Changing Diversity Constructs
My Journey as a Woman in DevOps

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STORYTELLING
CONSTRUCTS
DEVOPS
VISUALIZATION
Diversity
Diversity ❤️
IT’S COMPLICATED

white privilege
UNIVERSAL RIGHTS
BUT I’M AN ALLY!
Race
Social Justice
I’ve struggled too
POWER DYNAMICS
Political climate
NO SENIOR WOMEN
Diversity
Progressive Thinking
Diversity
SEXUAL HARASSMENT
Inclusion
Diversity
Leaving Me Alone
SEXUAL HARASSMENT
Micro Aggression
GENDER EQUALITY
I DIDN’T DO ANYTHING
WHAT IS GENDER REALLY
NO SENIOR WOMEN
Equal Pay
GENDER EQUALITY
OLD
BAGGAGE
The apps in your smartphone cost $900,000 thirty years ago — @data4rd

$900,000 worth of applications in a smartphone today

<table>
<thead>
<tr>
<th>Application</th>
<th>Original Device Name</th>
<th>Year</th>
<th>1991's $P</th>
<th>2011's $P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice conferencing</td>
<td>Cisco WebEx + Jabber</td>
<td>2004</td>
<td>43,990</td>
<td>1,006,804</td>
</tr>
<tr>
<td>Chat</td>
<td>cooker</td>
<td>1997</td>
<td>707,396</td>
<td>773,956</td>
</tr>
<tr>
<td>Digital voice recorder</td>
<td>SONY PCM</td>
<td>1995</td>
<td>4,967,827</td>
<td>5,782,953</td>
</tr>
<tr>
<td>Digital watch</td>
<td>Seiko SSG Alpha</td>
<td>1992</td>
<td>1,202,952</td>
<td>13,776</td>
</tr>
<tr>
<td>Digital camera</td>
<td>Canon EOS 300</td>
<td>1999</td>
<td>2,036,391</td>
<td>25,257</td>
</tr>
<tr>
<td>Digital camcorder</td>
<td>Sony DCR-TRV100</td>
<td>1996</td>
<td>3,993,796</td>
<td>48,690</td>
</tr>
<tr>
<td>Medical Money</td>
<td>e.g., CONSULTANT</td>
<td>MFD</td>
<td>1,000,000</td>
<td>16,859</td>
</tr>
<tr>
<td>Stethoscope</td>
<td>Welch Allyn</td>
<td>1991</td>
<td>1,246,352</td>
<td>15,952</td>
</tr>
<tr>
<td>Video camera</td>
<td>Canon MV-DC100</td>
<td>1999</td>
<td>3,012,877</td>
<td>37,377</td>
</tr>
<tr>
<td>Music player</td>
<td>Sony CDP 101 CD-player</td>
<td>1990</td>
<td>2,113,557</td>
<td>25,377</td>
</tr>
<tr>
<td>Encyclopaedia</td>
<td>Compaq CG6400</td>
<td>1998</td>
<td>1,470,400</td>
<td>18,204</td>
</tr>
<tr>
<td>videogame console</td>
<td>Atari 2600</td>
<td>1982</td>
<td>1,000,000</td>
<td>12,800</td>
</tr>
</tbody>
</table>

The roughly $900,000 worth of applications in a smartphone today.

Source: Abundance: The Future is Better Than You Think, page 267.
* Manufacturer's suggested retail price.
THESE DIDN’T EXIST
THESE DIDN’T EXIST
TRAVELING WASN’T SAFE
ANXIETY IS STATUS QUO
CLIENTS LISTS
CONFERENCES WEREN’T SAFE
AVOID “OFFICIAL” CONFERENCE HOTELS
IT’S EXHAUSTING
BUT I DID SOME COOL STUFF
GOT KNOCKED DOWN
LOST PROMOTIONS
SO YEAH
I’M SORTA STUCK HERE
I CARRY ALL OF THIS
SHARING IS CARING
CURRENT STATE
FUTURE STATE
DEVOPS IS THE SAFER PLACE
WHAT’S NEXT
“MOKITA.”

the truth we all know but agree not to talk about.

Kivila Language, spoken in Papua New Guinea

http://www.fierceinc.com/programs
**construct**

*noun*

noun: *construct*; plural noun: *constructs*

'känˌstrəkt/

1. 1.
2. an idea or theory containing various conceptual elements, *typically one considered to be subjective and not based on empirical evidence.*
3. "history is largely an ideological construct"
OLD CONSTRUCT

THE GLOBAL 100 WILL LEAD THE WAY FOR DIVERSITY
DEVOPS WASN’T INVENTED IN THE BOARDROOM
NEW DEVOPS CONSTRUCT

AS LOCAL COMMUNITIES, WE WILL INVENT NEW IDEAS FOR DIVERSITY AND INCLUSION
DIVERSITY AND INCLUSION

THE GLOBALS WILL LEARN FROM US. AGAIN. AND THAT’S TOTALLY COOL WITH US
OLD CONSTRUCT

WE DON’T KNOW WHERE TO START WITH DIVERSITY AND INCLUSION
NEW DEVOPS CONSTRUCT

USE DEVOPS CORE PRINCIPLES AS A STARTING POINT TO TACKLE DIVERSITY AND INCLUSION
CIO READING LIST

@soosiechoi
“**DevOps** is the combination of technology and automation, lean practices and principles, housed in a **strong organizational culture** to deliver value to organizations.”

- Dr. Nicole Forsgren
In eight short years, look what the DevOps movement has created…..
High Performing Technology Organizations Contribute to the Bottom Line

High performers are twice as likely to exceed:

• profitability, productivity, market share
• effectiveness, efficiency
• customer satisfaction
• achieving mission goals

How can teams become High Performers?

Research has shown that IT Performance -- the ability to develop and deliver quality software with both speed and stability -- drives transformation from Low to High Performance.

www.devops-research.com
## IT Performance by Data Cluster

**Table 2: 2017 IT performance by cluster**

<table>
<thead>
<tr>
<th>Survey questions</th>
<th>High IT performers</th>
<th>Medium IT performers</th>
<th>Low IT performers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Deployment frequency</strong>&lt;br&gt;For the primary application or service you work on, how often does your organization deploy code?</td>
<td>On demand (multiple deploys per day)</td>
<td>Between once per week and once per month</td>
<td>Between once per week and once per month*</td>
</tr>
<tr>
<td><strong>Lead time for changes</strong>&lt;br&gt;For the primary application or service you work on, what is your lead time for changes (i.e., how long does it take to go from code commit to code successfully running in production)?</td>
<td>Less than one hour</td>
<td>Between one week and one month</td>
<td>Between one week and one month*</td>
</tr>
<tr>
<td><strong>Mean time to recover (MTTR)</strong>&lt;br&gt;For the primary application or service you work on, how long does it generally take to restore service when a service incident occurs (e.g., unplanned outage, service impairment)?</td>
<td>Less than one hour</td>
<td>Less than one day</td>
<td>Between one day and one week</td>
</tr>
<tr>
<td><strong>Change failure rate</strong>&lt;br&gt;For the primary application or service you work on, what percentage of changes results either in degraded service or subsequently requires remediation (e.g., leads to service impairment, service outage, requires a hotfix, rollback, fix forward, patch)?</td>
<td>0-15%</td>
<td>0-15%</td>
<td>31-45%</td>
</tr>
</tbody>
</table>

* Note: Low performers were lower on average (at a statistically significant level) but had the same median as the medium performers.
High Performing DevOps Teams are More Agile

- More frequent Code deployments
  That’s the difference between multiple times per day and once a week or less.

- Faster lead time from commit to deploy
  That’s the difference between less than an hour and more than a week.

High Performing DevOps Teams recover faster and safer

96x faster mean time to recover from downtime
That means high performers recover in less than an hour instead of several days.

1/5x as likely that changes will fail
That means high performers’ changes fail 7.5% of the time instead of 38.5%.
WITH YOUR DEVOPS TRANSFORMATIONS, YOU HAVE PROVEN TO YOUR ORGS, YOU CAN SPEND RESOURCES WITHOUT DESTROYING US ALL
YOU MADE US BETTER
WE WILL FOLD DIVERSITY AND INCLUSION AS PART OF DEVOPS
Small batches sizes, automation, visibility, and applied to diversity and inclusion.....

What would that look like?
Wrong question: “How do we change”

Right Question: ”What do we stand for?”
WHAT DOES DEVOPS STAND FOR?
EQUAL PAY FOR YOUR TEAM

(women earn 55-79 cents for every dollar a man earns)

PAY BASED ON SALARY BAND, NOT ON YOUR FORMER W-2

“VAGUE” PERFORMANCE REVIEWS ARE A RELIC OF THE PAST

https://hbr.org/2016/04/research-vague-feedback-is-holding-women-back
DON’T USE “TOO AGGRESSIVE” IN PERFORMANCE REVIEWS
CLEAR PATH TO PROMOTIONS
GENDER NEUTRAL JOB DESCRIPTIONS

(AUTOMATE THIS THROUGH https://textio.com)
SPENDING OUR OWN TIME RESEARCHING DIVERSITY

Instead of asking the women to do it for us

Curated list from Ines Sombra http://bit.ly/2vbN9iV
SEXUAL ADVANCES, RUDE COMMENTS, AND VIOLENCE WILL NOT BE TOLERATED **EVEN IF ALCOHOL IS INVOLVED**
MOCKTAILS HAVE THE SAME PROMINENCE AS ALCOHOL

NOT DRINKING ALCOHOL IS TOTALLY OK
STORY TIME
PIKAPOO

NOT ASSOCIATED WITH NINTENDO
PIKAPOO
SCIENCE PROVES THE IMMEDIATE EFFECTS OF ALCOHOL ARE LOSS OF COORDINATION, SLEEPINESS, DIFFICULTY IN MULTI-TASKING

Everything else (violence, sexual advances, rude comments) is voluntary and under conscious control

Follow and read @ericajoy, https://github.com/EricaJoy
Ally Skills Workshop - Frame Shift Consulting
PIKAPPOO WILL BATTLE AGAIN
“Girrrrrrl, when in doubt, go home. Ya aint gonna miss anything. ”

-Soo Choi
Old Lady
MAKE OUR WORKPLACE JUST AS SAFE AS VELOCITY LONDON
WE BELIEVE THE WOMEN ARE TELLING THE TRUTH

Listen and Believe
CONTINOUS IMPROVEMENT: NO IDEA IS TOO SMALL OR WEIRD
PINK CONFERENCE T-SHIRTS
BIG COMPANY SPONSORS FREE TICKETS FOR WOMEN AND OTHER UNDER REPRESENTED MINORITES TO ATTEND A CONFERENCE, NO QUESTIONS ASKED
TWEET PICTURES OF YOUR DIVERSE TEAMS
THINK OF MORE
VISUALIZATION
Just as ripples spread out when a single pebble is dropped into water, the actions of individuals can have far-reaching effects.
Let’s bury the diversity & inclusion topic in DevOps one F*CKING pebble at a time.
PEBBLE IS A REMINDER
WE HAVE THE POWER
WE CAN MAKE RIPPLES
WE CAN DO SOMETHING
SHARE THE STORY
SHOW UP
WRITE SOMETHING ON YOUR WHITEBOARD
REMEMBER THE STORY OF PIKAPOO
SIT OUT TO GIVE SOMEONE ELSE A VOICE
1968 Olympics Mexico City
John Carlos said, "If we were getting beat up, Peter was fighting an entire country and suffering alone."

3:47 AM - 15 Oct 2017

2,096 Retweets 12,766 Likes
In 2005, a statue showing Smith and Carlos on the medal stand was constructed by political artist Rigo 23 and dedicated on the campus of San Jose State University. Norman's silver medal position was left vacant at his request, so visitors could pose for photos in solidarity with Smith and Carlos, as Norman had stood.

A mural of the photo taken with Smith on the podium at the 1968 Olympics with Carlos and Norman was painted on the brick wall of a
IT’S NOT GOING TO BE EASY
SPEAK UP
EVERY DAY
THANK YOU