# After the dust has settled

## Learning from incidents

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APISAK PHETPRASIT • JUAN CARLOS SANTIAGO • BEN SEO • JASON SMALLWOOD • KEVIN VENABLE • JUSTIN YUKON

**Security**
EW SLATOFF • BARRY CURTIS • RAYMOND ROJAS • CARA CHOOLJIAN • KYLE P. STRAUSS • SHANE McGONNIGAL • CHRISTOPHER COL

**With Special Thanks To**
• RICH BUCKLER • JOHN BUSCEMA • GIUSEPPE CAMUNCOLI • TA-NEHISI COATES • GENE COLAN • JONATHAN HICKMAN • REGINAL
• DON McGREGOR • CHRISTOPHER PRIEST • JOE QUESADA • JOHN ROMITA, JR. • MARK TEXEIRA • ROY THOMAS • BRIAN STELFREEZE

# WALT DISNEY STUDIOS

| | | | |
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| EVP, Head of Marketing | ASAD AYAZ | GM – Digital Studio | LEON SILVERMAN |
| EVP Marketing | FRANK CHIOCCHI | VP Technical Operations | RYAN KIDO |
| VP Creative Advertising | JOHN IBSEN | VP Content Technologies | MARC BRANDON |
| SVP Global Publicity | RYAN STANKEVICH | VP Sound Post Production | BRIAN SAUNDERS |
| m Production Planning | MARYANN HUGHES | Production Engineering Supervisor | KEVIN ROSENBERGER |
| VP Client Services | STEPHEN SWOFFORD | Avid Engineering | GABRIEL B. LARA • EO |
| ient Services Manager | SAL VALLETTA | | STEVE POTTER • BREN |
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Marvel Clean Up Crew (Damage Control)- The Real Superheroes

227,375 views • Feb 1, 2017

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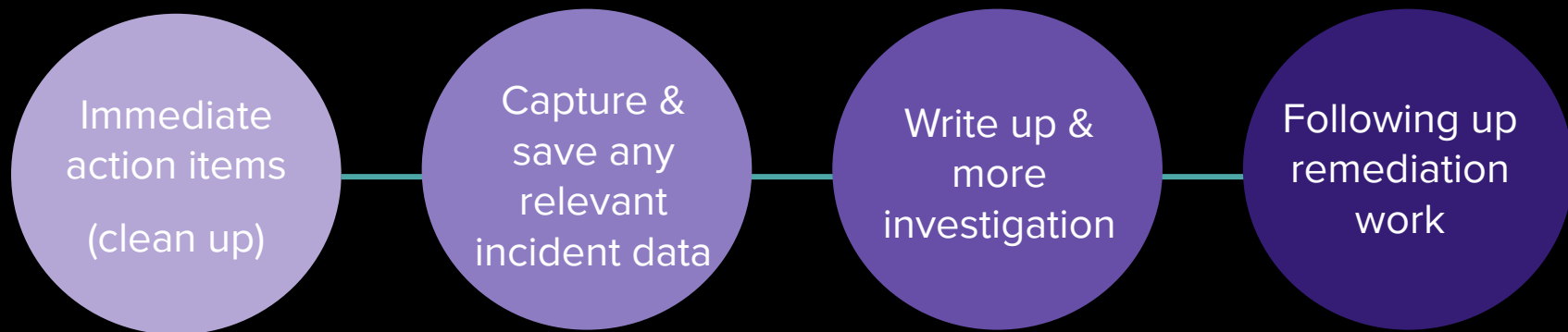**Gorgeous Grandpa Comedy**
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# Incident Lifecycle



| Impact | Incident | Stable | Follow-up |
|--------|----------|--------|-----------|

Impact begins

Impact detected

Incident declared

Incident stable Impact ends

Incident resolved

Post Incident Report

Review Remediate

# What does incident follow up involve?

**Immediate action items (clean up)**

**Capture & save any relevant incident data**

**Write up & more investigation**

**Following up remediation work**

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# Why?



- Continuous learning
- Coordination
- Become better engineers
- Obligations to customers
- Investment in reliability

# Incident Retro Best Practices

Blamelessness

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# Ownership

# Collaboration and Cooperation

# Timeliness

# Postmortem IR-1139: Add Item requests are failing

Created by **Mark Azer** on Oct 4
Last updated 14 minutes ago

| INCIDENT PROPERTIES | |
|---|---|
| **Status** | resolved |
| **Severity** | SEV-1 |
| **Started** | Oct 04, 2021 01:47 pm UTC |
| **Commander** | Mark Azer |
| **Incident Overview** | IR-1139 |

*You can generate a postmortem from any resolved incident with these fields pre-filled, along with incident metadata and timeline.*

## What Happened?

### Impact on Customers

Customers unable to add items to their cart.
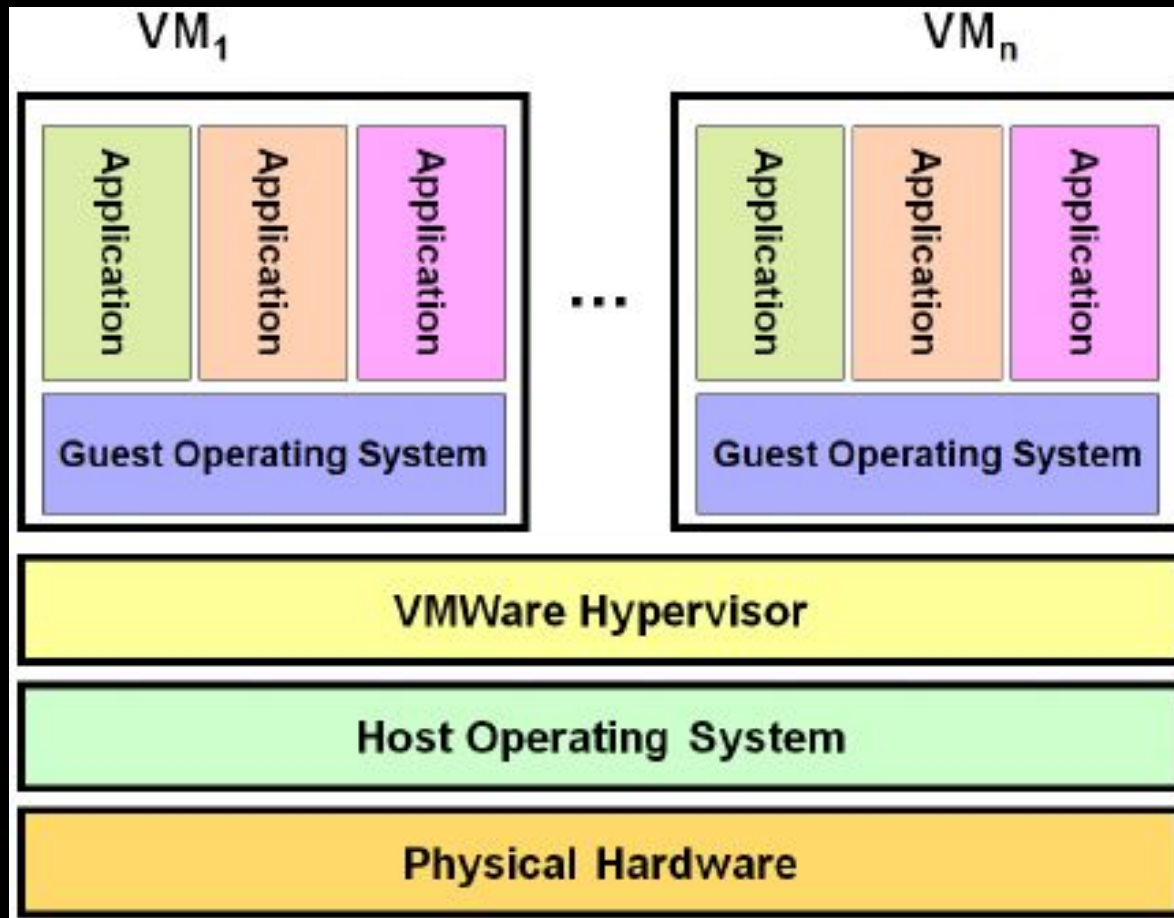This lasted for 24 minutes, beginning at 9:31 am .

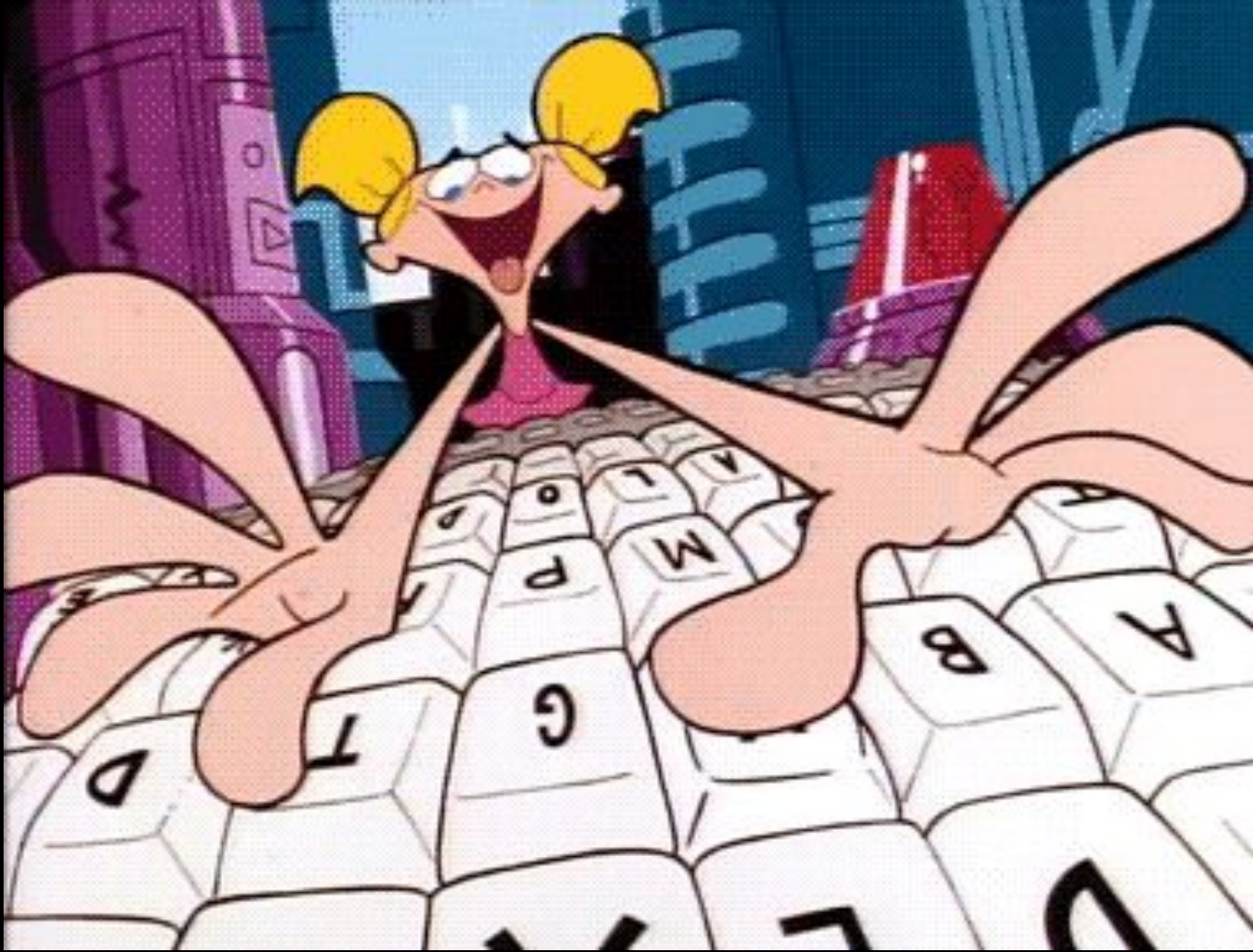## Why Did it Happen?

### Root Cause

None

## Timeline

How do you feel about post incident review and retrospectives?
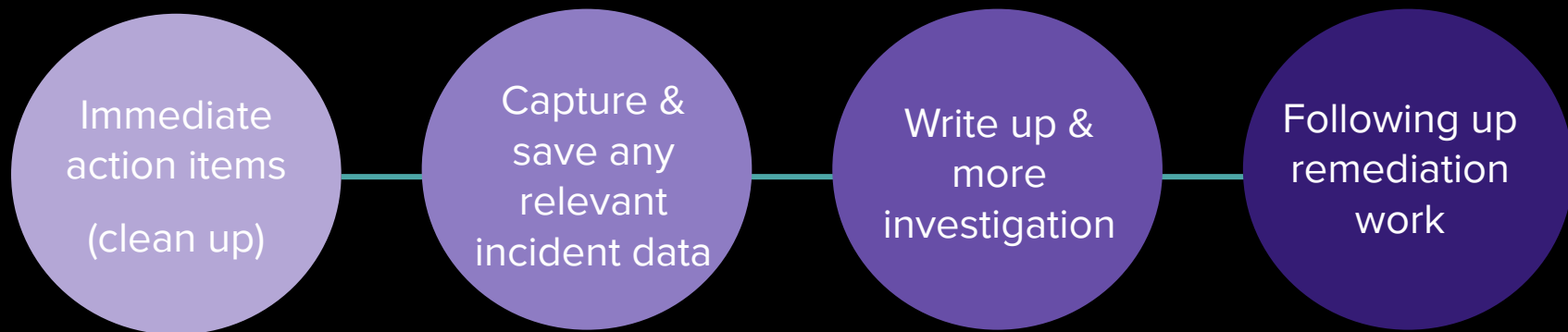
# My first incident

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VM₁     VMₙ

Application   Application   Application  ...  Application   Application   Application

Guest Operating System     Guest Operating System

VMWare Hypervisor

Host Operating System

Physical Hardware

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rm -rf

# What does incident follow up involve?

**Immediate action items (clean up)**

**Capture & save any relevant incident data**

**Write up & more investigation**

**Following up remediation work**

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Blame

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Who is the owner

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When do learnings become culture?

How do we learn?

"Learning Pyramid"
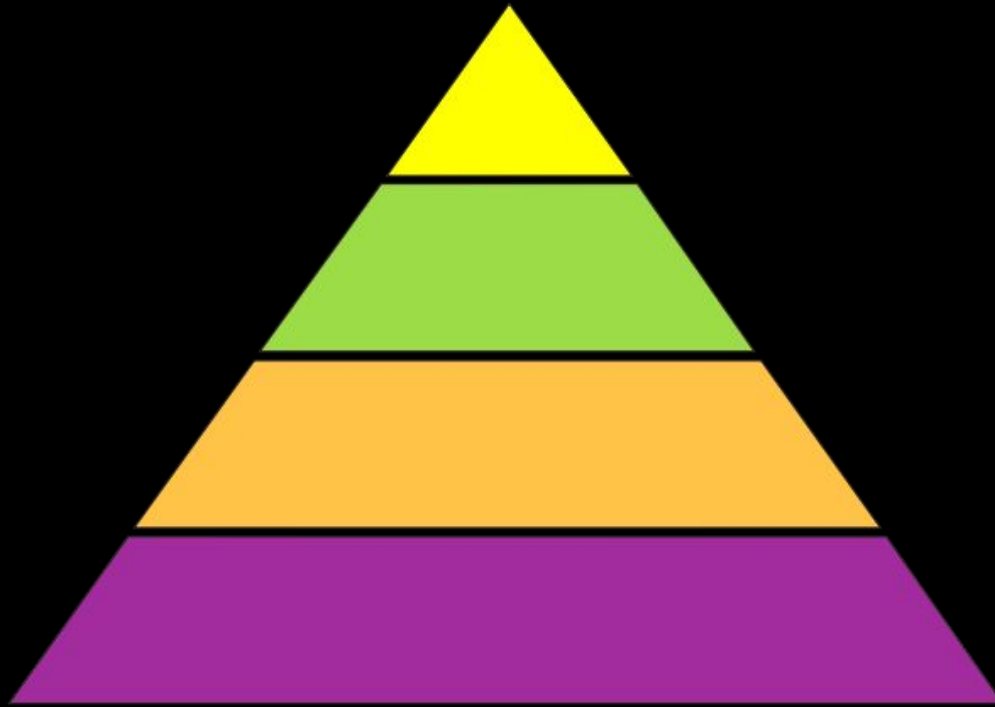
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# What does incident follow up involve?



Impact — Incident — Stable — Follow-up

- Impact begins
- Impact detected
- Incident declared
- Incident stable / Impact ends
- Incident resolved
- Post Incident Report
- Review Remediate

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# What does incident follow up involve?

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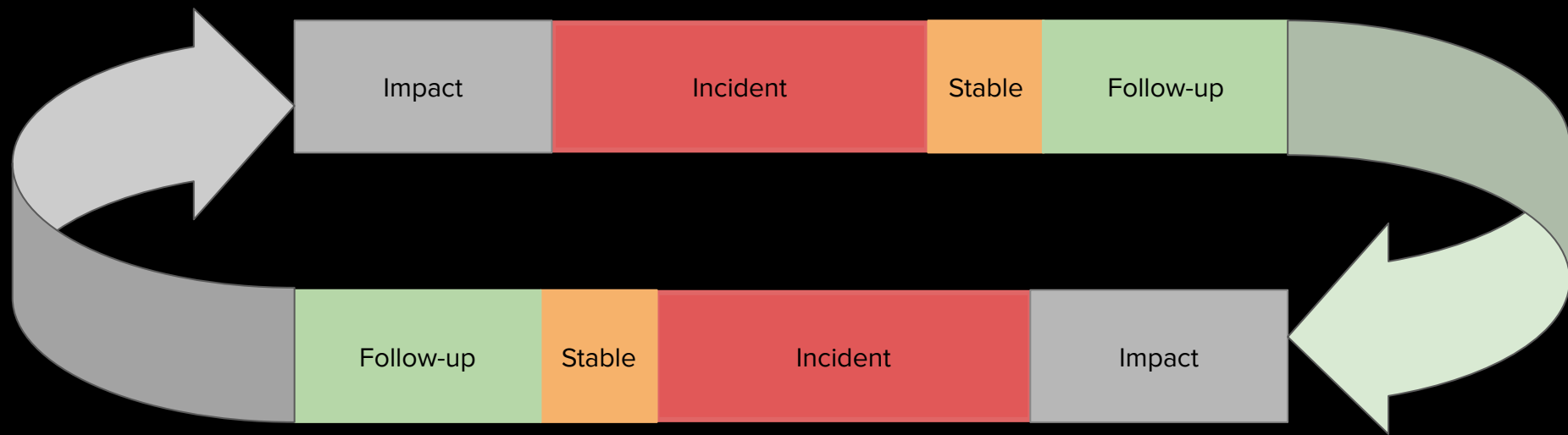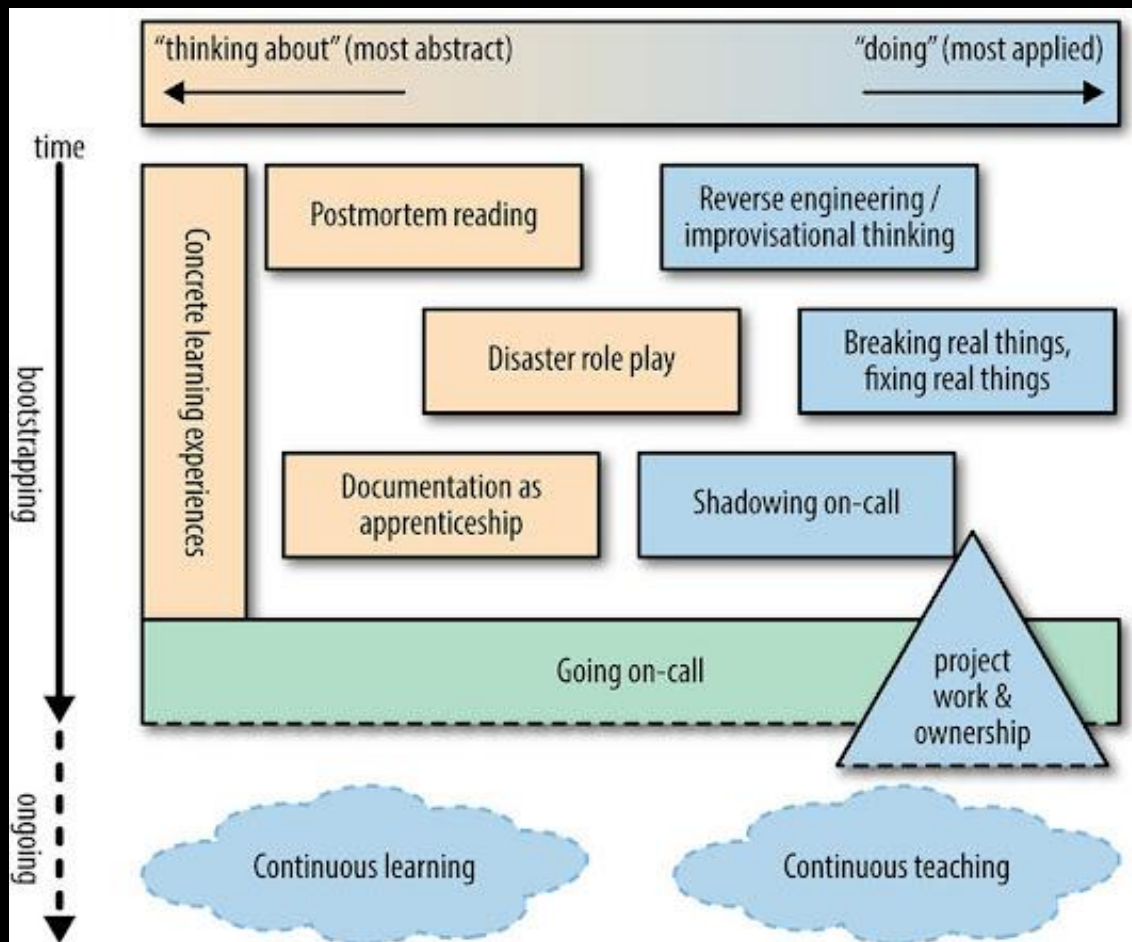
# Learning from
# Incident Retrospectives

**0 DAYS SINCE IT WAS DNS**

(It's always DNS)

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Engineering.fb.com/2021
/10/05/networking-tra
ffic/outage-details/

Users     Internet     POPs     Backbone     Data Centers

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LET ME IN
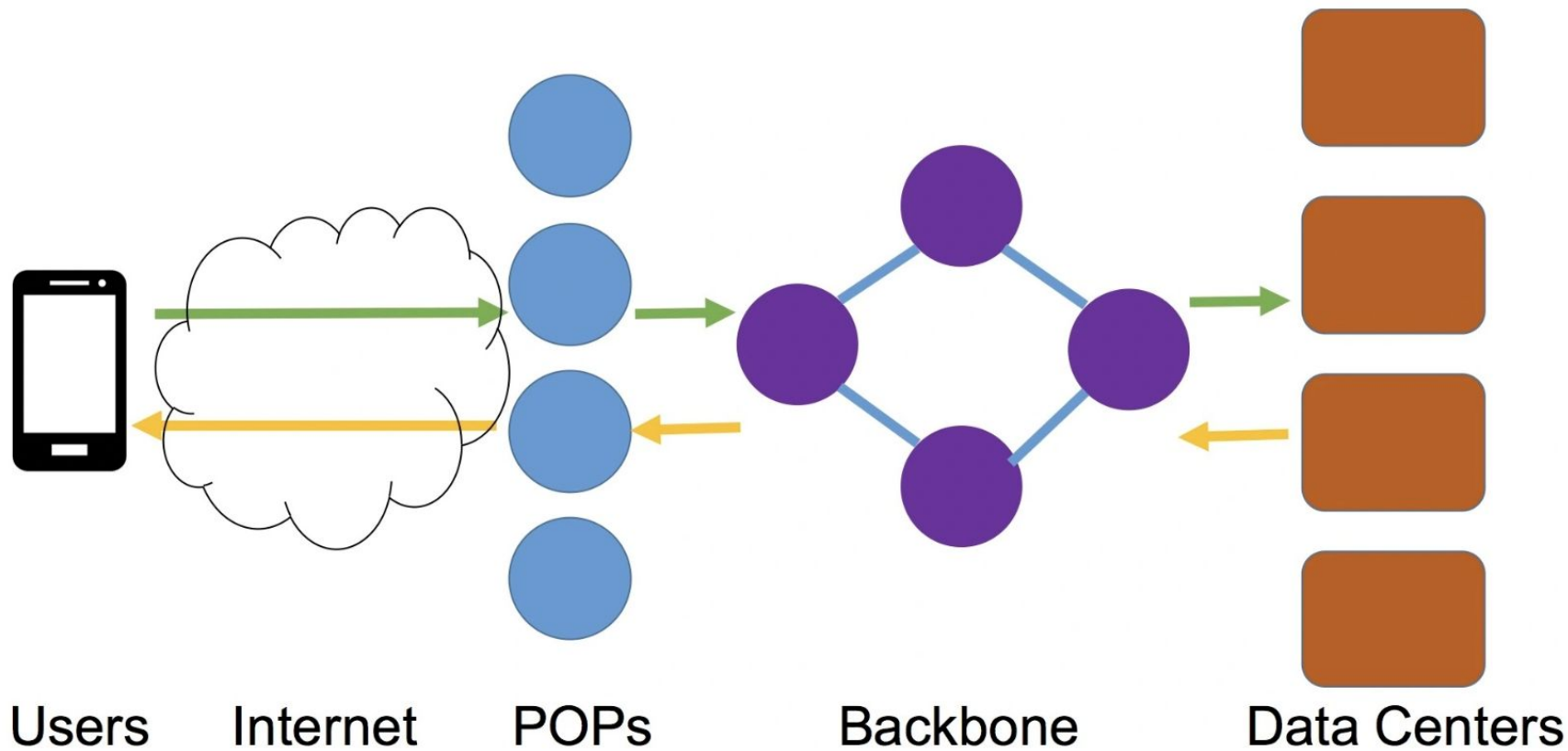
# Learning from Incident Responders

To recap…

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```
We trust you have received the usual lecture from the local System
Administrator. It usually boils down to these three things:

    #1) Respect the privacy of others.
    #2) Think before you type.
    #3) With great power comes great responsibility.
```

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Ajuna Kyaruzi

SRE & DevOps Advocate
ajuna@datadog.com

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# After the dust has settled

*Learning from incidents*

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