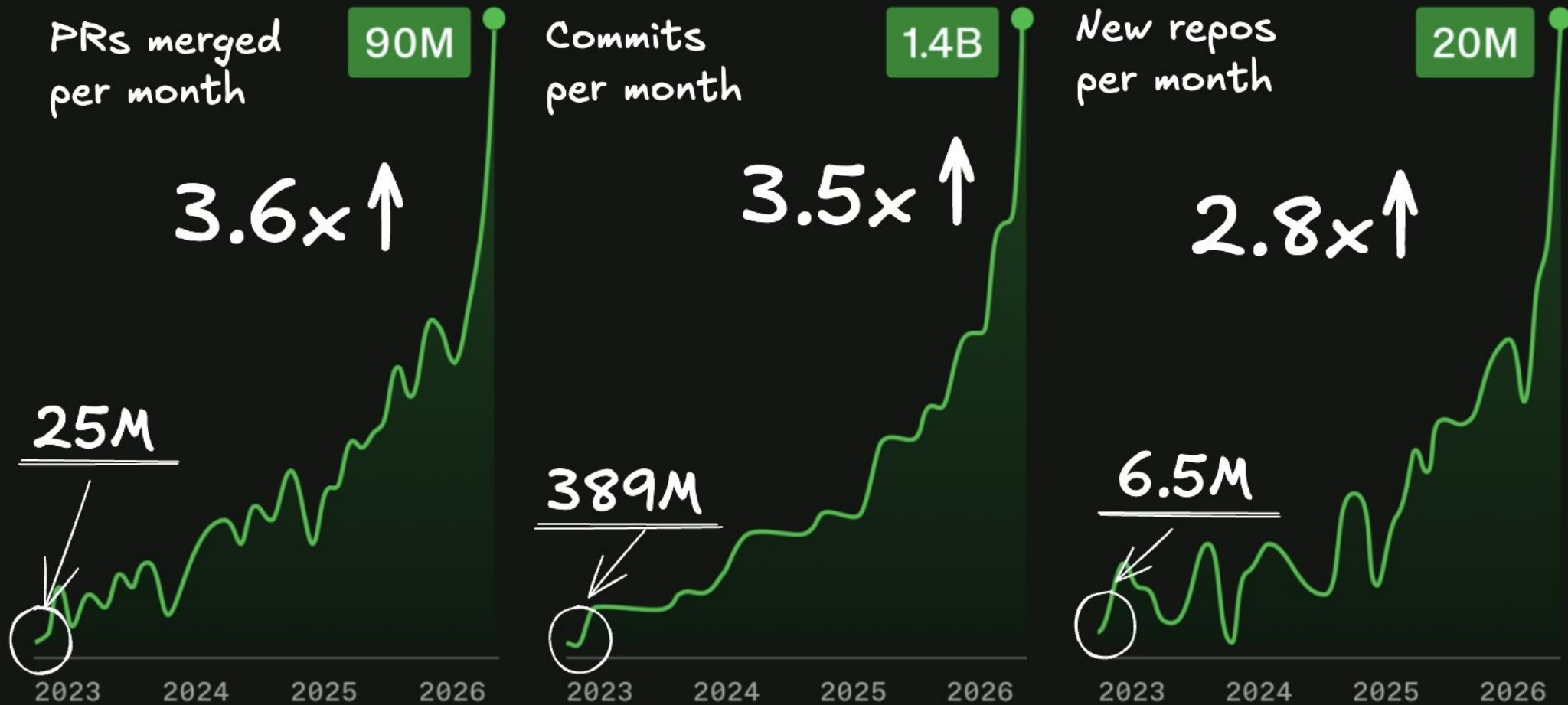


# Here comes the normies

How DevOps can handle the flood of AI slop-apps

Coté, November 2<sup>nd</sup>, 2026 – SREday Amsterdam

# Load increase at GitHub over 2 years



“Accenture is trying to figure out how to stop non-technical workers from blowing through companies’ AI token budget on trivial tasks like **converting PDFs to presentation slides.**”

404 Media, June 2026

**BBVA**

**4,000+**

GPTs in regular use, out of 20,000+  
created

US Federal Government

**1,818**

Active or planned AI use cases

**AIRFRANCE KLM**

**200,000**

hours of manual work saved by ~170 bots

**SIXT** SE

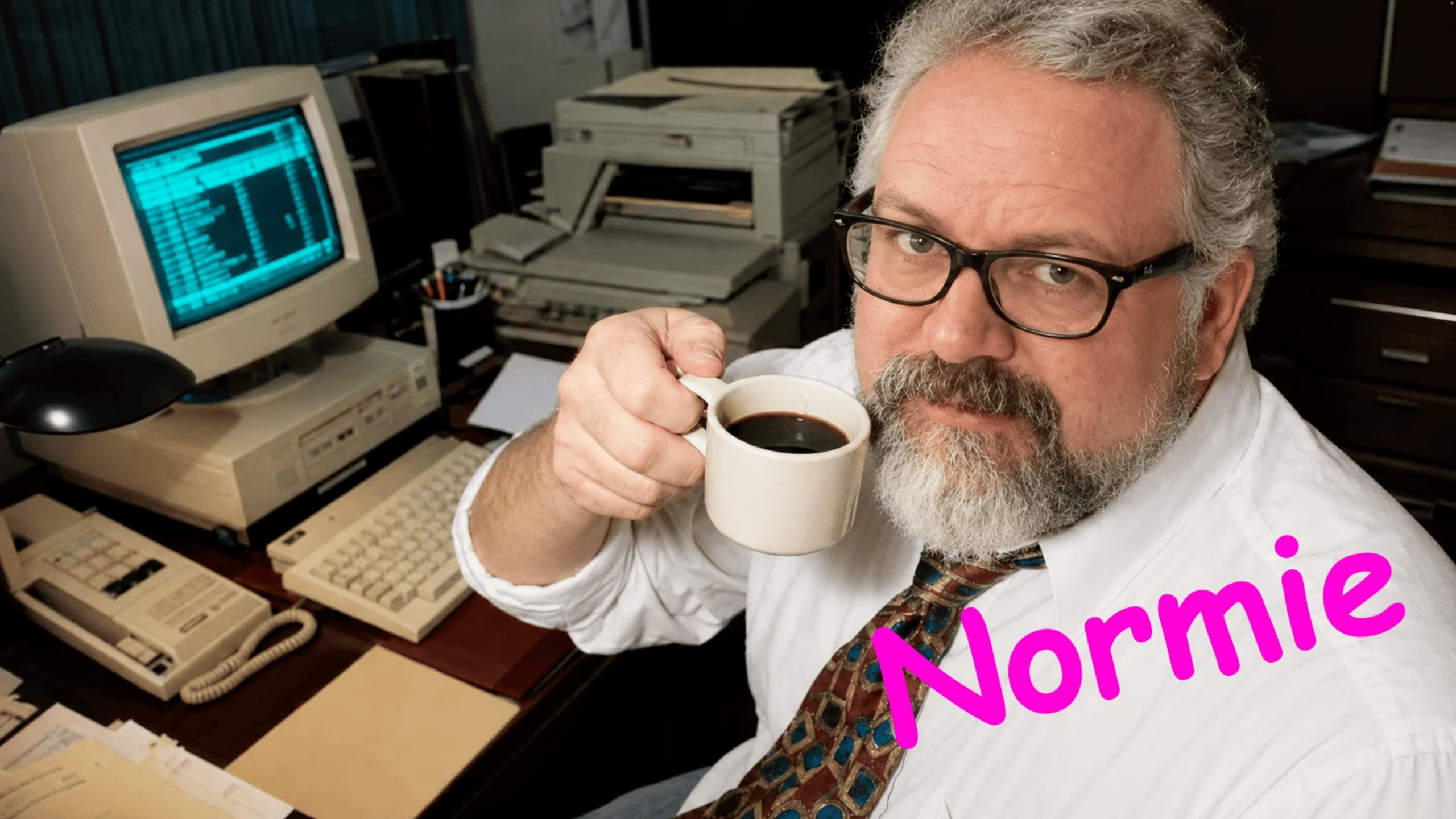
**1,000**

citizen-built apps in three months.

Table 1: Occupations and Tasks With Highest and Lowest genAI Adoption Rates

| Top 10 occupations                                  |          | Top 10 tasks                                                           |          |
|-----------------------------------------------------|----------|------------------------------------------------------------------------|----------|
| Occupation                                          | Rate (%) | Task                                                                   | Rate (%) |
| Computer and information research scientists        | 87.3     | Read documents to gather technical information.                        | 61.3     |
| Information security analysts                       | 85.4     | Prepare research reports.                                              | 60.7     |
| Network and computer systems administrators         | 82.4     | Design integrated computer systems.                                    | 59.5     |
| Computer programmers                                | 81.2     | Analyze data to identify trends or relationships among variables.      | 57.5     |
| Public relations specialists                        | 80.4     | Update knowledge about emerging industry or technology trends.         | 57.1     |
| Personal financial advisors                         | 79.7     | Conduct quantitative failure analyses of operational data.             | 55.8     |
| Chief executives                                    | 79.7     | Prepare data for analysis.                                             | 55.4     |
| Software developers                                 | 78.8     | Develop marketing plans or strategies.                                 | 55.0     |
| Market research analysts and marketing specialists  | 78.7     | Collaborate with others to determine design specifications or details. | 54.8     |
| Computer and information systems managers           | 78.2     | Design websites or web applications.                                   | 54.6     |
| Bottom 10 occupations                               |          | Bottom 10 tasks                                                        |          |
| Occupation                                          | Rate (%) | Task                                                                   | Rate (%) |
| Stockers and order fillers                          | 14.8     | Arrange delivery of goods or services.                                 | 0.0      |
| Janitors and building cleaners                      | 13.8     | Assist practitioners to perform medical procedures.                    | 0.0      |
| Other installation, maintenance, and repair workers | 13.1     | Collect biological specimens from patients.                            | 0.0      |
| Maids and housekeeping cleaners                     | 11.3     | Drive trucks or other vehicles to or at work sites.                    | 0.0      |
| Fast food and counter workers                       | 11.3     | Inspect electrical or electronic systems for defects.                  | 0.0      |
| Maintenance and repair workers, general             | 11.2     | Maintain medical equipment or instruments.                             | 0.0      |
| Painters and paperhangers                           | 10.4     | Measure the physical or physiological attributes of patients.          | 0.0      |
| Licensed practical and licensed vocational nurses   | 10.4     | Prepare patient treatment areas for use.                               | 0.0      |
| Receptionists and information clerks                | 7.6      | Present food or beverage information or menus to customers.            | 0.0      |
| Animal caretakers                                   | 5.3      | Record service or repair activities.                                   | 0.0      |

Source: Bick, Blandin, Deming & Schumacher, [“What Work Does Generative AI Do?”](#), Federal Reserve Bank of St. Louis Working Paper 2026-017A, August 2026, Table 1, page 16; n = 13,920 employed US respondents.

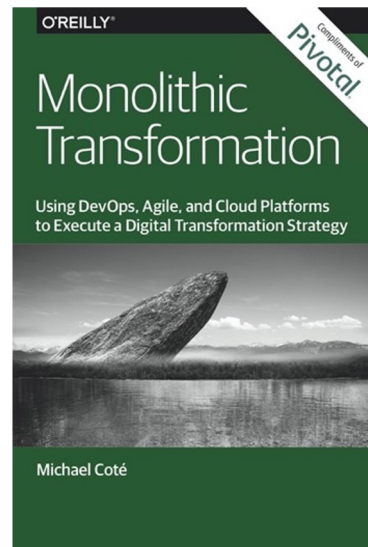
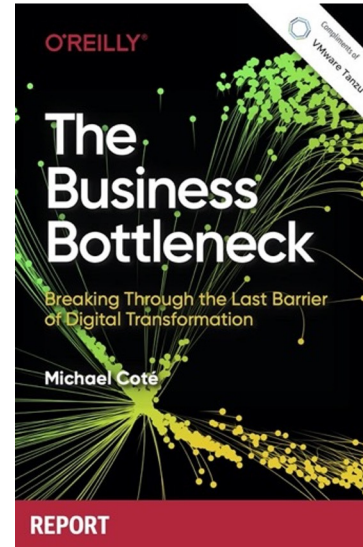


Normie



# Coté

<https://www.cote.io/> | [michael.cote@broadcom.com](mailto:michael.cote@broadcom.com)



Tanzu  
Catsup

RedMonk



451 Research  
S&P Global  
Market Intelligence

Pivotal

vmware

Tanzu  
by Broadcom

**read 600+ RSS feeds overnight**

**write the morning briefing**

**mirror the blog to the NAS**

**reindex 200,000 documents**

**prune old transcripts**

**sync the bank accounts**

**publish a blog post**

**tune Diane's own rules and memory**

**drain the summaries queue**

**post-produce a podcast episode**

**build or fix one of my own skills**

**prep a conference talk**

**file the paperwork**

**clean up files and free disk**

**summarize an article or paper**

**summarize a video or a talk**

**fix the overnight job that broke**

**track CFPs and submit talks**

**cut shorts and clips**

**write up a report**

**build a little web page**

**make an image or an icon**

**post a photo gallery**

**reconcile the finances**

**write the social posts**

**assemble the newsletter**

**work out what I'm paying for**

**sweep the task list**

**transcribe a recording**

**debug my own Mac**

**sweep Slack for links**

**file an expense claim**

**triage Gmail**

**write YouTube titles and descriptions**

**narrate something in my own voice**

**build a chart**

**tidy up the bookmarks**

**run the website analytics**

## **What we built**

- **feed, classify, summarize, publish**
- **assemble a recurring document**
- **search my own stuff**
- **an inventory I kept in a spreadsheet**
- **query & change a system of record**
- **jobs that run overnight**

## **What that is at work**

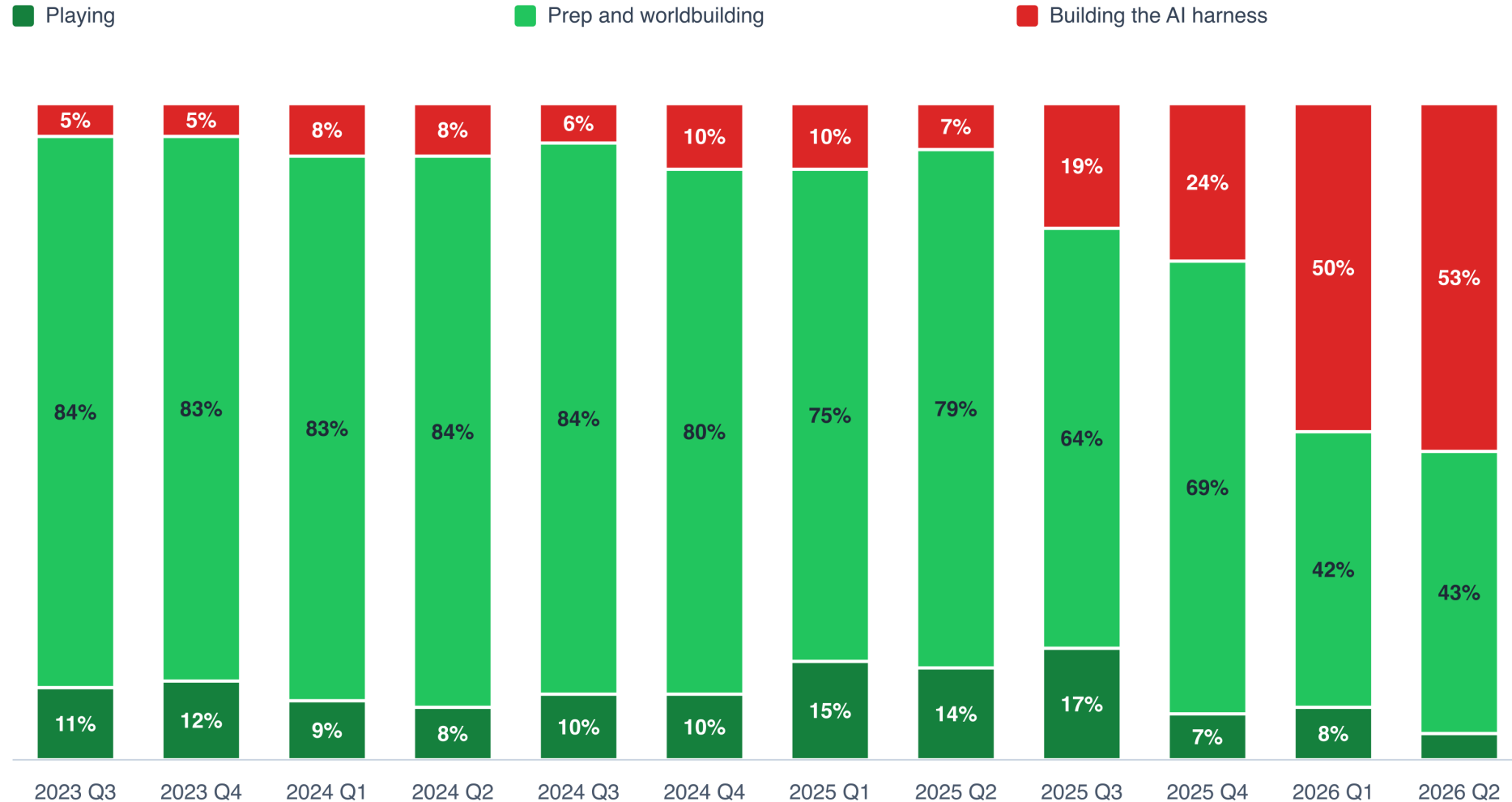
- **the competitive-intel digest**
- **the weekly status report**
- **enterprise RAG over the shared drive**
- **the CMDB, also a spreadsheet**
- **ServiceNow, Workday, SAP, via MCP**
- **the batch job**

# The one person “enterprise” needs:

- Authentication, authorization: credentials, keys, permissions.
- Governance: allowed, needs a human, never.
- Data policy: A list of what must never leave the “enterprise.”
- Audit: a list of what counts as leaving, what did leave.
- Cost: tokens, used, and left.

# Harness building eats the fun

One person's AI-run D&D campaign, by quarter. Share of conversations spent building the machinery: 5% at the start, 53% by the end.



Note: 4,245 conversations across ChatGPT, Claude.ai, Claude Code and Gemini, of which 1,522 are about tabletop roleplaying. Classified by a local model, 87% accurate on a 30-case calibration set - the shape is reliable, individual counts less so. 2026 Q3 is omitted: it had not finished.

Source: librarian full-text index of Côté's own ChatGPT, Claude.ai, Claude Code and Gemini archives. Retrieved 2026-08-26.

Chart generated by AI on 2026-08-27. Likely not checked by a human, so it may have errors.



# Enterprise requirements for AI

## Build

Coding & compiling.  
Registry & CLI install.  
Hidden SDLC.  
Review/feedback.  
Guardrails injection.

## Connect

Service binding.  
Data access.  
Network access.

## Run

Release management.  
Runtime environment.  
Sandboxed execution.

## Observe

Performance.  
Debugging, etc.  
Audit records.  
Evals and sampling.

## Security

Registry and CLI control.  
CVEs and patching.  
Credential rotation.  
Auth & permissions  
MCP gateway.

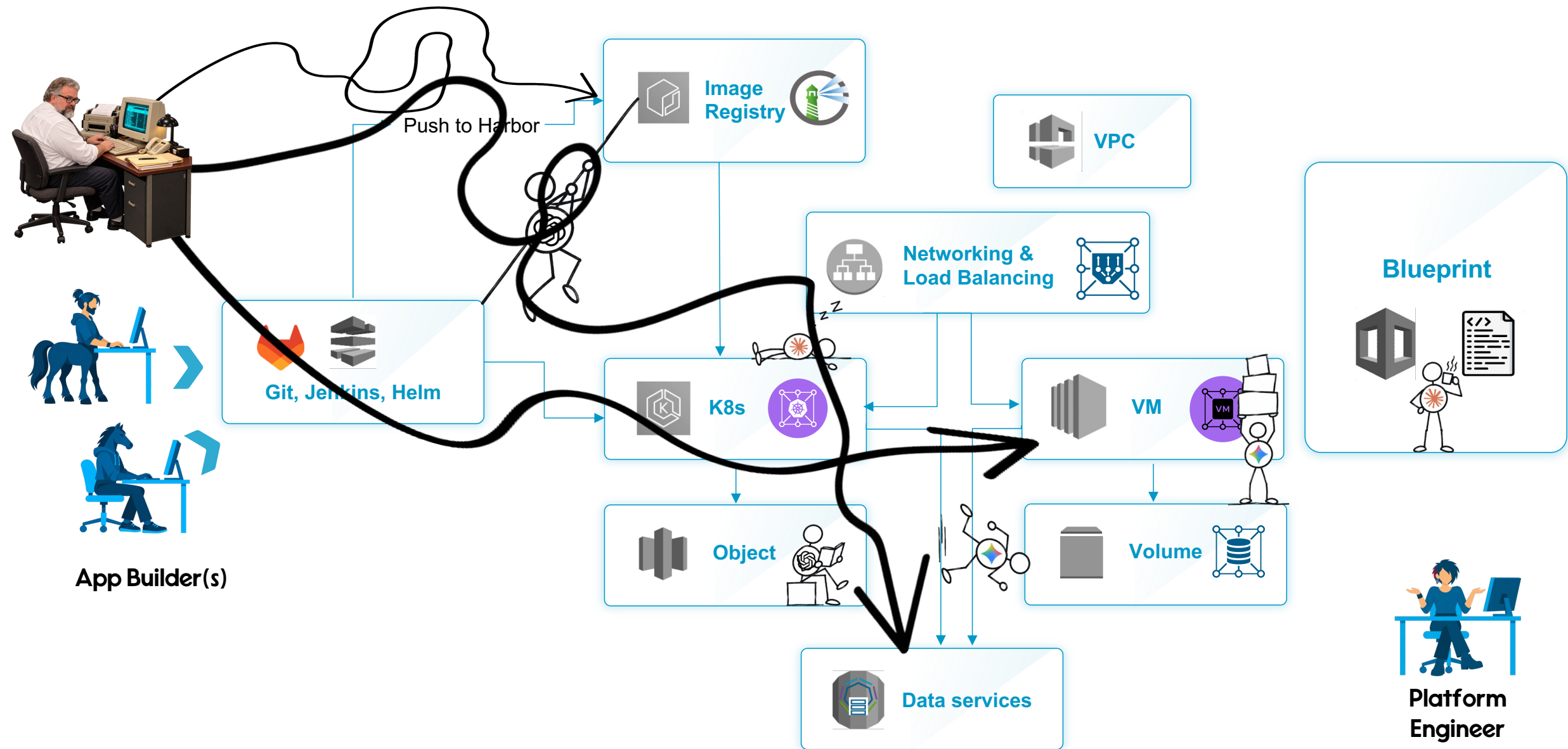
## Spend

Model access, public & private  
Token tracking.  
Rate limits and quotas.

“Instead of developers ‘shifting left,’  
they need to **shift down** and push more  
workloads down onto the platforms  
they’re already using.”

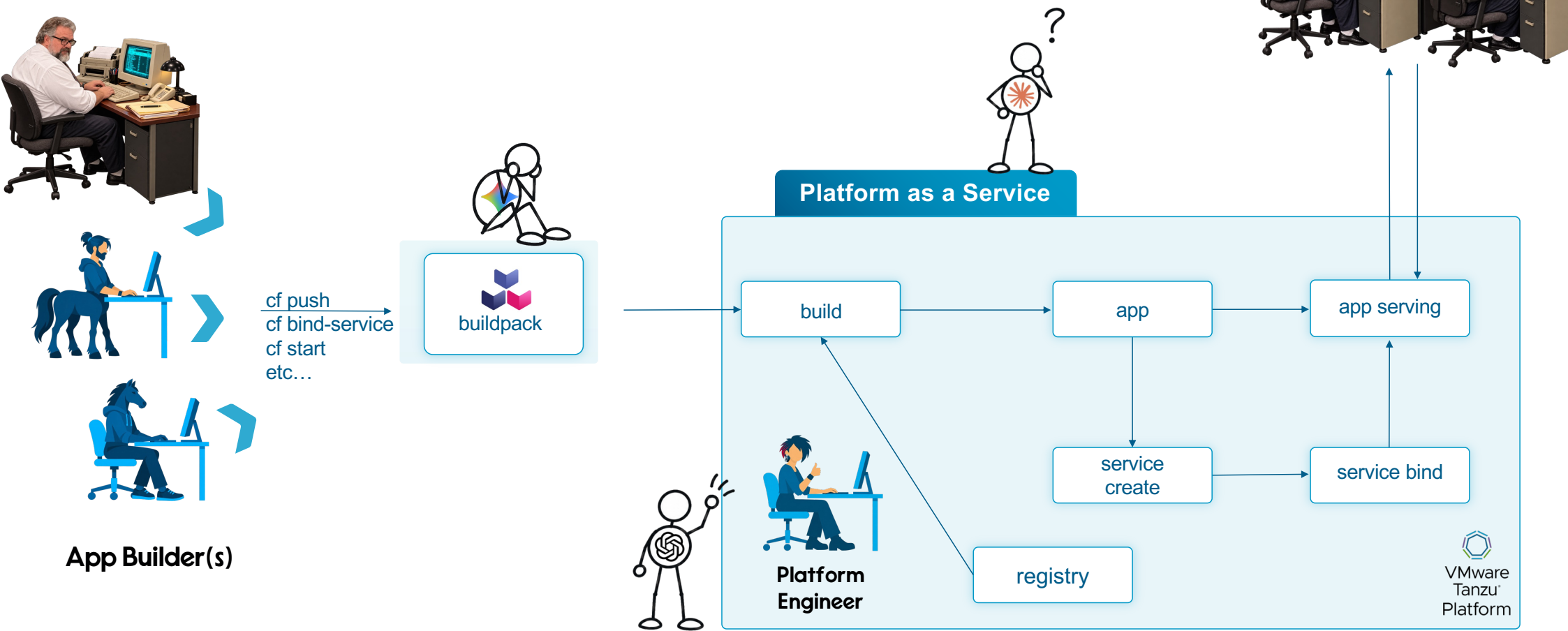
Richard Seroter, Google Cloud, June 2023

# Agents in your CaaS



Source: "Inside the Coding Agent-Powered SDLC," Adib Saikali & Frank Denneman, Explore 2026.

# Guardrails at build time with a proper platform



Sources: "Inside the Coding Agent-Powered SDLC," Adib Saikali & Frank Denneman, Explore 2026; "When everyone can build: The platform behind 1000 citizen-built app," Boyan Dimitrov, CTO of SIXT, PlatformCon 2026, published 22 June 2026.

## Agent *Provisions* Infrastructure

- Agent must reason about infrastructure topology, sizing, and configuration
- Each agent can make different provisioning decisions
- Dedicated infrastructure can lead to over-provisioning and resource sprawl
- More agent decisions create more opportunities for errors



## Agent *Consumes* Services

- Agent selects from platform-defined service plans
- Platform team controls sizing, configuration, policy, and lifecycle
- Services can be backed by shared, right-sized infrastructure
- Every agent gets a repeatable, governed service



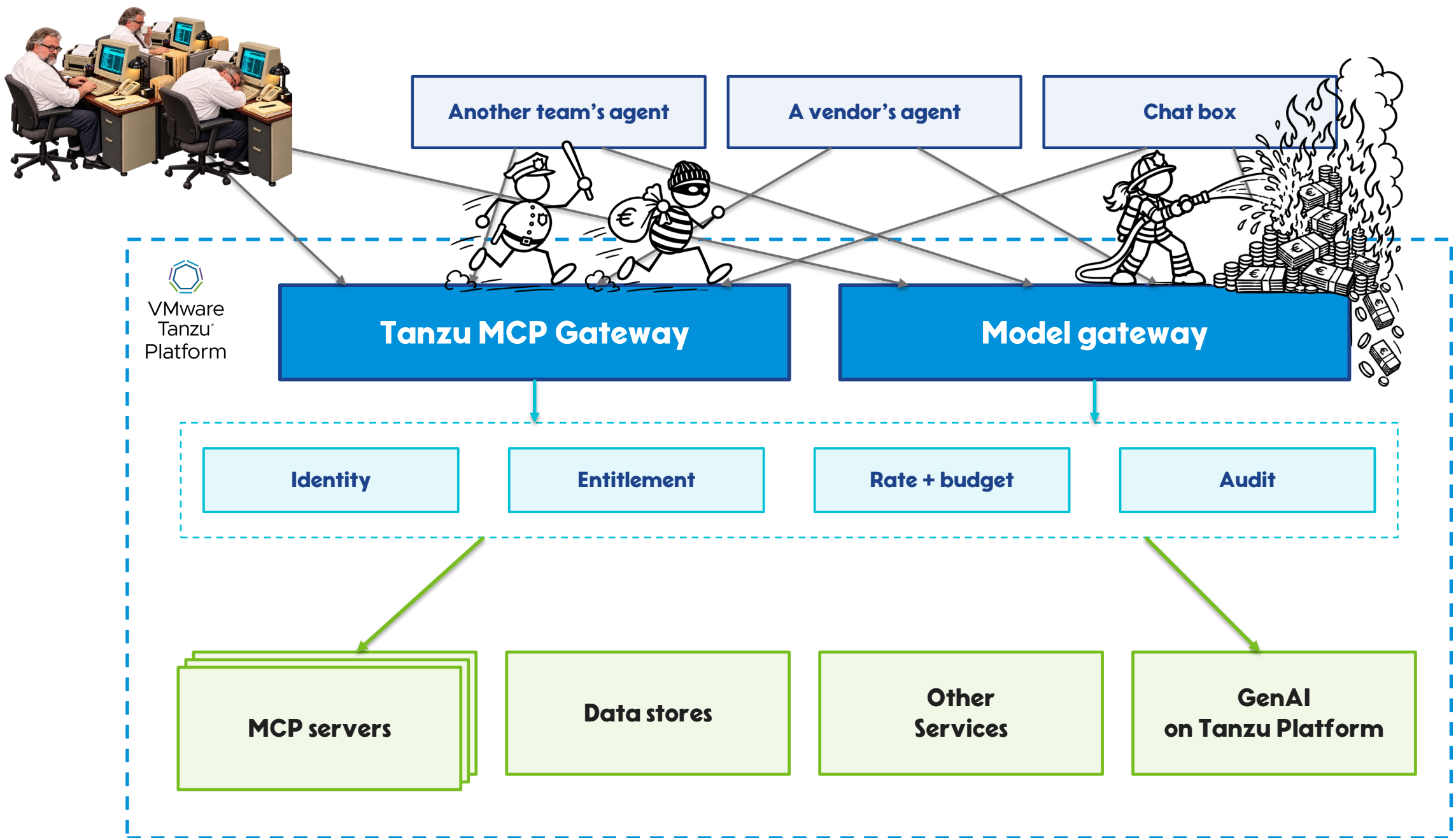
## Enterprise function

## This Normie's Skills

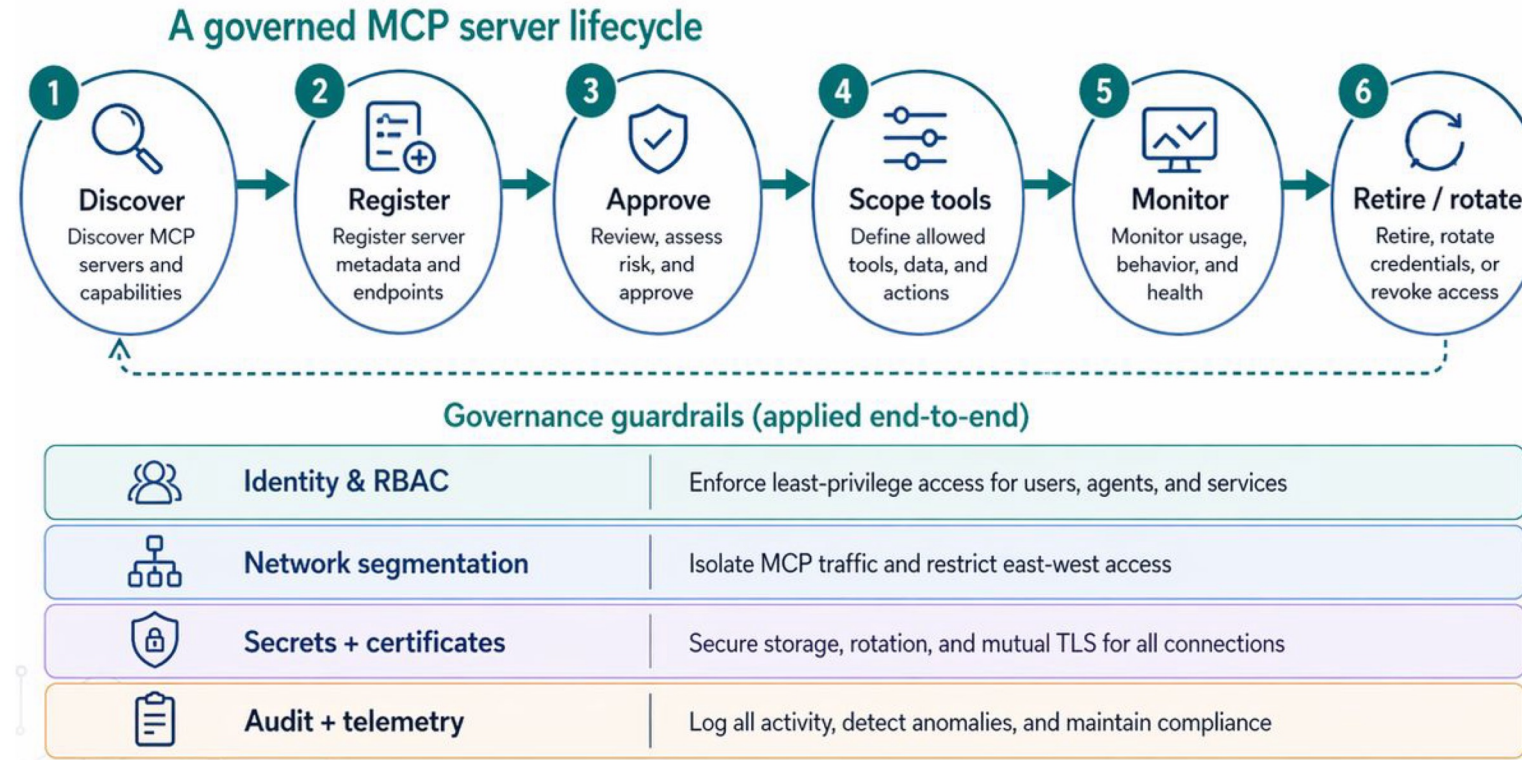
|                                                  |                                                                                                     |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <b>Brand and editorial standards</b>             | the-style-guide, ncsa-mosaic, diane-ui, chart-style, teleprompter-script                            |
| <b>Security and DLP</b>                          | the-security, publish-guard                                                                         |
| <b>Configuration management, asset inventory</b> | cmdb, udr7, dirs                                                                                    |
| <b>Records management and retention</b>          | archive, soup-search, librarian                                                                     |
| <b>Model sourcing and cost control</b>           | local-llm, the-codex, the-gemini                                                                    |
| <b>Content supply chain</b>                      | enclave, hugo-git-publish, photo-post, social-poster, buffer, newsletter, youtube-upload, summarize |
| <b>Knowledge management</b>                      | librarian, pinboard, triage-inbox, slack-link-sweep, apple-notes-import                             |
| <b>Media production</b>                          | transcribe, tts, the-video-maker, the-image-maker, the-screenshooter, vtt-server, video-share       |
| <b>Job scheduling</b>                            | scheduler, the-couch                                                                                |
| <b>Work management</b>                           | omnifocus, diane-calendar, flighty                                                                  |
| <b>Change management, for the harness itself</b> | the-skill-builder, the-close-out                                                                    |
| <b>Line of business, not enterprise</b>          | solo-dm, dice-roller, draw-cards, dutch-anki                                                        |

**“Treat every agent like it’s a human. The identity controls, the access to information, the ability to take actions, the audit trail.”**

**Stephen Elliott, IDC**



# Deep dive: MCP server governance pattern



“MCP support will provide crucial governance and security for MCP.

— Broadcom



Do not treat MCP servers as casual plugins; treat them as privileged integration services.

Sources: Broadcom VCF AI-native announcement; ServiceNow MCP server governance docs; MCP specification



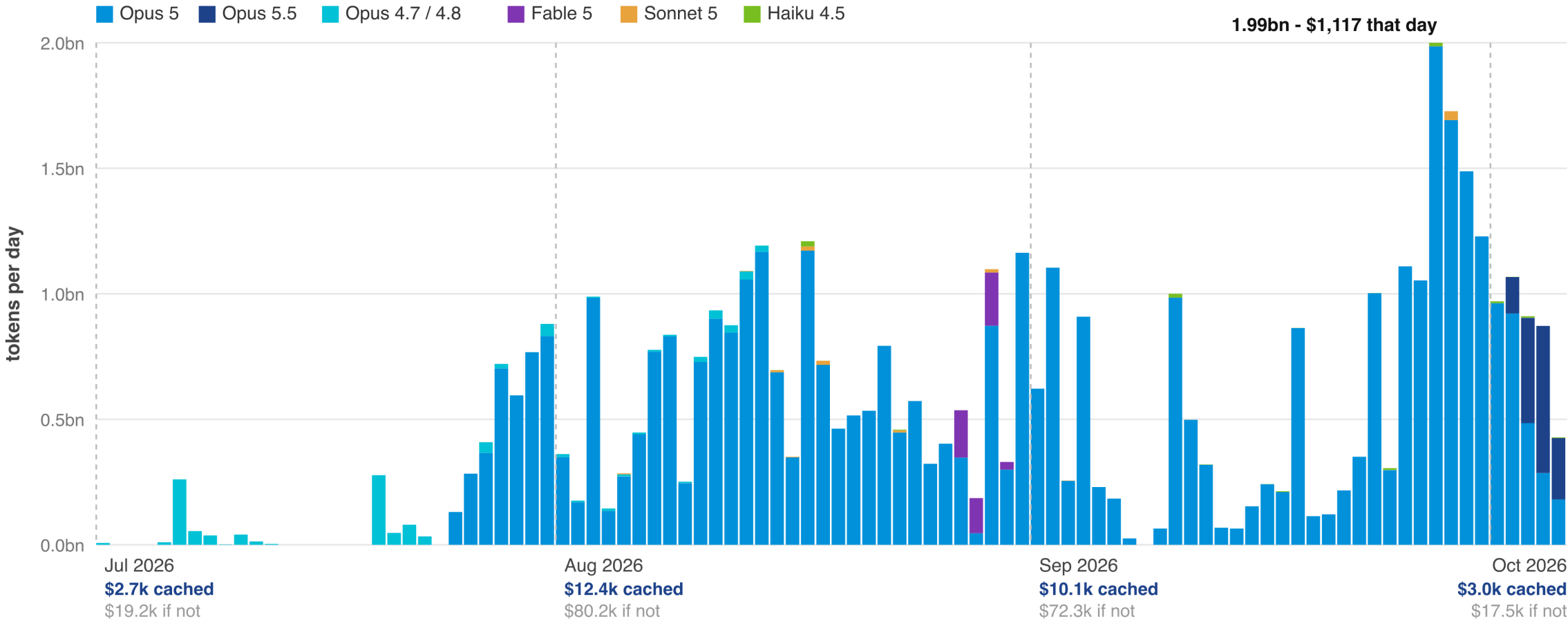
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# Tokens per day, by model - and what they would cost at API rates

All Claude Code projects, 1 July to 5 October 2026. 86 active days, 173,973 requests, 45.6 billion tokens.

**\$28.2k as billed with caching. \$189.2k with no cache at all.**

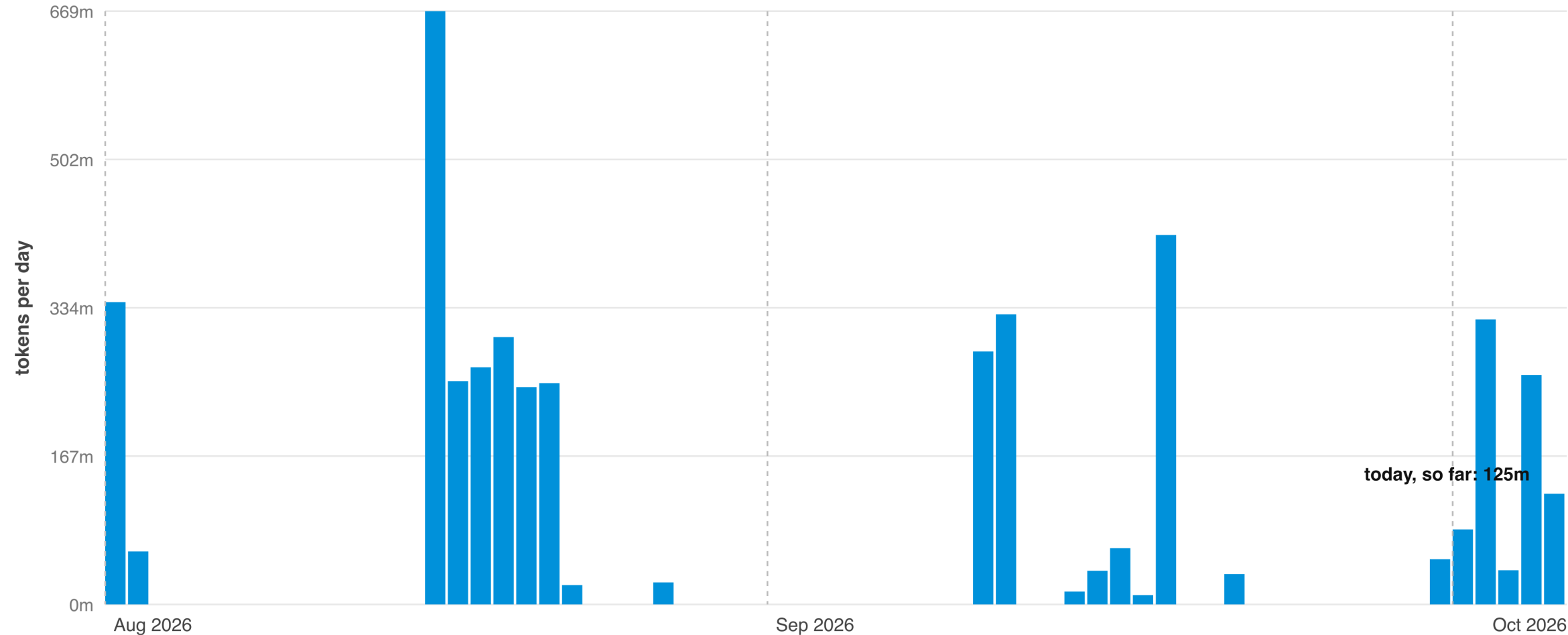


ALMOST NONE OF THIS IS NEW TEXT. Cache reads are 44.0bn of the 45.6bn, or 96.5% - context already sent, retained, billed at a tenth of the input rate. Fresh input across all 86 days is 532,946 tokens. Output - the words actually written - is 133 million. Cache writes are 1455 million. Cost is estimated at API rates: \$4.10 per million input-equivalents, the rate implied by four days of metered telemetry. Cache read 0.1x, write 1.25x, output 5x. Caching avoids \$160.9k of the \$189.2k, a factor of 6.7x. A high cache-read share is the sign it is working, not a warning. Local models are not in this chart. Ollama logs requests, never tokens, so there is no local equivalent of any number here.

# What this talk cost to make

Tokens through Claude Code on the talks project, 3 August to 5 October 2026. 24 working days, 39 sessions, 10,211 requests.

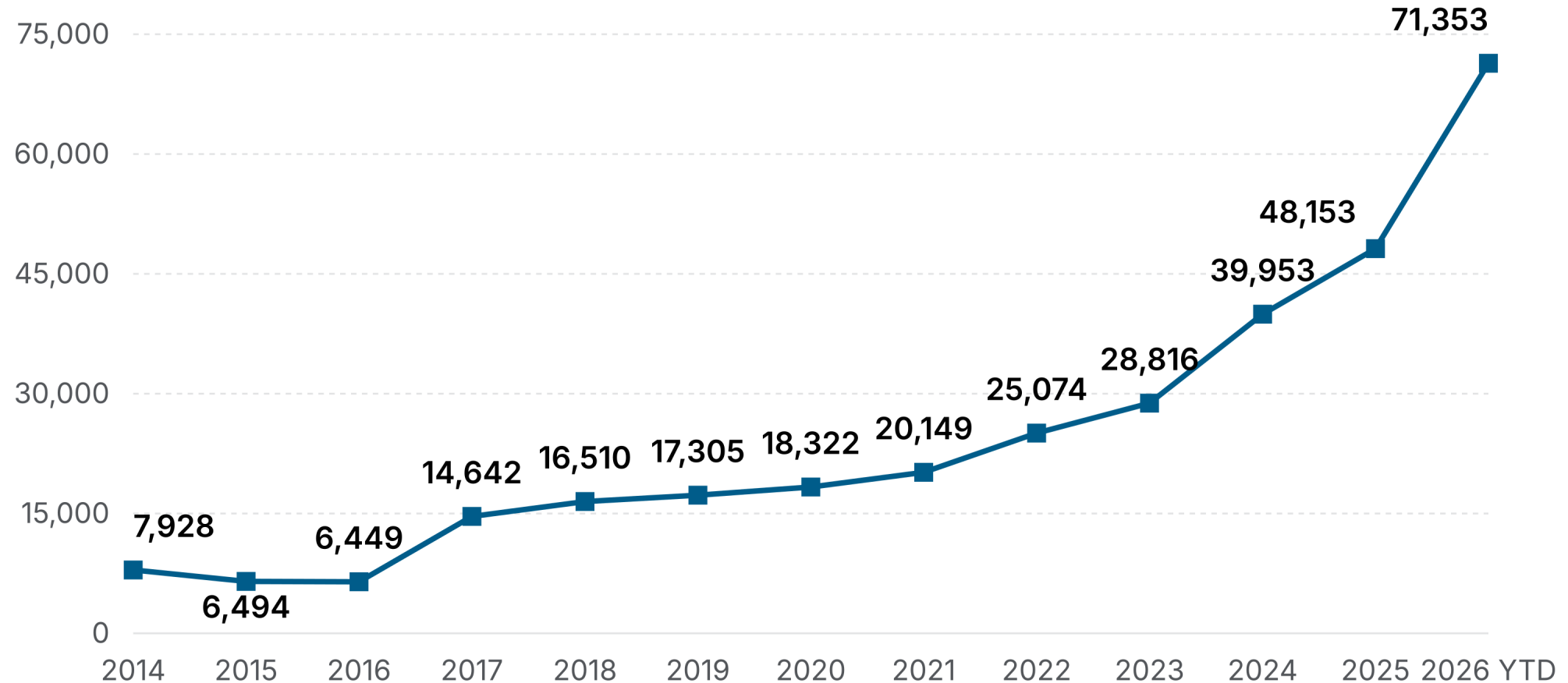
4.50 billion tokens. About \$2,432 at API rates - and about \$18,598 if nothing had been cached.



98% of it is cache reads. Fresh input across the whole project is 20,515 tokens - about four pages of typing. Output is 8.9 million.  
Cost is estimated at API rates: \$4.10 per million input-equivalents, the rate implied by four days of metered telemetry. Cache read 0.1x, write 1.25x, output 5x.  
Nothing before 3 August is in this project directory.

# CVEs reported by year

CVE records per calendar year, 2014 to 2026. 2026 is still running.



2026 has nine months on the board, not twelve - and has already beaten all of 2025 by half again.

Source: CVE.ICU, [cve.icu](https://cve.icu), data as of 2026-09-28.

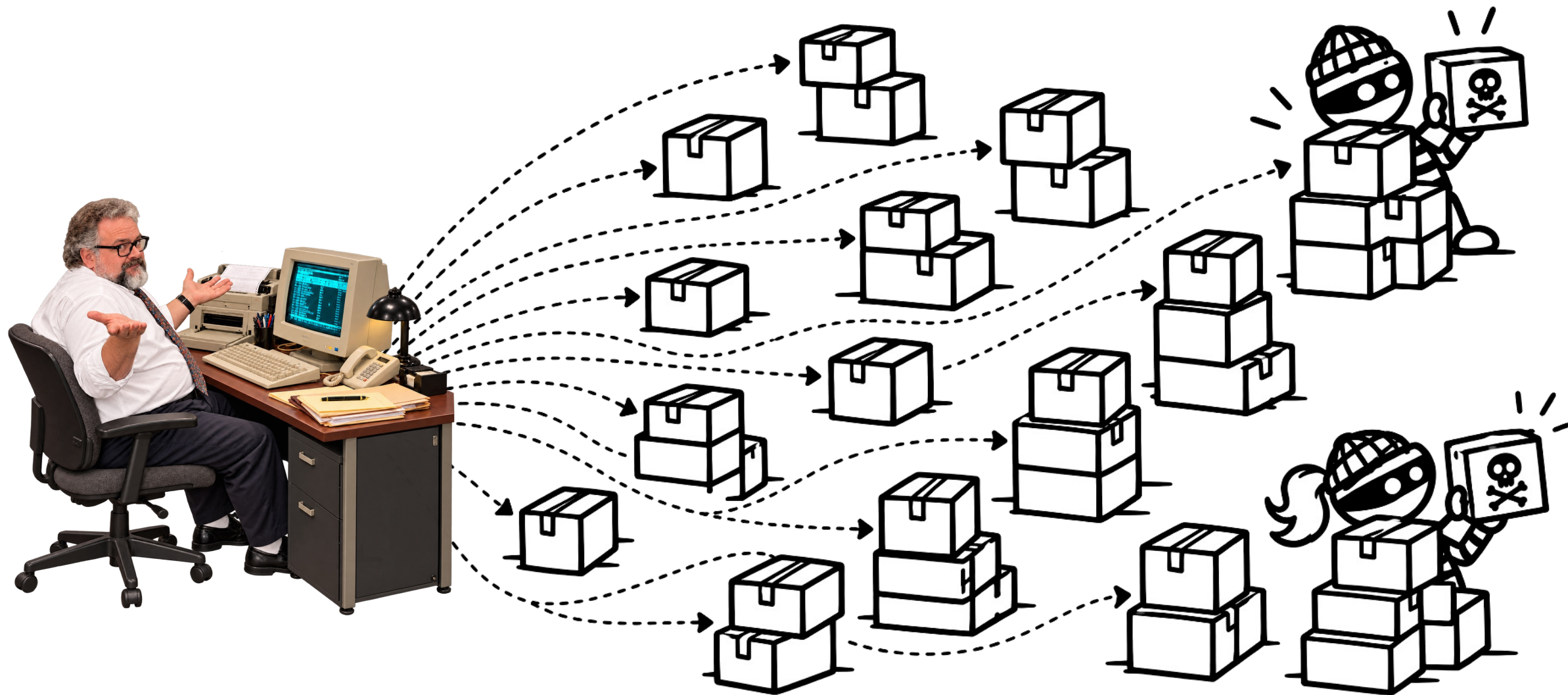


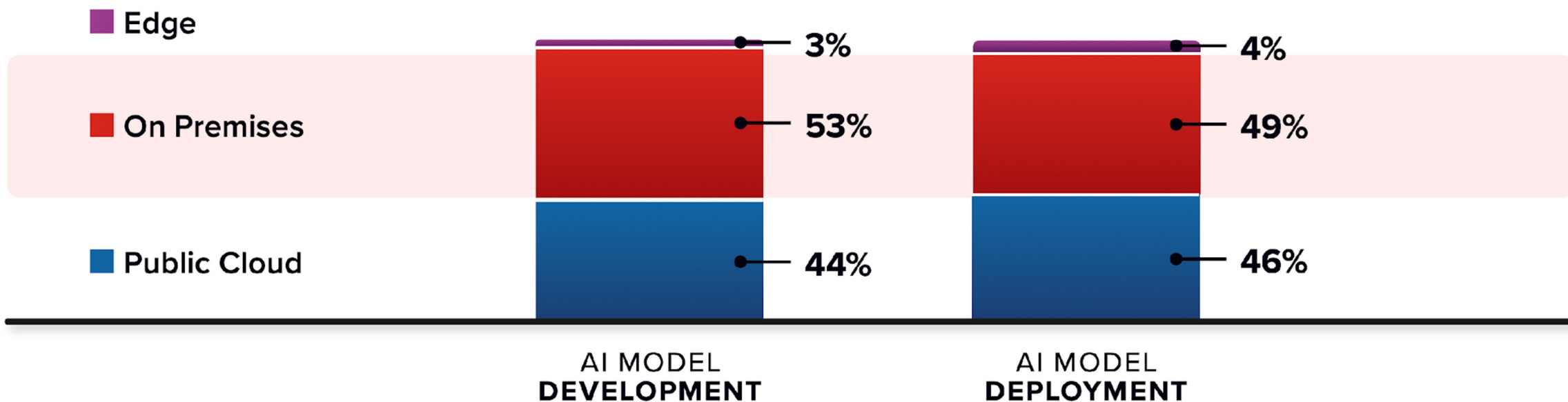


**FIGURE 5**

## Deployment Location for the Development and Deployment of AI Models

Where does your organization primarily develop and deploy AI models?

(Percentage of respondents)



Note: Public cloud includes public cloud provider, managed services provider, and special-purpose cloud. On premises includes private cloud, traditional infrastructure, and colocation provider. n = 411; Source: IDC's *AI Infrastructure Survey*, July 2024.

For an accessible version of the data in this figure, see [Figure 5 Supplemental Data](#) in Appendix 1.

# What to do about it

## Find them

Inventory AI, skills, MCP, apps.  
Expect 20x your forecast.  
Ask who owns each one.

## Identify

Each agent its own identity.  
Scope data and actions.  
Keep the audit trail.

## Shift down

Agents consume services.  
Platform builds and deploys.  
Version and review skills.

## Gate

MCP and model gateways.  
Entitlements, rate limits.  
Approve and retire servers.

## Patch

Curated registries, CLIs.  
Central CVE patching.  
Rotate credentials.

## Meter

~ Tokens per person, per app.  
Budgets and quotas.  
Cheap, local models first.

**That is... get a platform!**



# Thanks!



<https://talks.cote.io/normieai-ams/>



[michael.cote@broadcom.com](mailto:michael.cote@broadcom.com)



Slides & stuff

