Agenda

The off boarding L1, the on boarding L1, and the on boarding L2 should all have a 15 minute sync to review the following items. The goal is to keep everyone in sync on the current status of operational incidents and which stories/tasks we are working on to improve our overall operational posture.

1. Which incidents have occurred during the last week and what is the current status of each?
    a. The oncoming L2 should review the [ops incidents created in the past week](#) and make sure that they are completely filled out (no fields missing, such as incident end, duration, impact, etc), contain enough detailed, have screenshots as necessary, etc, etc.
2. Which alarms have been noisy, muted, etc?
3. Review any operational tasks which the L1 worked on the previous week and determine whether the L2 should wrap them up or work on something else for the coming week.

2016-11-14 (L1: Conor -> Justin)

Off boarding L1: Conor
On boarding L1: Justin
On boarding L2: Payam

1. Ops incidents
    a. [Created in the last 7 days](#)
        i. none
    b. [Updated in the last 7 days](#)

i. https://virtru.atlassian.net/browse/WS-4789
                1. Zack added a comment with more information about how he identified that a cron job was responsible for the CPU alarm he got
                2. Related DataDog monitor is CPU
2. Alarm review
    a. DataDog
        i. CPU alarm was muted for 1 week because the alarm goes off constantly and the story to address the issue is not currently being worked on. There are ~2 days remaining on the mute. It should be muted again unless the story to address the root cause is being worked on.
                1. Joel had a PR which might address the CPU alarm here. Slack mention here.
        ii. Memory utilization was muted for 1 week. There are ~2 days remaining on the mute. Mute it again unless you're working on it.
        iii. Disk utilization was muted for 1 week. There are ~3 days remaining on the mute.
                1. This issue was being actively worked on this sprint in WS-3799 and any remaining work should be wrapped up by the next L1 (Justin). Goal is to fully unmute the disk utilization alarm.
        iv. The alarm for how quickly the Redis server is consuming memory did alarm 2 times, but it self resolved relatively quickly. This might indicate that we need to tweak it to be a little less sensitive.
    b. Sentry
        i. We are still getting TONS of sentry alarm emails. We should bring this up during the next ops retro and/or team retro and figure out how/when we are going to address the root causes in our applications.
    c. Bamboo
        i. there were 2 failed base AMI builds here and here, which appear to be because of a network issue. All base AMIs are currently building successfully.
        ii. The Bamboo Build Agent deployment has been broken in all envs since November 4th. That may be when we released changes to how the BAs work. Check with Joel to figure out what is happening here.
3. What should the L1 work on this sprint?
    a. Conor was working on WS-3799 this past week and should be wrapped up by Justin this week. Current status is documented in the JIRA issue and Conor/Justin did a quick SH session to review status and handoff.

2016-11-21 (L1: Justin -> Payam)

Off boarding L1: Justin
On boarding L1: Payam
On boarding L2: Tyler

1. Ops incidents
   a. [Created in the last 7 days](#)
      i. [WS-4889](#)
         1. Discussed today during retro
   b. [Updated in the last 7 days](#)
      i. [WS-4789](#)
         1. Chad completed this
      ii. [WS-4762](#)
         1. I was assigned this to work on as L1 but was not able to spend time on it because of the SR release and WS-4889
2. Alarm review
   a. When I took over L1 last week, I muted the DataDog alarms listed in the previous handoff entry for CPU, Memory, and Disk utilization
3. What should the L1 work on this sprint?
   a. WS-4762?

2016-12-26 (L1: Justin -> Jason)

Off boarding L1: Justin
On boarding L1: Jason
On boarding L2: Zack

1. Ops Incidents
   a. https://virtru.atlassian.net/browse/WS-5083
      i. Disk utilization alarms went off due to 403 stack traces being logged
         1. Status: **Fixed**
   b. https://virtru.atlassian.net/browse/WS-5102
      i. Failed Events deploy caused instance launch looping
         1. Status: **Fixed**
2. Alarm Review
   a. Per okay from Joel, muted Bamboo build agent CPU alarm for 1 week: https://app.datadoghq.com/monitors#1417525?to_ts=1482338579000&group=host%3Ai-09f0e31da91e498dc&from_ts=1482337379000
   b. Also muted Bamboo build agent memory alarm for 1 week: https://app.datadoghq.com/monitors#889030?to_ts=1482352199000&group=host%3Ai-04a2686a23fdce1cf&from_ts=1482350999000
   c. Removed warning (originally at 60%) threshold and upped alert threshold from 75% to 90% for disk utilization threshold: https://app.datadoghq.com/monitors#889000/edit. This was done because this alarm went off over 20 times in one day (WS-5083). The underlying problem is now fixed, so the settings for this alarm can be reverted.

2017-01-02 (L1: Jason -> Joel)

Off boarding L1: Jason
On boarding L1: Joel
On boarding L2: Reuven

1. Ops Incidents
   a. None! :D :D :D
2. Alarm Review
   a. Muted Bamboo build agent CPU alarm for 1 week as is customary.

2017-01-23 (L1: Justin -> Tyler)

Off boarding L1: Justin
On boarding L1: Tyler
On boarding L2: Joel

1. Ops Incidents
    a. None
2. Alarm Review
    a. Muted Bamboo build agent CPU and memory alarms for 1 week as is customary.