HOW-TO 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
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.
Policies

- Legal
- Privacy
- Technical
- Resources
- Ongoing maintenance
HOW TO COMMUNICATE WITH US
METHODS OF CONTACT

- Jira tickets
- Mailing lists (users@infra.apache.org)
- Slack channel (#asинфра)
- 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