Feel the Mayhem

When Deployments Go Wrong

B

PLATINUM

Octopus Deploy

GOLD

Insight

PATIENT ZERO

VALD

SILVER

NDC { Sydney }

pinch

STANDARD

LMG

Seq

SixPivot

Telstra Purple

CHILDCARE

Octopus Deploy

COFFEE

LMG

Telstra Purple

DIVERSITY/ HARDSHIP

SixPivot

MEDIA

SOULSOLUTIONS

LUNCH

PATIENT ZERO

Bryden Oliver

SSW Solution Architect

linkedin.com/in/brydenoliver

github.com/brydeno

- 20 years experience in database performance
- 42 years of coding - Oldster
- Run high throughput web APIs
- Climbs big hills
- Takes pictures

Luke Parker

Senior Software Engineer

linkedin.com/in/lukeparkerdev

github.com/Hona

- Young whippersnapper
- Chief problem fixer & code deleter
- Built with ❤️ on .NET | Azure | Blazor | Architecture
- Climbs smaller hills
- Takes less photos

Let’s get into it!

Bryden is a developer

B

Luke is a dev

L

Bryden is managing the Operations Center

B

Okay let’s fix it

During the incident
B

Stay Cool

- Helps others keep calm
- Makes for better thinking

L

Split into 2 distinct groups

- Investigation
  - 1 or more engineers
  - Avoid disturbances

- Management
  - Handle incident management
  - Collecting regular status updates
  - Make required decisions
  - Plan external communication
  - Communicate internally

B

Status Update from investigation team

- How many users affected?
  - And their type if some are different
- How are they affected?
- Do you know the cause?
- Have any solutions been identified?
- How long to resolve?
- How long to next update?
- What resources do you need?

L

Status Update tips

- Be gentle
- Reassure team that they are supported
- Have a template to keep as short as possible
- Avoid going too deep or solutioning

B

Management decisions

- Should we update customers yet
- What do other managers need to know
- What other resources do we need
- What costs are involved
  - Scale up/out
  - Sales losses
  - Staff costs

L

Let’s get into it!

Again…

Okay lets fix it again
B

After the incident is resolved

B

Post Incident Review

- Calm and blameless
- Must be ASAP once resolved
- Have a template
- Timelines are useful
- Keep standard metrics on each incident
  - Amount of downtime
  - Number of users affected
  - What matters to your organisation

B

What went wrong

- Keep digging to root cause/s
  - i.e. ask, but ???, a lot
- How did we fix
  - Was it a bandaid or a real fix

L

Why did it go wrong

- Why didn’t we know till too late?
- Were any processes a problem?

B

How can we prevent it

- Any monitoring changes required?
- Any deployment changes required?
- Any software changes required?
- Should any processes change?

L

Action Items

What are we going to do in response to this:

- Immediate
  - Revert temporary fixes
  - Implement simple preventions
- Soon
  - What things should happen this sprint or next
- Long term
  - Backlog items/features
  - Big changes

B

Summary

- Separate investigation from incident management
- Regular status updates
- Post Incident Review
- Always avoid blame

L

Thank you

Questions

FaceHeap
Source Code:

Download the
slides:

B

{ } NDC
Conferences

RISBANE

Leave feedback to enter the prize draw

Please give me feedback!