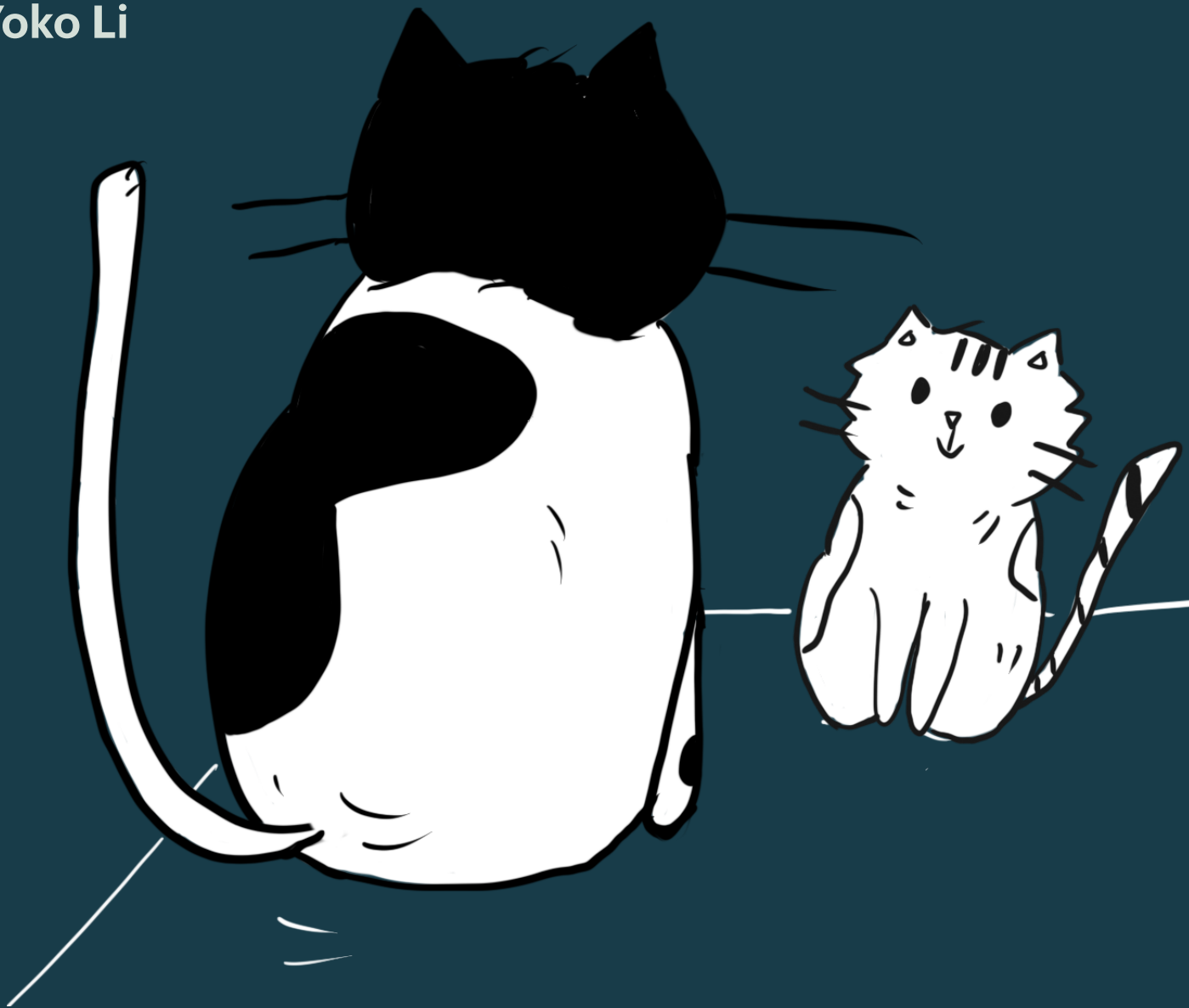


DevOps Cat's Guide to Automation

by Yoko Li

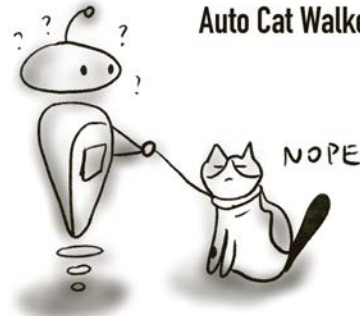


"Automate everything", they say

Auto Cat Feeder



Auto Cat Walker



Auto Litter Box

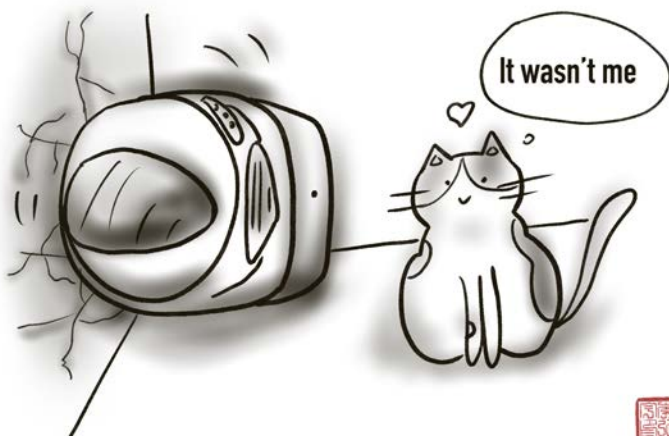


Auto Cat Treadmill



Yoko H Li

But as we know, automation inevitably introduces failure modes



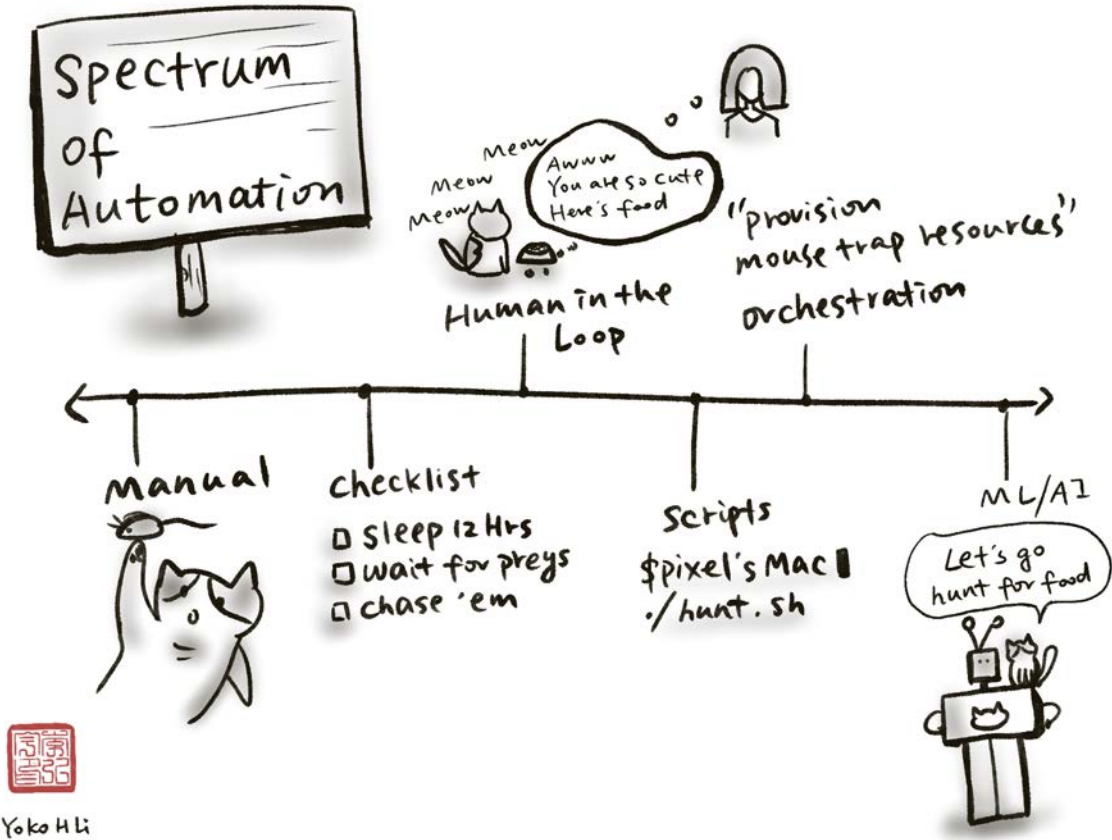
Yoko H Li

Failures cost time and energy. They also introduce new incidents



Yoko H Li

We have to choose what to automate wisely



Why can't I just use AI and machine learning to automate incident management?

Well, kitten. I moved in with humans for a reason.



Yoko H Li

Humans ask better questions.

I'm not feeling well...



Where is it hurting? Did you get injured from fighting with the other cat? Did we forget to play with you so you are feeling depressed?



Are you a cat? Please answer yes/no.*

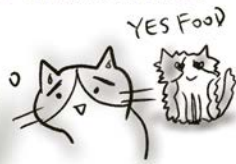


* Google photos AI asks this every day

Yoko H Li

Humans can develop intuition from unrelated events with intrinsic similarities

I don't know why the other cat always eats from my bowl during dinner time. She has her own bowl



This reminds me of a load balancing problem. Let me try to direct her to another food source further away from yours during dinner and try to debounce how many times we feed both of you.

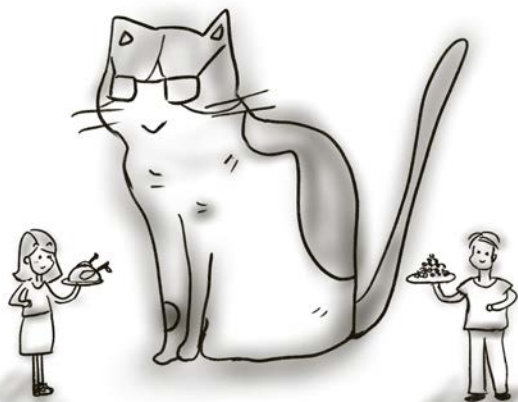


What is the other cat's name?
Variable not defined.



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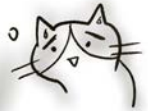
That's why I chose two humans as my minions instead of a machine



Yoko H Li

Humans have high emotional intelligence, which is important during a stressful incident

I'm so scared of the fireworks that I accidentally peed on the carpet



That's okay! Let's think about things we could do to make you less scared next time to prevent incidents like this! Incidents are unavoidable, but we'll do our part to make it a little better to handle.

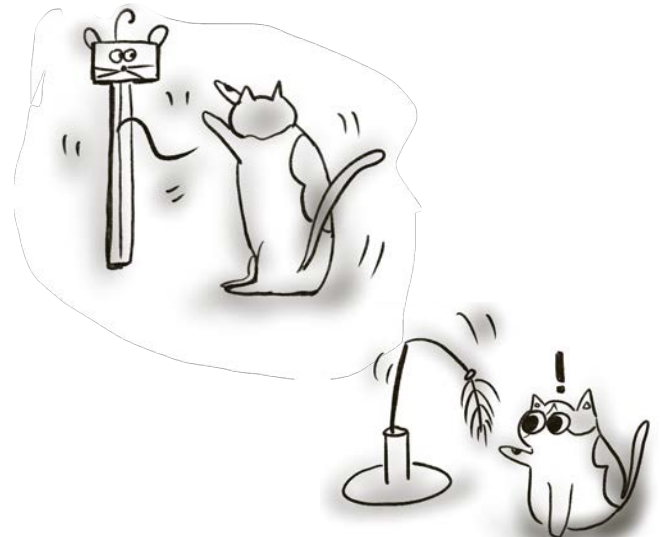


What attributes of the fireworks are you scared of?



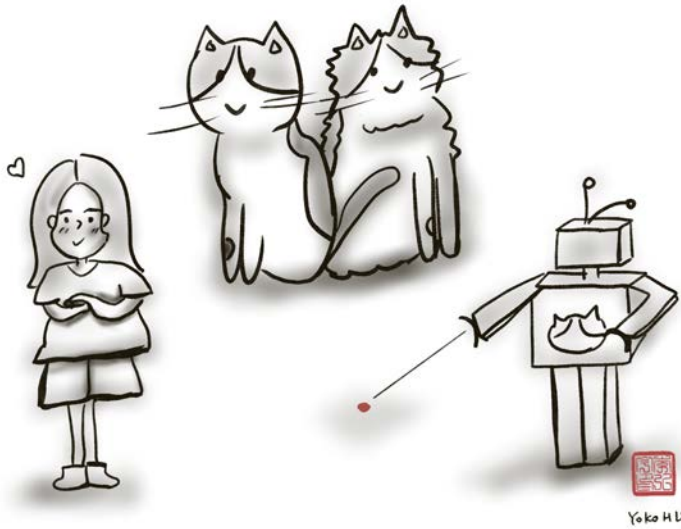
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But don't get me wrong — machines are great for lots of things!



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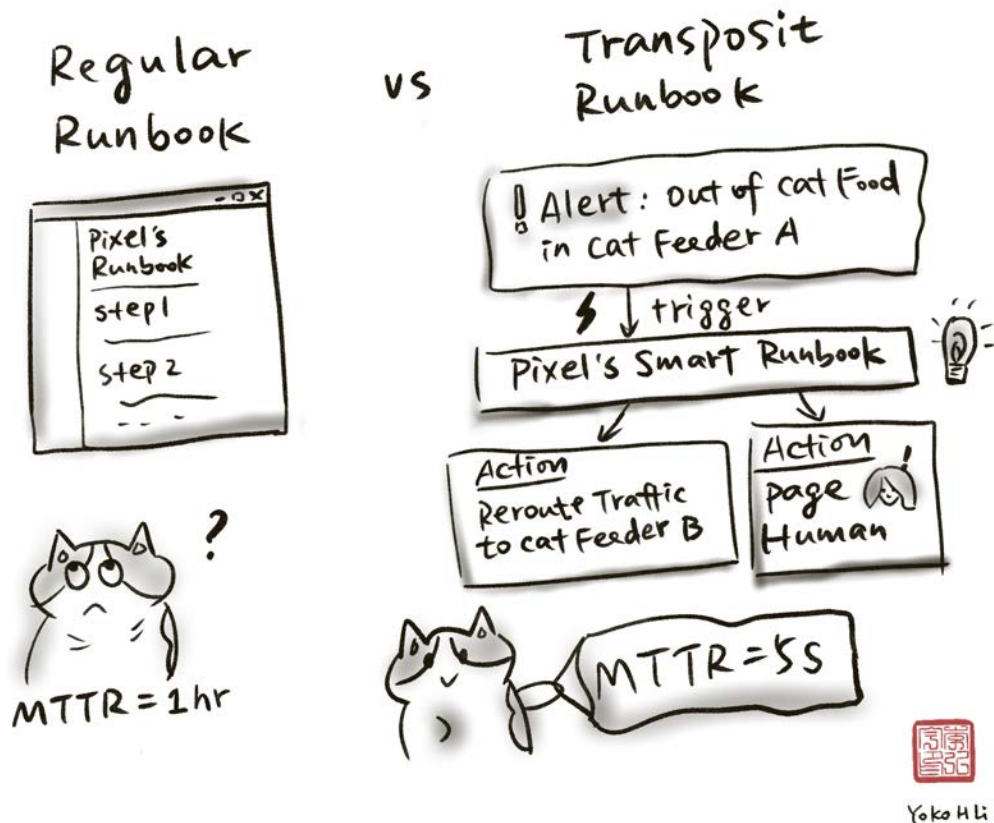
How can I have the best of both worlds?



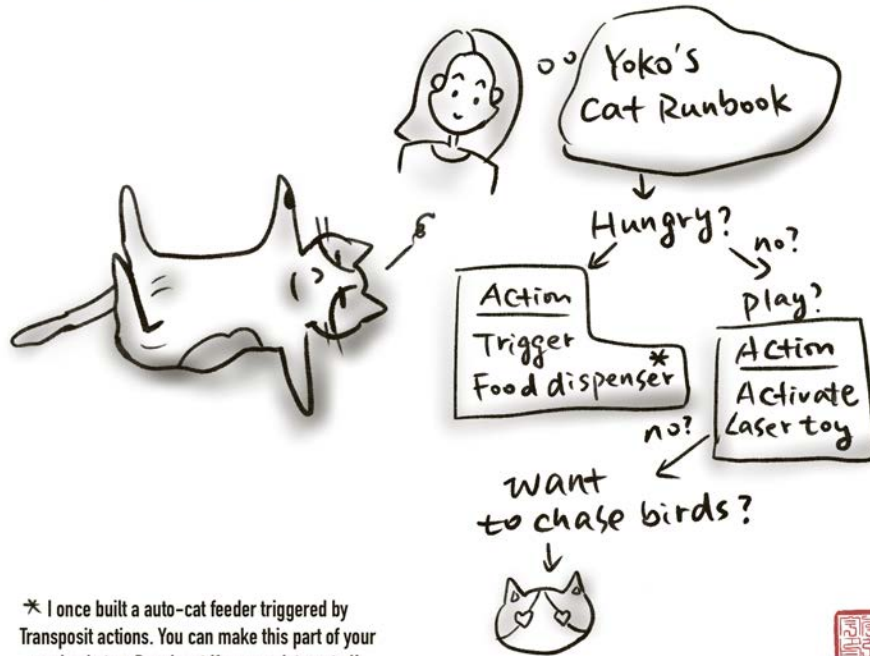
Turns out I can start with a runbook that does human-in-the-loop automation



Transposit runbooks are different from the regular static runbooks



Transposit empowers you, the human, to use your intuition and ask valuable questions

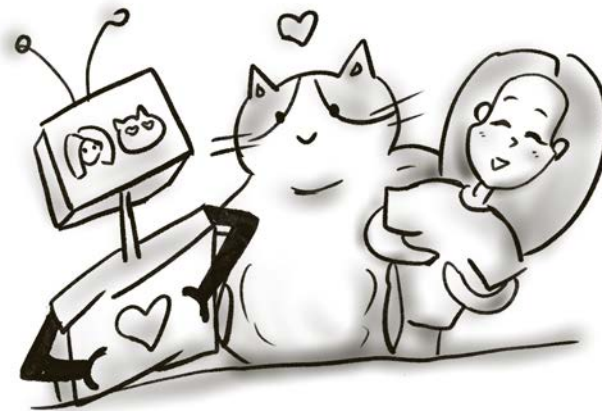


* I once built a auto-cat feeder triggered by Transposit actions. You can make this part of your runbook, too. Reach out if you are interested!



Yoko H Li

We believe that at the end of the day, you don't need to make the impossible choice between "automate everything" and "just let people do their job"



The answer is humans + machines



Yoko H Li

#AutomateSmarter

About Transposit

Transposit's Mission Control incident command center keeps track of everything that happens during an incident, while streamlining communication, augmenting your team, and accelerating actions between systems with the context you need. We uplift your stack with the power of interactive automation, integration, and infinite extensibility.

Transposit: Evolve freely. Collaborate simply. Resolve rapidly.

The Author



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Yoko is a Product Manager at Transposit. She's passionate about developer tools, cloud infrastructure, oil painting, and cat comics

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Editorial contributions by Ashley Roof
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DevOpsCat's Guide To Automation
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