Support@GitHub

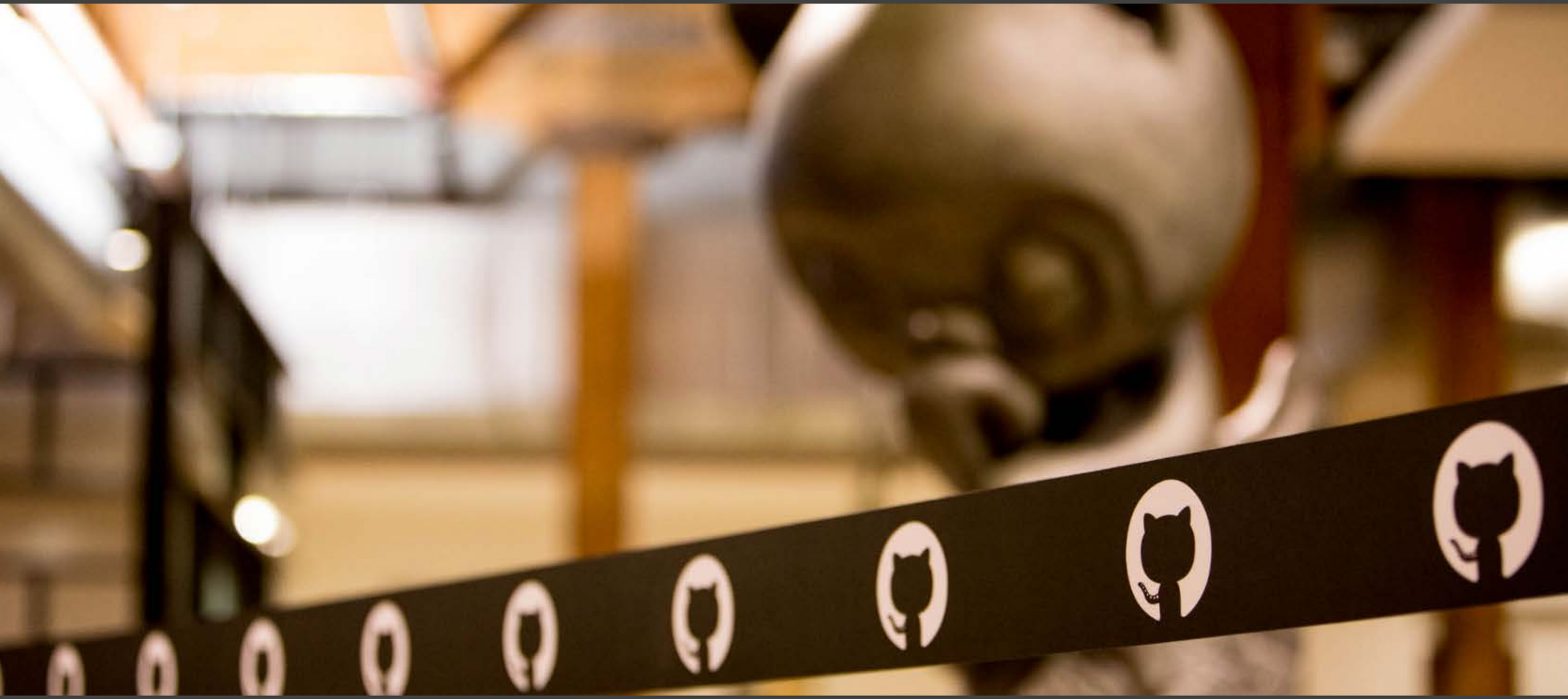
Mike Adolphs | @fooforge

Support@GitHub

@fooforge

Support@GitHub

GitHub, Inc.



What is **Git**?

A Version Control System

LINUS
TORVALDS

What is **Git**?

A Version Control System

“I'M AN EGOTISTICAL BASTARD, AND I NAME ALL MY PROJECTS AFTER MYSELF. FIRST 'LINUX', NOW 'GIT'."

- LINUS TORVALDS

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GitHub, Inc.

FOUNDED

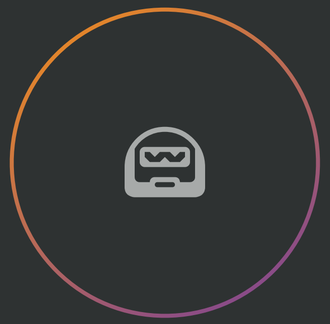
2008

VC INVESTMENT

$100 mio

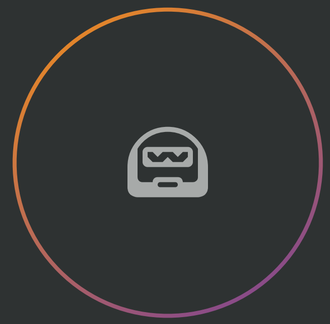
HUBBERS

293



USERS

~9.5 mio



REPOSITORIES

25 mio

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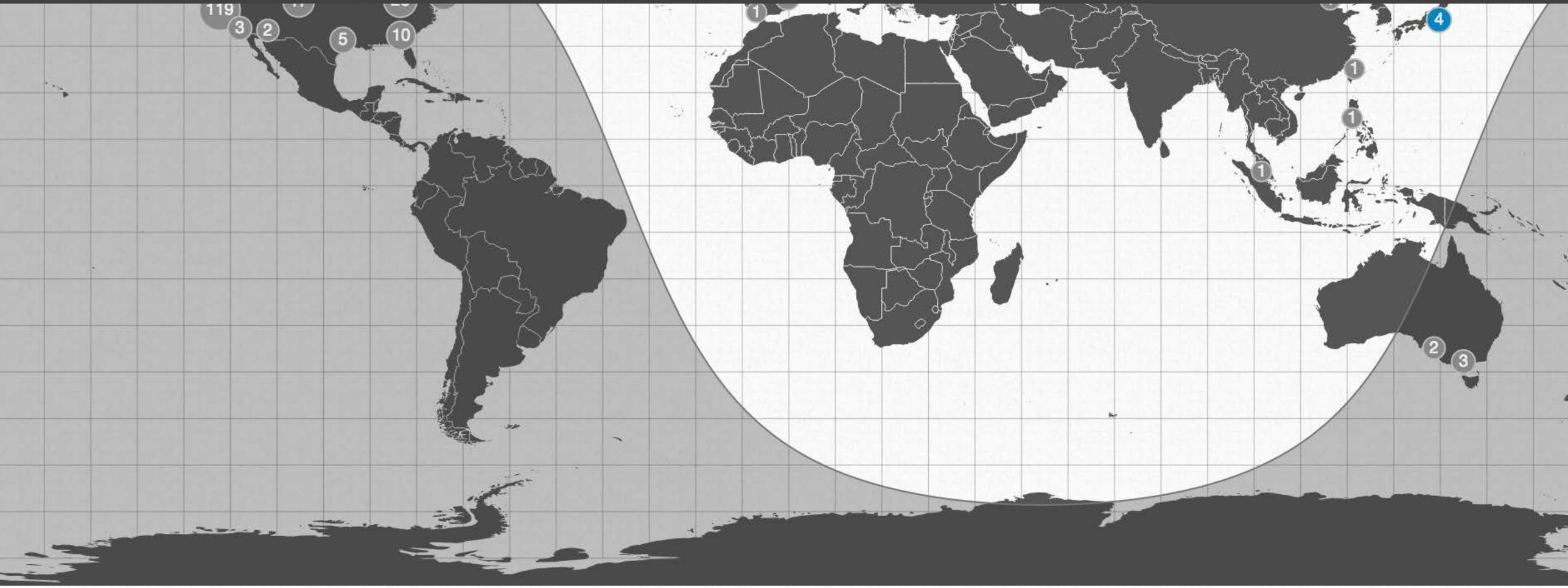

mastahyeti
Shibuya, Japan

dice
Minato-ku, Japar

jesseplusplus
Minato-ku, Japar

johndbritton
世田谷区, 東京都

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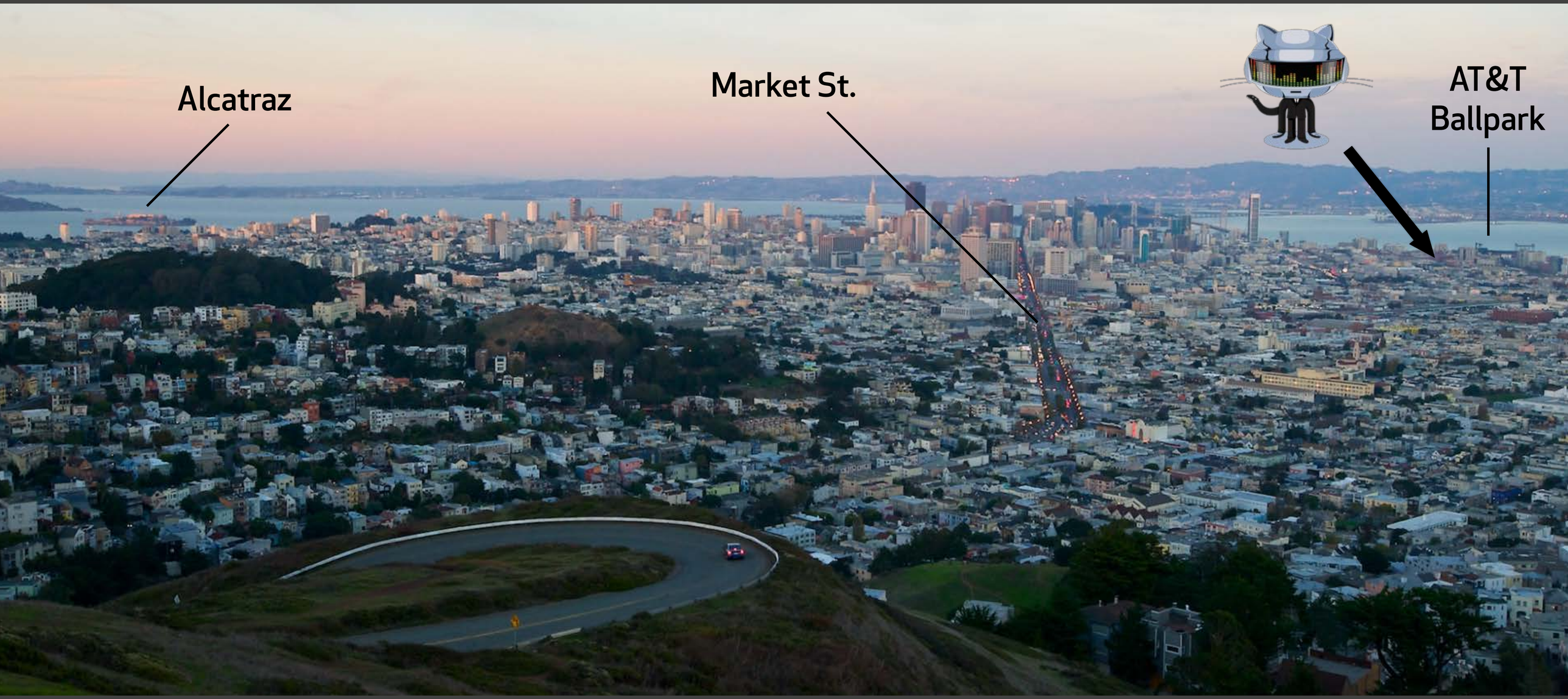

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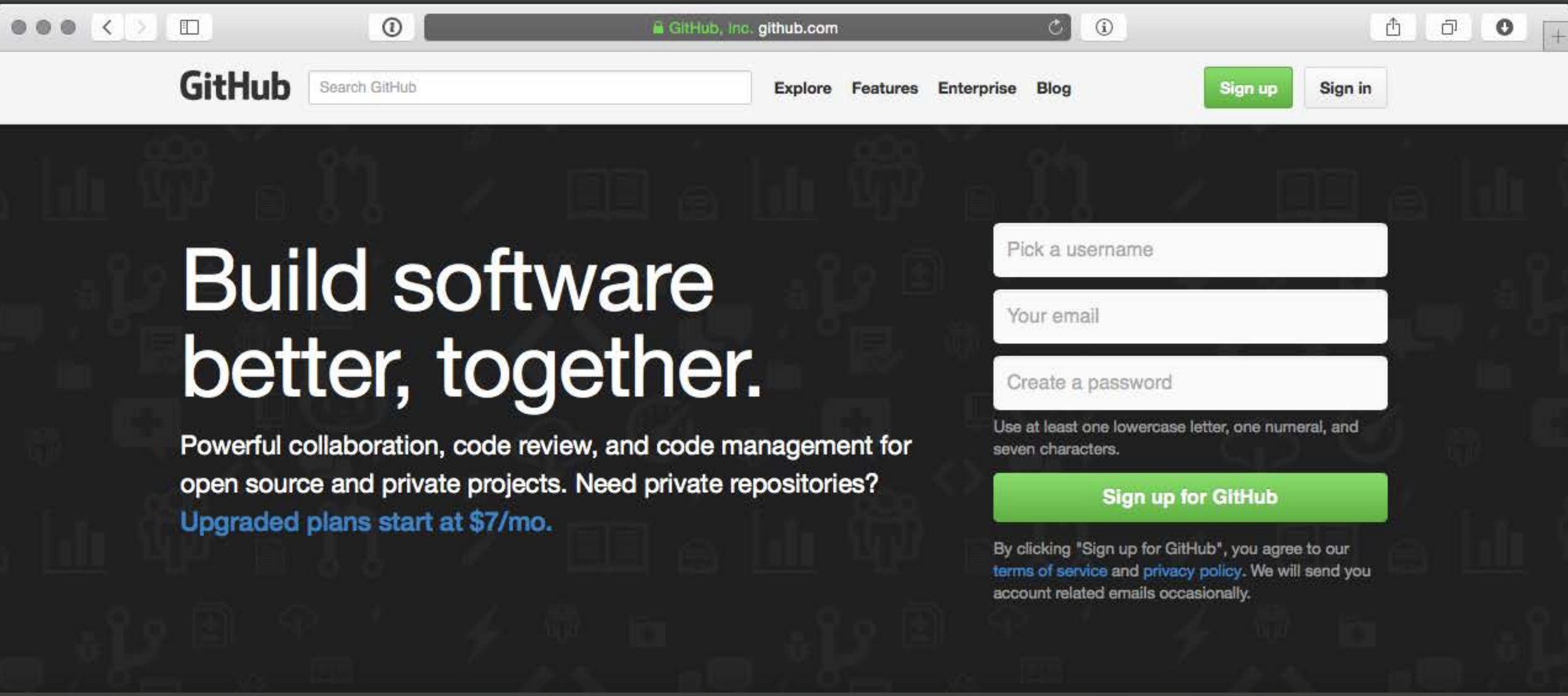
GitHub.com



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GitHub Enterprise

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GitHub, Inc.

GitHub makes it **easier to work together** than to work alone!

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Teams

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Support teams

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Team Job

GENTLEMEN, YOU CAN'T FIGHT IN HERE!
THIS IS THE WAR ROOM!

- PRESIDENT MERKIN MUFFLEY

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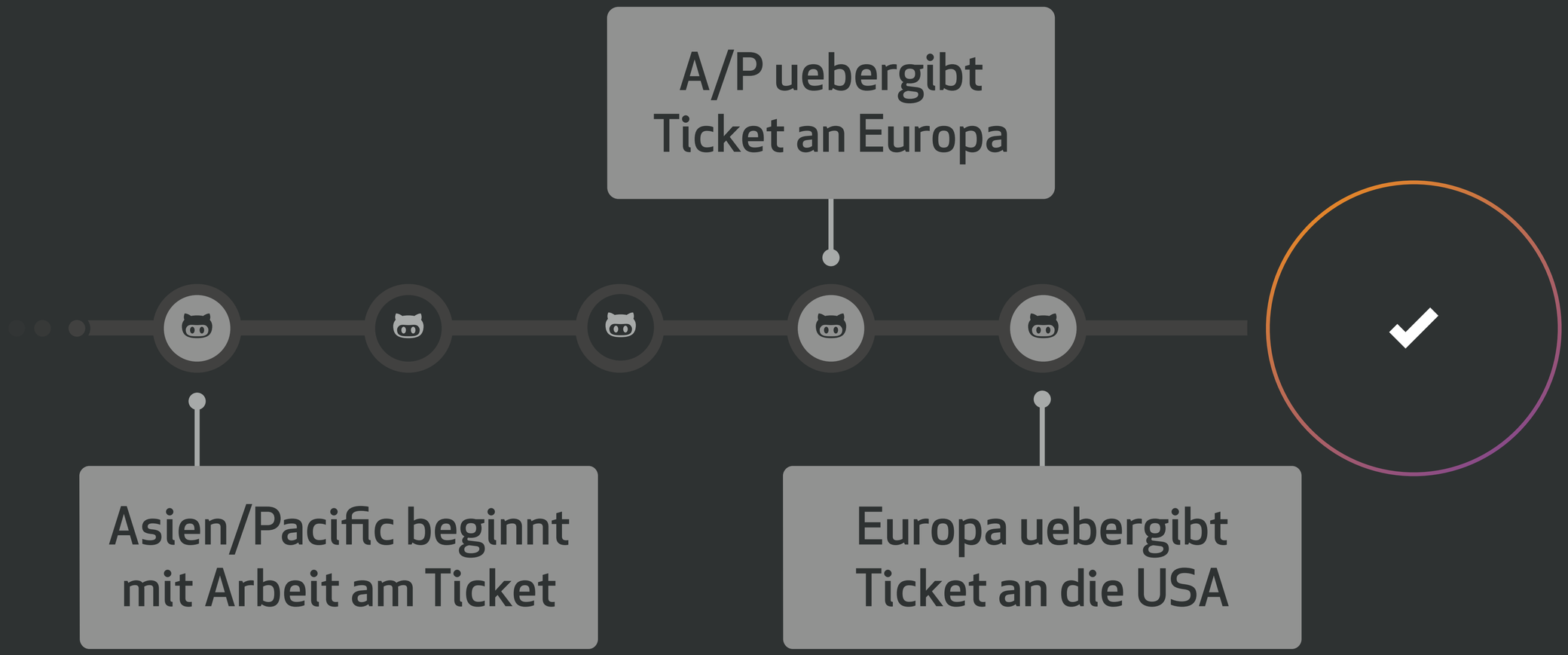
Team Job



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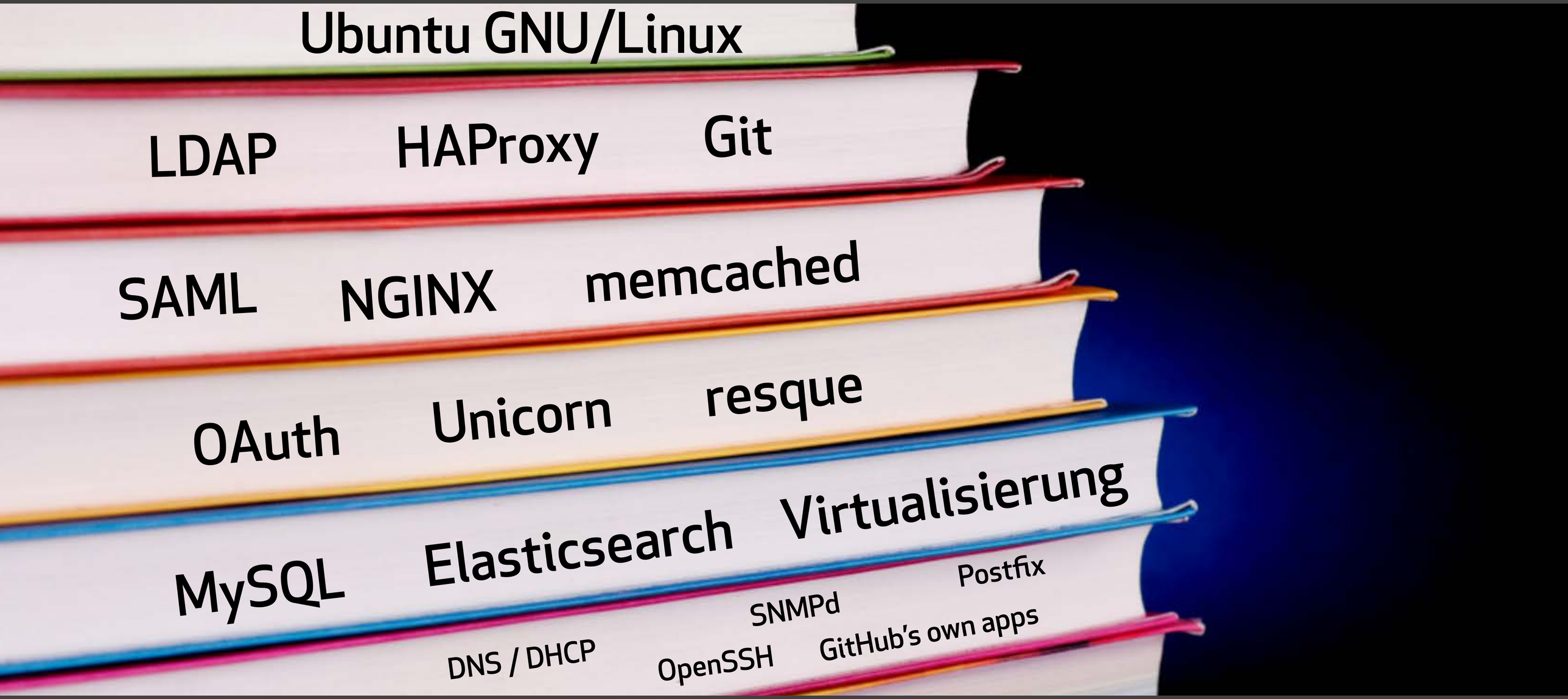
Software Stack



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Integrations

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Da da dada da da, da da da da dada da da!

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Komplexe Probleme

> *HUSTON, WE'VE HAD A PROBLEM!*
>
> - JIM LOVELL

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Toolbox

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Unpredictability

MAMA ALWAYS SAID LIFE WAS A BOX OF CHOCOLATES. YOU NEVER KNOW WHAT YOU'RE GONNA GET.

- FORREST GUMP

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Ticket statistics

Average Assign Time
(past 6 months):
3.5 hours

Resolution Time
(past 6 months):
7.5 days

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Toolbox

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Toolbox

ZENDESK

Ticket system

HALP

Ticket system

TEXT EXPANDER

Canned replies

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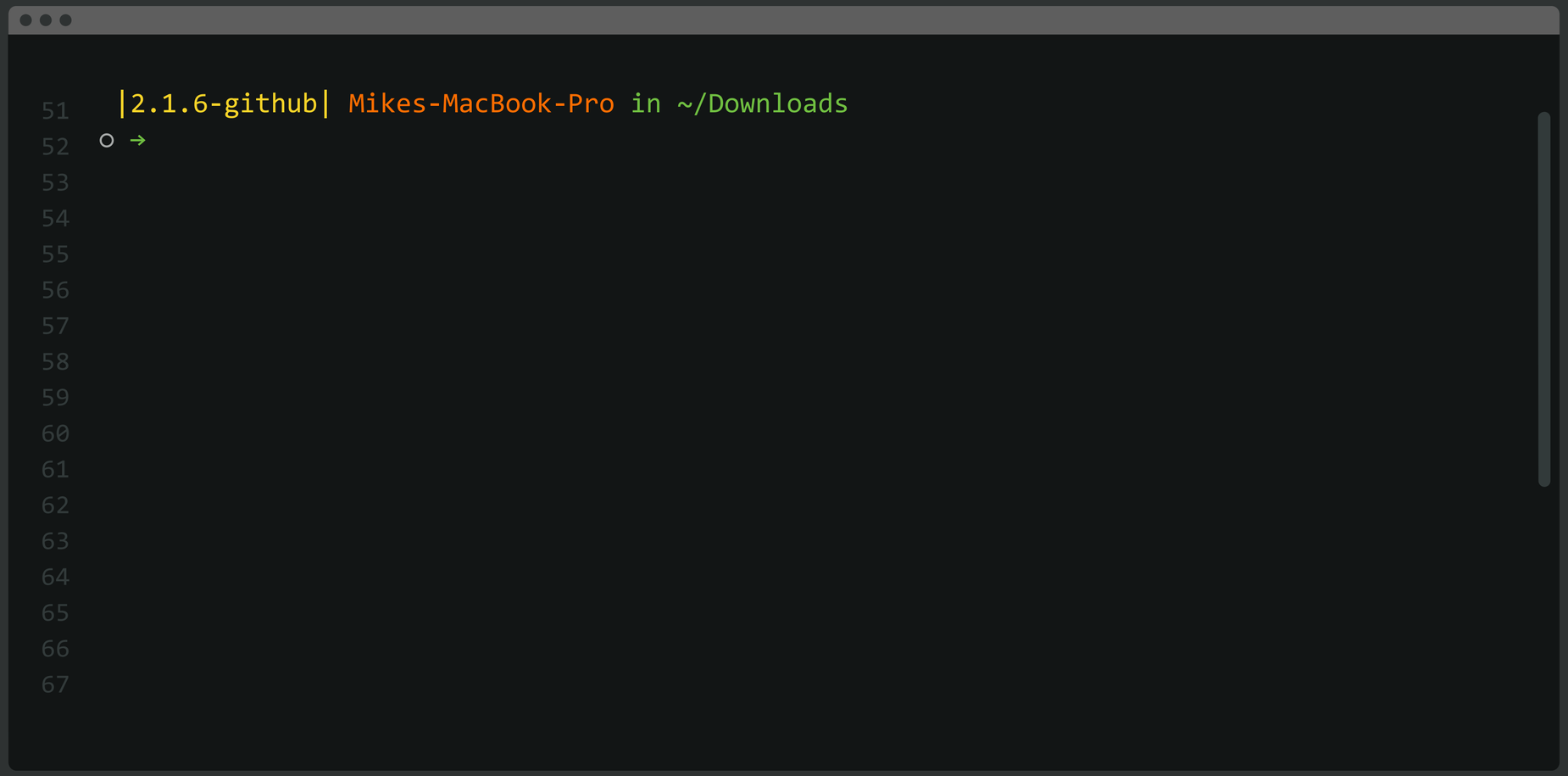
Toolbox



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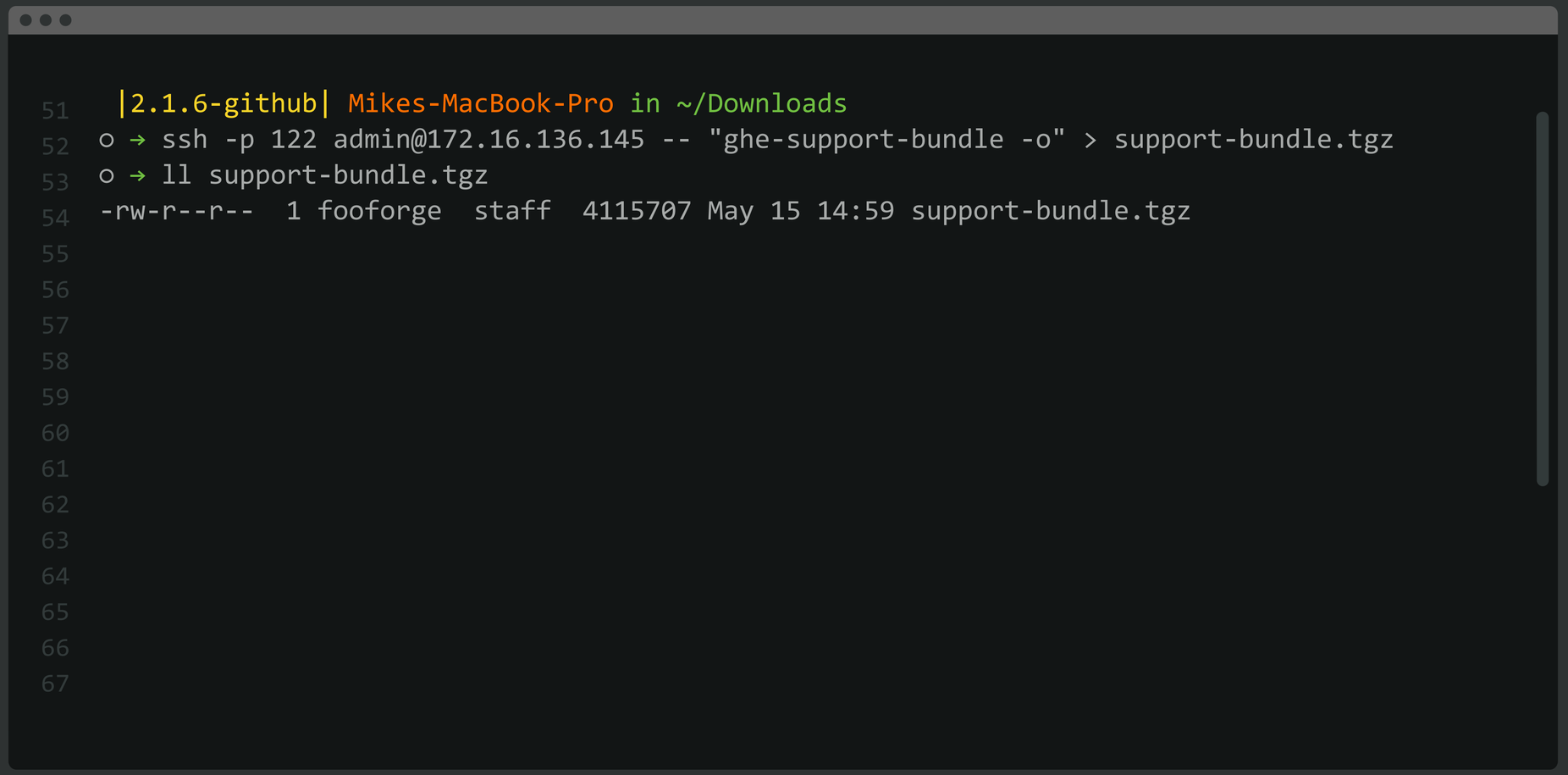
Toolbox



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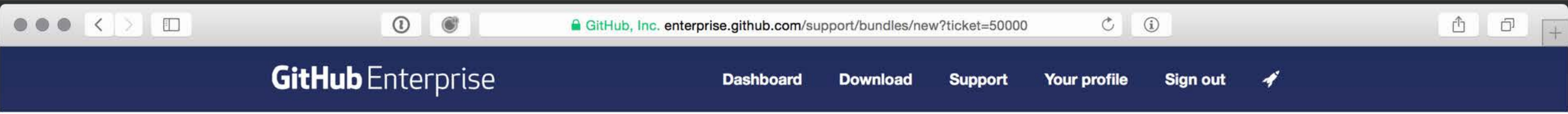
Toolbox



GitHub Enterprise

Dashboard Download Support Your profile Sign out

Upload Support Bundle

Upload a support bundle for GitHub Enterprise Support.

+ Add attachment

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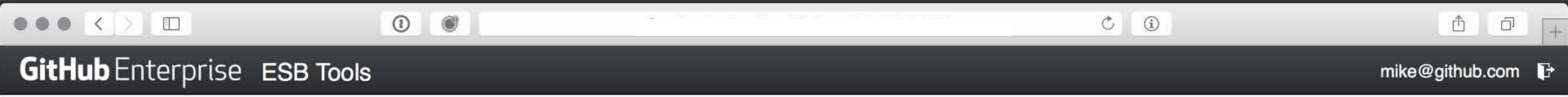
Toolbox



Bundle github-support-bundle

Analyze again | Download File

Overview | Diagnostics | Exceptions | Graphs | Files | Chef & System

Company Name:		**Virtualization:**	VMWare
Ticket:	#20832	**Architecture:**	64-bit
Number of seats:	0 (9976 active)	**CPU:**	40 CPUs @ ? GHz
Version:	2.1.5	**Load:**	11.37, 12.51, 13.42 ⚠
Authentication mode:	cas	**Memory:**	121.98 GB
File Size:	2.08 GB	**Swap usage:**	0 MB / 0 MB used (NaN%)
Uploaded by:		**Uptime:**	4 days
Uploaded at:		**Root access:**	Yes ⚠
Bundle created at:		**TCP syslog forwarding:**	Yes ⚠
Last analyzed at:			

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Kommunikation

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Da Da Da Da Da Da Da Da Da Da Da Da Da… BATCAT!

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People skills

YOU CANNOT SHAKE HANDS WITH A CLENCHED FIST.

- INDIRA GANDHI

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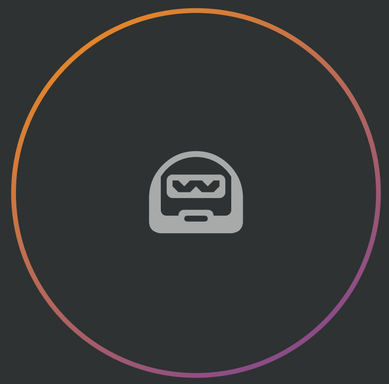
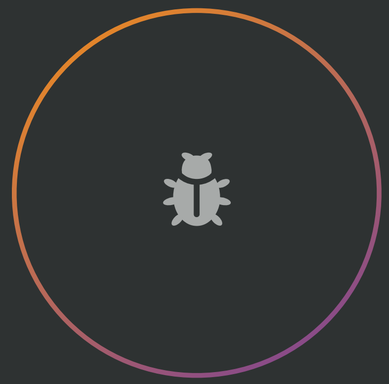
People skills

FREUNDLICH



EHRLICH



ERKLAERBÄR

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Make a difference

PEOPLE WILL FORGET WHAT YOU SAID.
PEOPLE WILL FORGET WHAT YOU DID.

BUT PEOPLE WILL NEVER FORGET HOW YOU MADE THEM FEEL.

- MAYA ANGELOU

Support@GitHub

Make a difference

Support@GitHub

Work for us!

mike@github.com

http://github.com/about/jobs

Thanks!

mike@github.com | @fooforge

Credits:
Wikipedia, Loren Javier, Florian, Matthew McCullough, John Trainor, gnuckx, Phil Romans, David McSpadden, chrisUK, Nathan Rupert, urbanfeel, GitHub
Music:
from bensound.com