

A sunset over a body of water. The sun is low on the horizon, partially obscured by a layer of clouds, creating a bright, golden glow. The light reflects on the water's surface, forming a shimmering path. In the foreground, a dark wooden post stands vertically in the water. The sky transitions from a deep blue at the top to a lighter, hazy blue near the horizon.

The fifth Open Paradigm

Open Operations

Felix Kronlage-Dammers - November 2022



Standards



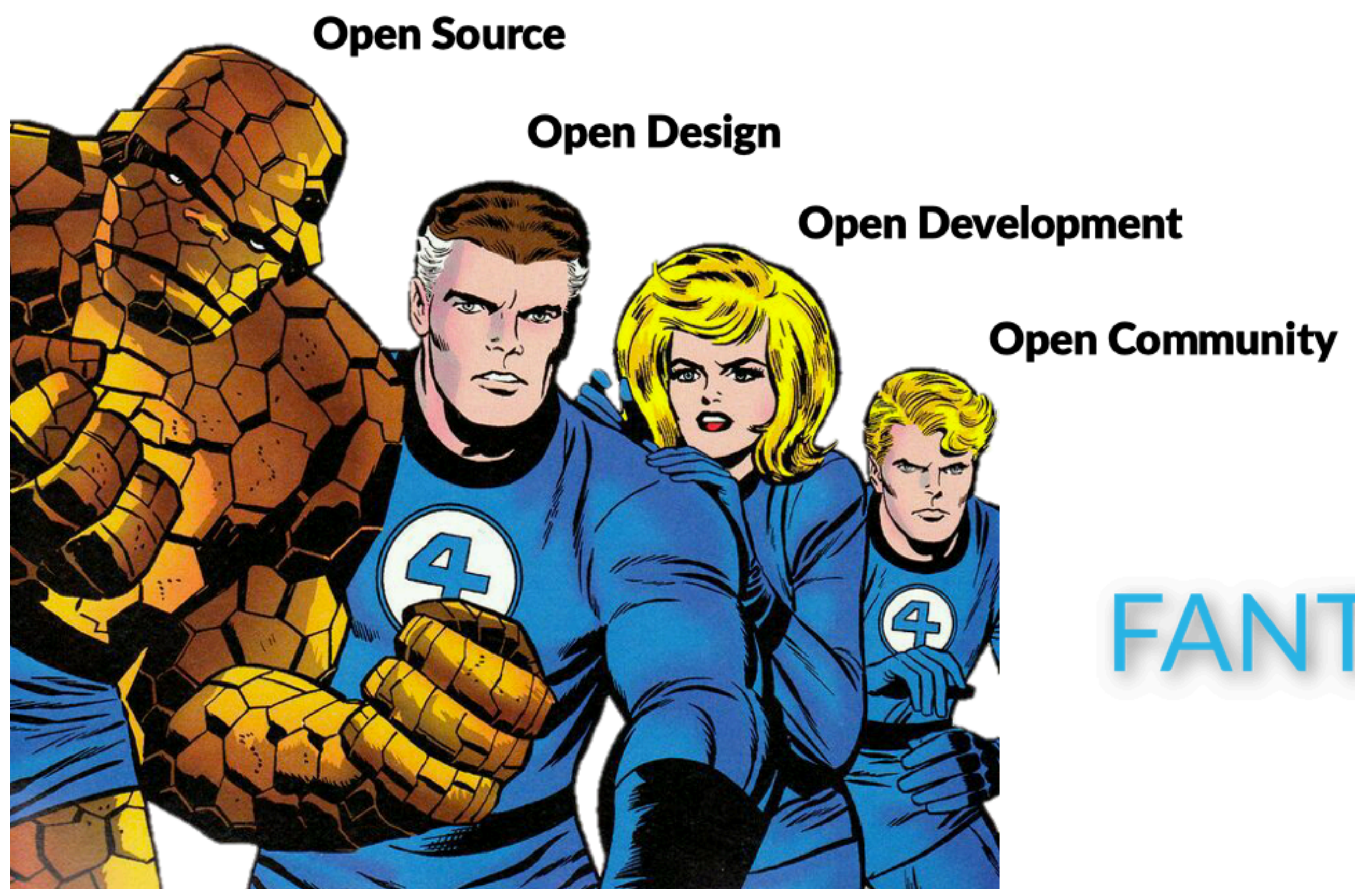
Reference Implementation



Open Operations & Community



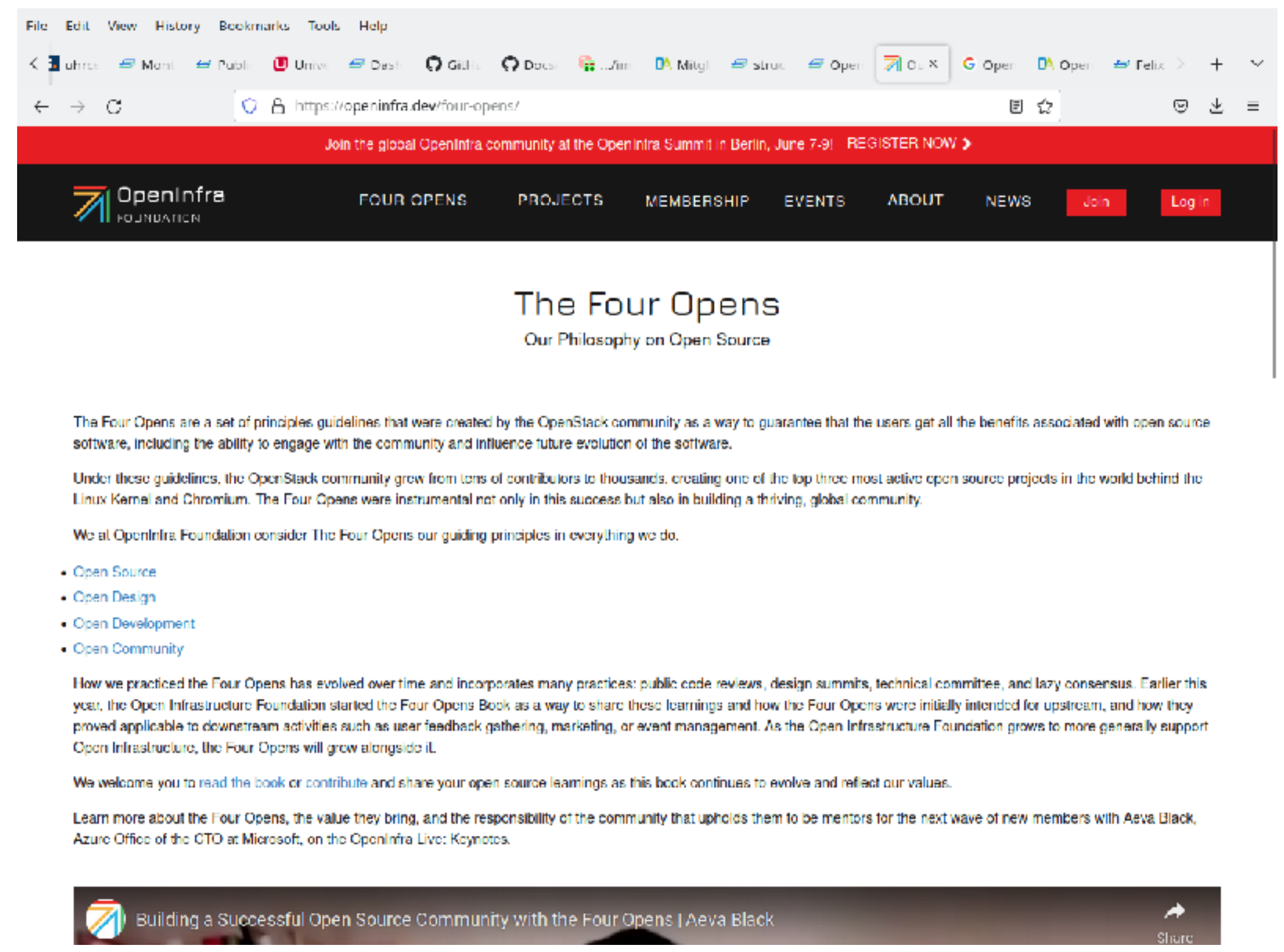




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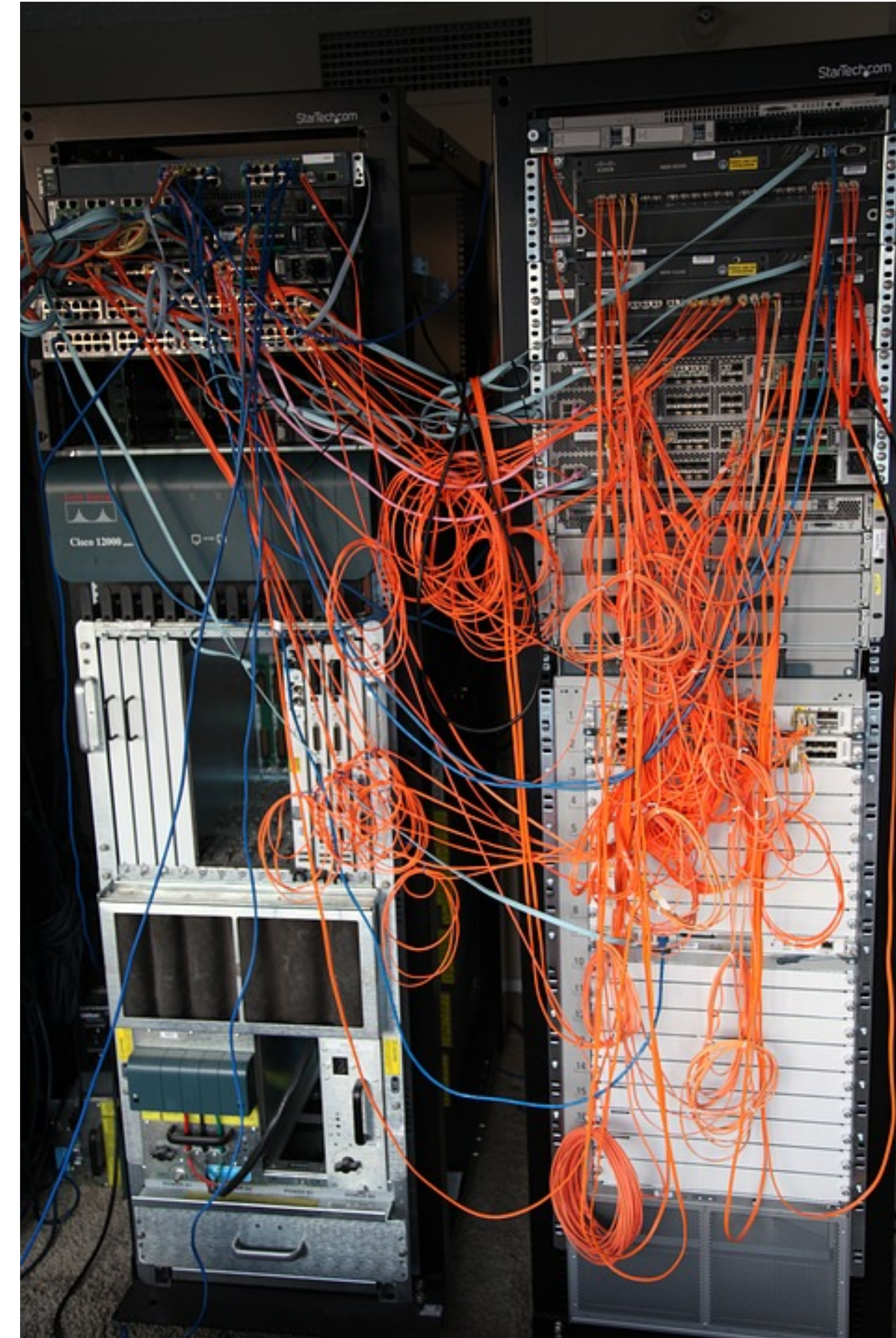
The Four Opens

- Open Source
- Open Design
- Open Development
- Open Community



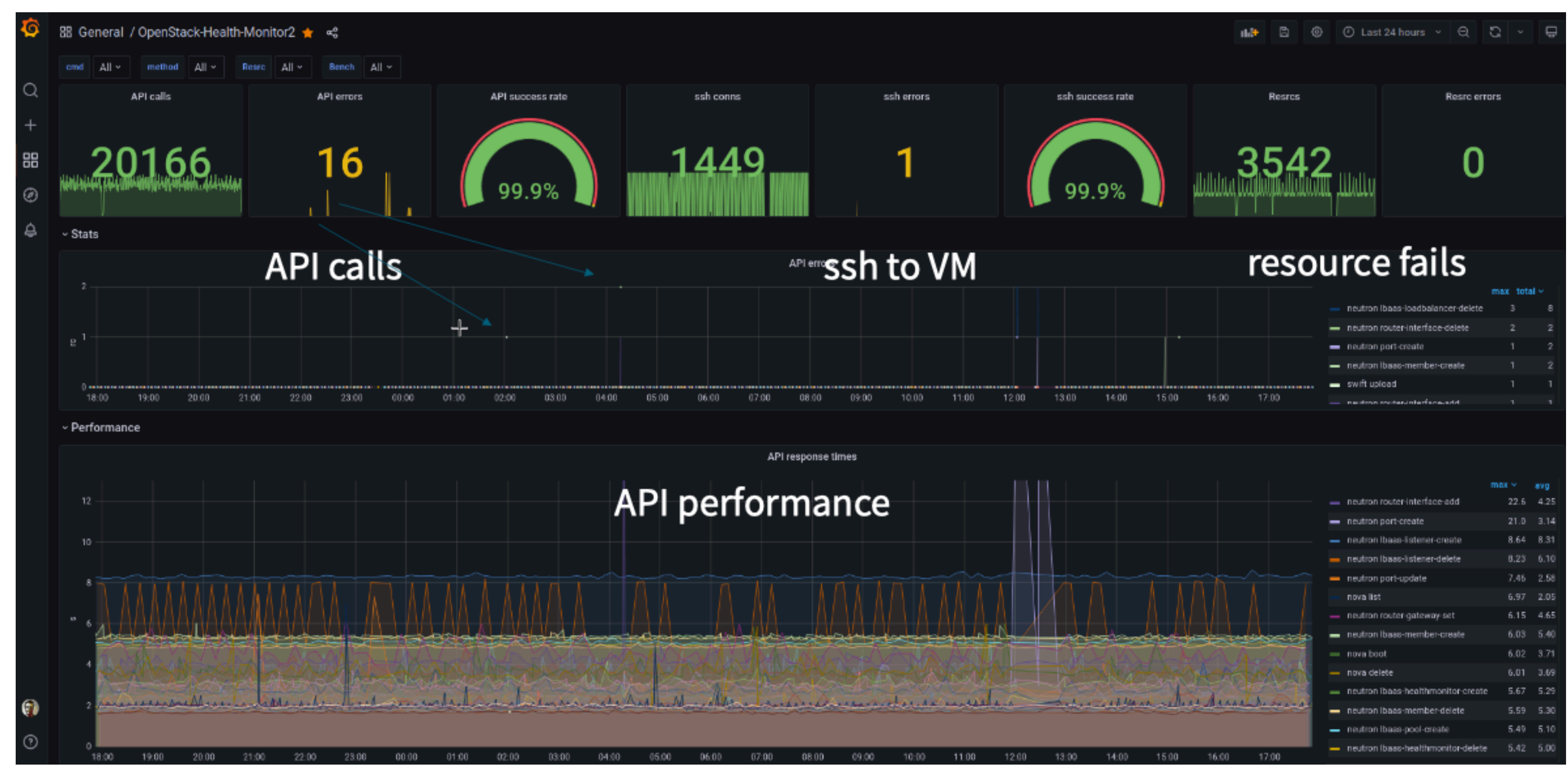


Operating distributed dynamic infra is hard



Time to introduce the fifth Open?

Open Operations



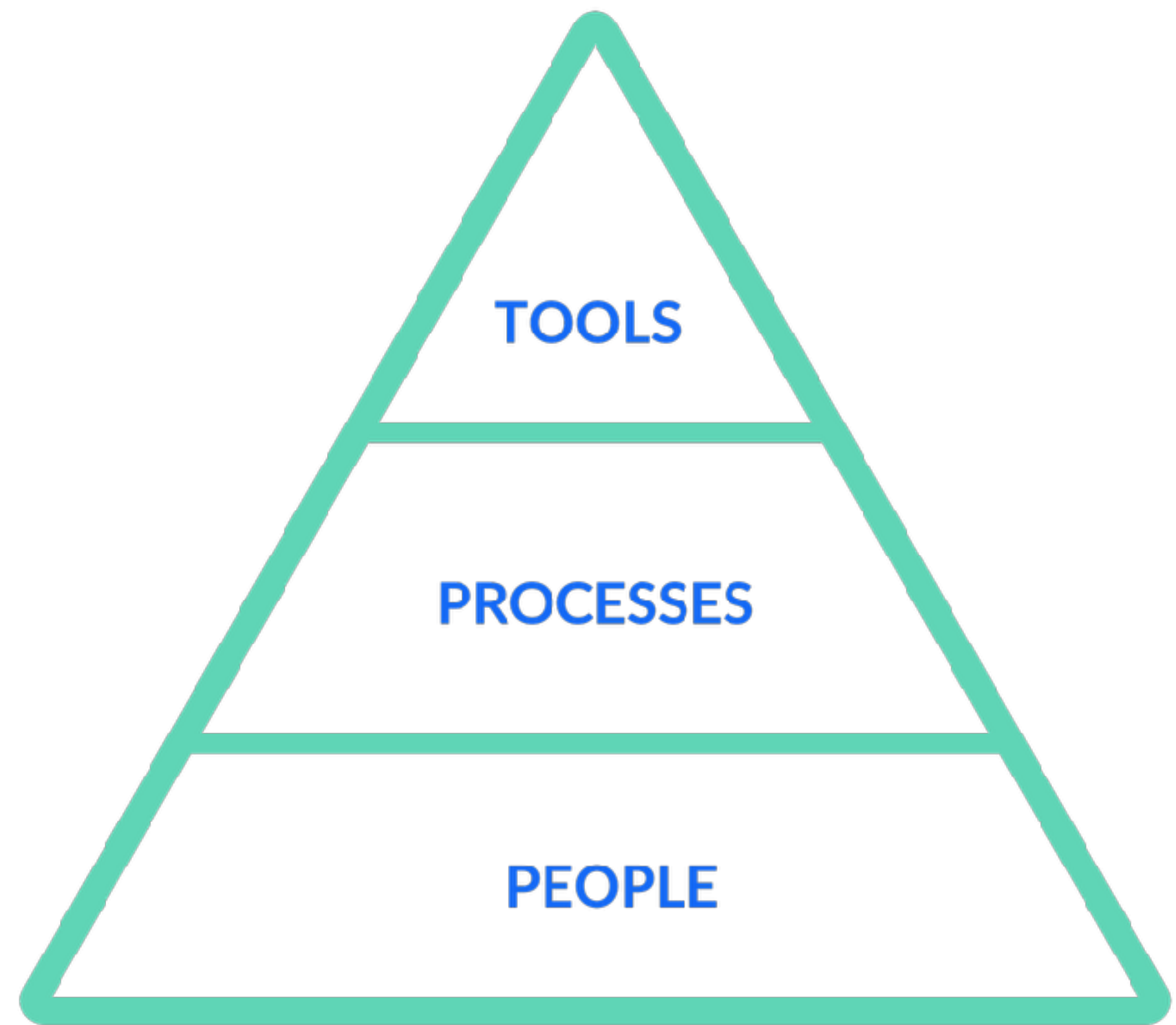
OpenStack Health Monitor / CloudMon

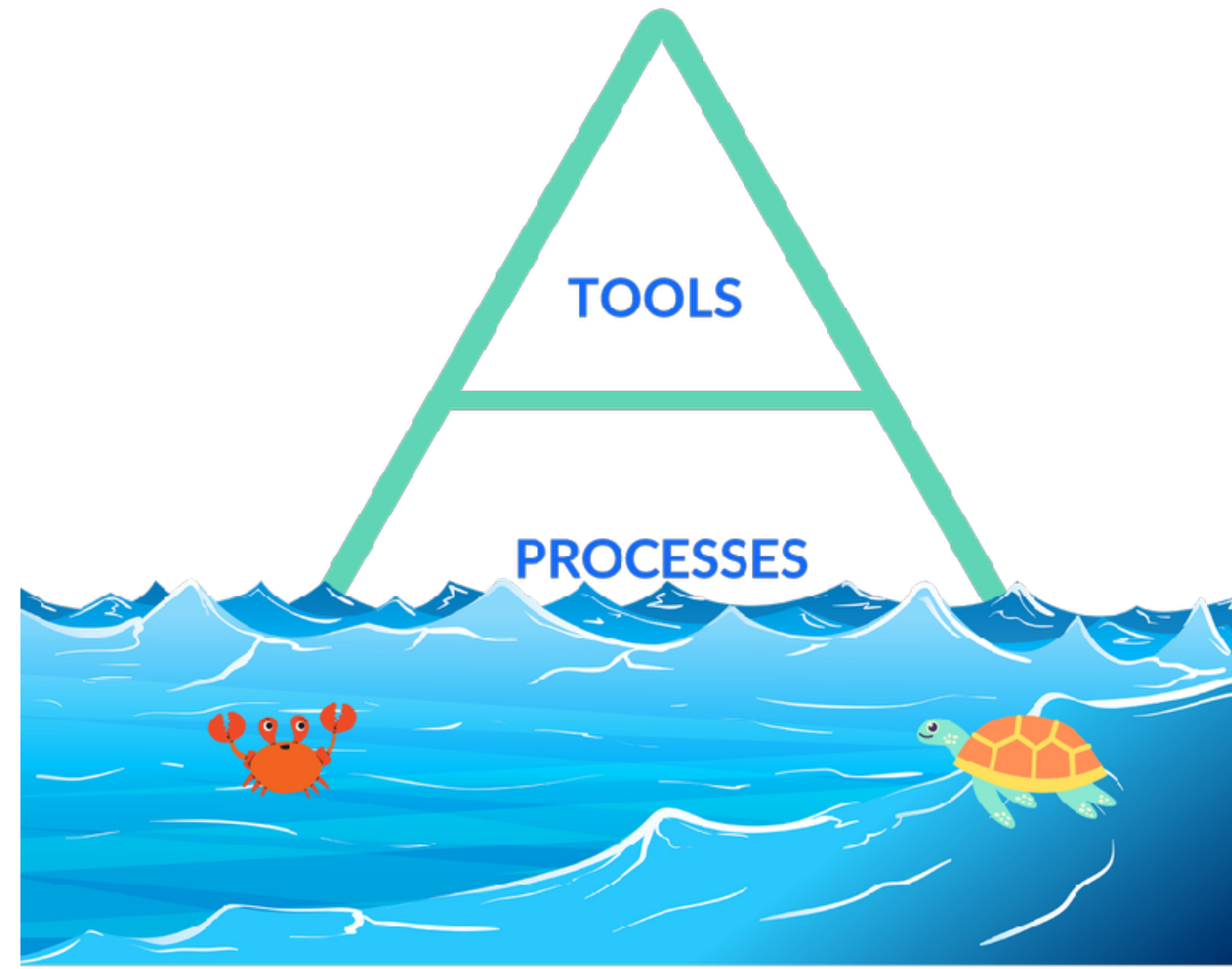
- Measure what you manage....
- ...and be transparent about it
- Behaviour-based monitoring through the eyes of the customer
- Next level - CloudMon - Collaboration within the community with OTC
 - <https://github.com/stackmon>

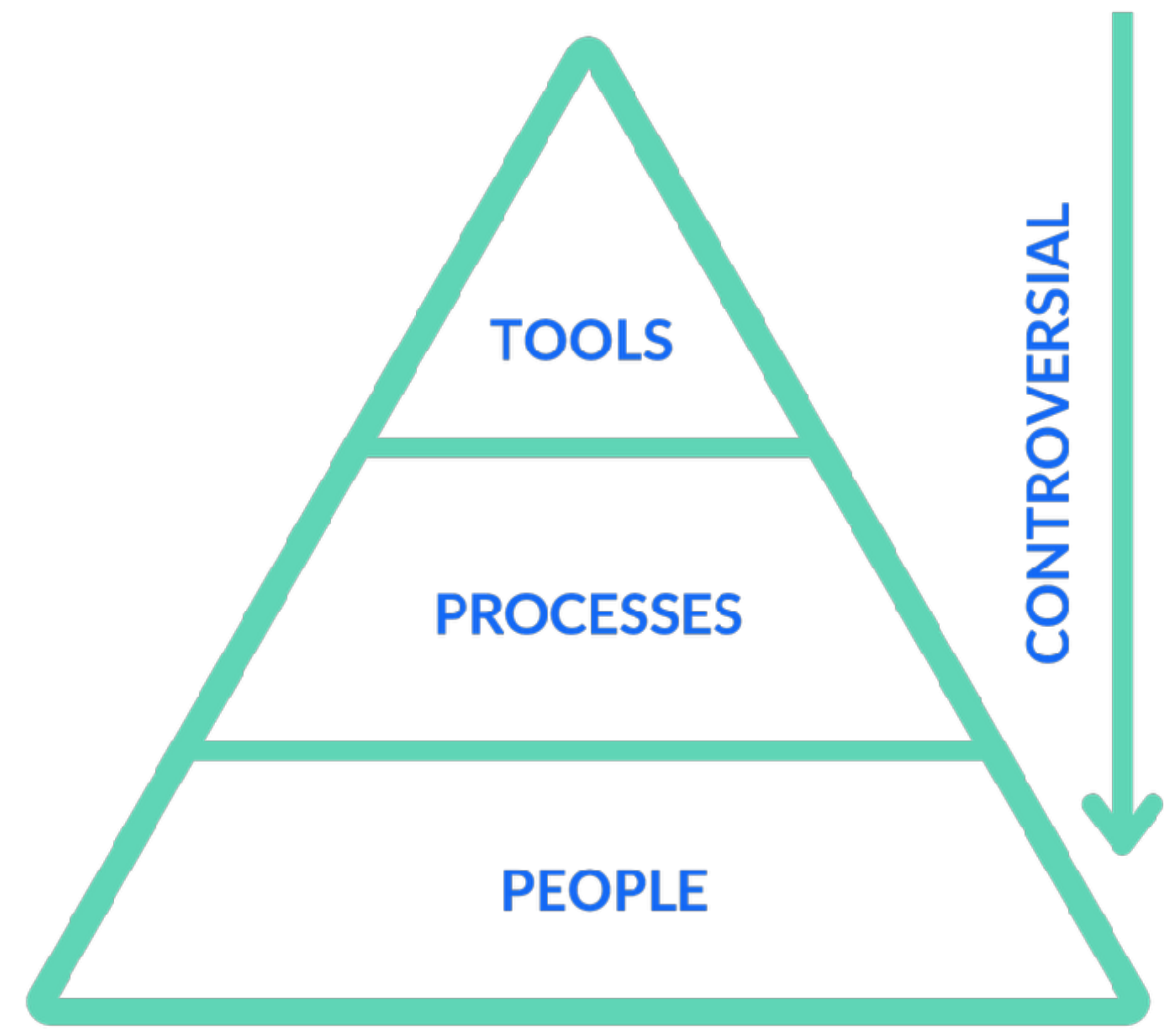
Are Open Source Tools enough?

“By sharing and documenting best practices for operating such cloud stacks, the difficulty to provide high quality cloud services internally or publicly is vastly reduced.”

<https://scs.community>





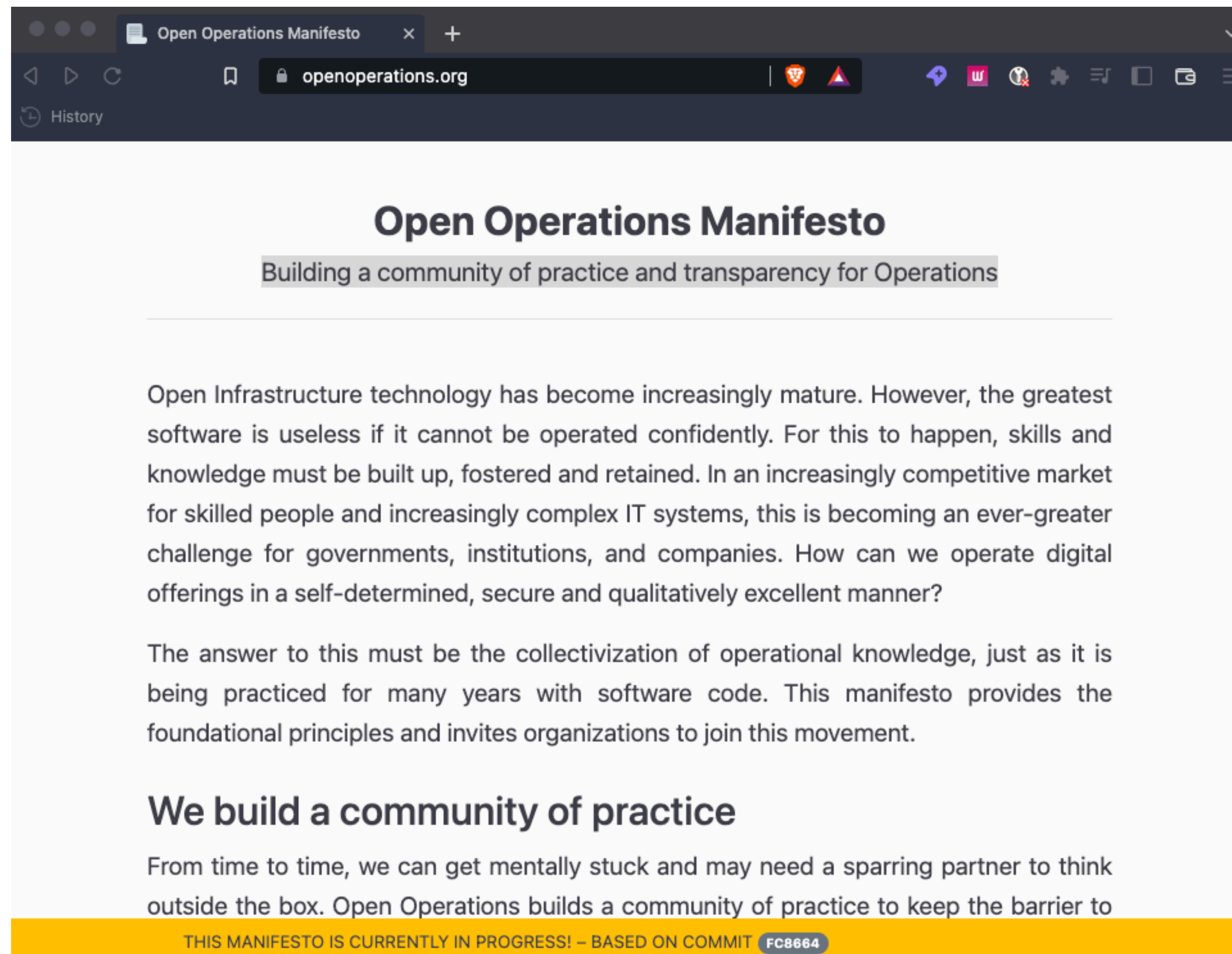


Psychological Safety

- The more errors a team reports, the more effective it is.
- Better teams don't make more mistakes, **but** they're more willing to report them







Open Operations Manifesto

Building a community of practice and transparency for Operations

Open Infrastructure technology has become increasingly mature. However, the greatest software is useless if it cannot be operated confidently. For this to happen, skills and knowledge must be built up, fostered and retained. In an increasingly competitive market for skilled people and increasingly complex IT systems, this is becoming an ever-greater challenge for governments, institutions, and companies. How can we operate digital offerings in a self-determined, secure and qualitatively excellent manner?

The answer to this must be the collectivization of operational knowledge, just as it is being practiced for many years with software code. This manifesto provides the foundational principles and invites organizations to join this movement.

We build a community of practice

From time to time, we can get mentally stuck and may need a sparring partner to think outside the box. Open Operations builds a community of practice to keep the barrier to

THIS MANIFESTO IS CURRENTLY IN PROGRESS! – BASED ON COMMIT [FC8664](#)

We build a community of practice

We share knowledge

Collaboration over competition

- Lean SCS Operator Coffee
- Pairing in Hands-On Session together
 - Moving from R2 to R3
- Special Interest Groups
 - SIG Monitoring

We believe that failures make us experts

Psychological Safety

- See failures as chances to learn
- Blameless Postmortems
- Public RCA
 - Azure - 2012-02-29
 - <https://azure.microsoft.com/de-de/blog/summary-of-windows-azure-service-disruption-on-feb-29th-2012/>
 - OTC - 2017-11-08
 - <https://imagefactory.otc.t-systems.com/home/root-cause-analysis-and-improvements-on-otc-network-outage-2017-11-08>

We're transparent

We're transparent

- Open Processes
 - Great examples out there
 - <https://about.gitlab.com/handbook>
- Status Pages
 - Customers will value transparency - earn trust

<https://openoperations.org>

Sovereign Cloud Stack Project

Sovereign Cloud Stack (SCS) is federated cloud technology built entirely with Open Source Software – putting users and providers in control.

- <https://scs.community/>
- <https://github.com/SovereignCloudStack/>