The DevOps culture of celebrating incidents at Spotify

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Golden path?
Started at centralized operations then moved to ops in teams
10k incidents Johannes Russek
Viewed incidents as learning opportunities instead of mistakes
For new folks on boarding Goalie-ing taking on incidents to help folks focus on other items
Also doing this during business hours so they can ask about stuff they don't know
This helps teaching who owns what service
Playbooks? How to respond to high level events
These are designed to help simplify for after hours alerts and other notices
They pay for people on call
Standardized tools for developers and requests helps also
Server setups and resources are similar from dev to prd
Learning is treated as opportunity instead of burdens
Post Mortem are not about blame they are for discussion
Should identify systemic weaknesses that could be solved
Maybe use session recorders to describe incidents for later
TLDR
Make oncall less stressful
Blame process/systems not people