

OpsBot



Team



@Raymond



@Integralist



What does it do?!

- Creates standardized incident channels:
`yyyymmdd-<incident-name>`
- Automatically invites users to channel based on 👁️ reaction [†]
- Looks up runbook for service inside “dev” shared team drive

[†] now supports 👁️👁️



The basic commands

`/incident <name> [visibility] [reporter]`

- **name:**
channel name **<required>**
- **visibility:**
private [optional]
- **reporter:**
name of channel that originated the issue
otherwise defaults to #opsalerts [optional]

Because this is a slash command,
the <name> parameter needs to be hyphenated

`/runbook <service>`

- **service:**
will *attempt* to return the runbook
google document for that service



Automatic invitation to incident channel (1/4)

#opsalerts

'incident message'



monitor-stage APP 6:19 PM

stage/statstension_api /health on rig-stage is **CRITICAL**

HTTP CRITICAL: HTTP/1.1 503 Service Unavailable: Back-end server is at capacity - 106 bytes in 0.024 second response time

ACK

DOWNTIME



1

someone's interested

Automatic invitation to incident channel (2/4)

#emergency_bugs

'incident message'



integralist 🏠 11:20 AM

ISSUE: hey everyone @here, looks like the website is down



someone's interested

Automatic invitation to incident channel (3/4)

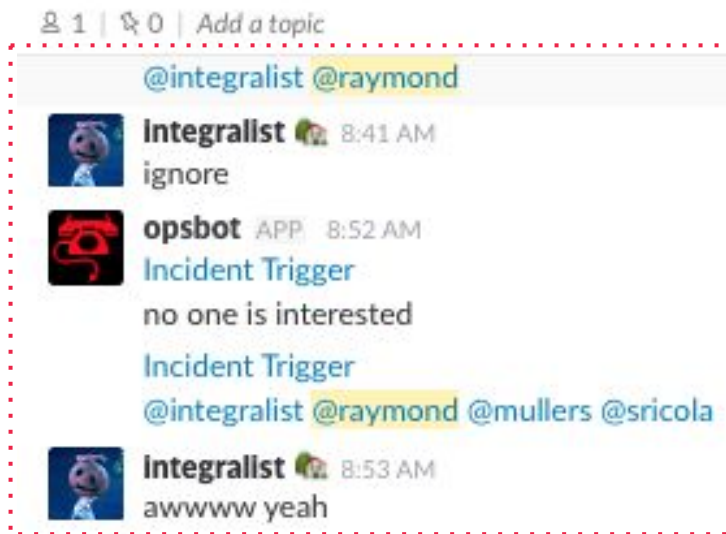
/incident bf4life



opsbot APP 9:06 AM

Incident channel (public) [#20170714-bf4life](#) created

Automatic invitation to incident channel (4/4)



our first successful test

Service Runbooks? (1/2)

/runbook site router



opsbot APP 9:18 AM Only visible to you

Matches for your search: site router

Site Router Runbook (v3):

https://docs.google.com/document/d/1LMUv43GxjWb6A_gpJH-Kn8ebe9duvyQOVX1bbDKuvGw

Service Runbooks? (2/2)



opsbot APP 9:25 AM Only visible to you
No runbook found for your search: beep boop

Maybe time to create one in

<https://drive.google.com/drive/folders/0B38KY1BrECpwbE00aXpxQVEySWc>

Here are some files that match the search 'runbook':

Site Router Runbook (v3):

https://docs.google.com/document/d/1LMUv43GxjWb6A_gpJH-Kn8ebe9duvyQOVX1bbDKuvGw

Operations Runbooks:

<https://docs.google.com/document/d/0B38KY1BrECpwbE00aXpxQVEySWc>

Runbook Template:

https://docs.google.com/document/d/1OIhoXiHvr7NNzBGP-9datHjzM18eQg_vxFluRDycfbA

BPager Runbook:

<https://docs.google.com/document/d/1eonRtYcgTZnOVrDsQY9GreCAzo13BrdfCeRrMpA3h64>

FeedPager Runbook:

<https://docs.google.com/document/d/1iVqXqCLxLafpwg0shKqXkxFEHrROGiwO6tCNvOMlpqU>

Video Player Service Runbook:

https://docs.google.com/document/d/1XzTE-oK04VzRk3Rmb9_FM9ZzpGg6YWRllliH5PDn__4

What we learned...

- Have a document started with feature specification
- Slack bots are fun to create
- Google API was kinda ~~tricky~~ **PITA**
- Always have integralist be part of your team :)



What's in the future for OpsBot?

- `/postmortem` feature to automatically create google doc?
- `/service` for looking up on-call team leads for that service?
- Add runbook info as part of the rig `service.yml` requirement, so opsbot could automagically link to it?
- A damn good refactor, tests!! and some logic improvements



Thank You!

BuzzFeed