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CSD380 Module 9.1 Discussion

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Why did Etsy develop a Morgue tool? How is it now used?

Hello,

For the Module 9 discussion I will be covering the development of Morgue by Etsy and how it is used now. Etsy developed Morgue in 2010 and it is an open-sourced PHP application that acts as a postmortem tracker. It actively stores data when an outage occurs through its while making timelines, IRC logs, graphs, images, remediation files, and more (Schauenberg). The GitHub repository location [GitHub - etsy/morgue: post mortem tracker](https://github.com/etsy/morgue) is archived as of Dec 18, 2019. Etsy developed the tracker as a way to improve incident response and make a learning culture to handle incidents while having a blameless environment to resolve the issue. It compiled all information and documents in a central location to provide structure and a way to analyze incidents and understand the underlying causes rather than individual actions that caused the incidents (Miranda).

Current uses of Morgue is that it serves as a repository for all postmortem data. This documentation that Morgue records allows work to be done at a staggering pace with references to deployments at the sum of 50 a day that work to resolve issues with their application and business. It was interesting to find this application was developed within a company rather than sourced from outside, but the nature of Etsy does make sense on how it is a developer driven business that continues to adapt to challenges. I love the fact that it promotes a blameless culture and works to handle issues, not workplace politics. Ongoing analysis is still prevalent with the use of Morgue and remediation actions and incident trends are handled at a rapid pace (Dhaduk).

Morgue is integrated with other tools like Jira and is still a vital part of their management systems (Miranda). Hope this coverage about the Morgue tool was interesting and informative.

Thank you for your time,

Jeremiah K.

Reference(s):

Dhaduk, H. (2022, November 14). Etsy DevOps Case study: The Secret to 50 Plus deploys a Day. Simform - Product Engineering Company. <https://www.simform.com/blog/etsy-devops-case-study/>

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Schauenberg, D. (2015, August 22). Practical postmortems at Etsy. InfoQ. <https://www.infoq.com/articles/postmortems-etsy/>