



OPERATING FREE SOFTWARE IN AN ENTERPRISE

or

- “No Updates from Engineering”

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Danske Bank A/S

ABOUT MYSELF

- 1998: First encounter with Slackware and Red Hat Enterprise Linux

(fast forward 20 years >> ...)

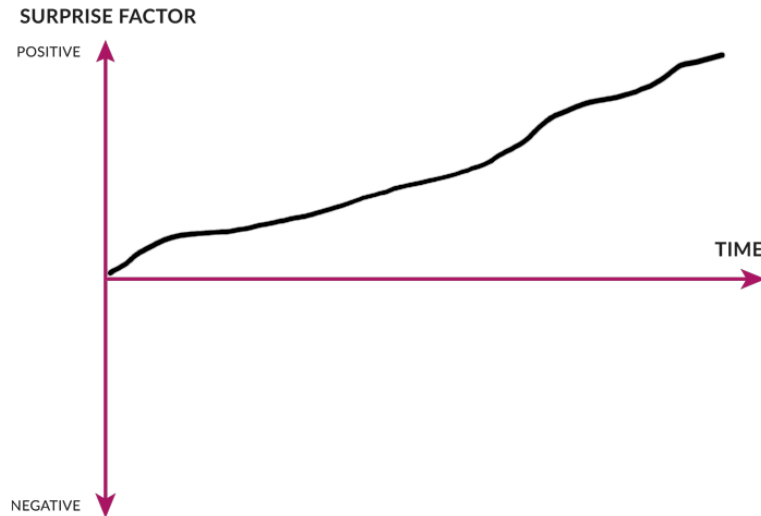
- 2018: Senior/Lead Platform Engineer at Danske Bank for 3+ years

ABSTRACT

Things that a moderately sized enterprise company might want to know before it takes off the ground with an open source partner onboard.

THEORY #1

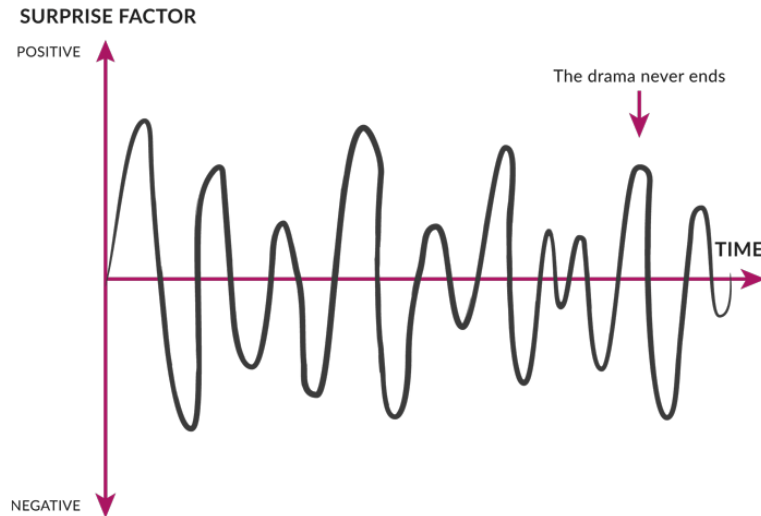
Expected professional relationship



It's never going to be that way anyway

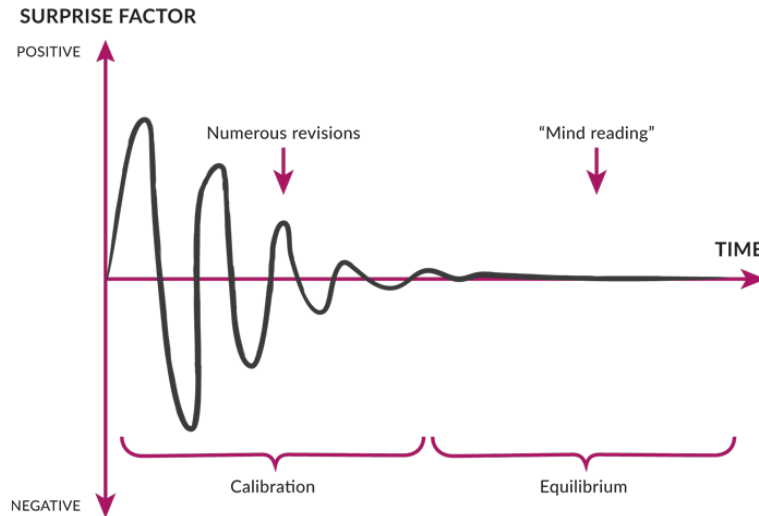
THEORY #2

Unstable professional relationship



THEORY #3

Stable professional relationship





LESSON #1

Don't push people around



CASE #1

Danske Bank

Hi. How can we reduce xfs file system in RHEL 7?

(Requests Management Escalation): May I know when we have fix to reduce xfs file system in RHEL7, we are eagerly looking this feature.

(two months later) [Pinging] as agreed with Red Hat, There is no update since long on it.

Thanks for update, Then I think, why [our] company should use xfs feature. It's a **completely unacceptable delivery**.

... (silence)

Thank you for contacting Red Hat Technical Support. ... While the XFS file systems can be grown while mounted, their size cannot be reduced at all. Let us know if you have any further query.

As discussed, I would leave it to the case owner as well as engineering team members working on the associated bug to take a call on this.

Thanks for your patience. Below is the update received from our Engineering team: "Shrinking is not on any near-to-mid-term xfs roadmap. There has been no work or progress on the feature upstream."

My sincerely apologies that the feature is not going to add in the near release of RHEL 7 but apart from reduction feature lack xfs have various other features mentioned below: *(elaborate explanation about filesystem journal and DMAPI)*



LESSON #1 LEARNINGS

- Don't push people around
 - Be positive about possible resolution of your case
 - Take all requests from support engineer seriously
 - Admit mistakes if you made any
 - Remember to use the icebreaker and kill the bully

LESSON #2

First line of support is ... first line

TECH SUPPORT



What my friends think I do



What my mom thinks I do



What society thinks I do



What my boss thinks I do



What I think I do



What I actually do

CASE #2

Danske Bank

Hi. The heketi container is pulled from non-RedHat repository to which we don't have access

Sure here you go. Also we have tried to apply an upstream fix to the playbooks [1] and it seems to have resolved the issue.

(frustrated) Please see the previously attached inventory file and the previous comment that I have provided.

(facepalm) **Request Management Escalation:** The assigned engineer does not understand the issue.

Let me put down 5 reasons why I have escalated this case. 1) ...

Is it possible to send us the inventory hosts' file you are using and can you see the full path of the repo where the installer is trying to pull the heketi image?

Can you edit the inventory file and put this variable [2]:
`deployment_type=openshift-enterprise`

(some more questioning) We do not support [1] customization of the playbooks. If you use this variable [2] you shouldn't have any problems. (puts case waiting on customer)

(Escalation Manager steps in) Hi, I wanted to let you know that I am not tracking a failure here in the support process.

(TAM steps in, case proceeds normally with same support engineer)



LESSON #2 LEARNINGS

- Don't set your expectations to maximum when interacting with first line
- The support engineers will advance their careers as they get more skilled
- Even in a trivial case, always provide sosreports, inventory, etc.
- Do some [rubber duck debugging](#)^[1] before submitting information
- Be supportive, don't escalate without your team's consensus



[1] - https://en.wikipedia.org/wiki/Rubber_duck_debugging

LESSON #3

- “No updates from engineering”



CASE #3

Danske Bank

(May 2017) Our dev teams would like to have official Red Hat golang S2I image. Please let us know if it's possible and when we can have that.

I don't see any activity on BZ or github. Maybe you have more information when golang S2I image will be built?

Umm... thanks!

Right now there is no s2i-go image for OpenShift Container Platform, there is some upstream work done. I created the following bugzilla: Bug 1455434 - [RFE] s2i image for golang

(Jun 2017) No further news from Engineering at this moment, I will keep you informed.

(Sep 2017) Although in the bugzilla for s2i image, looks like there is no activity, the work is in progress

(Oct 2017) Still waiting from Engineering, we will keep you informed periodically.

(Nov 2017) Still waiting from Engineering, we will keep you informed periodically.

(Dec 2017) Still waiting from Engineering, we will keep you informed periodically.

(Jan 2018) Engineering is continuing to track this issue via the associated ticket -- there are no new updates at this time.

(Feb 2018) (TAM) I've got updated that we plan to release devtools-2018.2 in May which will then include an s2i enabled golang image.

(Aug 2018) (TAM) The most recent go-toolset container release has s2i support.

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LESSON #3 LEARNINGS

- RH engineers are not obligated to submit features you want to upstream
- Promote open source within your own company:
 - Ask your manager to allow you to work at least 10% on open source
 - Contact Red Hat for legal assistance and support for open source movement

LESSON #4

Get a TAM



CASE #4

Danske Bank

Hi. We are affected by this bug as described here:
https://bugzilla.redhat.com/show_bug.cgi?id=1511116

Umm... thanks!

(TAM) Thanks for reporting! First of all - looking in log message entry you provided I see that most suitable BZ would be this 1562004 [1]. BZ 1511116 is about to fix generic problem. BZ 1562004 is on_QA and might come as part of coming 3.9.z errata by end of this month. I will ask Engineering if it's possible to backport to 3.7.

(TAM) A bit of update here. 3.9 BZ was drop from advisory since it did not pass QE tests. Engineering and QE are working on that. I will update on progress in 2 weeks.

(TAM) Recent update from Engineering says that commits pushed to OCP and hopefully arrive as part of upcoming errata. I will update on status after summer holidays.

(TAM) Quick update on 3.7 BZ #1511116[1]. It has been verified on xxx version - so one step forward to get into upcoming 3.7 errata. Next update in 2 weeks.

(TAM) Errata 3.9.40[1] has been released and both attached BZs are part of this errata.



LESSON #4 LEARNINGS

- Get a technical account manager (TAM)
 - Support engineers don't assume anything
 - Your TAM will keep track of your wishes
 - **Your TAM is the best friend you can buy for money**

APPENDIX: QUIZ

ASSSUMEE

CONCLUSIONS

- Don't push people around
- Appreciate any level of skill
- Learn how open source business works in general
- If you have the money, buy a friend from Red Hat (TAM)

THANK YOU