CLOUD OPERATIONS MANIFESTO

1 End-user experience is your responsibility.
Uptime and high performance should be constantly measured and optimized.

2 Security first.
Think about security in the beginning of the architecture process, not as a last-minute add-on.

3 Understand the difference between security and compliance.
Security reduces operational risk. Compliance reduces business risk. You need both.

4 Infrastructure is ephemeral, immutable, and utilitarian.
Don't fix it, replace it.

5 Infrastructure is software.
It's programmable, modular, and ideally deployed as part of the application. Everything can change quickly, is tested frequently, and is ready to scale.

6 Make data useful.
Log everything centrally, ingest logs into a BI tool, and get data that benefits the business.

7 Let automation do the boring stuff.
Patching, backups, key rotation, etc. should be automated.

8 Anticipate failure.
Expect everything to fail, plan for failure, and deliberately break things to test failover.

9 Have a Runbook.
No matter how sophisticated your technology, you still need a response plan for issues, especially after-hours.

10 Experiment early and often.
Not every cloud technology is going to be right for you, but you won't know unless you stay current and test.

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