

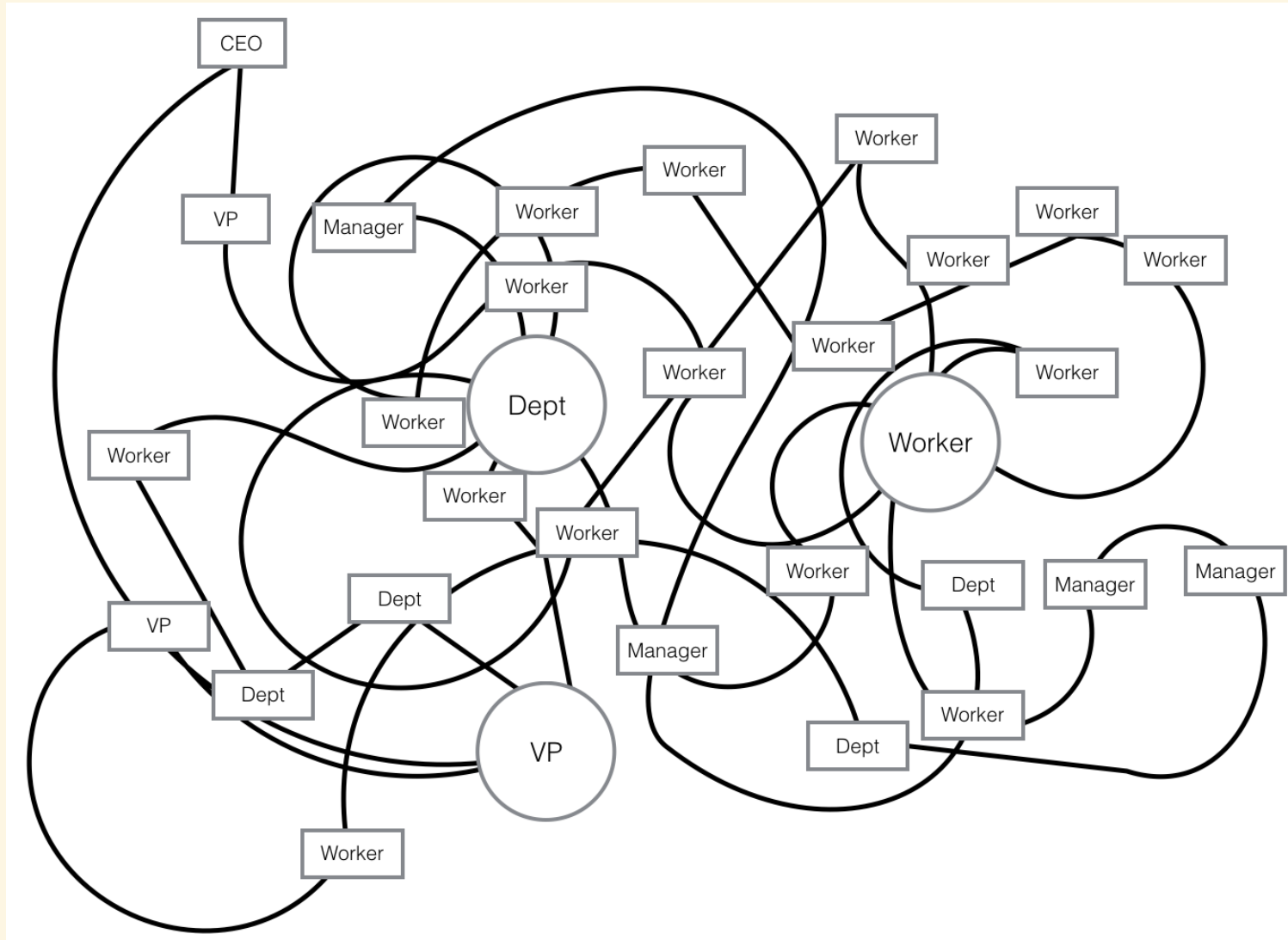
HOW-TO INFRA

ASF INFRA

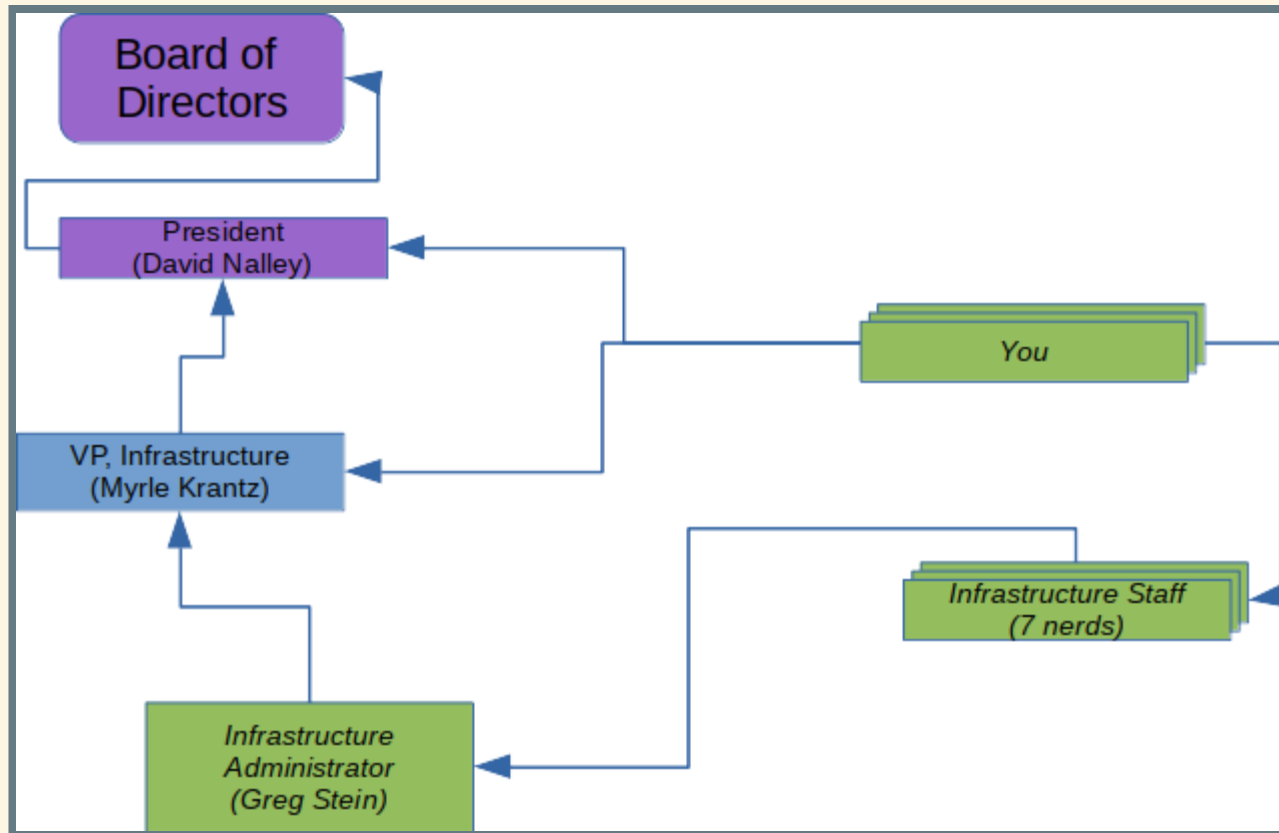
- Infra is a team operating under the VP of Infrastructure
- There are 9 of us, 6 full-time, 2 part-time, and 1 volunteer (VP Infra)
- Located in the EU, US, and Canada covering +2 UTC to -7 UTC
- 1 team member on-call at a time 24/7/365; rotating weekly

NOT YOUR AVERAGE IT DEPARTMENT

SOME OTHER COMPANY



INFRA'S STRUCTURE



WHY IS THAT IMPORTANT?

- Individual Infra members have some autonomy and discretion
- I don't think escalation means what you think it means
- We are professionals, you are professionals

WHY IS THAT IMPORTANT? (CONT)

- The Foundation handles legal, privacy, and DEI policy
- Infra handles operational policy

WHY WE SAY "NO"

We enforce the policy created by members, committers, the board, us, gnomes, ponies, etc.

POLICY

- Legal
- Privacy
- Technical
- Resources
- Ongoing maintenance

HOW TO COMMUNICATE WITH US

METHODS OF CONTACT

- Jira tickets
- Mailing lists (users@infra.apache.org)
- Slack channel (#asŽnfra)
- Roundtables
- Community Over Code Conference
- Carrier Pigeon

COMMUNICATION IS A TWO-WAY STREET

- Able and willing to discuss rationale
- Build a better business case and ask again
- "no" today *might* be yes tomorrow

HYPOTHETICAL REQUESTS

- Create a new Jira user
- Request Docker Hub access
- Unblock your company's IP
- Builds not running

QUESTIONS?

- Contact us
 - Slack
 - users@infra.apache.org
 - builds@apache.org (for builds stuff)
 - Roundtables