Ending knowledge frustration by Thomas A. Limoncelli

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THU, FEB 27 · 7:00 PM EST
Ending knowledge frustration by Thomas A. Limoncelli

⬆   Past event

🕐 Thursday, February 27, 2020
7:00 PM to 9:00 PM EST
Add to calendar

📍 Stack Overflow, Inc.
110 William St, 28th floor · New York, NY

nycdevops
Public group ❓

Details
AGENDA:
6:30pm - Doors open (PLEASE DO NOT ARRIVE BEFORE 6:30!)
6:30-7:00pm - Social
7:00-8:00 - Talk + Q&A
8:00-8:30pm - Social / Wrap Up

Thanks to Stack Overflow for sponsoring pizza/beer & venue.

Ending knowledge frustration: Creating a low-context DevOps culture to encourage learning and make DevOps work more enjoyable!

Speaker: Thomas A. Limoncelli

Abstract:
Problem: Knowledge frustration is when siloed knowledge blocks you from doing your job. Yes, you can escalate or bother another coworker, but wouldn't it be better if you had the instructions you needed when you needed it? Knowledge frustration is common for new people getting up to speed, experienced people moving between projects, and oncall engineers that receive an alert they've never seen before.

Solution: In this talk, I'll show how to use the anthropology concept of high-context/low-context societies to eliminate knowledge frustration on DevOps/SRE teams. The result is improved productivity, continuous improvement, and a more enjoyable work environment.

Edward T. Hall was an American anthropologist who coined the phrase "high-context culture," a culture where there are many unspoken rules. One must know a large amount of context to survive. Low-context cultures have the rules explicitly stated. This model describes engineering teams as well.

This is a talk about how to create a low-context culture where documentation is created incrementally, maintained continuously, and available just in time. Eliminate the "I'll document it later" syndrome.

SPEAKER:
Tom manages the SRE team at Stack Overflow (Stackoverflow.com) in New York City. He is an internationally recognized author, speaker, system administrator and DevOps advocate. His latest book, the 3rd edition of The Practice of System and Network Administration (http://the-sysadmin-book.com), launched in 2016. He is also known for The Practice of Cloud System Administration (http://the-cloud-book.com), and Time Management for System Administrators (O'Reilly). In 2005 he received the Usenix LISA Outstanding Achievement Award. Previously he's worked Google, Bell Labs / Lucent, AT&T and others. His blog is http://EverythingSysadmin.com and he tweets @YesThatTom.

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Swapnil 1,905 days ago   •••

@Tom Are you going to post the slides? We can PR it for you to present it next week.

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Srinivas B. 1,906 days ago   •••

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Rodrigo 1,907 days ago   •••

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