People, process and technology blueprints for Ansible Automation Platform

Christian Jung

Principal Specialist Adoption Architect

jung@redhat.com

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- name: Christian Jung
  web: https://www.jung-christian.de
  LinkedIn: https://www.linkedin.com/in/cjungcloud/
  eMail: jung@redhat.com
  facts:
    - nerd: everything Linux, Open Source, Software, …
    - redhatter: since 2006
    - ansible: started 2016, full time since 2019
    - fun_fact: spent two years living in Malta
    - organizer: www.ansible-anwender.de
    - demo_project: www.ansible-labs.de
```
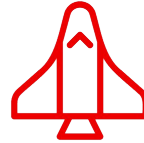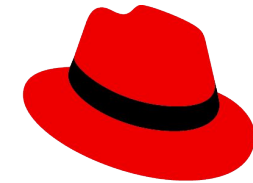
Who are we?

>30

Product Experts

proven experience in helping customers and partners adopting Red Hat technologies

EMEA coverage

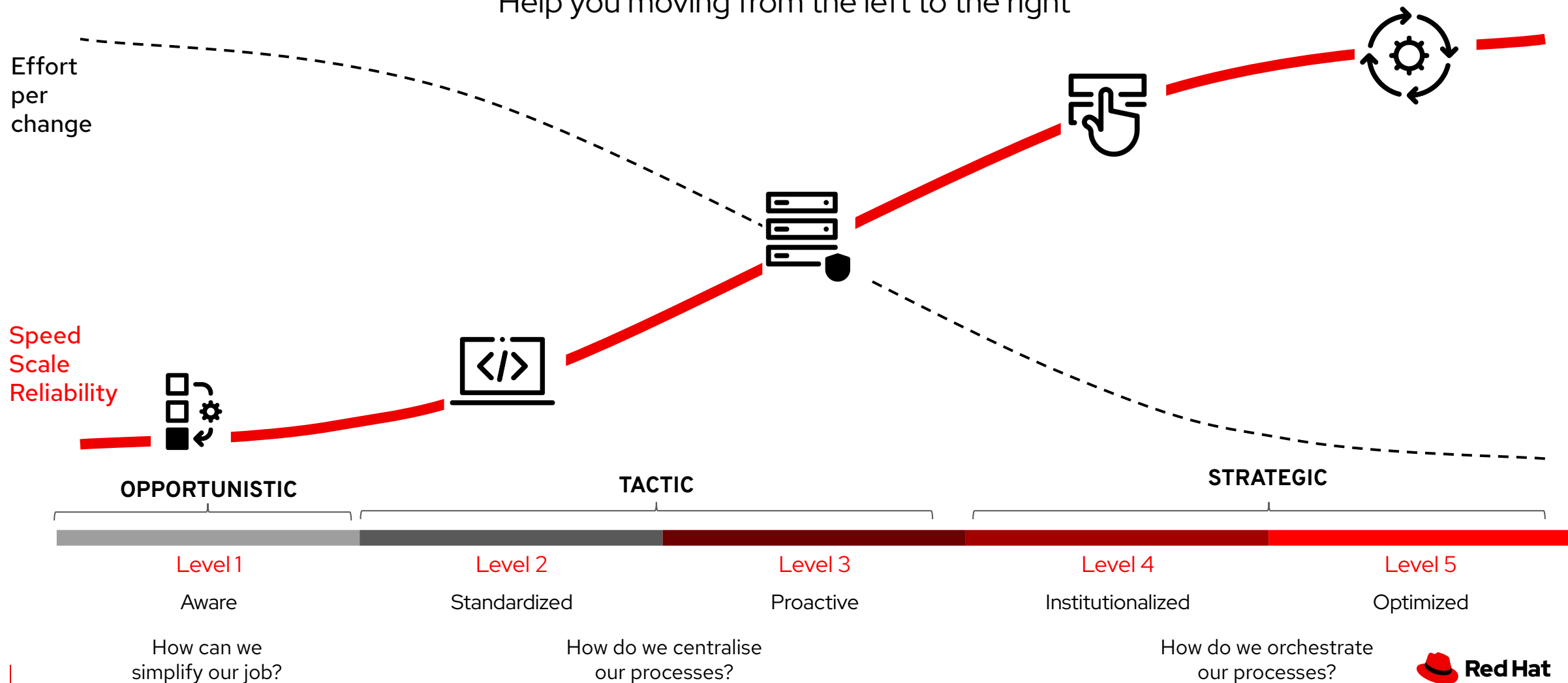Launch team can be deployed close to where you are and in many languages

All Red Hat Technology

Organized in Technology streams including but not limited to Ansible, OpenShift and RHEL

What's our purpose?

Help you moving from the left to the right

Effort
per
change

Speed
Scale
Reliability

OPPORTUNISTIC

TACTIC

STRATEGIC

Level 1	Level 2	Level 3	Level 4	Level 5
Aware	Standardized	Proactive	Institutionalized	Optimized

How can we
simplify our job?

How do we centralise
our processes?

How do we orchestrate
our processes?

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Typical Blockers

People

Technical Training and Onboarding

Communities and Sharing

Bridge silos, foster collaboration

Processes

Outdated processes not fit for automation
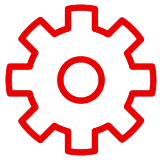
Manual time consuming approval processes

Technology

No or bad API support

Niche tools with isolated knowledge

Establish Automation First mindset

How can we help?

Workshops
- Security
- Developer
- Experience
- Onboarding

Labs
- RHEL
- Windows
- Networking
- And more

Technical Questions
- How Ansible and AAP can be used?
- Feedback on Architecture or customer solutions

Community
- Tips on how to build communities
- Support existing community events

Ansible Operational Model

AOM for short

Operational Model for Ansible

OMA for short

Red Hat

{{ your proposal here }}

{{ undefined }} for short

Why did we create it?

- Started as a bespoke model for one specific customer
- Refined through numerous conversations
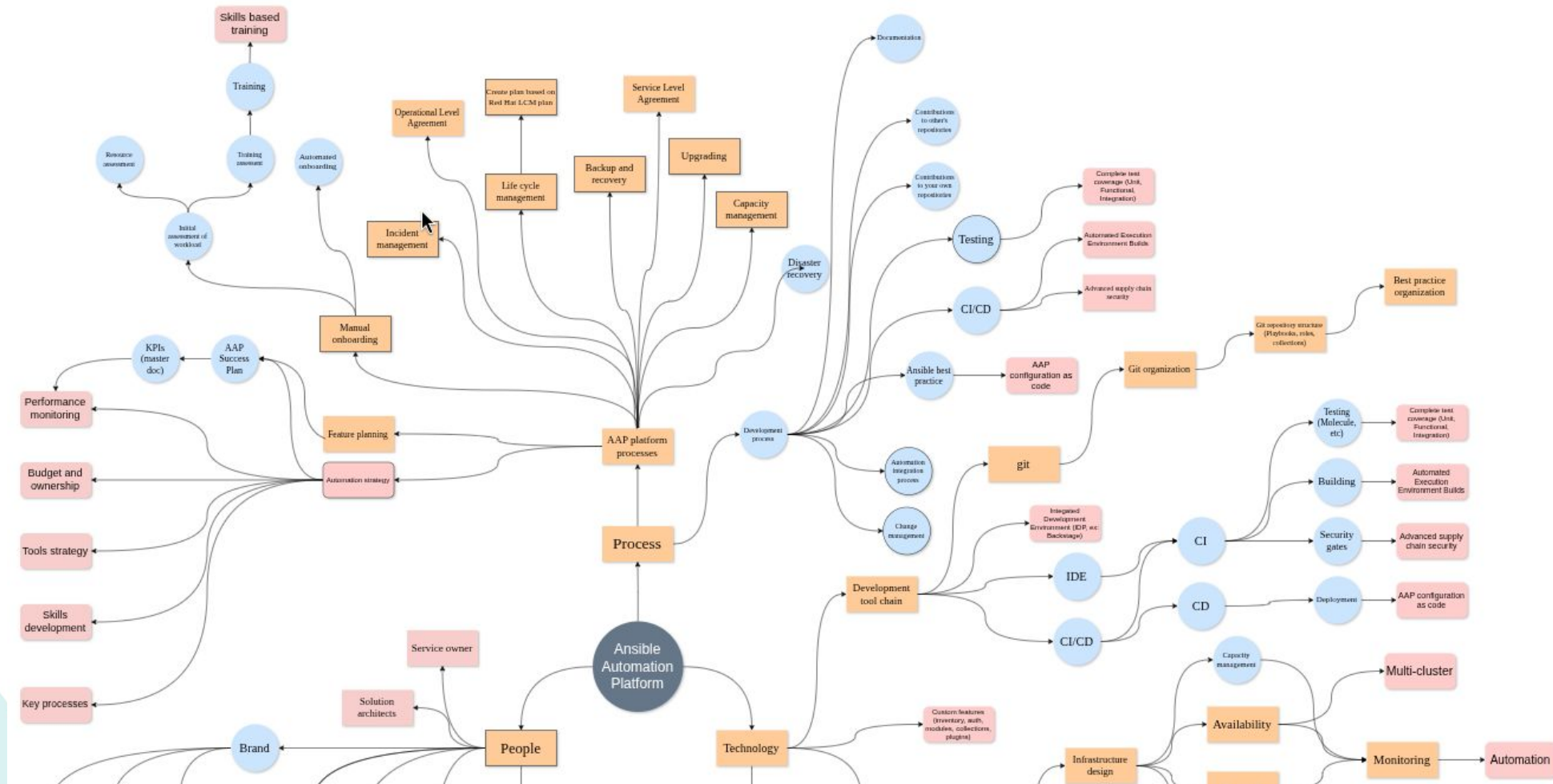- Helps us to navigate through the conversations and makes sure no area is overlooked or missed

What is it?

- A collection of good practices
- Mind-map visualization and detailed documentation
- Organised in People, Process, Technology
- Divided in maturity stages (MVP, 2.0, Advanced)
- Open source project, on gitlab.com and available via a web page https://ansible-ops-model.gitlab.io

What does it look like?

How to use it?

- As additional documentation
  Where you today? What's missing?
- As a benchmark against good practices
  List to double check your progress
- As a benchmark against good practices
  Validate with other teams, departments, customers, partners.
- As an inspiration for feature planning for your environment
  EDA, Policy Enforcement, CI/CD, AI, …

How to benchmark?

- Form a team with all relevant stakeholders (techies, management, architect, security, compliance)
- Set some time aside (4-16h)
- Make your own copy of the board
- Use items as discussion starters, feel encouraged to make changes

How to benchmark?

- "Start at the beginning, and when you come to the end, stop"
  - Explore options by stage
  - Or do it by area
- Color code what you have and what you don't
- Prioritise the outcome, assign action items and milestones

Examples

- Very strong in onboarding, detailed process for setting up users, granting access, set up CI/CD, staging workflow ...
- Weak in getting users excited, expand beyond initial user base

Proposed to build a Community of Practice to foster collaboration between different teams and departments.

Examples

- Very strong in Linux automation
- Struggle to expand beyond initial use cases

Proposed to offer workshops to show other teams how they can use Ansible to automate their work.

Examples

- Highly regulated environment
- Concerns about security hardening, secret management and compliance

Organized a workshop together with their Secret and Access Management Vendor, discussed architectural options to address security concerns. Organized meetings with internal security teams to educate on how automation strengthens overall security and reduces attack vectors.

Where can you find it?

https://ansible-ops-model.gitlab.io

Operational Model for AAP ☾   Minimal Viable Product   2.0   Advanced   Contributing   Search

An operational model for the Red Hat Ansible Automation Platform

Hello and welcome. This is a good practice based operational model for Ansible Automation Platform. This model is for people who wants inspiration for how you can run a central automation platform based on Ansible Automation Platform.

This model covers good practices and should not be read as a list of things you always need to do. Different organizations are different.

The model, which covers people, process, technology, service management and strategy is divided between three different advancement levels (1-3). Access these different levels via

DEMO

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