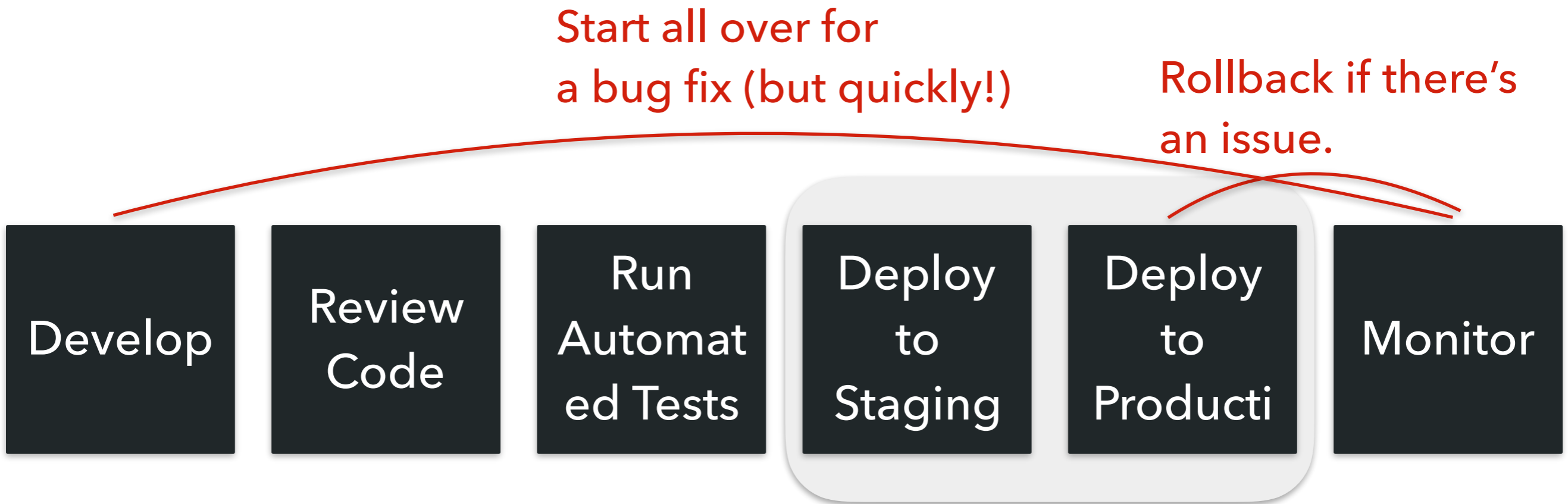


Breadth



Depth

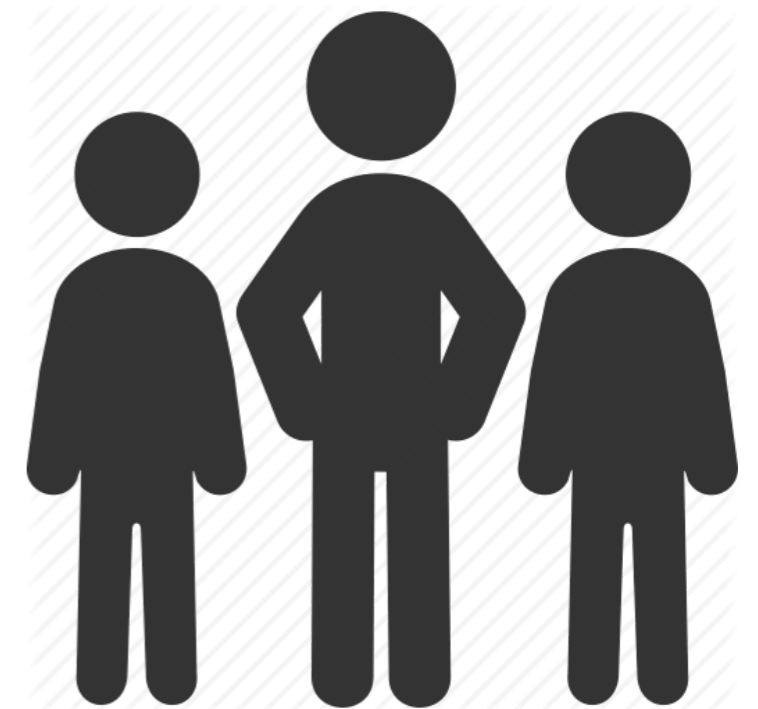




Application Engineers



DevOps Engineers



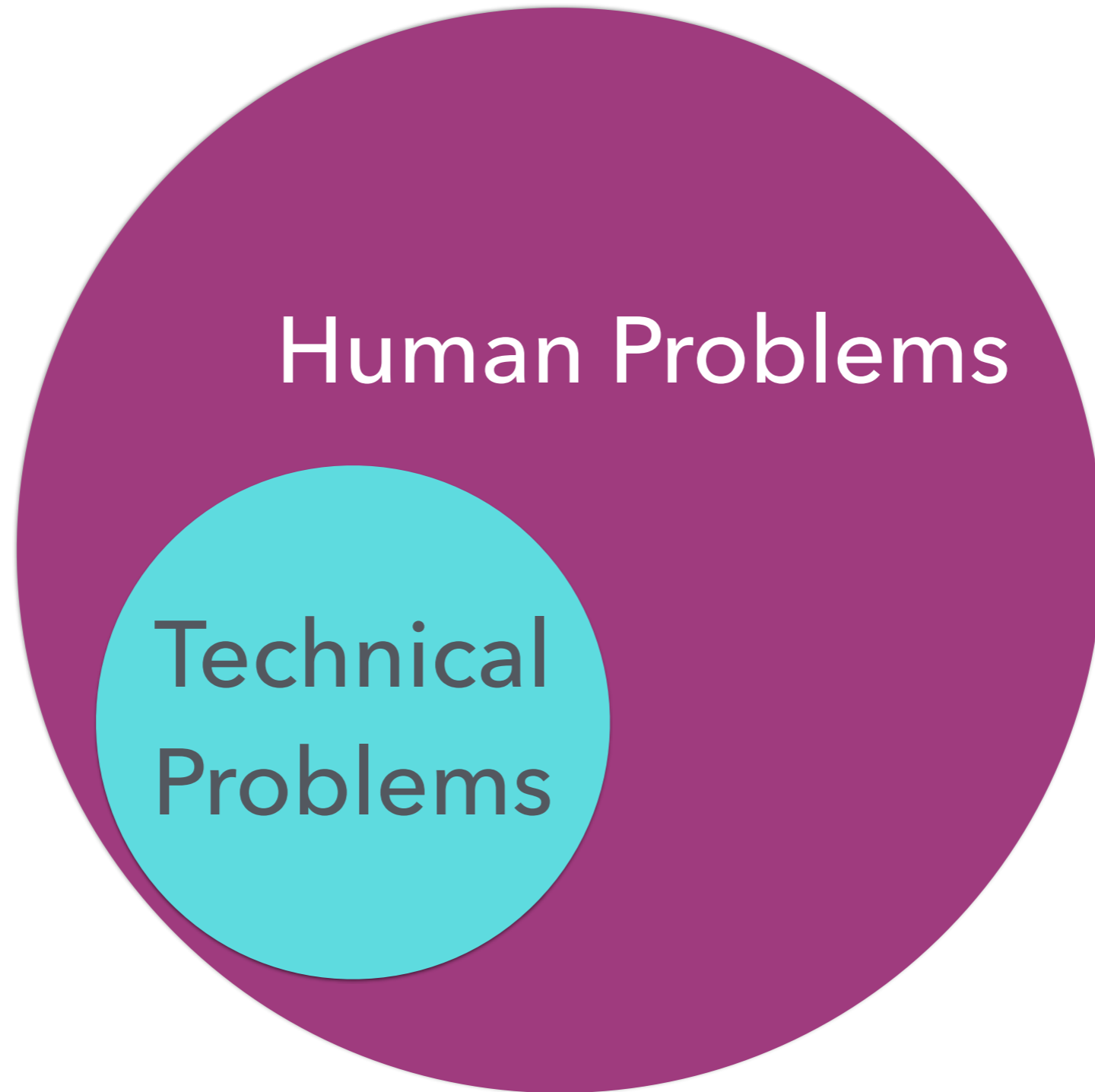
Currently it's
very hard to
get code out to
test and
production
environments.

Wall





Technical
Problems



Human Problems

Technical Problems

Usable Ops

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What is usability?

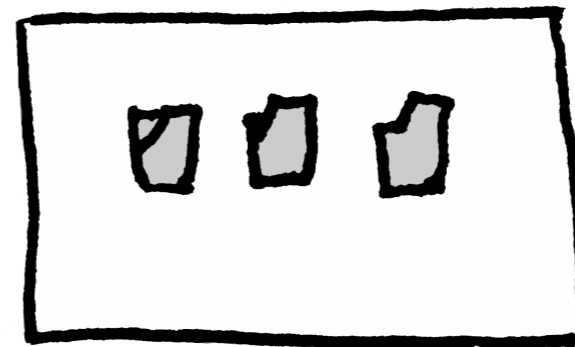
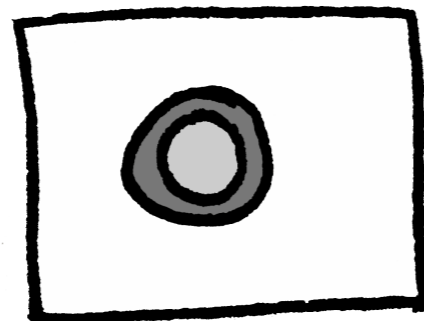
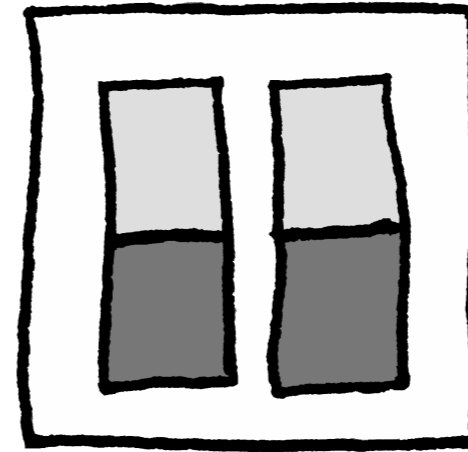
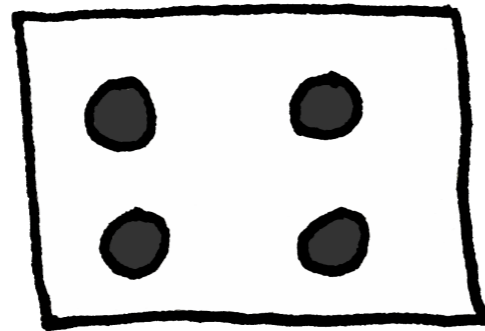
Why is usability important for web infrastructure?

How do we build usable web infrastructure?

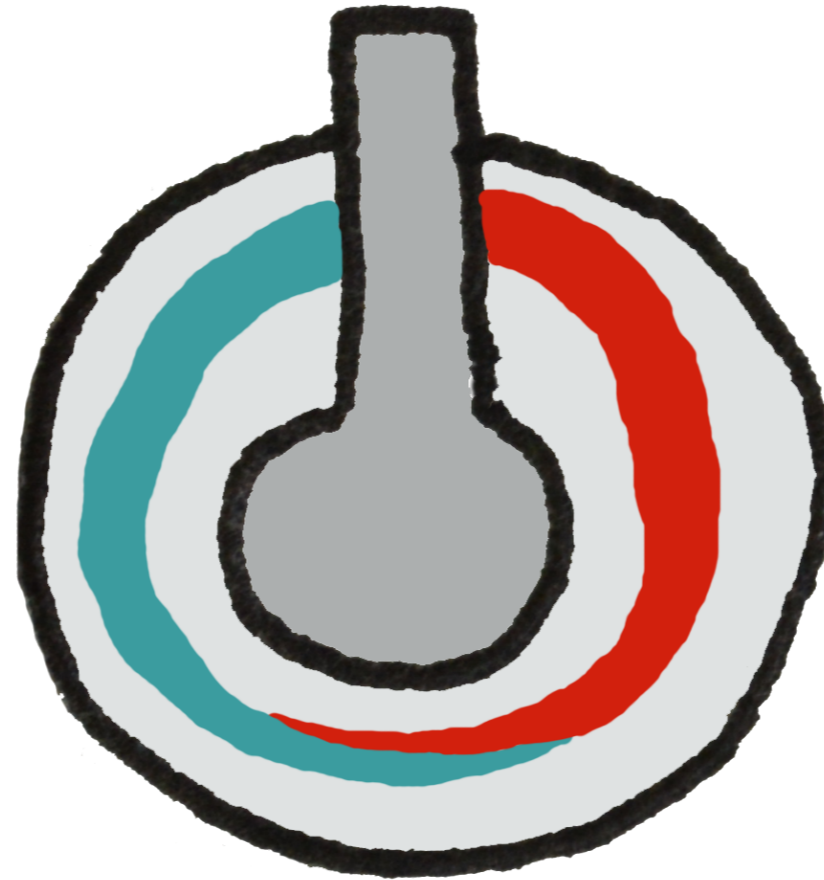
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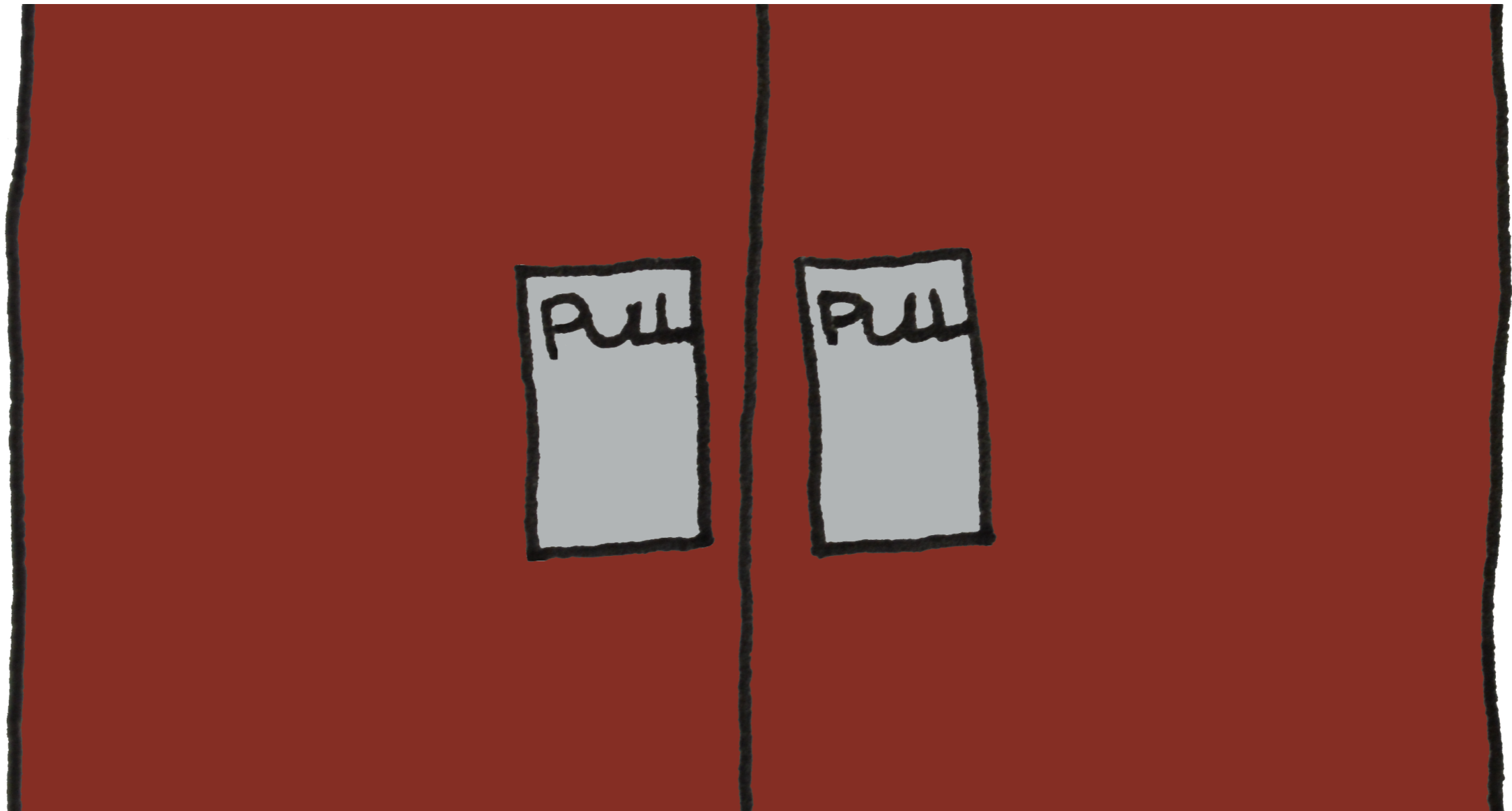
How do we build usable web infrastructure?



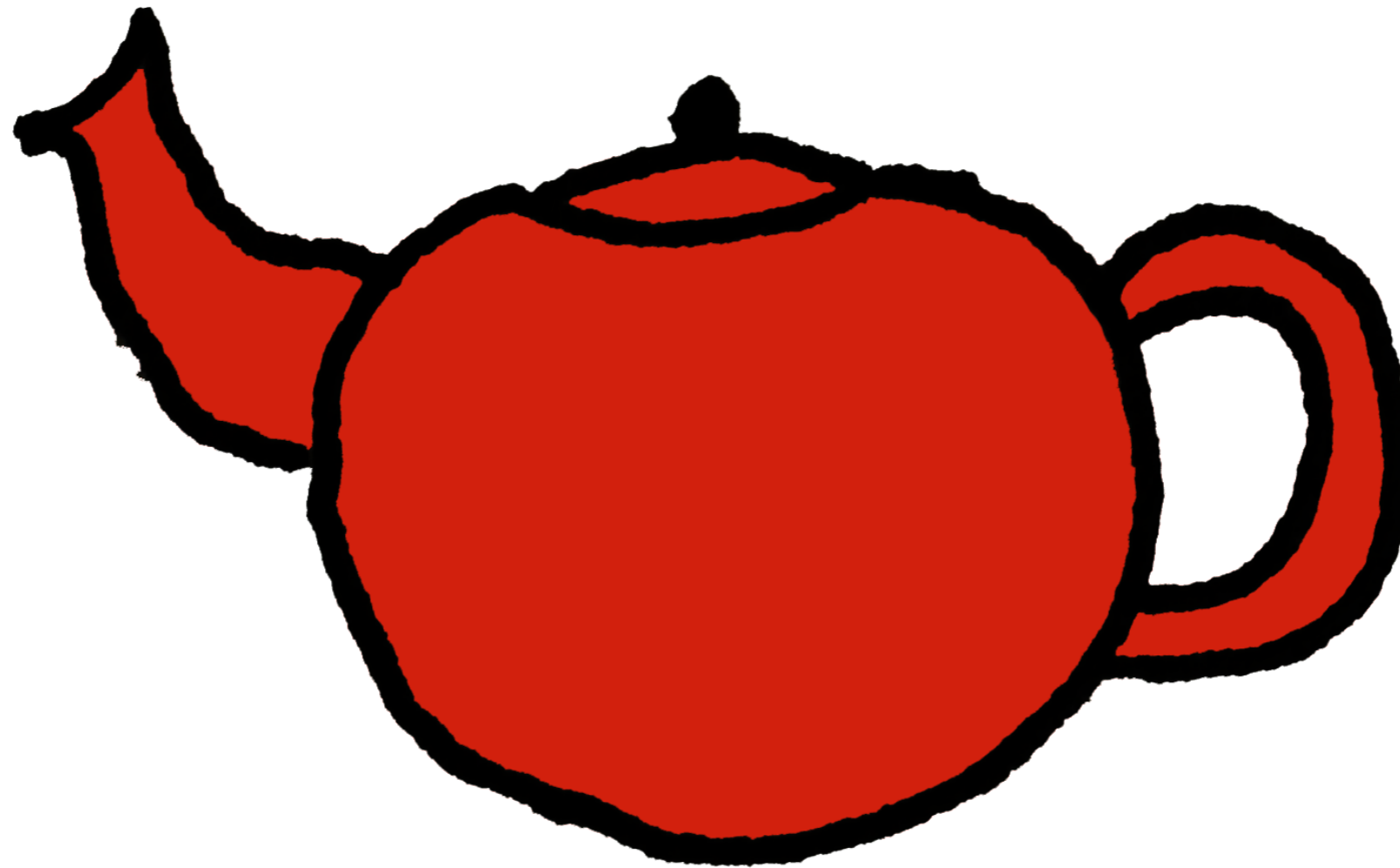
How do you turn on a light?



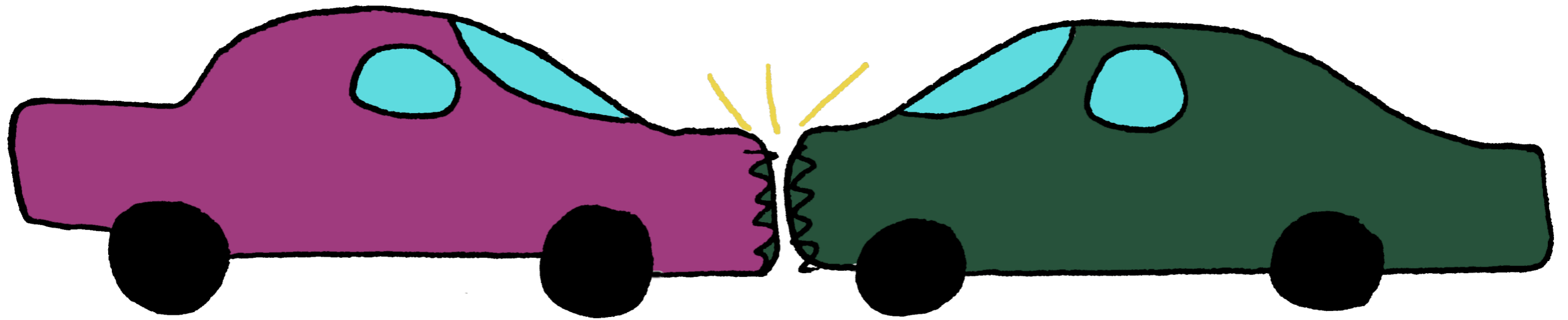
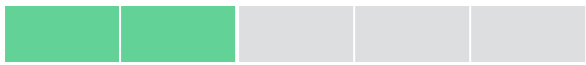
How do you set your shower temperature?

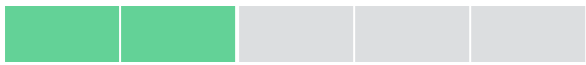


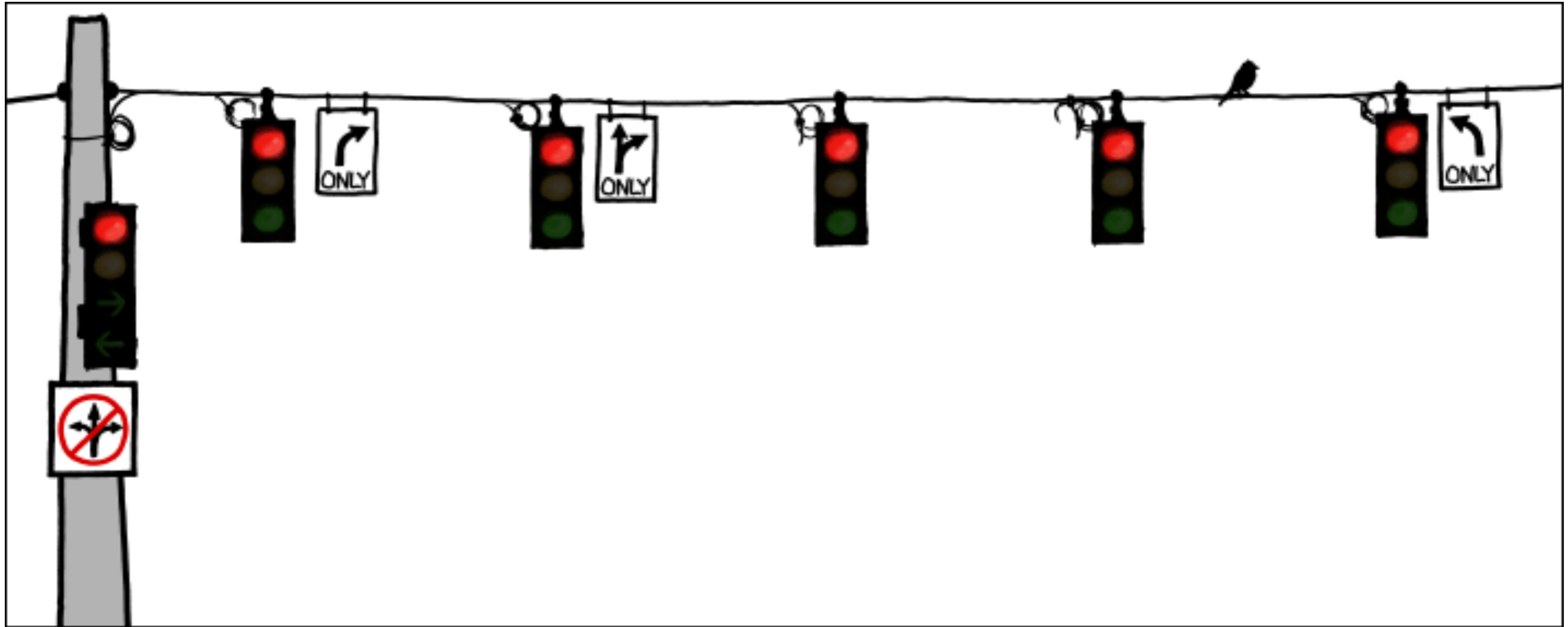
How do you open a door?



**What are the consequences
of bad usability?**



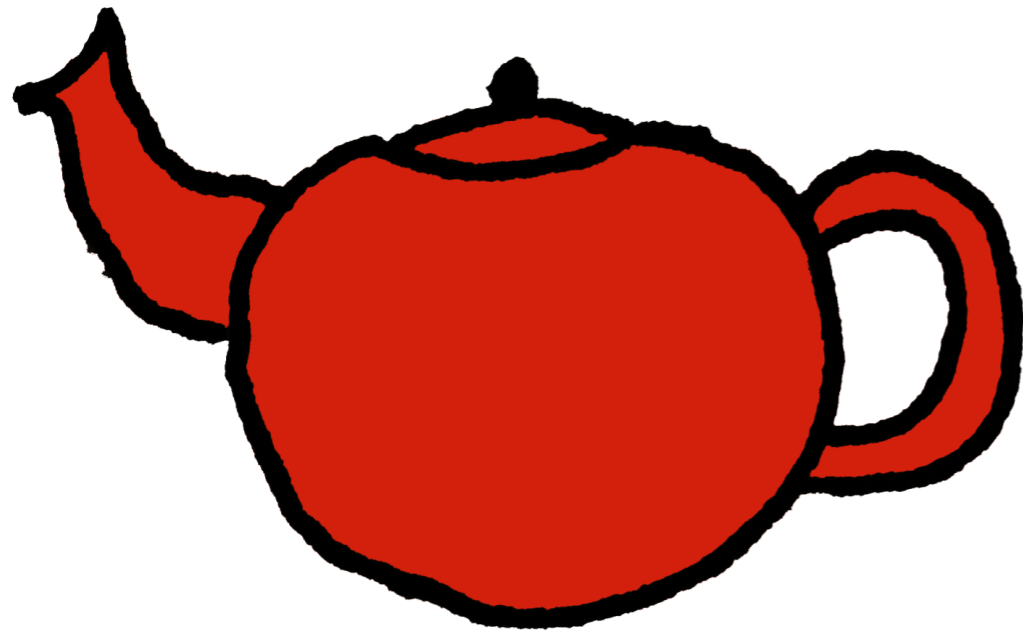




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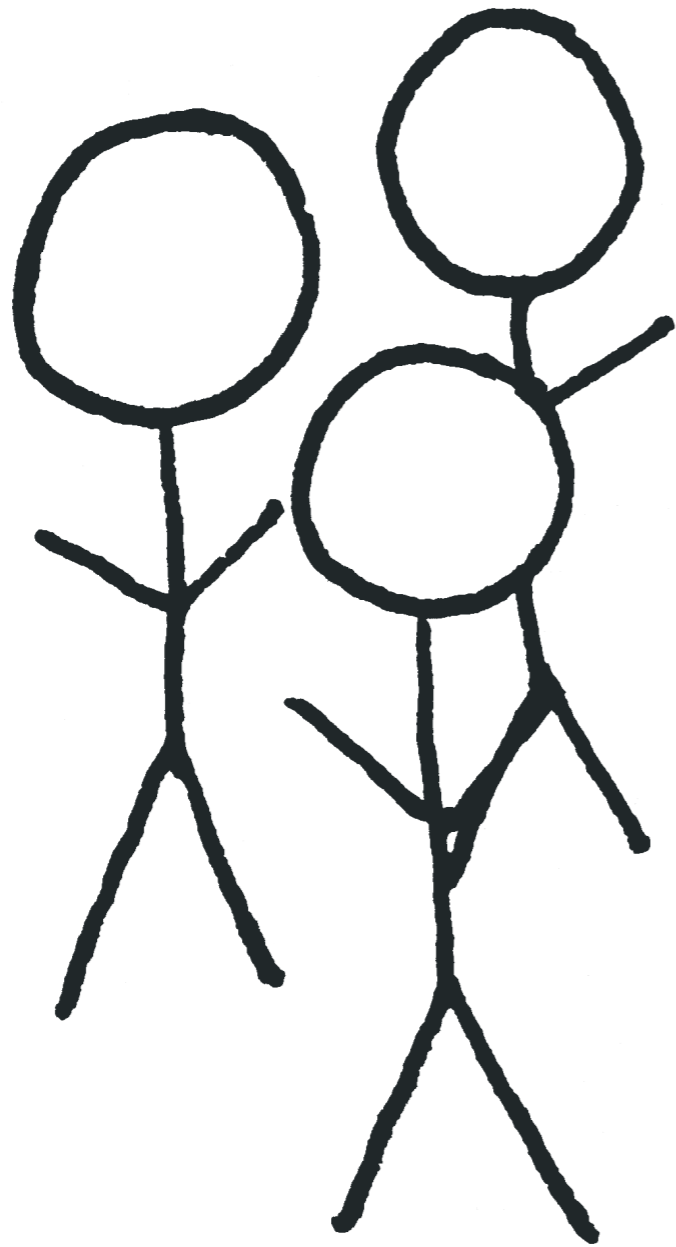
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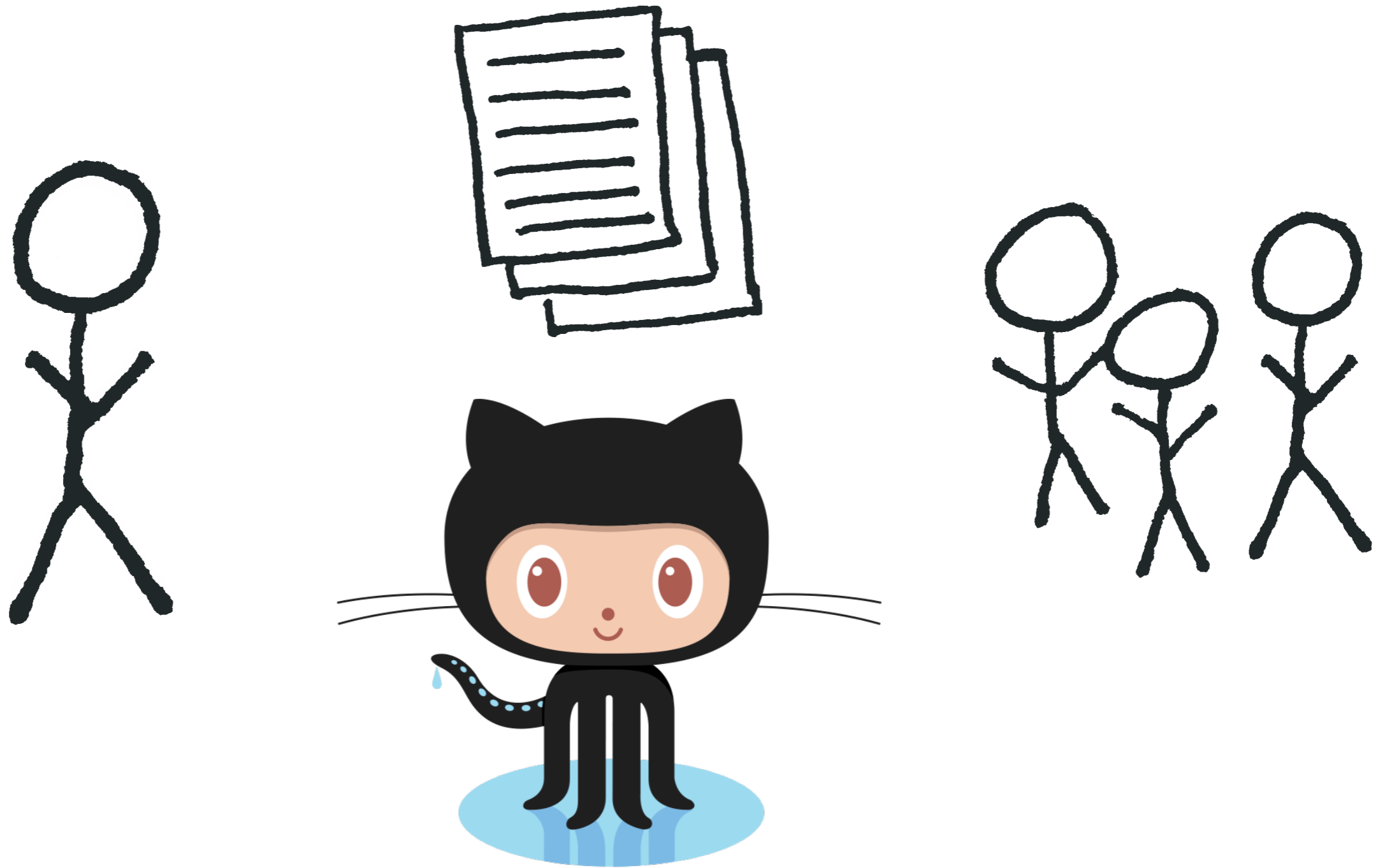


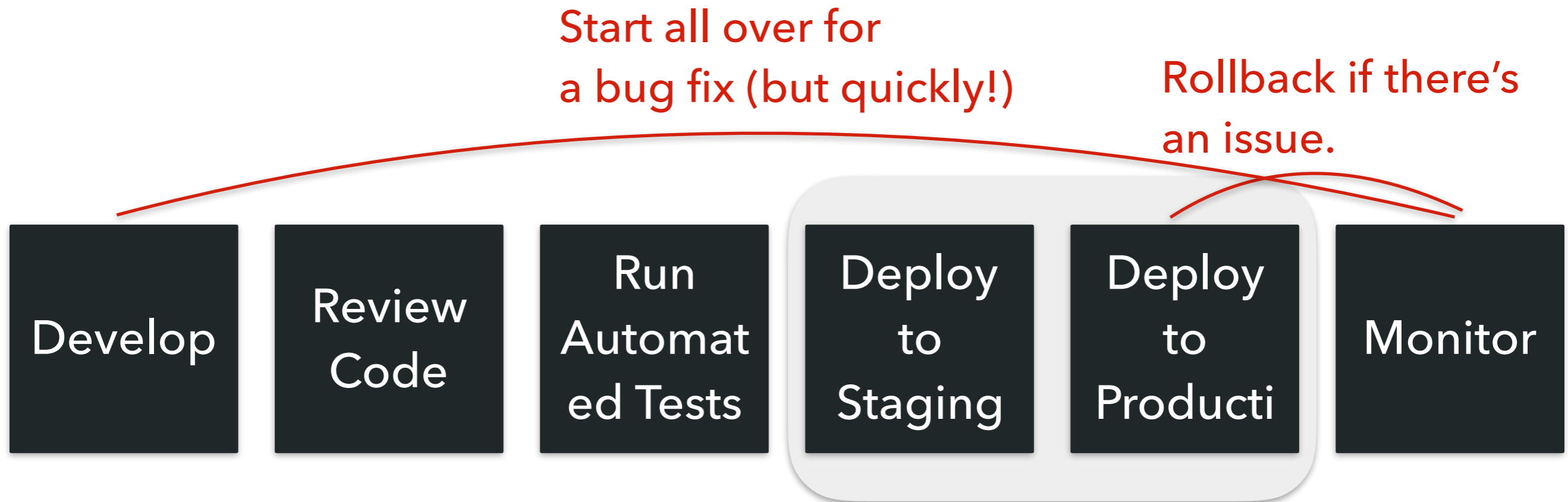
=











Productivity Platform (GitHub, Bitbucket)

Version Control (git, mercurial)

File Editing

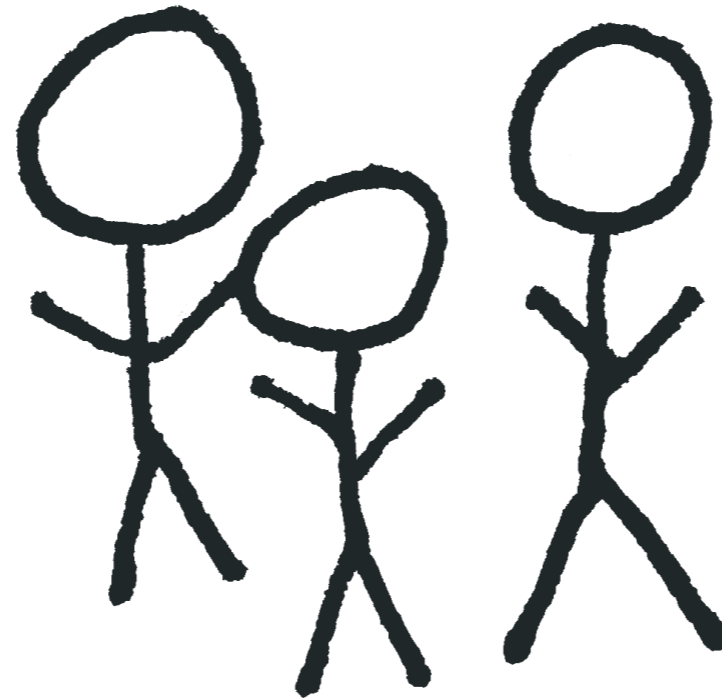


Human-Readable Programming
Language

...

Binary





Usability



**What are the consequences
of bad usability?**

1

Errors


2

Scalability

3

Friction



 trulia

1

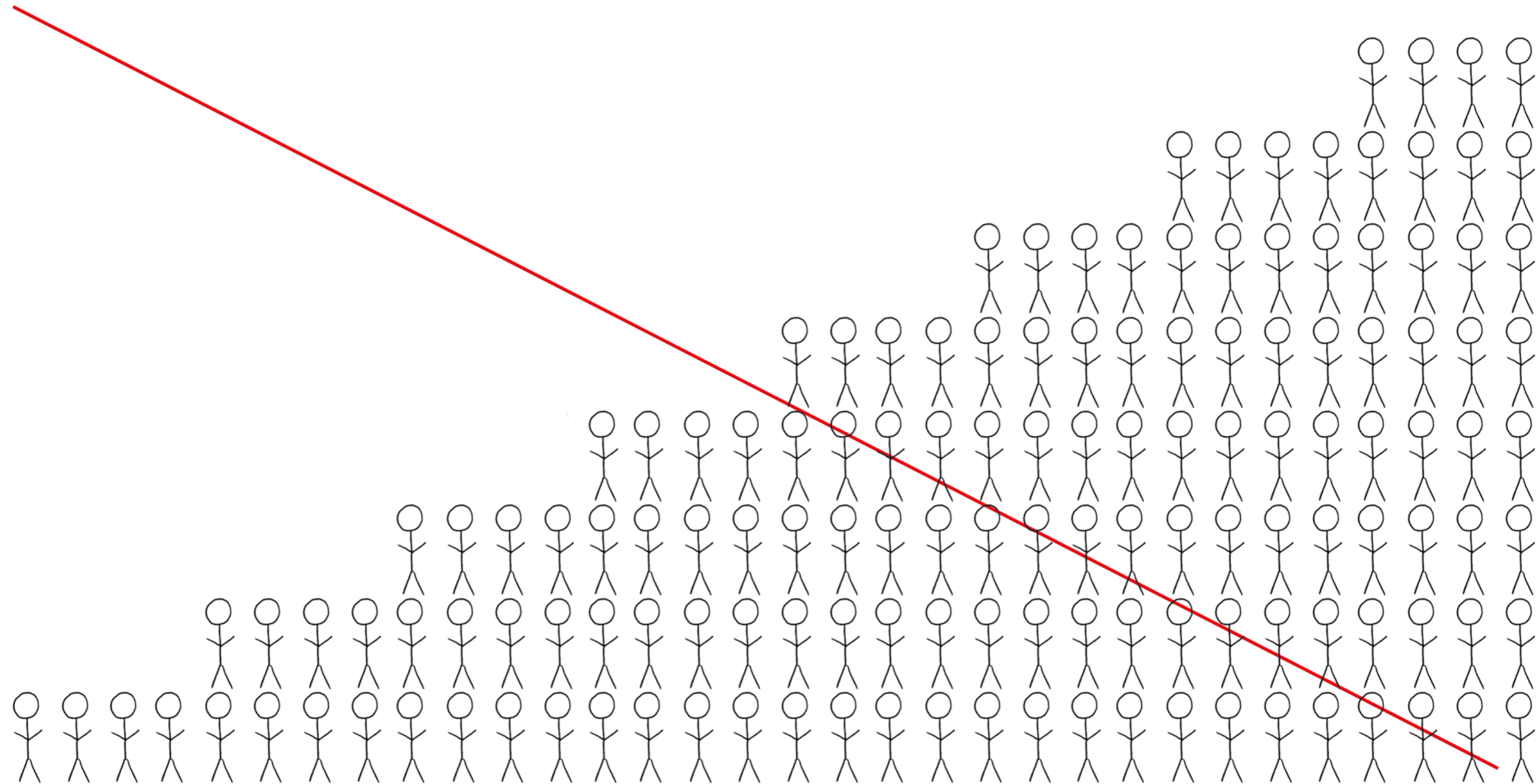
Errors

2

Scalability

3

Friction



“If your system is too complex for your entire team to use safely, it is too complex. Period.”

1

Errors

2

Scalability

3

Friction

Application Engineers

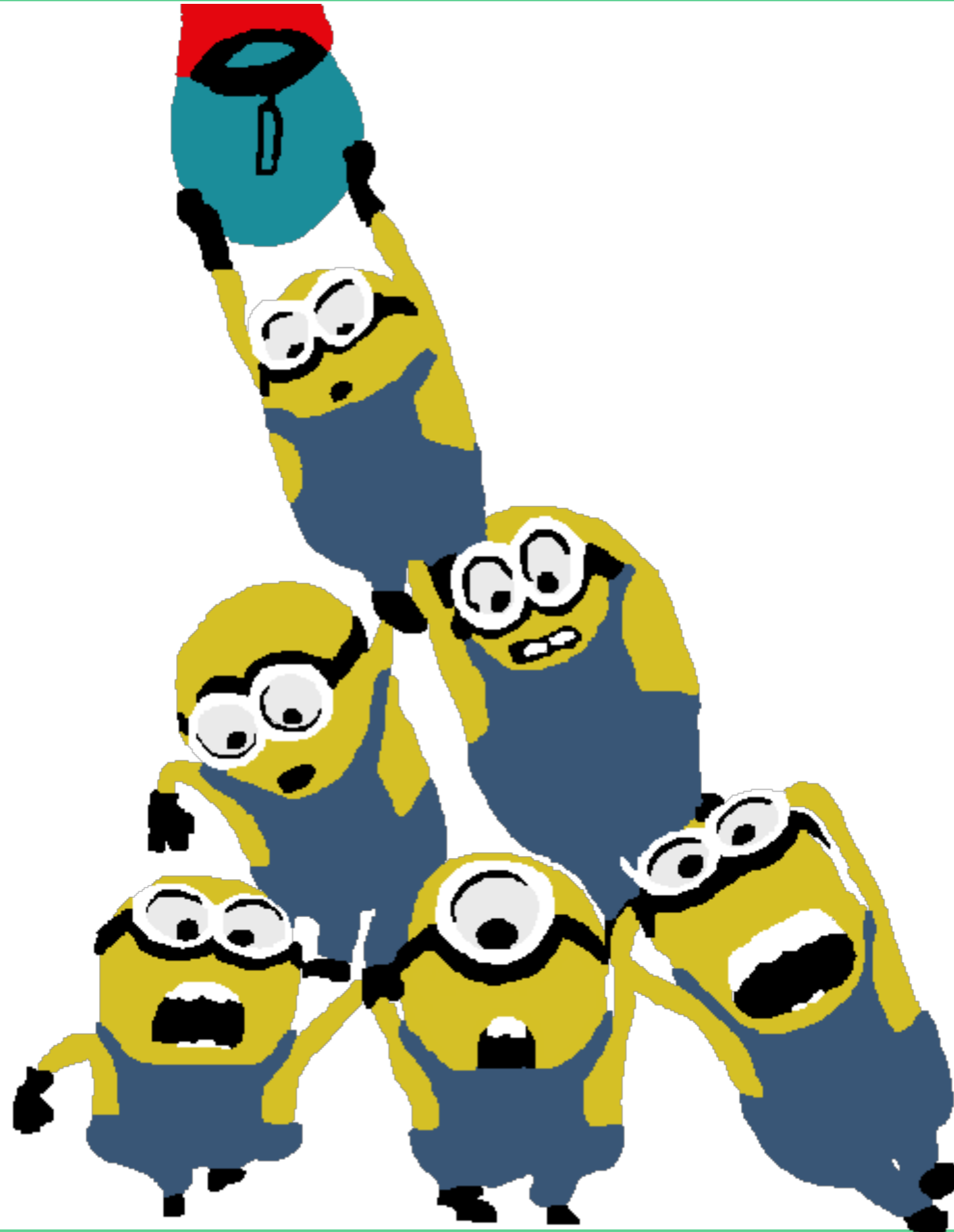


DevOps Engineers

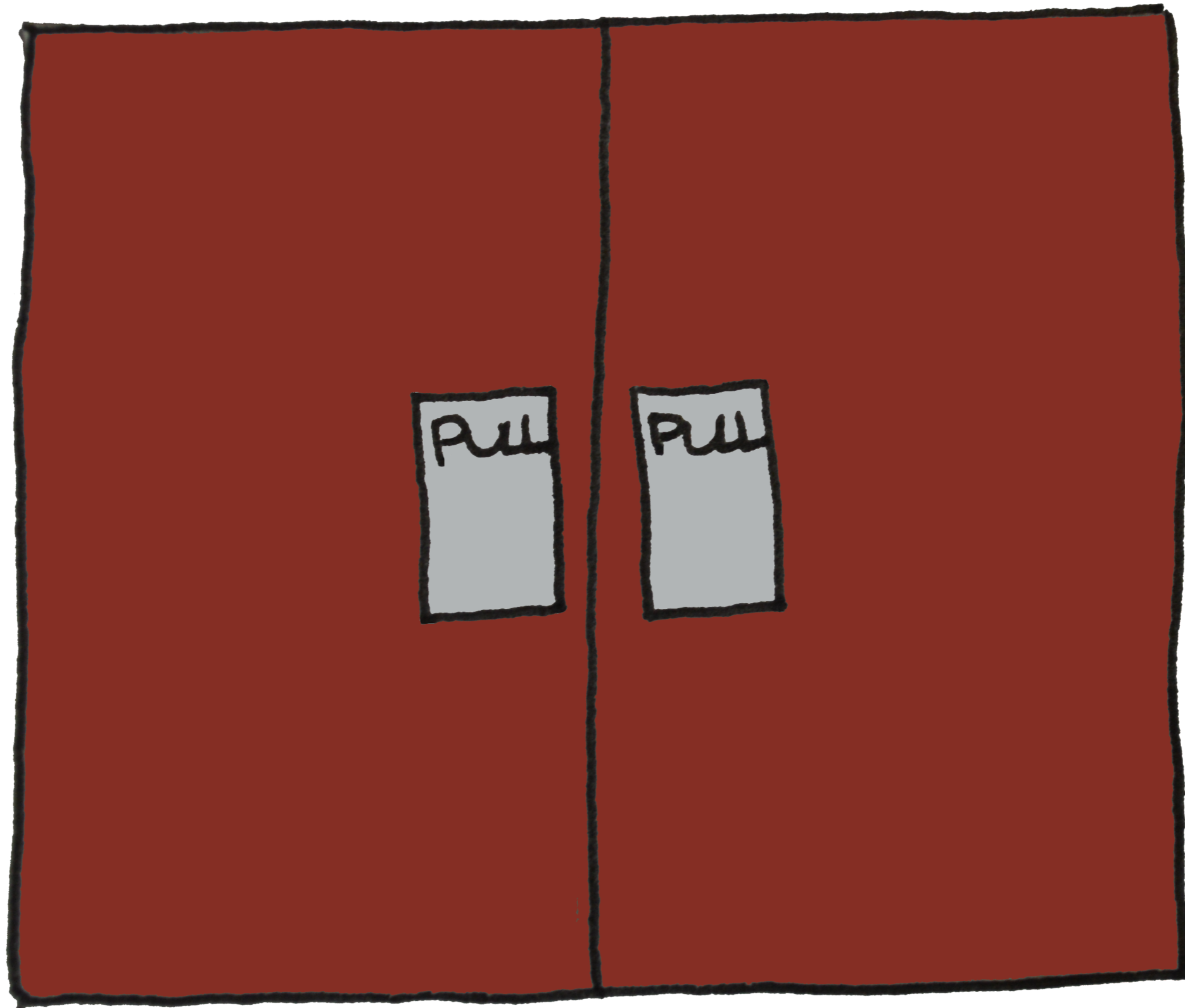


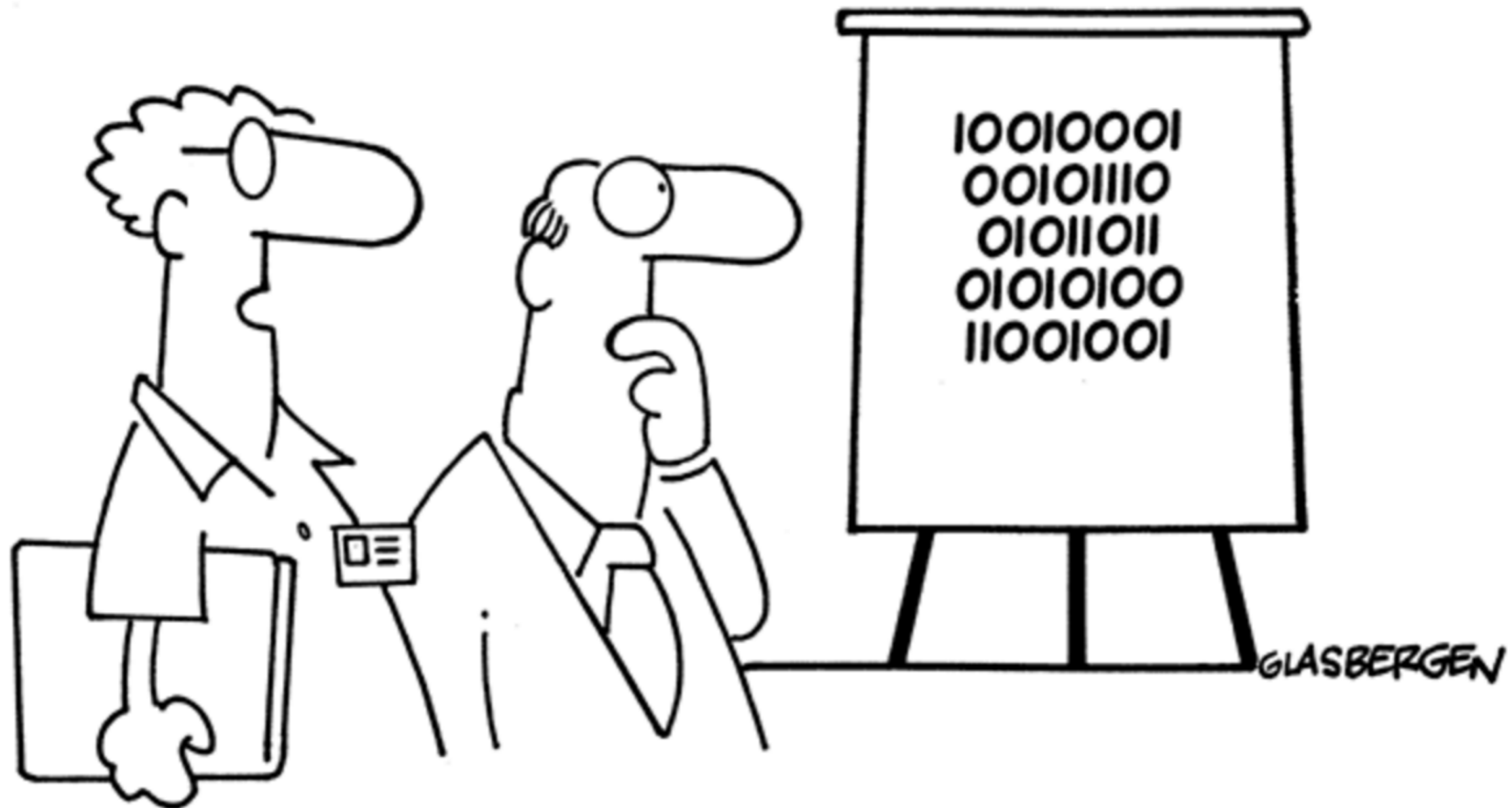
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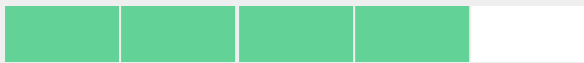


Usability vs. Security





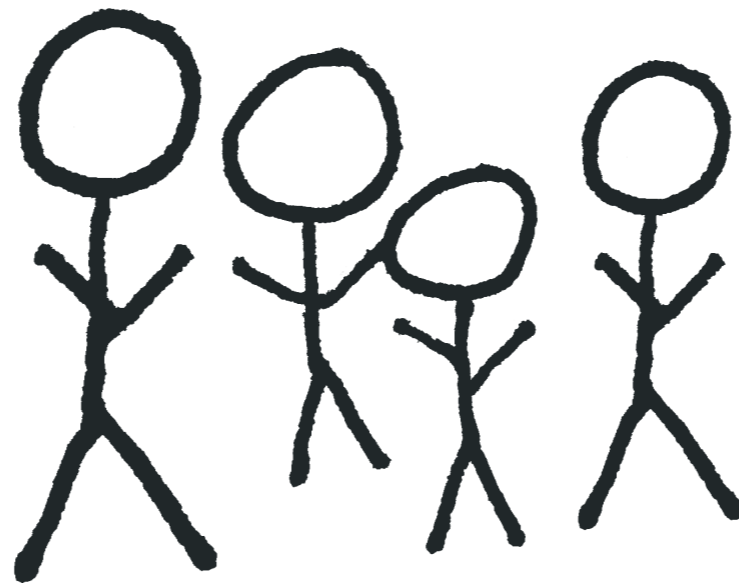
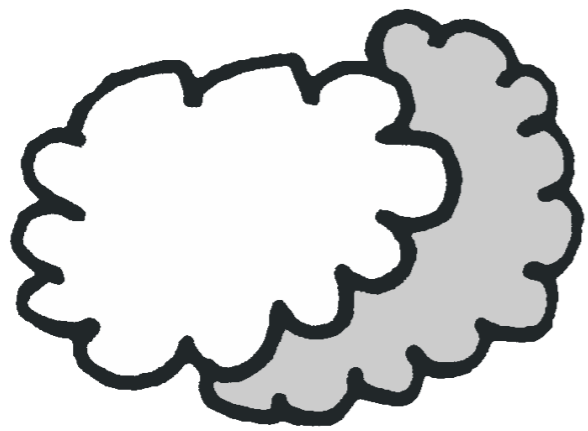
**“We’ve devised a new security encryption code.
Each digit is printed upside down.”**



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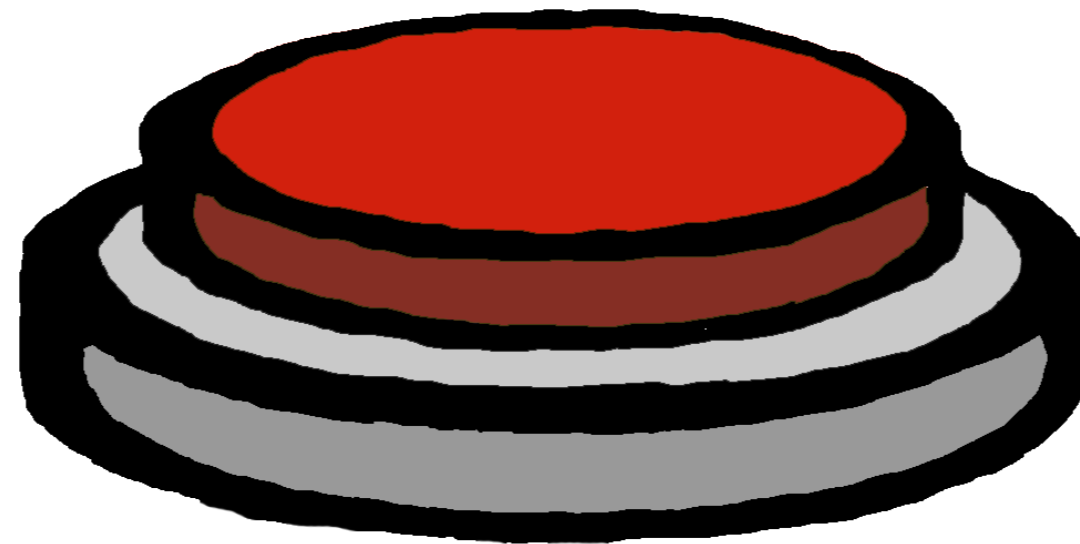


How do you change system installations?





Deploy All



How do you deploy code?





hearsaycorp/HearsayLabs Merge all the things!

Repo controls ▾

Open

Current Deploy

Closed

All

History ▾

Author

Ready

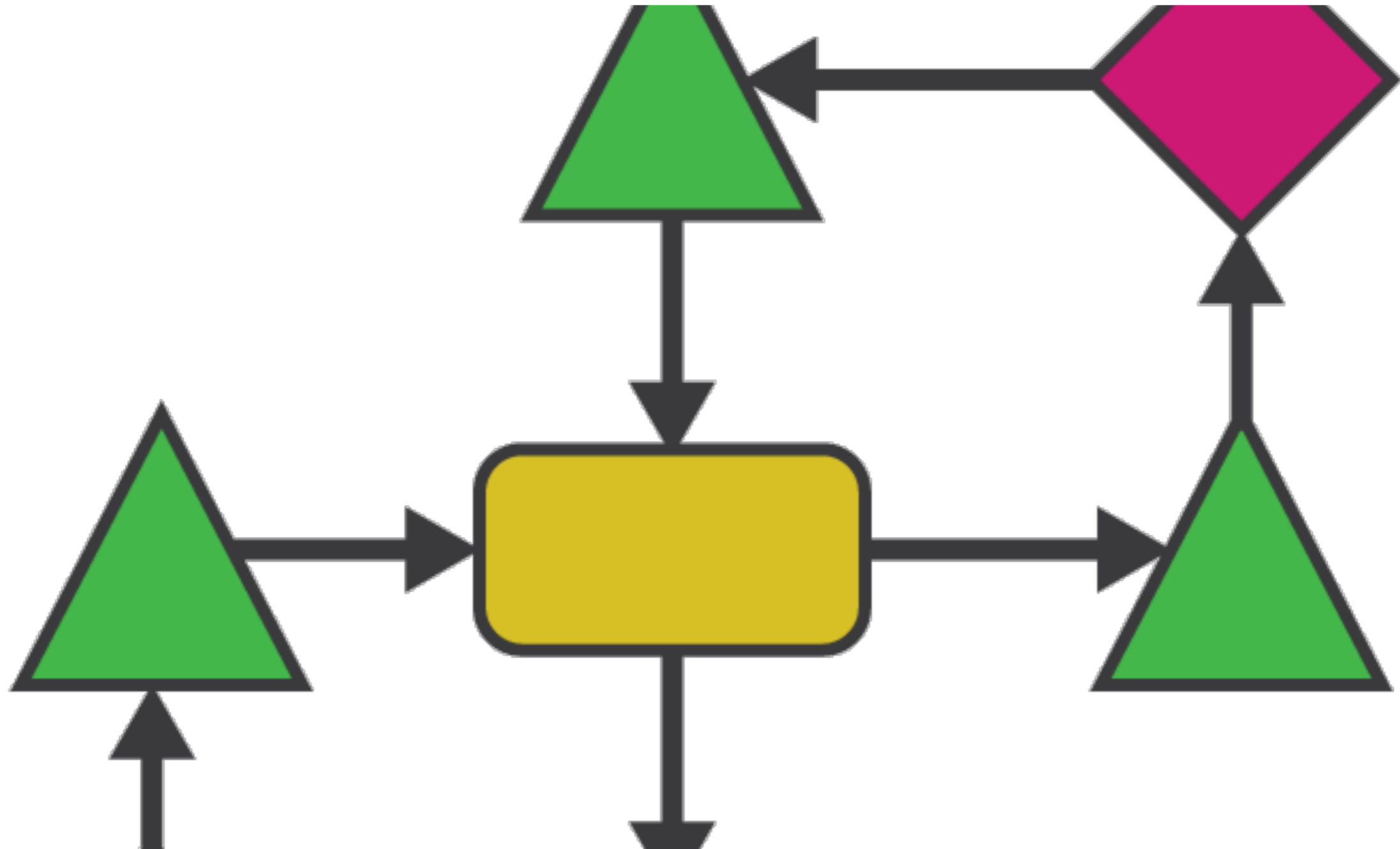
Bugfix

Not Ready

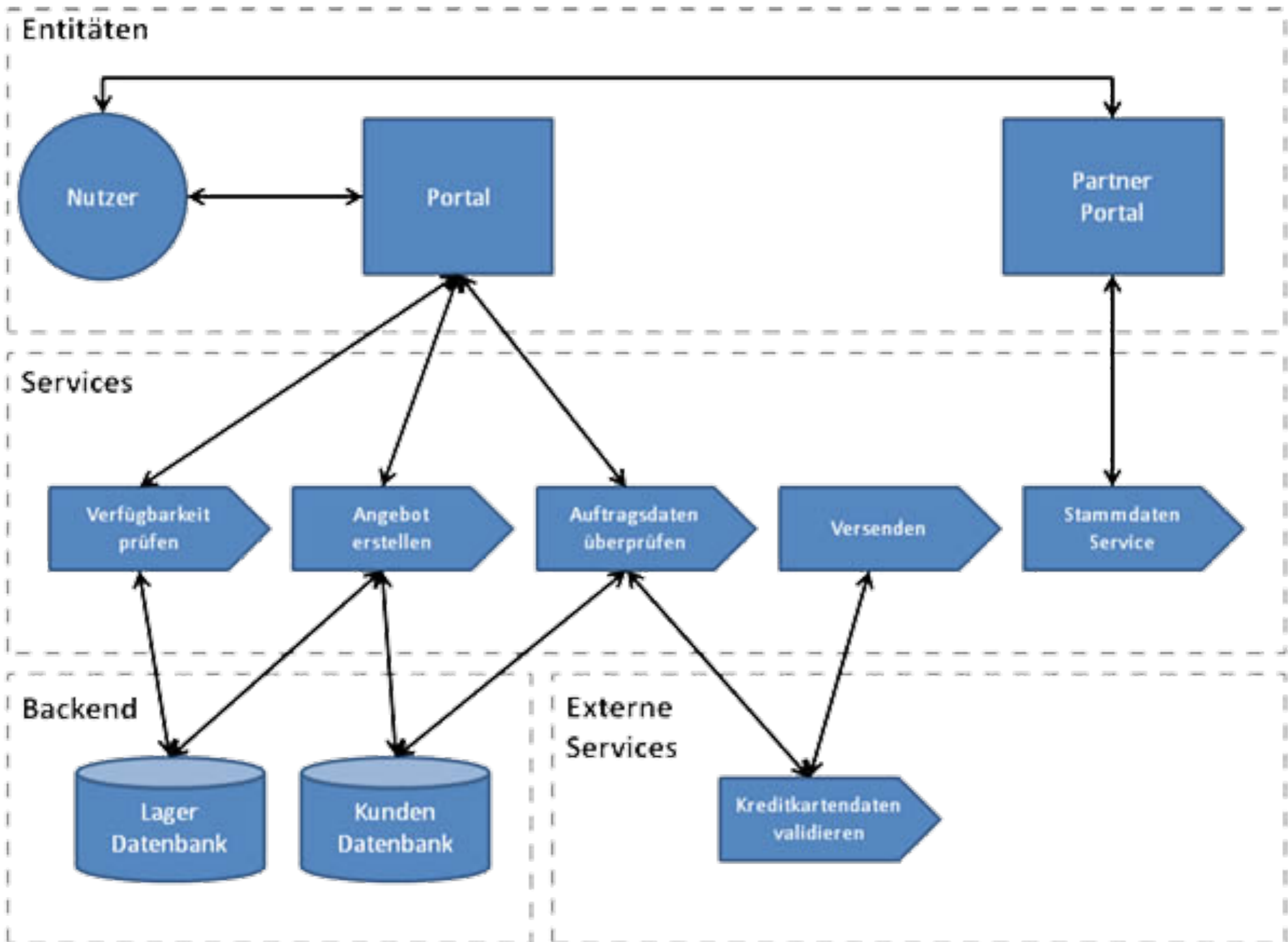
CSV

PR	Author	Title			
41949	newtonry	Show district lineage in settings csv	1	0	Refresh Merge Close
41948	jtillman	team:sre	1	0	Refresh Merge Close
41945	RVoigtHearsay	Add pre-commit check to prevent new ForeignKeys and Fields joining on Asset.	0	0	Refresh Merge Close
41944	adepue	Stop sending/reading actor and contact id to activities service	1	0	Refresh Merge Close
41937	RVoigtHearsay	Bump activities_client req version 1.8.6.	0	0	Refresh Merge Close
41929	afahim	Demo: Profile resolution tour.	0	1	Refresh Merge Close
41924	asherf	don't raise exceptions, an empty response is all the caller needs	1	0	Refresh Merge Close

PR Bot



How do you know where you are in the system?



10 Usability Heuristics

- Visibility of system status
- Match between system and the real world
- User control and freedom
- Error prevention
- Consistency and standards
- Recognition rather than recall
- Flexibility and efficiency of use
- Aesthetic and minimalist design
- Help users recognize, diagnose, and recover from errors
- Help and documentation



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Questions?



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