

What The Real Housewives Taught Me About Running Postmortems

Paige Cruz, Bravoholic
dev advocate @ Chronosphere

The Real Housewives Universe





Kyle's Version

*Why would they
film you solo in
Hawaii?*

Camille's Version

*Why would they
be interested in
filming you
without Kelsey?*





**She Said,
She Said**





-＼(ツ)／-



What Viewers See



What Housewives See



The Retro



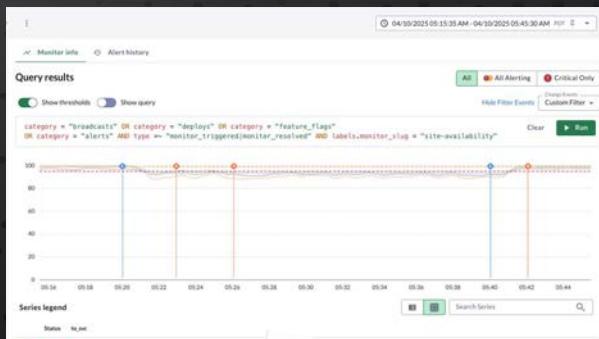
**Real
Housewives**
OUT OF CONTEXT





Bring Receipts

Receipts



A screenshot of a PostgreSQL monitoring tool. It includes a "Table of Contents" section with links to "Postgresql", "Ghosh.org", "GhoshPhj", "Email Delivery", "Fowall", "CDN", "Stripe API", and "Stripe Checkout.js". Below this is a "Find out which table a given toast belongs to" section with a query:

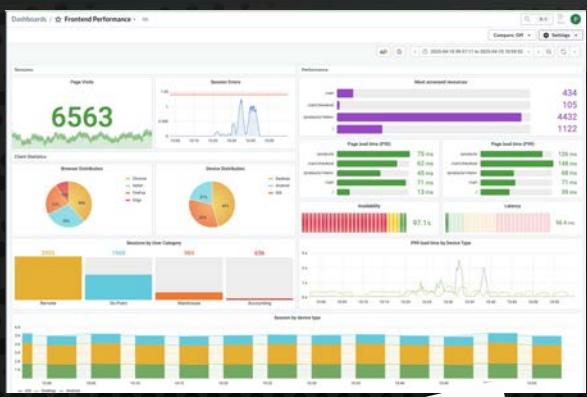
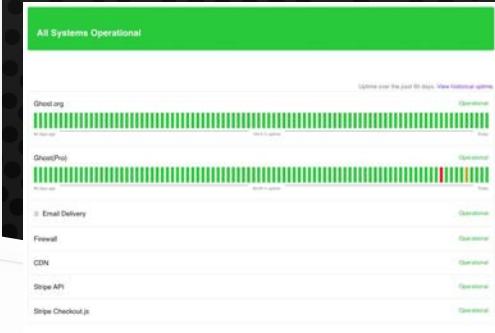
```
Run this query
select n.nspname, e.relname
from pg_class c
inner join pg_namespace n on c.relnamespace = n.oid
where reltoastrelid >=
    (select oid
     from pg_class
     where relname = 'pg_toast_16518'
       and relnamespace = (select n2.oid from pg_namespace n2 WHERE n2.nspname = 'pg_toast'));
```

Below that is a "Get a list of all active queries" section with a query:

```
SELECT pid, state, age(clock_timestamp(), query_start) as duration, query
FROM pg_stat_activity
WHERE query != 'idle' AND query NOT ILIKE '%pg_stat_activity%' AND state != 'idle'
ORDER BY age(clock_timestamp(), query_start) DESC;
```

Finally, a "Get a list of slow queries (more than 1 second)" section with a query:

```
SELECT pid, state, age(clock_timestamp(), query_start) as duration, query
FROM pg_stat_activity
WHERE query != 'idle' AND query NOT ILIKE '%pg_stat_activity%' AND state != 'idle' AND age(clock_timestamp(), query_start) >= 1;
      GROUP BY query
      ORDER BY duration DESC;
```



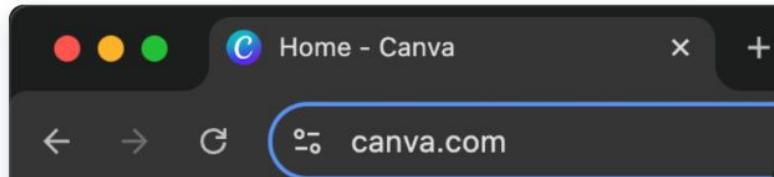
Huh!
Its so interesting how automation
meant to *help* our systems
sometimes ends up
hindering them



How we mitigated the incident

During the incident, we focused on stabilizing Canva's systems as quickly as possible, while minimizing further disruption to users. Below is an outline of our key mitigation steps:

- **Scaling API Gateway tasks:** As API Gateway tasks were terminated, our autoscaling policies attempted to spin up new tasks as replacements. These new tasks became overwhelmed by the ongoing traffic spike. They were never marked healthy and were promptly terminated. We attempted to work around this issue by scaling up to the desired task count manually. Unfortunately, it didn't mitigate the issue of tasks being overwhelmed.
- **Traffic blocking at the CDN level:** At 9:29 AM UTC, we added a temporary Cloudflare firewall rule to block traffic from the CDN. This prevented any traffic reaching the API Gateway, allowing new tasks to start up without being overwhelmed with incoming requests. We later redirected canva.com to our status page to let users know that we were experiencing an incident.



2

Feelings & Facts

All Of The Feels



What **prevented** the situation from worsening?

Which aspects of our response are you **proud** of?

Countering The **Negativity** Bias

Where did we get **lucky**?





3

Facilitation
Is A Skill

A photograph of a person wearing a blue helmet and large sunglasses, suspended by ropes from a metal frame against a clear blue sky. The person is wearing a dark jacket with yellow stripes and yellow gloves.

Psychological Safety

RHOSLC: HEATHER'S FEAT SCREEN TIME

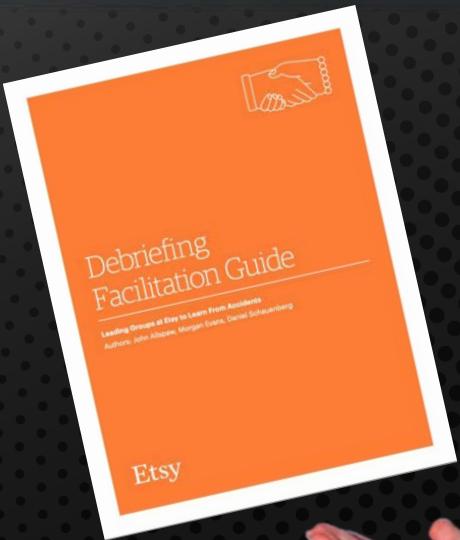


Balancing The Airtime

Balance The Airtime



Focus
on
the *how*
not
the *why*







The Meeting *Before* the Meeting

One on One SRE

Amy Tobey
GitHub

<https://www.usenix.org/conference/srecon19americas/presentation/tobey>

What **surprised** you most
about this incident?



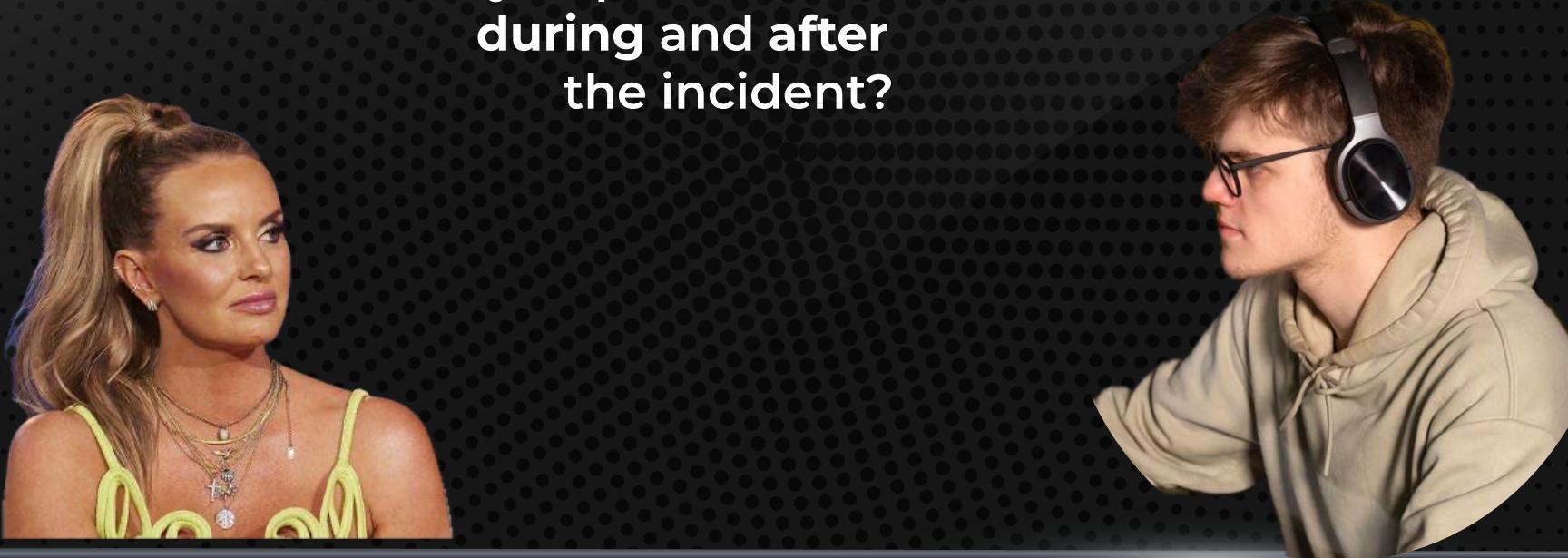
bravo



Were you able to access
the **support** you needed
during the response?

A black and white photograph of a man wearing headphones and a woman in a yellow dress. The man is on the left, facing right, wearing a light-colored hoodie and headphones. The woman is on the right, looking up and to the left with her hand to her chest. The background is a dark, textured surface.

Did our
tools and documentation
serve you **effectively**?



Did you practice **self-care**
during and after
the incident?

kafkapocalypse



5

Let. The.
Mouse. Go.



You Aren't Allison Dubois

aka
psychic





6

Timebox It



I'm done



Avoid
The
Blame
Game



**Who
is responsible
for the incident?**

What is responsible for the incident?



Stop Blaming

Create a restorative just culture
Sidney Dekker

Remember that nobody

came to work to do a bad job. People didn't *make* bad choices; they probably *had* bad choices. And your organization has a gigantic role in having handed them those.





EL News
The Biggest Real Housewives ...



Yahoo
Andy Cohen screams ...



Collider
Real Housewives ...



Orange County Register
Orange County Register



EL News
The Biggest Real Housewives ...



Vulture
Real Housewives of Miami Reunion ...



EL News
The Biggest Real Housewives ...



People.com
Kathy Hilton Admits Filming 'Intens...'



EL News
Kim Visited Part 2 of the RHO...
Daily Mail
Real Housewives Of New Jersey: And...



Daily Mail
Real Housewives Of New Jersey: And...



Reality Tea
Real Housewives of New York Season 15 ...



foolish watcher
Real Housewives of New Jersey' Reun...
GIF



The New York Times
The Real Housewives of New York...
REAL HOUSEWIVES OF OC RE...



B-Side Blog
REAL HOUSEWIVES OF OC RE...



Peacock
Real Housewives of Miami Reunion ...



CBS 8
Real Housewives of Miami' Reunion ...



Reality Tea
Jennifer Aydin; Teases "Nonstop Drama ...
Yahoo



Yahoo
RHOSLC Season 5 Reunion Tr...
Vulture



Reunion Recap ...



Orange County Register
4 big moments from 'The Real Housewife...
YouTube



Andy Cohen loses it on the Reunion and ...
YouTube



TikTok
The S4 #RHONJ r...



TikTok
Brandi Glanville ...



Vulture
Orange County Reunion Recap ...



Bravo TV
Season 8 Reunion, Part 1: Liar, Liars ...



Vulture
RHONY' Recap: Season 1 ...
Yahoo



Yahoo
Real Housewives Reunion Moments



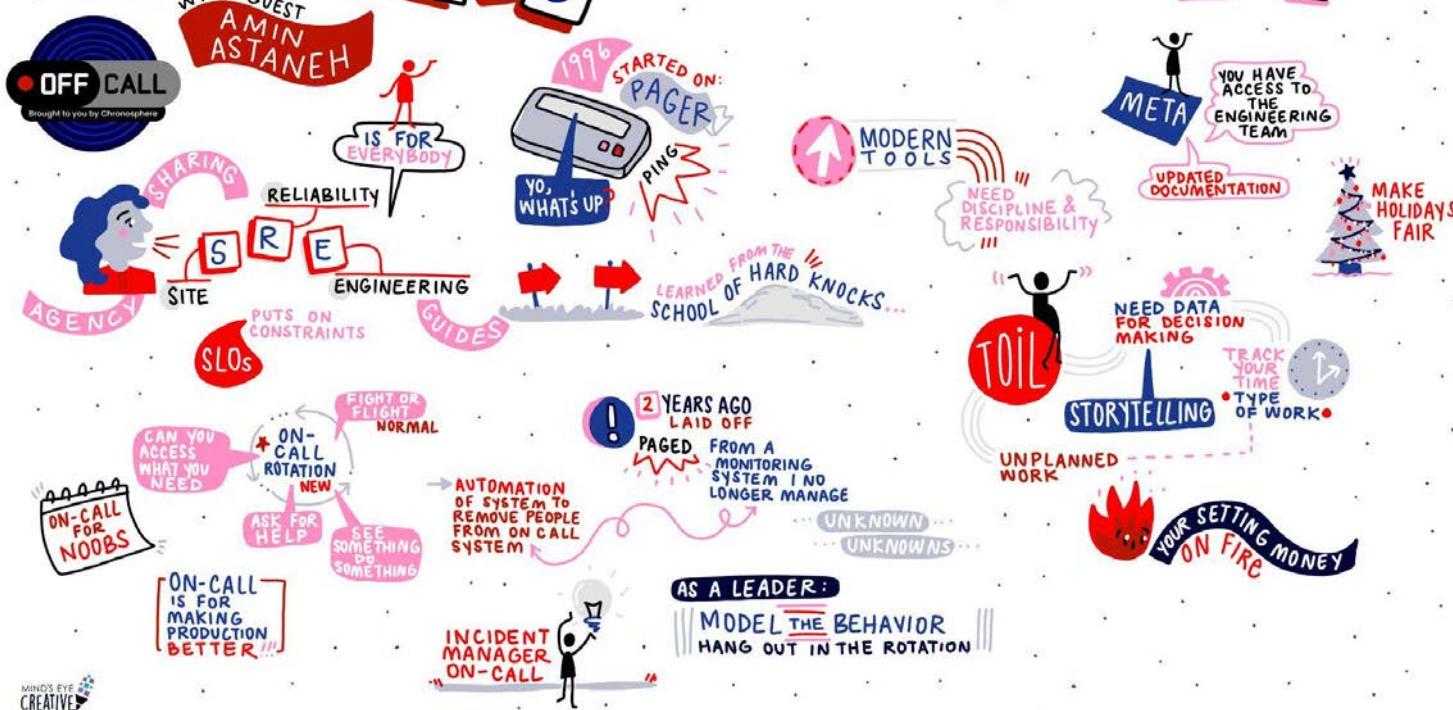
Bravo TV
RHOSLC Season 5 Reunion Trailer: S...







SRE IS OPS WITH BOUNDARIES



offcall.simplecast.com