

The What and Why of Documenting Your Infrastructure

How I ended up in WAY over my head, and what I did about it

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Part 1: What happened?

What did I get?

What did I get?

5 Sentences on one page in the documentation system

So what did I do?

So what did I do?

Assume it's a joke

So what did I do?

Swear

So what did I do?

Ask for a raise (or at least overtime)

So what did I do?

Cry

So what did I do?

Get crackin'

So what did I do?

1. Assume it's a joke
2. Swear
3. Ask for a raise
4. Cry
5. Get crackin'

So what did I do?

1. Assume it's a joke

2. Swear

3. Ask for a raise

4. Cry

5. Get crackin'

1. Denial

2. Anger

3. Bargaining

4. Depression

5. Acceptance

Part 2: The Plan

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- 1. Get a list of as many servers as possible**
- 2. Get login credentials if they exist**
- 3. Get at least one user contact for each system**

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- 2. Have a plan for managing credentials.**

Part 2: The Plan

So what should your organization do differently?

- 1. Have an up-to-date list of servers.**
- 2. Have a plan for managing credentials.**
- 3. Periodically check in with users to see if they still need the service being provided by each system.**

Part 3: The Work

There are two kinds of people:

- 1. Those who think, "I suffered through X and so everyone else should, too."**
- 2. Those who think, "I suffered through X and will do whatever I can to make sure others don't have to."**

Part 3: The Work

Step 1: Document the duties of the position

- Initial list
- Check with others
- Don't sweat the details; iterate

Part 3: The Work

Categories of Job Duties:

- Infrastructure pieces (e.g., add a DNS record)
- Security pieces (e.g., remove user access)
- Licensing and consulting

Part 3: The Work

Step 1: Document the duties of the position

Step 2: Document the device inventory

Part 3: The Work

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Step 2: Document the device inventory

Step 3: Go all Ansible on that \$#!+

Part 3: The Work

What to manage with Ansible...

- **Non-standard system services**
- **Key (access) management**
- **Patch automation**
- **"Gatekeeper" tasks for developers**

Takeaways...

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Hoarding knowledge isn't job security; be respectful of whoever comes after you.

Takeaways...

It's hard to secure what you don't know you have.

Takeaways...

Don't trash-talk your coworkers.

Takeaways...

Figure out what is important to document.

Takeaways...

Documentation is an equity issue.

Q & A

Also: "This is more of a comment than a question, but..."

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