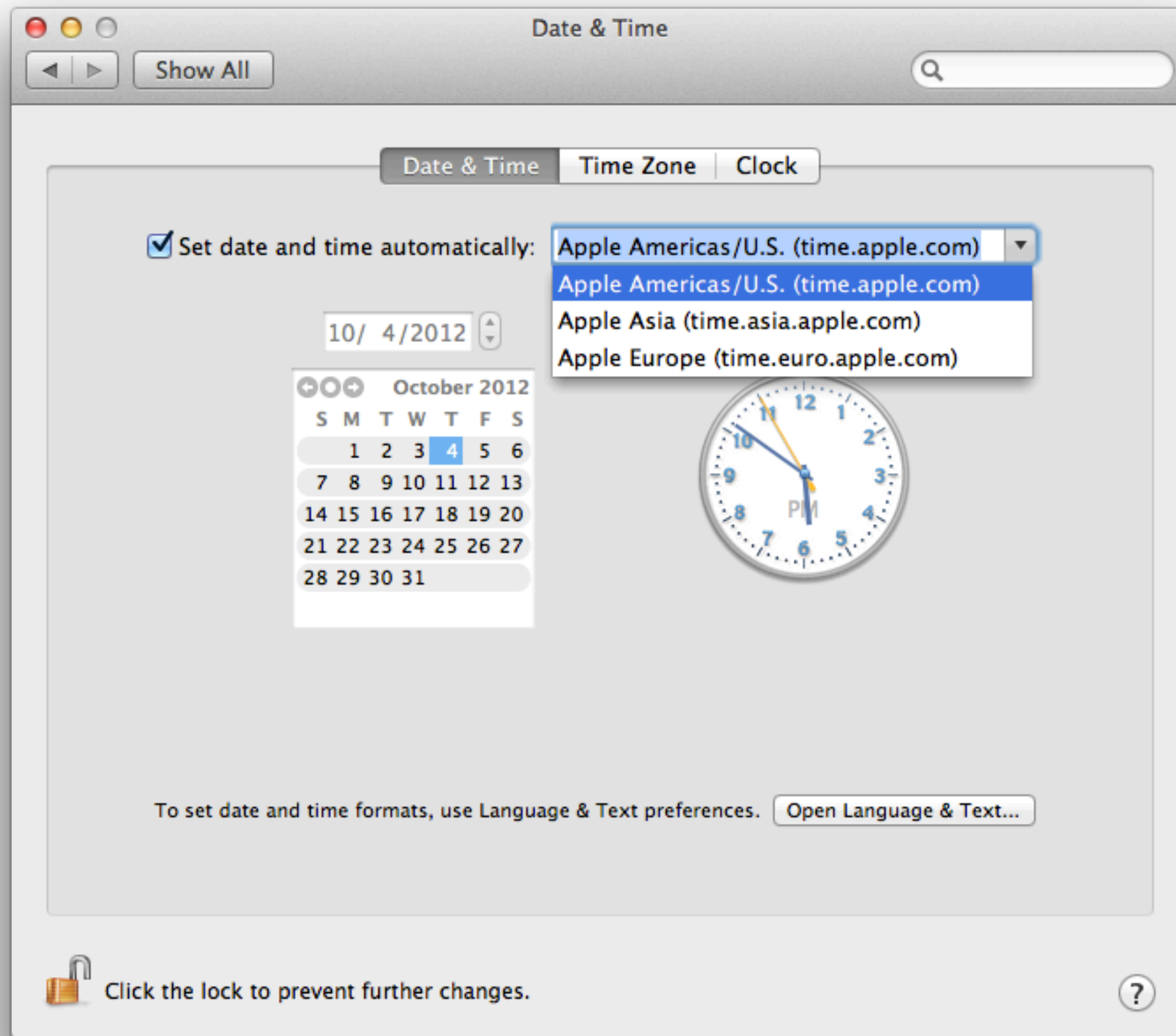


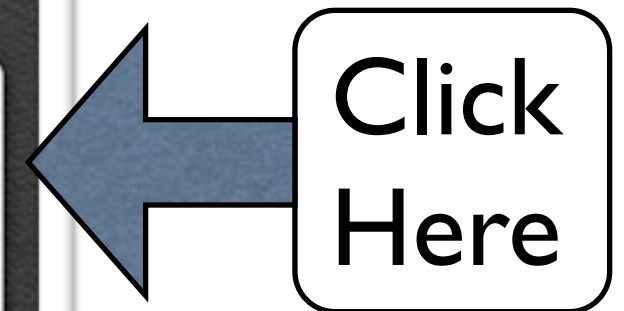
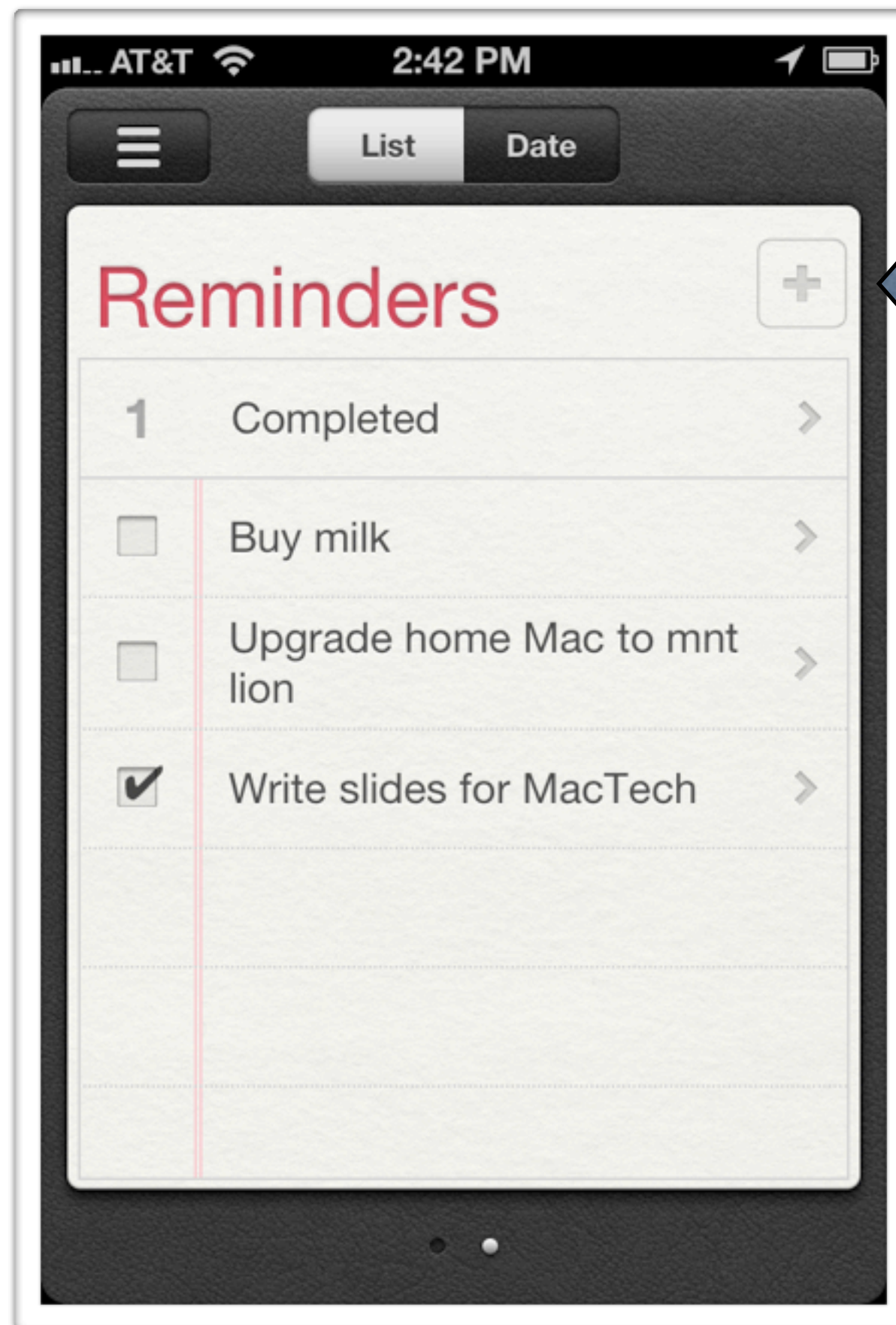
MacTech 2012



Time Management

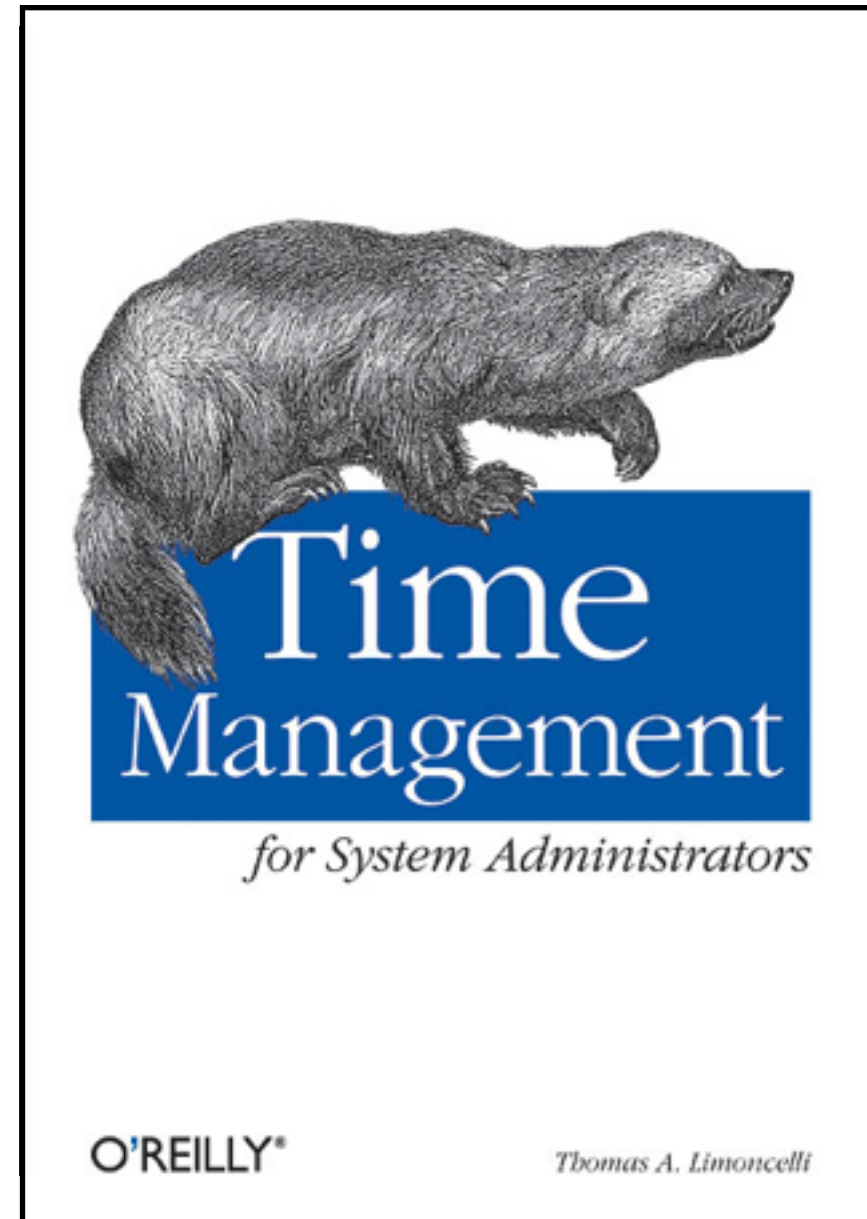
Tom Limoncelli, Google NYC





Time Management in a nutshell

- Reduce interruptions / improve focus
- Record requests (tickets, todo list, etc.)
- Automate



The Waitress and the Water Glass



Friendly's



2011 Google

CHelsea GRILL

CHelsea GRILL

GROCERY
CIGARETTES LOTTO NEWSPAPER STATIONERY
67 CIGARETTES COLD BEER & SODA 757-0640

Farmer's Roteseria

Zigoin's Pizza Bar

Hof's Kitchen

Pam Thai En





DINER

MOONSTRUCK

MOONSTRUCK

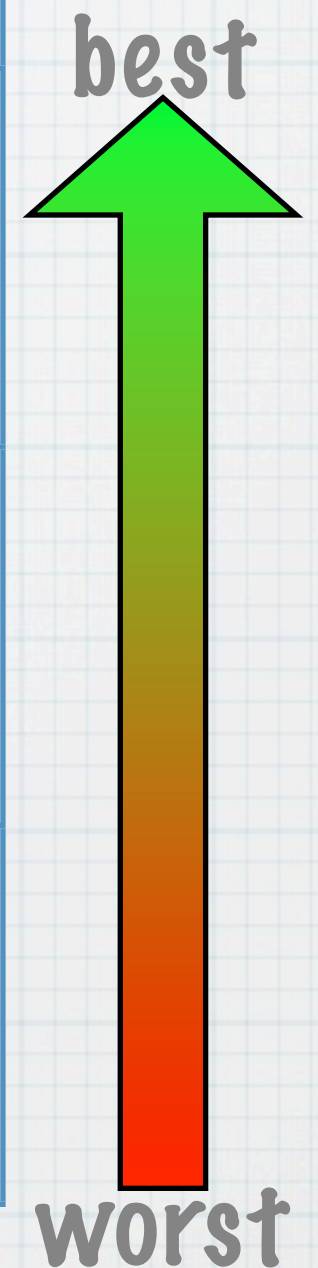
400 W 23 ST.

[212] 924-3709

MOONSTRUCK

COCKTAILS

	Worst Case	Best Case	Average
Diner	now	before you asked	awesome!
Bistro	Soon	before you asked	Great
Chain	Eventually	Soon	Soon-ish

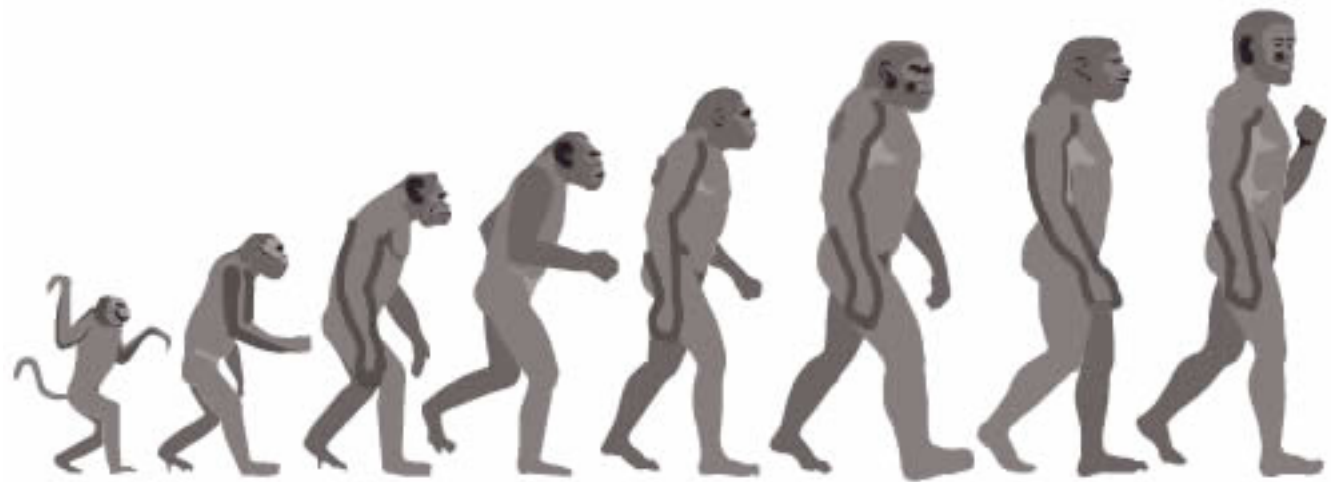


Interrupt Driven

Batch

Automated

Self Service



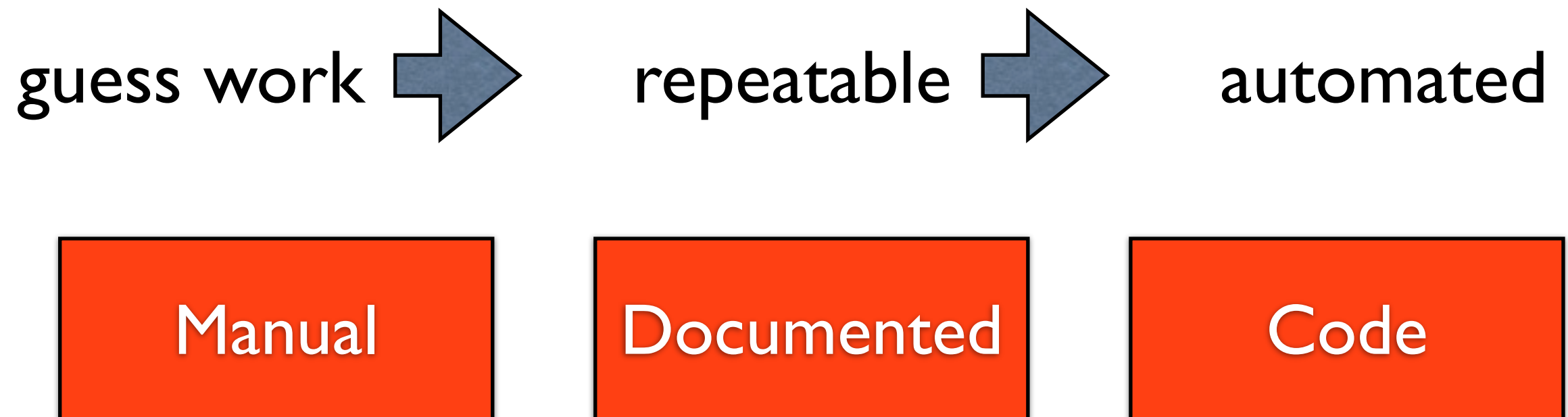
Tools to help the interrupt-driven SA

- Todo list


Enables: Focus, reduces interruptions

- Ticket or “Helpdesk Automation”
 - SolarWinds Web Help Desk, ZenDesk, Salesforce Desk.com
 - Request Tracker (bestpractical.com)
 - OTRS

The path to automation



Wiki

- Always work with your  Wiki Server open
- Document as you do.
- Read along as you act.
- Update as you need.

What's in your Wiki?

- add/change/delete procedures
 - user accounts
 - new machines
- rare tasks:
 - replacing a disk in XRAID
- security tasks

[ITS.TomOnTime.com](#)

[ITS FAQ](#)

[LISA 2010 Training](#)

▼ **Procedures**

[New Employee](#)

[New Team Member Checklist](#)

[User Docs](#)

[Sitemap](#)

Recent site activity

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[View All](#)

Procedures

Note: these instructions are for the sysadmin-team members.
If you need assistance, please send email to help@tomontime.com or open a ticket via the web: <http://rt.tomontime.com/create>

User/account Procedures:

- [New Employee Checklist](#)
- [Creating Accounts](#)
- [Username change](#)
- [Employee Termination Checklist](#)

Desktop/Laptop Procedures:

- [New Desktop Installation Checklist](#)
- [New Laptop Installation Checklist](#)
- [OS Installation Procedure](#)
- [Disposal of old equipment Procedure](#)
- [When a machine is reported lost or stolen](#)

Data Center Procedures:

- [Allocating rack space](#)

Storage and Virtualization

- Failed disk replacement: [NetApp](#)
- Failed disk replacement: [XRAID](#)
- Failed disk replacement: [Storware 2000 RAID Enclosure](#)
- Failed disk replacement: [Linux LVM](#)
- [Adding new virtual machines](#)
- [Deleting virtual machines](#)
- [Backup and Restore procedure](#)

New User Procedure

- Order phone: (link)
- Create accounts:
 - OpenDirectory
 - Database
- Set up new machine
 - If none in stockroom, (link) order one.
- Set up using (link) procedure

Navigation

[Home](#)
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Recent site activity

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Create the data file we send to Astro Data Services

Log into the EqFed.org web site and get to the dashboard.

Select the "Export" menu item under "Data Management"

Click "Export Members" (it is a button)


During "Step 1 - Select Export Format" select "Democracy Project"

During "Step 2 - Select List Members" select "All Members"

During "Step 3 - Export List Members" select options as needed.

I believe that generates the file as they require it. Please check this year's instructions to make sure there weren't any changes.



 [Add files](#)

Empowers Task Sharing

- Once you record your basic tasks, they become delegate-able.
- People more junior than you follow checklists, just go to you when stuck.

Solo Sysadmin

- Documentation:
 - creates consistency
 - reduces mistakes
- You're overloaded, now you have an assistant that remembers things for you.

Stress Reliever

- Every checklist
 - ...reduces that “trapped” feeling
 - ...makes it easier to take a vacation
 - ...makes cheaper to hire some help

Organizing Docs

- Once you accumulate a lot of docs, you'll want to have them better organized:
 - Fix it Now (oncall / pager actions)
 - How To's (procedures for common tasks)
 - Architecture/Design/Reference (how things work)
- User-facing documentation should be on a separate site.

Automate individual steps

- The most error-prone
 - The most boring
 - The most annoying
-
- Commands to cut and paste from wiki.
 - Small `/bin/bash` shell scripts

**Step 5: Adjust RAID to new
params. Paste these commands:**

```
for i in 1 2 3 ; do  
    reconfigure_raid.sh $i  
done
```


Step 1: Set your variables:

BROKE= (the hostname)

SITE= (3-letter site code)

Step 2: Report the problem, mark in database. Paste these commands:

```
# report_broken $BROKE $SITE
```

```
# ldapmodify ..blah... $BROKE
```

Once most steps have a command...

- Put it all into one big /bin/bash script.
- Add pre-checks, post-checks.
- Better error checking
- Better result reporting.

Automate entire processes

- Automate big steps or entire checklists:
 - Python
 - Ruby
 - Perl

Automate the world

- Configuration Management systems
 - CfEngine: Runs fast, serious business.
 - Puppet: Easy to use, big community.
 - Chef: Pre-written modules for web ops

Example:

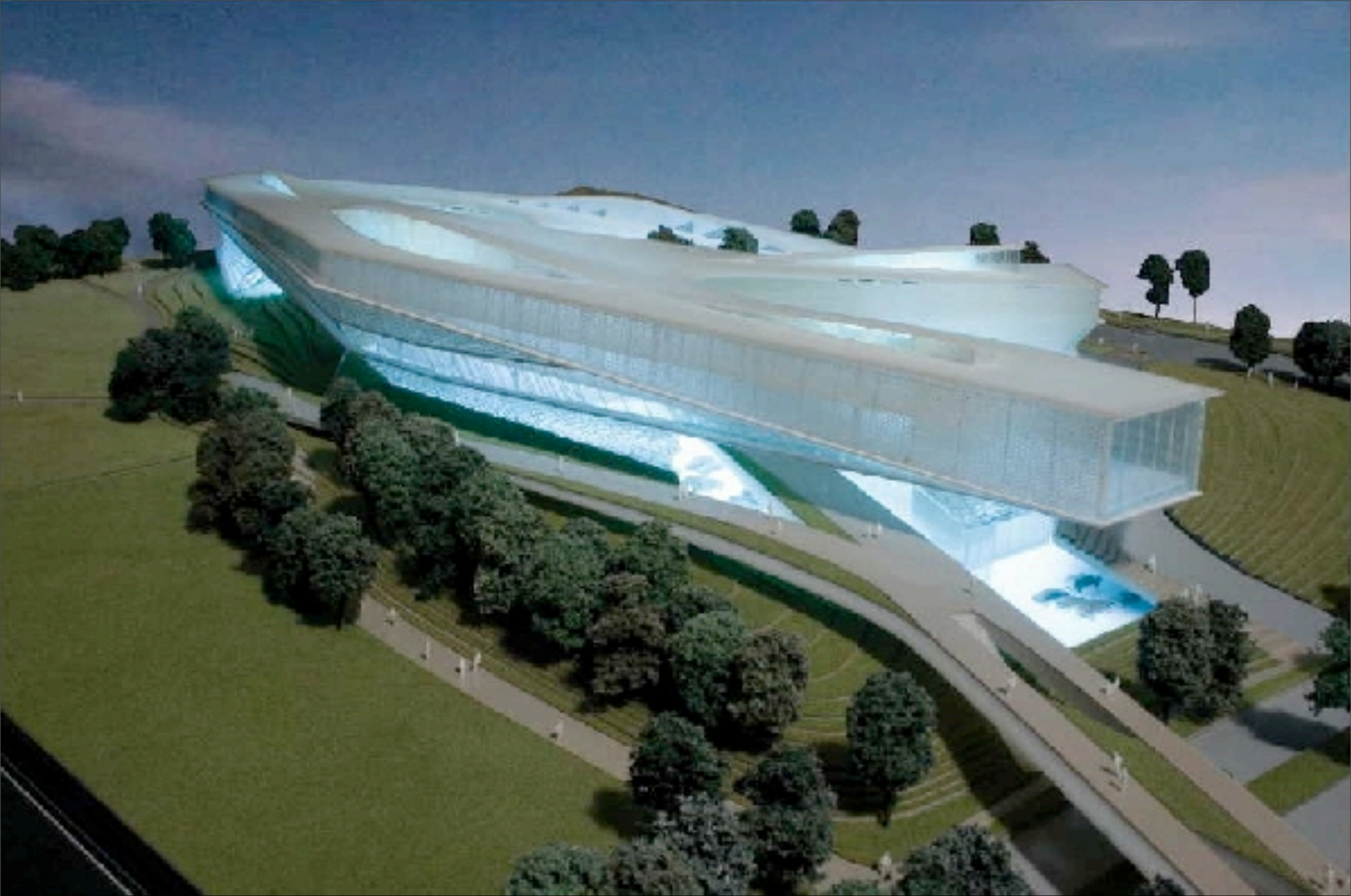
- Task: Add new location to “site database”
- Version 1:
 - A list of commands to update the db.
- Version 2:
 - A script that looks up lat/long, other info, asks “are you sure?”, updates db.
- Version 3:
 - Nightly script polls HR database, syncs new/updated locations into db.

Your power base





THE OLD SCHOOL



Management vs. Leadership

- Management:
 - Set Priorities
 - Provide Resources
 - Clear Roadblocks
- So what is leadership?

