# The Continuous Improvement Toolbox

## Post-Mortems

"The cost of failure is education."

Devin Carraway - Google SRE Book

# My Bio

Site Reliability Engineer
for Lumin Digital

2+ Years Site Reliability
Engineering Experience

9+ Years Software
Engineering Experience

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# 2019-08-21 Ignite Talk Gone Wrong

## Issue Summary

The postmortem ignite talk went horribly wrong. It all started around slide 4. Aaron forgot the material on his slides.

## Tickets Related to Issue

IGNITE-1 Preparation for ignite talk

## Raw Logs and Data

Video of presentation to be added later along with transcript.

# 2019-08-21 Ignite Talk Gone Wrong

## Timeline

11:10 Talk Begins
11:11 Talk Goes Wrong
11:13 No Improvement Yet
11:15 Talk Ends

## Root Cause

Lack of Preparation. Too much work in the days leading upto the conference.

## Resolution And Recovery

Talk was over after 5 minutes. It is unknown at this time if the audience has recovered.

# 2019-08-21 Ignite Talk Gone Wrong

## Corrective Actions

IGNITE-2 Allocate more time preparing for talk
IGNITE-3 Don't launch major product day of ignite talk

## Prepared By

Aaron Mell

## Presented By

Aaron Mell

## Reviewed By

The unlucky devopsdays 2019 talk attendees

You shall not Blame

# Get the Right People to Review

# You Cannot Fix What you do Not Understand

# Technical Solutions > Process

# Don't Delay Discussion, Lest You Forget the Details

# Make Time for the Corrective Actions

# Sharing is Caring

# Make the Process and Results Visible

# Standardize the Process

"Perfection is not attainable. But if we chase perfection, we can catch excellence."

Vince Lombardi

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# The Continuous Improvement Toolbox Post Mortems

Aaron Mell