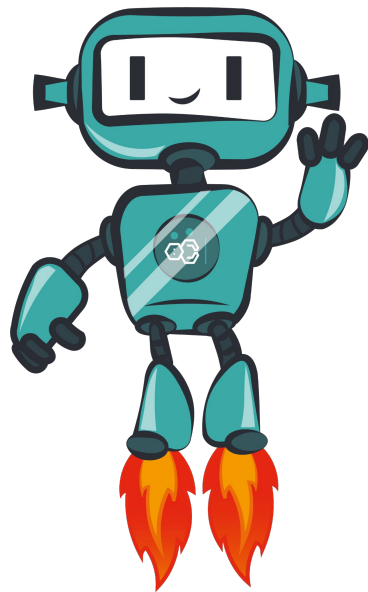
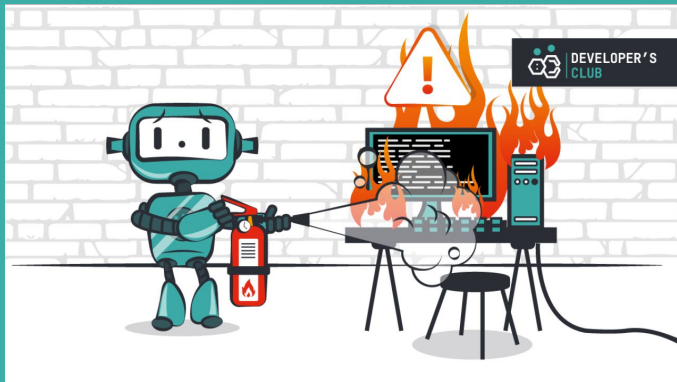


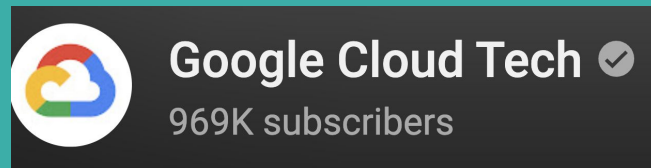
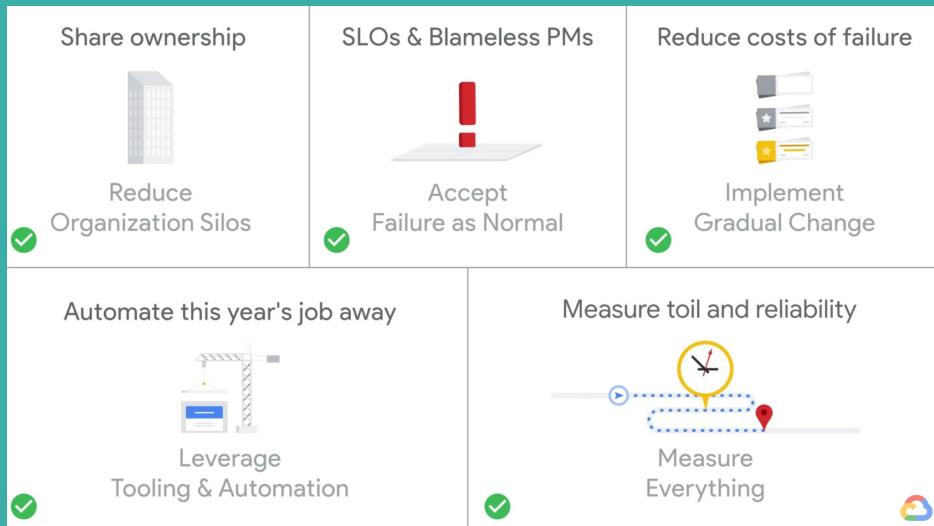


DEVELOPER'S
CLUB

BDD#8 Incident Response



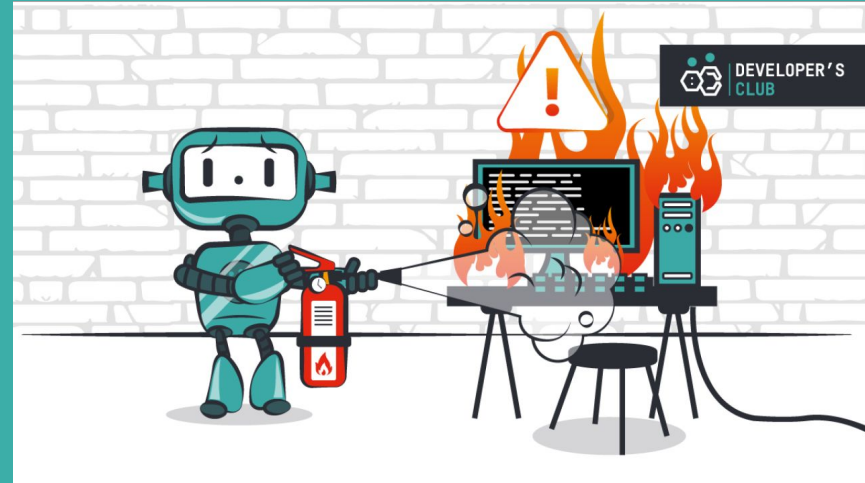
SRE, DevOps, Google



class **SRE** implements **DevOps**

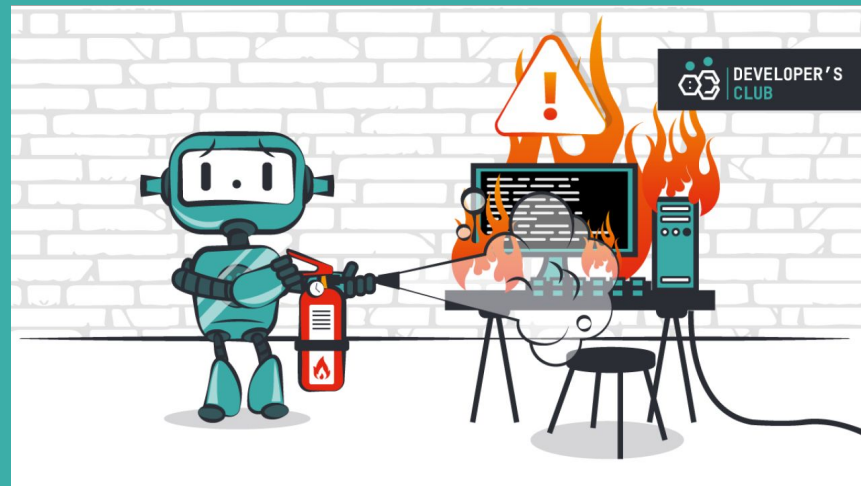
Incident

- An unplanned event or occurrence that disrupts or has the potential to disrupt normal service operation within a system or application.



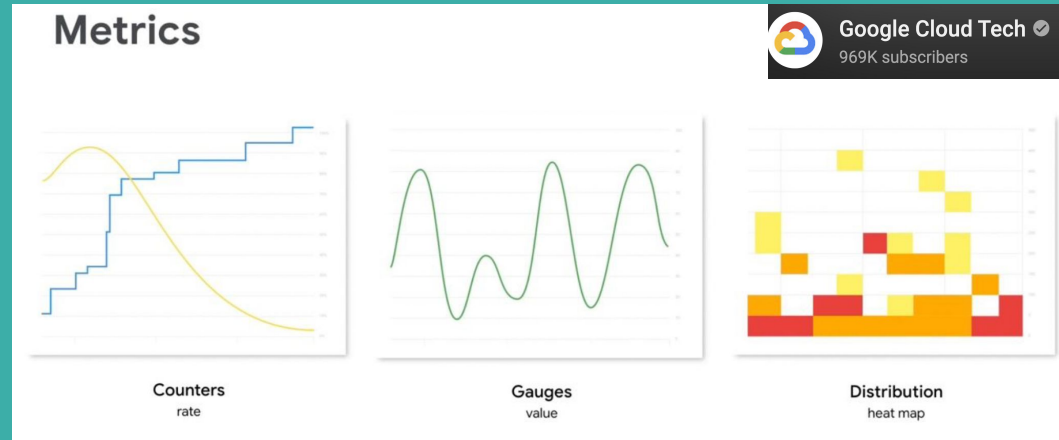
Incident Management

1. Identification and reporting
2. Classification and prioritization
3. Investigation and diagnosis
4. Resolution and recovery
5. Post-incident review



Identification / Prioritization

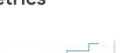
1. Declaring an incident
2. Incident Response Team
 - a. Commander
 - b. Specialists
 - c. Operations
 - d. Communications
3. Escalation




Investigation and diagnosis + Resolution and recovery

Investigation and diagnosis


Metrics



Counters
rate



Gauges
value



Distribution
heat map

Request Logs

IP address of sender

timestamp

process id

10.185.248.71 -- [11/Sep/2018:02:43:22 +0000] 864615

"GET /inventoryService/inventory/purchaseItem?userId=20253471&itemId=23434300 HTTP/1.1"

request URL

500 17 "-" "Apache-HttpClient/4.2.6 (java 1.5)" ebd4db9

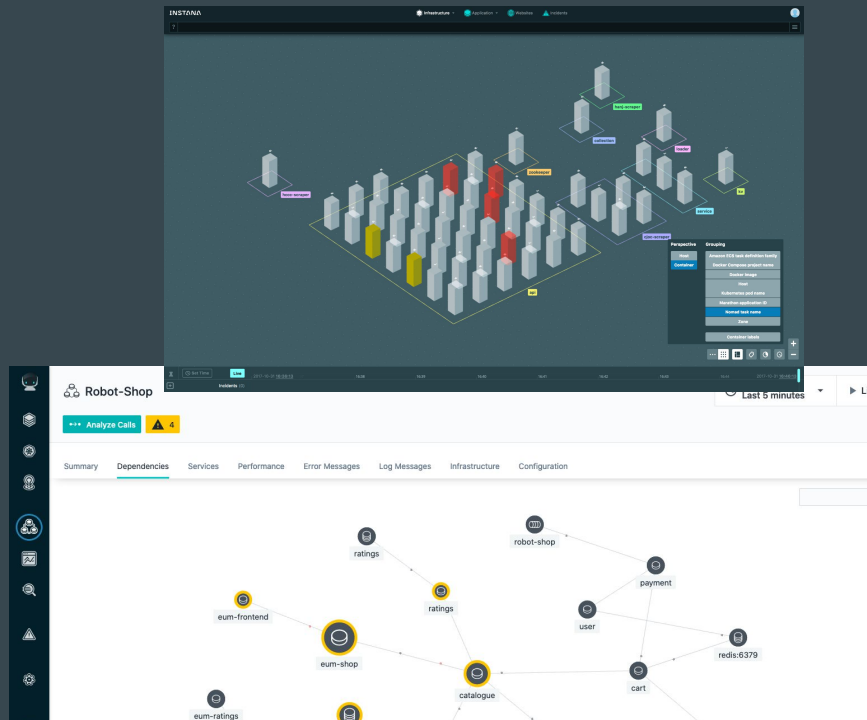
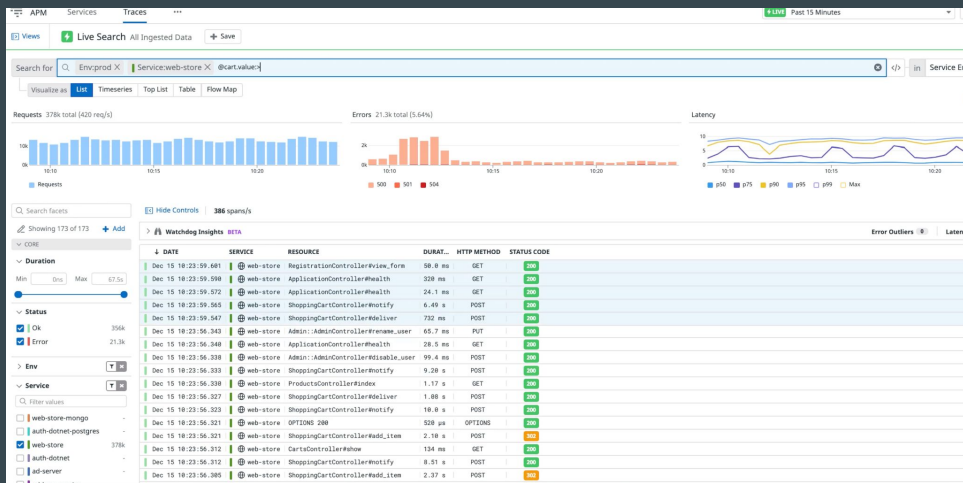
response code

response size

user agent

request id

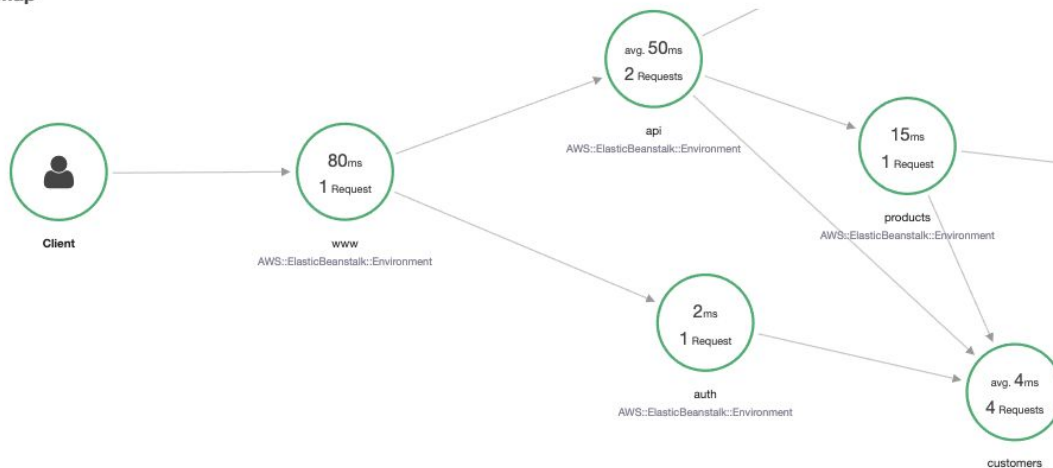
Investigation and diagnosis (APM)



Timeline Raw data

Method	Response	Duration	Age
GET	200	80.1 ms	9.4 min (2022-01-21 00:35:05 U...)

Trace Map



Name	Res.	Duration	Status	0.0ms	10ms	20ms	30ms
------	------	----------	--------	-------	------	------	------

▼ www AWS::ElasticBeanstalk::Environment

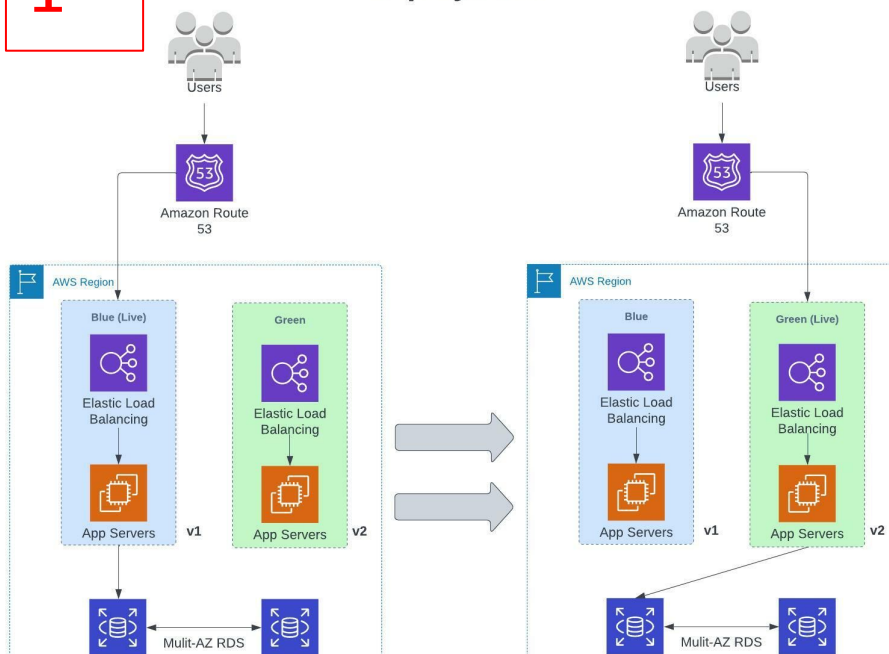
www	200	80.1 ms	✓				
auth	-	3.9 ms	✓				
auth.eba-cvkws4fz.us-east-1.elasticbeanstalk	200	3.9 ms	✓				
request	-	0.0 ms	✓				
response	-	3.8 ms	✓				

Remote: GET ... /auth/delay/

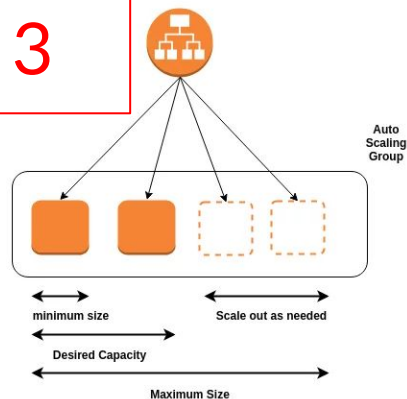
Recovery

1

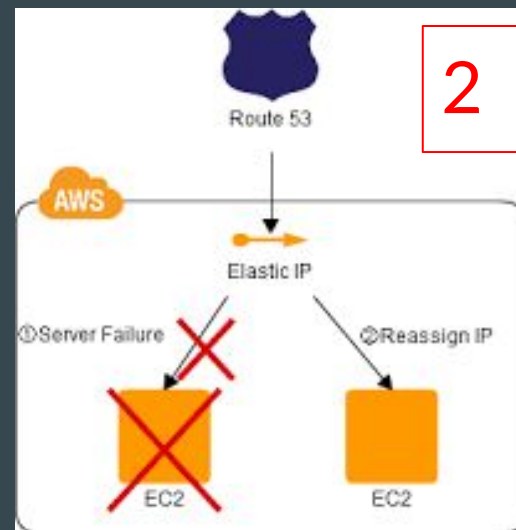
AWS Blue/Green Deployment



3



2

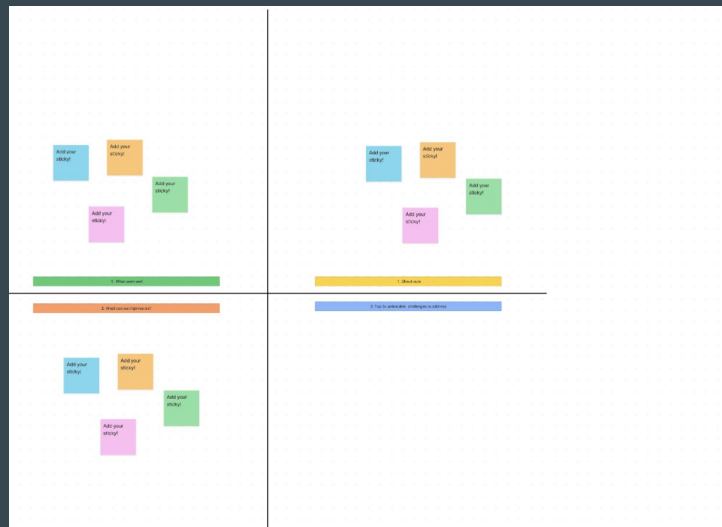


DEVELOPER'S
CLUB

Postmortem

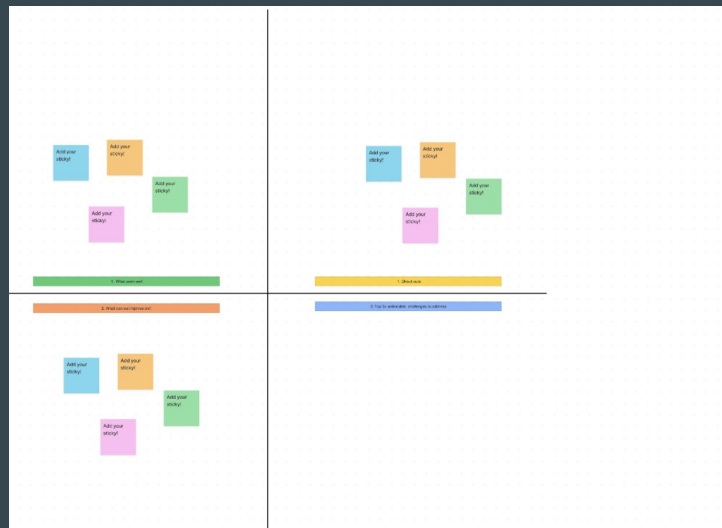
<https://www.atlassian.com/incident-management/postmortem/templates#incident-summary>

Atlassian Handbook



Postmortem

- BLAMELESS
- Leadup
- Impact
- Detection/Response
- TIMELINE
- Lessons learned / next steps



Incident #1

Frontend Scenario:
Whiteboard - Route Failure
for Specific User Group

`project/id/settings`

Incident #2

Backend scenario:
WordPress Hosted
Webshop Site Returns Bad
Gateway and Gateway
Timeout Errors

Incident #3

Third party scenario:
Postmark emails / invite
magic links login emails not
working

Incident #4

Excessive Event Bus Messages Crash Multiple Microservices

Incident Summary:

A bug was reported by the monitoring system, involving a specific feature of a distributed application that triggered an excessive number of messages on the event bus. The high volume of messages overwhelmed multiple microservices, causing them to crash and resulting in service degradation.



Hvala!
Postani Član:
developersclub.rs

