



From one playbook in one team to 1,800 templates in 50 teams

Our Ansible journey and some German slang

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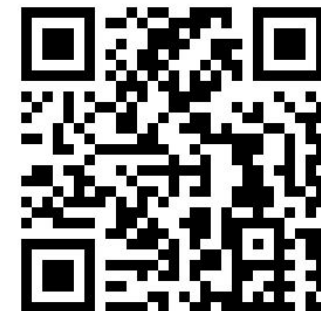


```
---  
- name: Christian Lorenz  
  Twitter: https://twitter.com/End_of_Tech  
  LinkedIn: https://www.linkedin.com/in/auto-chris/  
  eMail: Christian.Lorenz@datev.de  
  facts:  
    - in IT since late 90s (SuSe 5.0)  
    - DATEV: since 2007  
    - ansible: started 2017, full time since 2019  
    - fun_fact: same name as the Rammstein keyboard player  
    - #: #lazy #automateeverything
```





```
---
- name: Christian Jung
  web: https://www.jung-christian.de
  Twitter: https://twitter.com/CJungCloud
  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
```



DATEV eG
Shaping the future. Together.



DATEV

An IT community
for **tax advisors,**
auditors,
lawyers
and their clients



**One of Europe's
largest IT service
providers***

* Source: ICD-Ranking 2020

Founded in 1966



DATEV eG

At a glance



7
times 'on the spot'
in Europe

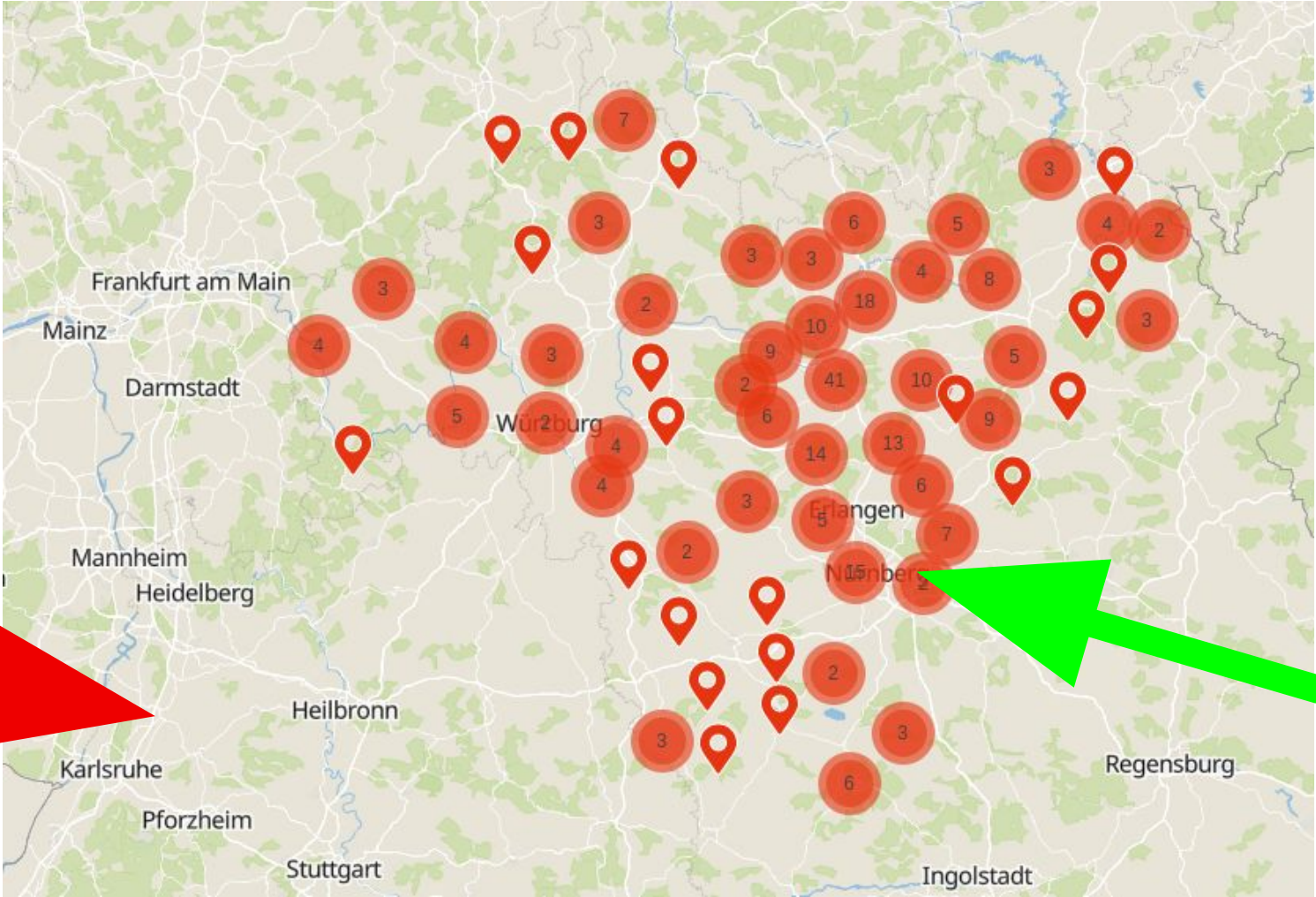
8,400
EMPLOYEES
ARE ACTIVE FOR THE COOPERATIVE'S CLIENTS

500,000
CLIENTS
TRUST IN
DATEV

23
BRANCH OFFICES
ENSURE A
NATIONWIDE
PRESENCE

TURNOVER ACHIEVED
IN 2021:
€1.22
BILLION

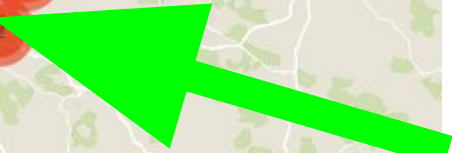
Nuremberg is located in the region with highest brewery density



Christian lives here



Christian lives here



Why did we consider automation?

Because we're lazy

- Modern times change the way we work
 - You have more frequent changes and new requirements
 - Consequently, you have to be faster
 - Manual entry often leads to higher error likelihood
 - AND WE ARE LAZY!



Mit Automatisierung hat man mehr Zeit für die lustigen Dinge im Leben!



With automation you have more time for the funny things in Life!

How we started

Our journey to Ansible

Upstream project

- Developers had to order their config changes per mail!
- Sometimes the changes were complex, but not too complicated
 - Complexity required manual work
 - Manual changes led to high error rate
 - Most changes were urgent
- We developed a playbook for Apache config changes on four distributed systems
 - We chose Ansible because it was easy to learn, write and read
 - Due to automation we made fewer config errors and implemented changes faster

Our journey to Ansible

Adopting AWX

- There was a new Open Source REST API for Ansible
 - Red Hat made Ansible Tower open source
- With the API, the developer could order the config on their own
 - This led to having additional time to build more self service catalog items and documentation
- We were able to share our knowledge in regular workshops and presentations
- Our ansible clients are able to bootstrap themselves



am eigenen Schopf herausziehen



pull out on your own hair (lit) / Bootstrapping

Measure the success?

Bring Shadow IT back to the light



Manual changes take 20 minutes

One change request every 1-2 days

via Ansible and AWX, it takes less than a minute

with Ansible, we can make 30-40 changes per day



Shadow IT ⇒ Untertischserver



Untertischserver



below the desk server

The community awakens

Ansible maturity

- We decided to open “our” AWX to other teams
 - We know that we need “things” from other teams (ordered per mail!)
- We show our neighbor teams our playbooks and the AWX and helped them a little
 - Like a small community



The rise of the templates

- Every team on AWX get its own organization (via self services) so they can act without a centralized team
- We enlarge our internal Q&A (Stackoverflow-style)
- Summarize documentations
- Regular Ansible talks
- Explain our playbooks
- Give tips and tricks



Teilen macht Freude

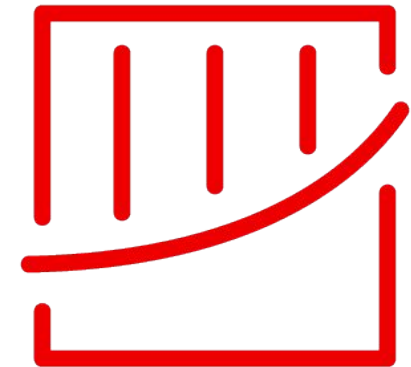


Sharing makes happy (lit) / sharing is caring

Grow with Ansible

Switching to the downstream product

- We hit the “1,000 jobs per day” wall after one year
- Our clients learn to build workflows with templates from other teams
 - Collaboration on the platform
- Red Hat gave presentations about:
 - Ansible and Windows
 - Network automation
 - How to (not) write an Ansible module




Community, community, community

How to grow the community!

- We provided good customer service
 - We know how we don't want to act
- Build a service catalog
 - We converted everything to self service items if a task has been done multiple times
- Enablement workshop Ansible/AWX
- Internal documentation
- Talks about our solutions
- Start (internal) Ansible user meetups

 Fränkische Freundlichkeit

 Franconian friendliness

Awakening of the AAP

- One day we woke up and the clients told us they're using Ansible for critical tasks
 - "Auf dem Boden der Tatsachen"
- So we decided: "We need better support, too!"
 - Host a discovery session with Red Hat
- Analyzing the data, AWX showed us:
 - 4,000 jobs per day (sometimes up to 10,000)
 - 50 client-teams
 - 1,500 templates



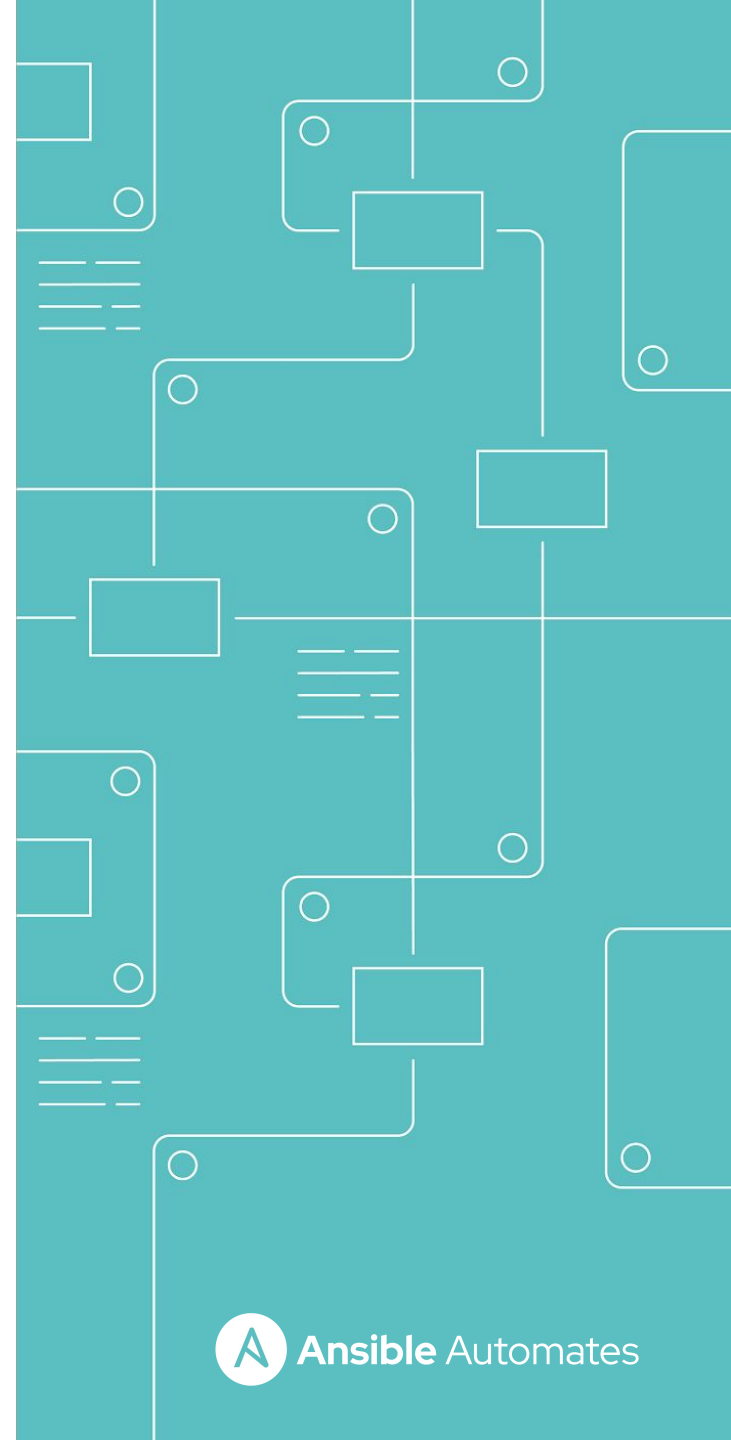
Auf dem Boden der Tatsachen



On the floor of the facts (lit) / down to earth




Next steps




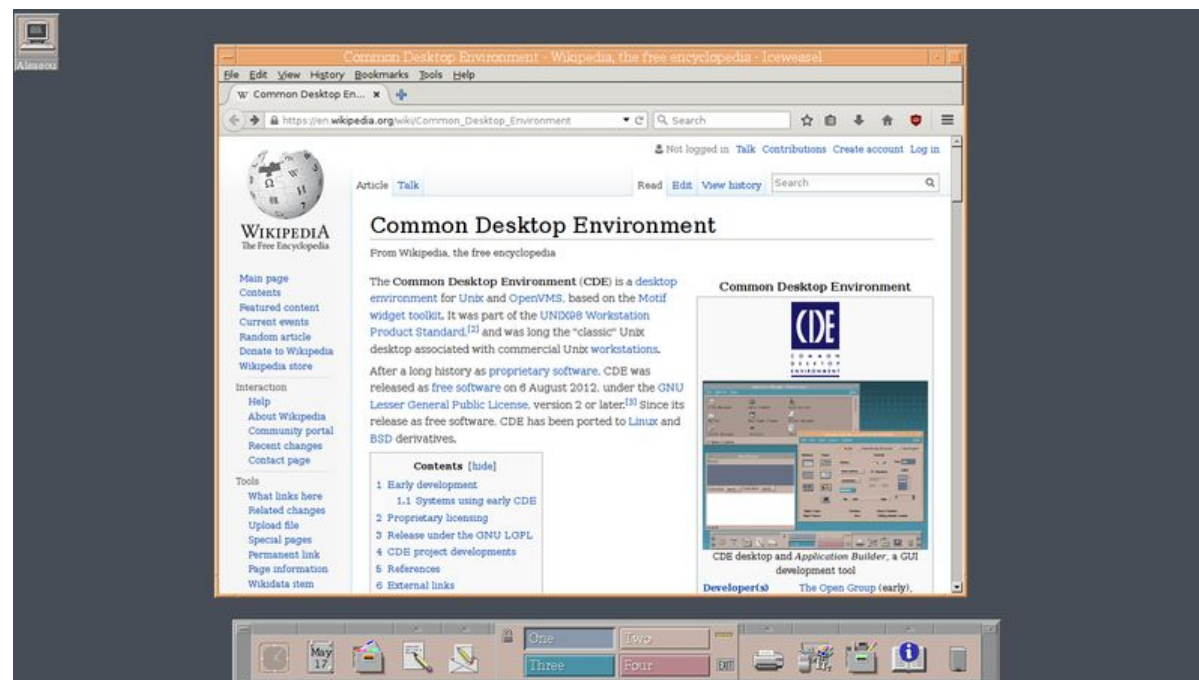
Current challenges

Ansible maturity

- Clean survey for non-technical AWX users for self service
 - We don't just have technical end users
 - The AWX GUI has some confusing buttons and fields
- We made our own "non technical frontend"
 - "One" input field one button
 - Dynamic input fields
 - RBAC for self service catalog

 Häßlich aber funktioniert

 Ugly, but works



Current challenges

Ansible maturity

- Ansible with AWX/Controller is great, but how can we put all of the other things together?
 - Monitoring (autohealing)
 - CI/CD (event triggered roll out)
 - ITIL Tools (auto document changes)

Current challenges

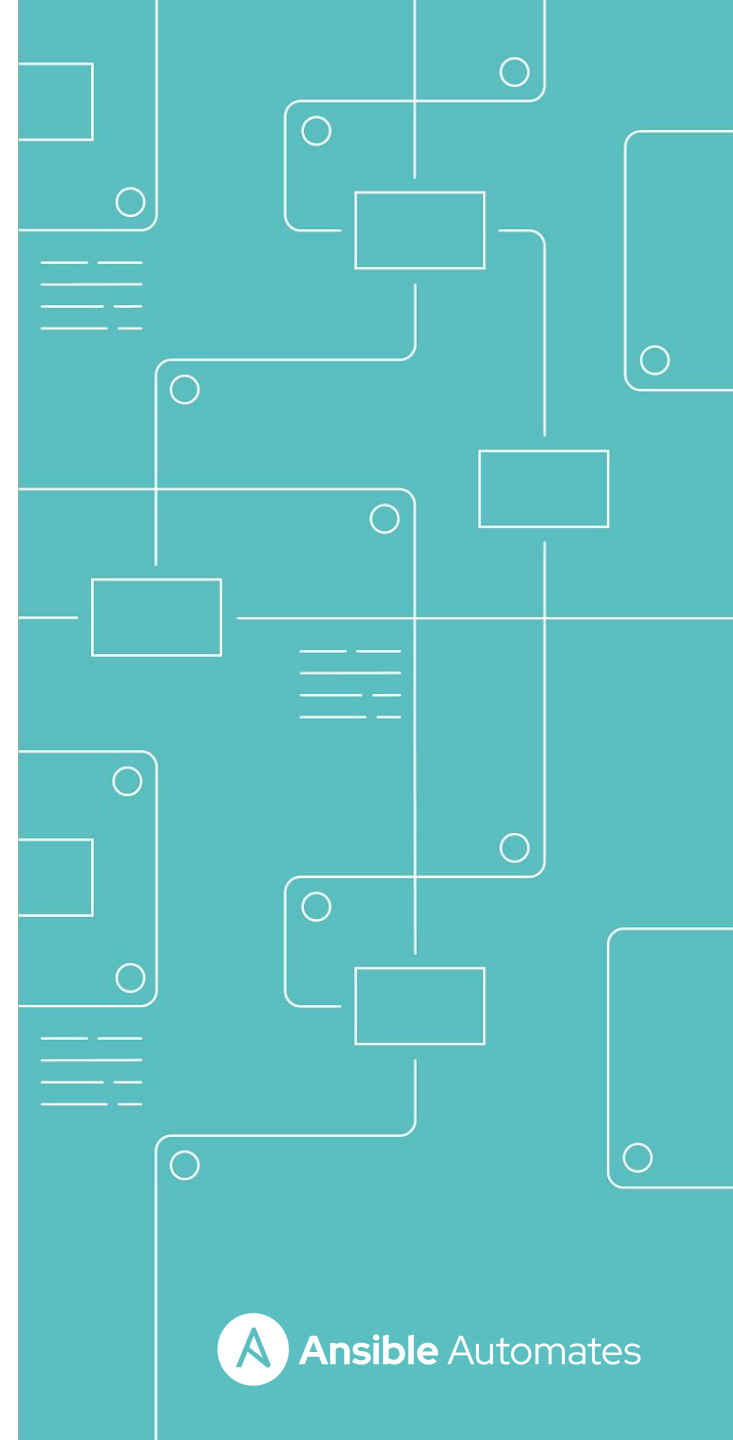
Ansible maturity

- The approval wall - we need less approvals
 - German rules
 - German company

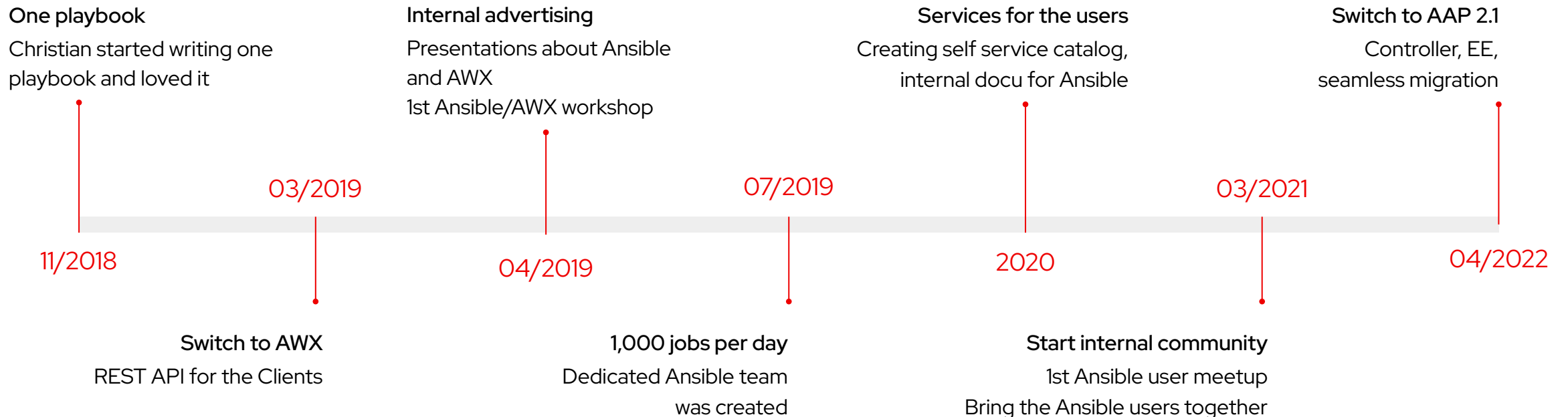
To be continued ...



Summary



Our Ansible adoption journey



Summary

My advice for your success

- "Einfach anfangen" ⇒ "Don't try to boil the ocean"
- Sharing is caring ⇒ Share your knowledge and code
- Self service catalog is not only good for clients, you also learn a lot from building them
- With good service you get more clients
⇒ With more clients you learn more
- You are not alone ("Geteiltes Leid ist halbes Leid")
⇒ At a special size you need a partner



Geteiltes Leid ist halbes Leid



Shared pain is half of the pain (lit) / sorrow shared is sorrow halved



Feedback on this presentation

jung-christian.de/feedback





Thank you

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