



guide

- By LASTg

# ① DESCRIPTION

Concise ~~cause~~ symptom that allows searching

DO

- mention symptom

Example

GitHub worker's disk was full  
vs.

CI/CD Pipelines are halted

DON'T

- Long description
- add context to title
- mention cause



Explain the Cause

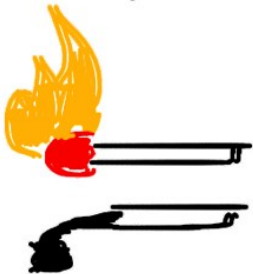
- by not mentioning people

## ② PROBLEM

- To train muscle memory
- add screenshots or paste proof from sources of information

Do ✓

Link to Pagerduty  
Link to Slackdriver etc.



Do not ✗

- A machine had reached 80% CPU
  - OR
  - A disk was 90% full
- {avoid verbose text}

### 3. ALERT

- How did you get to know?

Paste the Link OR screenshot

- In absence of an alert

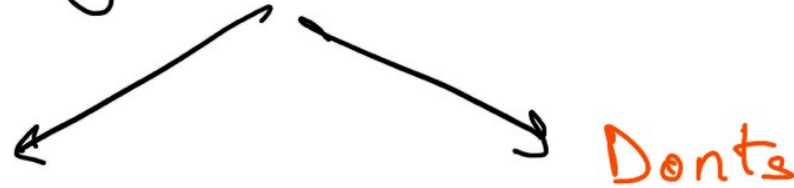
- create a ticket to request a new alert

- paste Link of ticket as a [TODO]



## 4. Fix

- How did you fix the issue?



Dos

- Link to runbook
- A code poll request
- Links to a manual
- Actual commands with their outputs

Donts

- textual explanation
- we cleaned up the disk
- we restarted the process

- How did you confirm the fix?



# PREVENTION

How will you prevent this issue from occurring

Do

- TICKET TRACKER LINK
- AN ACTUAL COMMAND TO RUN A CRON
- RUNBOOK TO AUTOMATED fix

DONT

- ACTIONABLES NOT ALERTS
- LINK TO AN ALERT

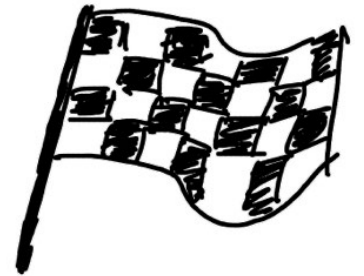




# Things To MEASURE

Other than MTTR  
MTD

- If repeat issues do not reference old RCAs
  - RCAs are not searchable
  - Titles are using cause, not symptoms
- If too many repeats
  - Prevention needs improvement
- If people are mentioned
  - Need to be blameless



- LAST9.io