YOU ARE FACING AN ANCIENT STUMP COVERED WITH FAINT WRITING. A PATH LEADS N.
COMMAND:
You can't go in that direction. Too late! The furry fiend just had you for dinner...
Please use the Load, New or Quit
Operations

- Capacity Management
- Security
- Service Health
- Availability, Performance, Resilience
- Networking

- Database Management
- Incidence Response
- Disaster Planning and Recovery

@sigje
#serverlessops
Serverless - FaaS

- No server provisioning
- Scales automatically
- No idling costs
- Increased availability
Use Cases

- Web Applications
- Data Processing
- Chatbots
- IT Automation
Perceived versus Actual Benefits

**Simplified Operational Model**
- Pay for use

**Platform**
- Additional Choice
- Reduction of cost

**Infrastructure**

**Functions**

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Hardware Asset Lifecycle

Plan → Procure → Deploy → Support → Maintain → Retire → Dispose
Serverless Asset Lifecycle

Plan

Support

Deploy
Software Lifecycle

- Discovery
- Development
- Build
- Release
- Deploy
- Monitor
Software Lifecycle
Governance
Function Rot
THIS IS FINE
Service Resilience
```yaml
frameworkVersion: '>=1.0.0 <2.0.0'

service: ${self:custom.helloRetail.name}-website

plugins:
  - web-app-build-plugin

custom:
  # AWS ARN for the S3 bucket used to host the site.
  bucketArn:
    Fn::Join: # e.g. arn:aws:s3:::stage.hello-retail.biz/*
    - ''
    - 'arn:aws:s3:::'
    - Ref: HelloRetailWebBucket
    - '/**'

  oAuthClientId: ${self:custom.private.loginWithAmazonClientId}
  oAuthAppId: ${self:custom.private.loginWithAmazonAppId}

  # Domain name for CloudFront distribution.
  cloudFrontDomain: '
```
Software Lifecycle

Discovery

Development

Build

Release

Deploy

Monitor
"Free" Insights

System Metrics

• CPU
• Memory
• Disk Utilization

a graph that tells a story:

CPU usage of a tool that normally uses almost none

deployed a loop w/ no exit condition
fixed

10:10 AM - 18 Oct 2018

@sigje
#serverlessoops
AWS Metrics

- Duration
- Invocations
- Errors
- Throttles
In their efforts to compensate for the unreliability of human performance, the designers of automated control systems have unwittingly created opportunities for new error types that can be even more serious than those they were seeking to avoid.

— James Reason
Managing the Risks of Organizational Accidents
Shaping Operability of Serverless

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