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Ask questions
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Thank you!





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17-11-2017



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17-11-2017



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WHO IS THIS DUDE?



A LITTLE ABOUT ME



- **Engineering Lead**
 - Zalando: Search & Personalisation
 - Crate.io
 - KDAB
 - Kolab Systems...
- **Open Source Lifer**
 - Zope / Plone / KDE / Kolab / CrateDB / Habitat
 - FSFE / KDE eV / OpenForum Academy

GOTO Berlin, 2017

PAUL'S LAW OF DEVOPS



Paul Adams @therealpadams · Sep 20



Paul's Law of **#DevOps**: The only pronouns to be used in post-mortems are the name of your service(s) and "we".



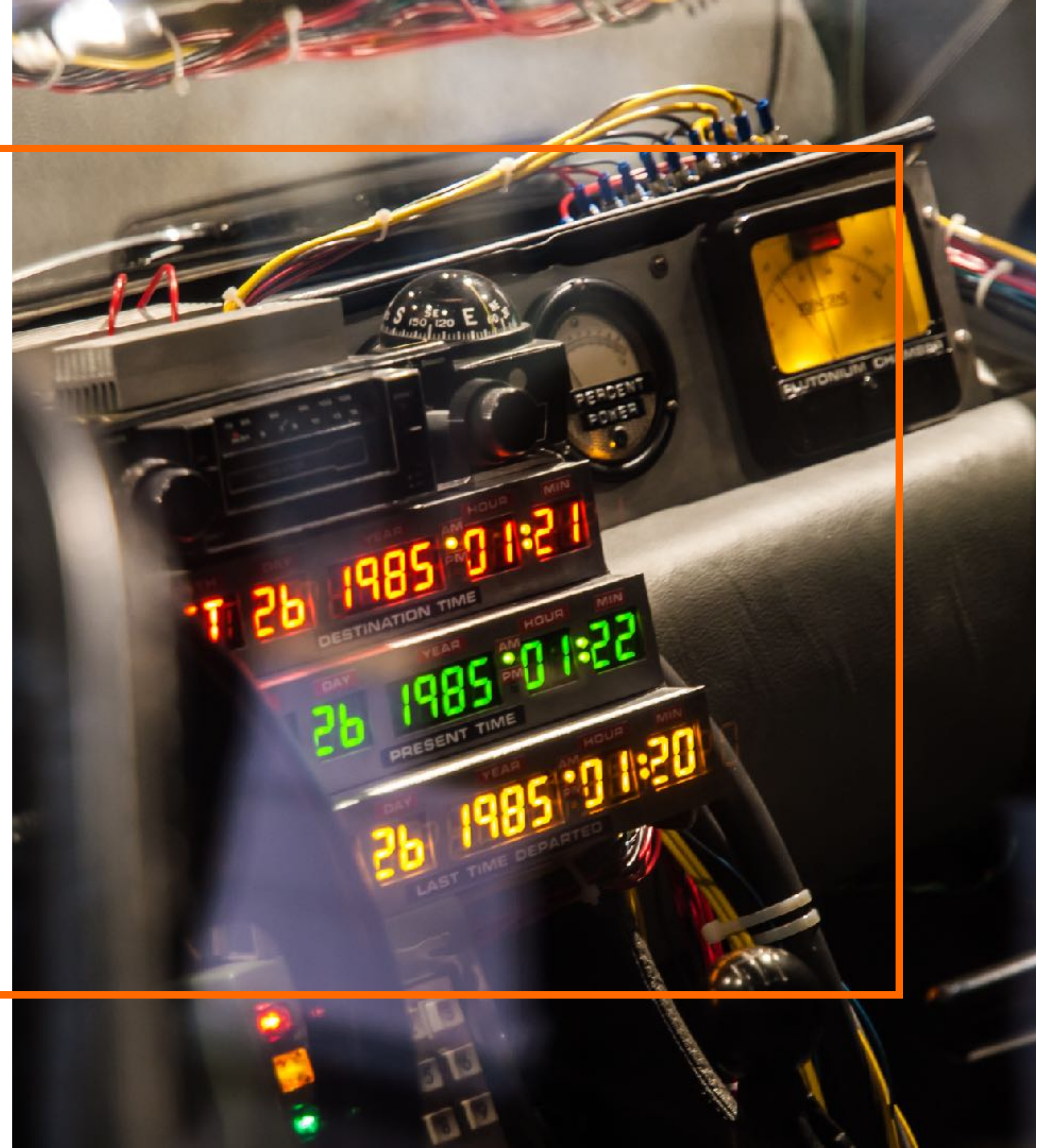
SHORT SUMMARY

SHORT SUMMARY

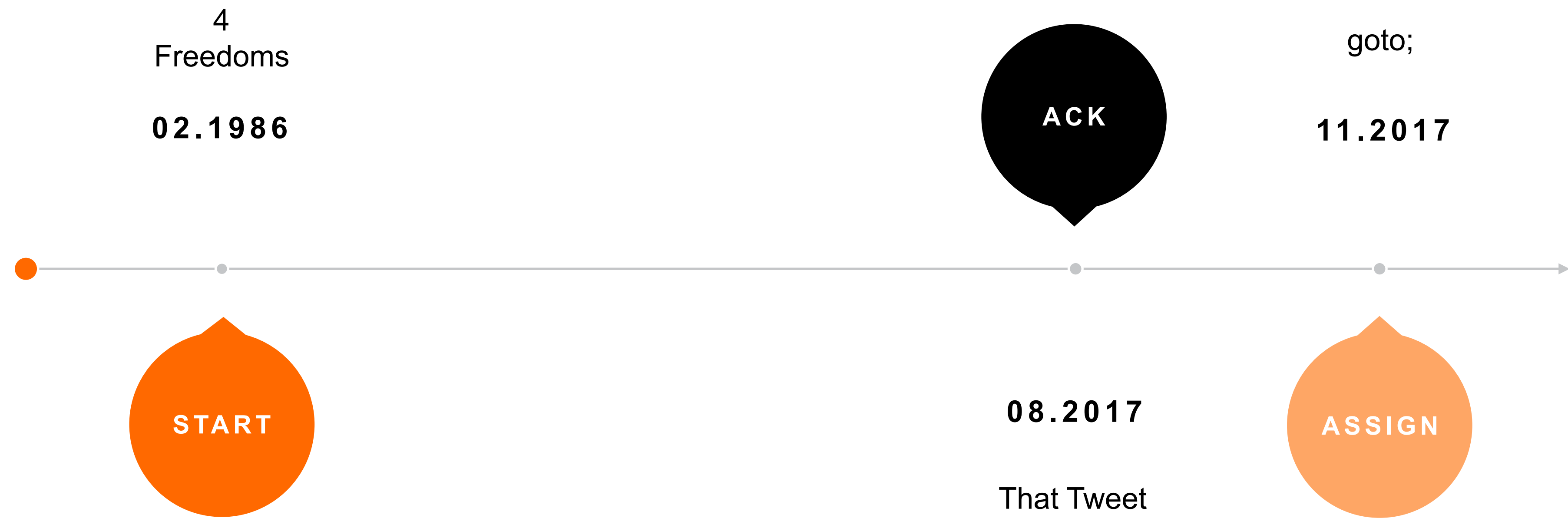
- Since the 1980s the world of Free Software / Open Source has produced some of the world's most respected software.
- Especially products for engineers!
- Otherwise limited success with some examples for hope (Android).

Given the vast quantities of Open Source software available, the overall lack of success points to a potential systematic failing. ***Is Open Source community culture unnecessarily focused on code?***

TIMELINE



INCIDENT TIMELINE



ACKNOWLEDGED?

August, 2017



puppy
@duckinator

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Replying to [@lindseybieda](#)

it makes me so mad that open source is not just dismissive of but actively hostile towards graphic designers and ux people most of the time.

5:30 PM - 14 Aug 2017



IMPACT

<https://flic.kr/p/oEKBiM>



CUSTOMER IMPACT

<https://flic.kr/p/ayWfHr>



BUSINESS IMPACT

<https://flic.kr/p/z1zk53>



INTERNAL IMPACT

<https://flic.kr/p/e4RpLs>

ROOT CAUSE ANALYSIS

<https://flic.kr/p/7vUSFh>



WHY, OH WHY, OH WHY...?

- **Why is Open Source so unnecessarily focused on code?**
 - Because the entire ecosystem is dominated by coders.
- **Why is the ecosystem dominated by coders?**
 - Because we are not very good at welcoming anyone else. Observation bias convinces us we don't *need* anyone else.
- **Why are we convinced we don't need anyone beyond coders?**
 - Because we kinda misunderstood the system that we built!

LESSONS LEARNED

<https://flic.kr/p/gj5E9q>





WHAT WENT WRONG?



<https://flic.kr/p/UfHvLb>

THE SYSTEM FAILED BY DESIGN: THE FOUR FREEDOMS

- Freedom 0: The freedom to run the program for any purpose.
- **Freedom 1:** The freedom to study how the program works, and change it to make it do what you wish.
- Freedom 2: The freedom to redistribute and make copies so you can help your neighbor.
- **Freedom 3:** The freedom to improve the program, and release your improvements (and modified versions in general) to the public, so that the whole community benefits.



WHAT WENT WELL?

<https://flic.kr/p/x8Ao2b>



Get Lucky

WHERE DID WE GET LUCKY?

<https://flic.kr/p/ehgZSm>



RESOLUTION

<https://flic.kr/p/8RXoKt>

Please

**Remember to
rate this session**

Thank you!

