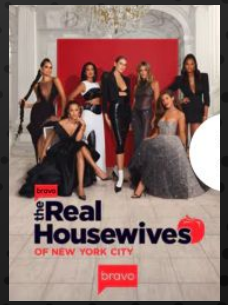
What The Real Housewives Taught Me About Running Postmortems

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

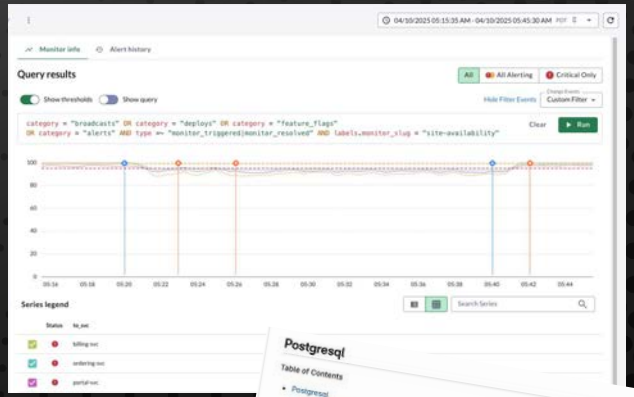
The Retro

The Real Housewives
OUT OF CONTEXT

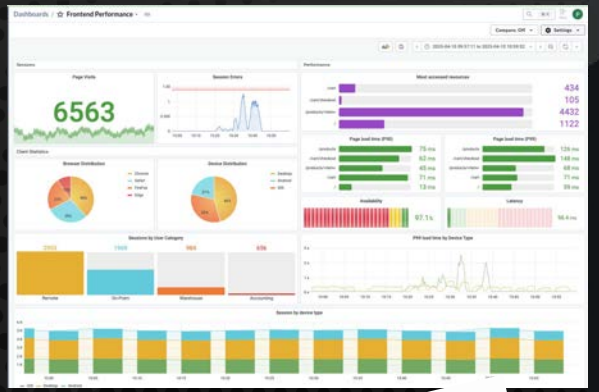
1

Bring Receipts

Receipts


Query results
Series legend

All Systems Operational
Ghost.org
Ghost(Pro)
Email Delivery
Firewall
CDN
Stripe API
Stripe Checkout.js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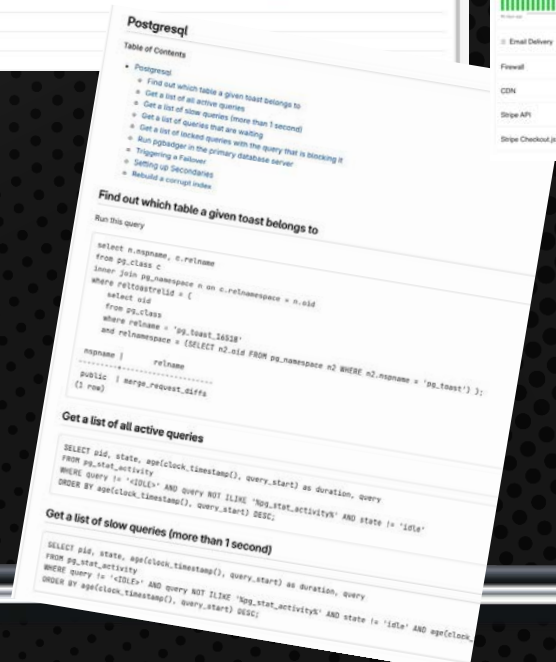
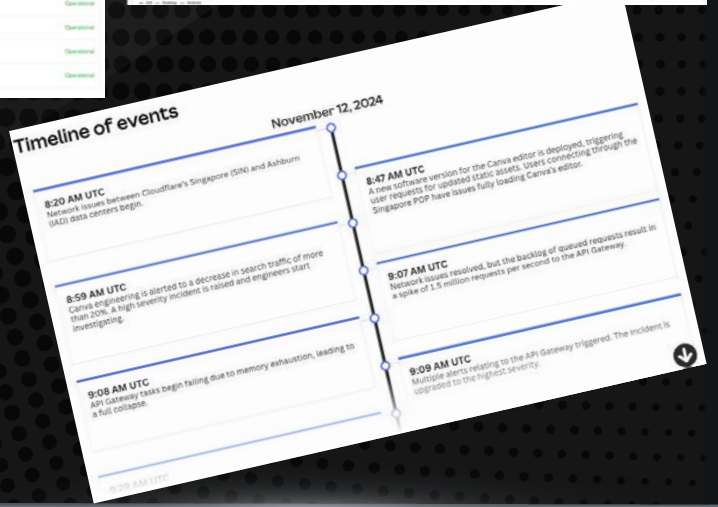

Postgresql
Table of Contents
Find out which table a given toast belongs to
Get a list of all active queries
Get a list of slow queries (more than 1 second)


Timeline of events
November 12, 2024
8:20 AM UTC
8:47 AM UTC
8:59 AM UTC
9:07 AM UTC
9:08 AM UTC
9:09 AM UTC

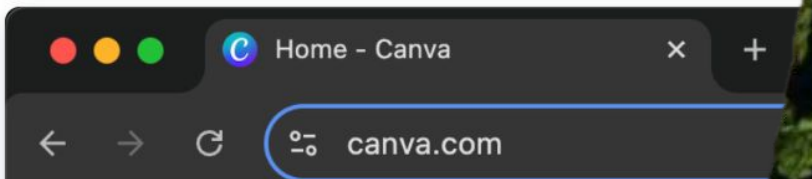
Huh!
Its so interesting how automation meant to *help* our systems sometimes ends up *hindering* them

How we mitigated the incident

During the incident, we focused on stabilizing Canva's systems as quickly as possible, while minimizing further dis
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
new tasks as replacements. These new tasks became overwhelmed by the ongoing traffic spike
marked healthy and were promptly terminated. We attempted to work around this issue by s
the desired task count manually. Unfortunately, it didn't mitigate the issue of tasks being c

- **Traffic blocking at the CDN level:** At 9:29 AM UTC, we added a temporary Cloudflare fire
the CDN. This prevented any traffic reaching the API Gateway, allowing new tasks to st
overwhelmed with incoming requests. We later redirected canva.com to our status pa
that we were experiencing an incident.



2 *Feelings* & Facts

All Of The Feels

Countering The Negativity Bias

What **prevented** the situation from worsening?

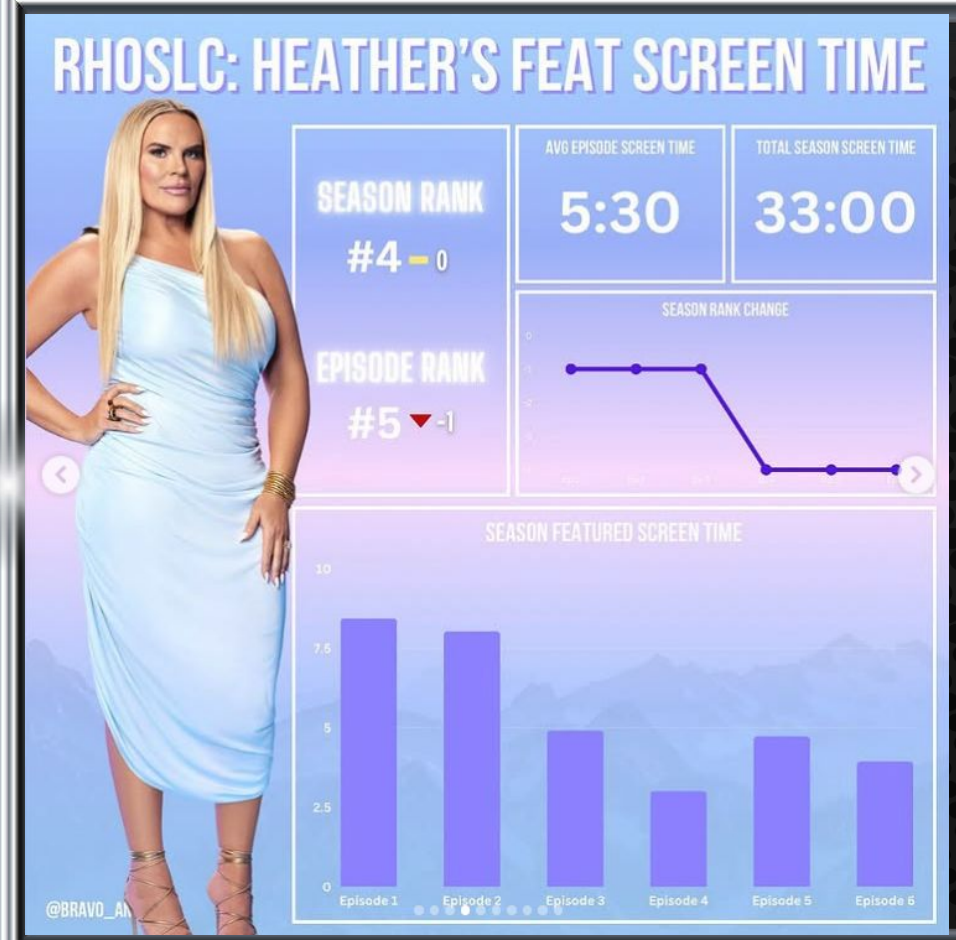
Which aspects of our response are you **proud** of?

Where did we get **lucky**?

3

Facilitation Is A Skill

Psychological Safety



Balancing The Airtime

Balance

The

Airtime

Focus on the *how* not the *why*

4

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?

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

Did our
tools and documentation
serve you effectively?

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

kafkapocalypse

5

Let. The. Mouse. Go.

bravo
YOU STARTED IT!

You Aren’t Allison Dubois

aka
psychic

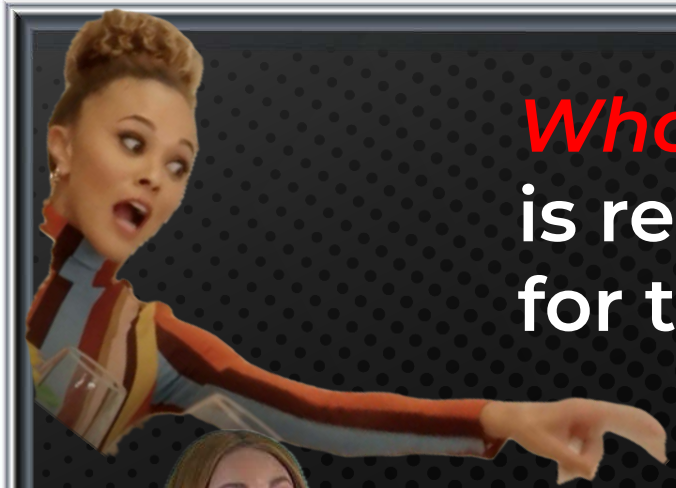
6 Timebox It

I'm done

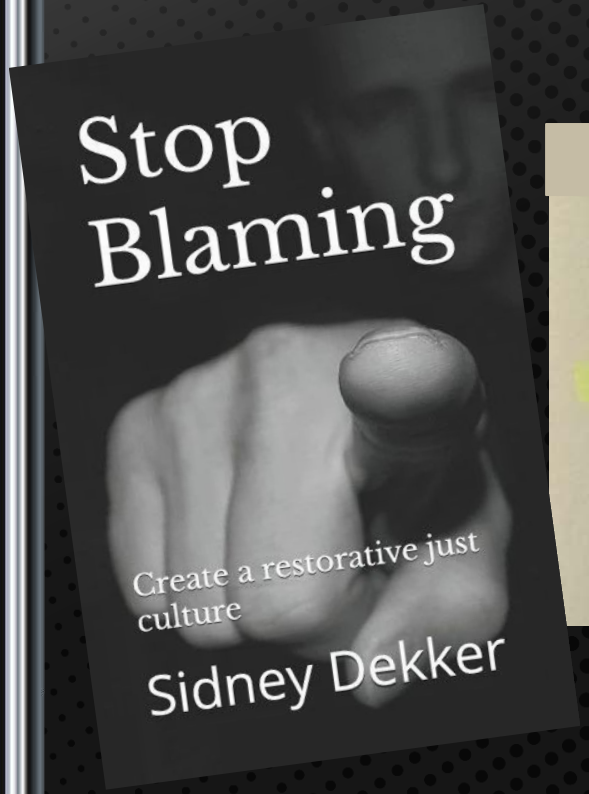
7

Avoid The Blame Game

Who
is responsible
for the incident?



What is responsible for the incident?



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.

!!! YES

PROD.NO.
SCENE
TAKE
ROLL
SOUND
DATE
PROD.CO.
DIRECTOR

E! News
The Biggest Real Housewives …

Yahoo
Andy Cohen screams ...

Collider
Real Housewives ...

Orange County Register
Orange County Register

E! News
The Biggest Real Housewives …

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Real Housewives of Miami Reunion ...

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People.com
Kathy Hilton Admits Filming 'Intens…

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Kim Visited Part 2 of the RHO…

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…

The New York Times
The Real Housewives of New York…

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 …

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Reunion Recap …

Orange County Register
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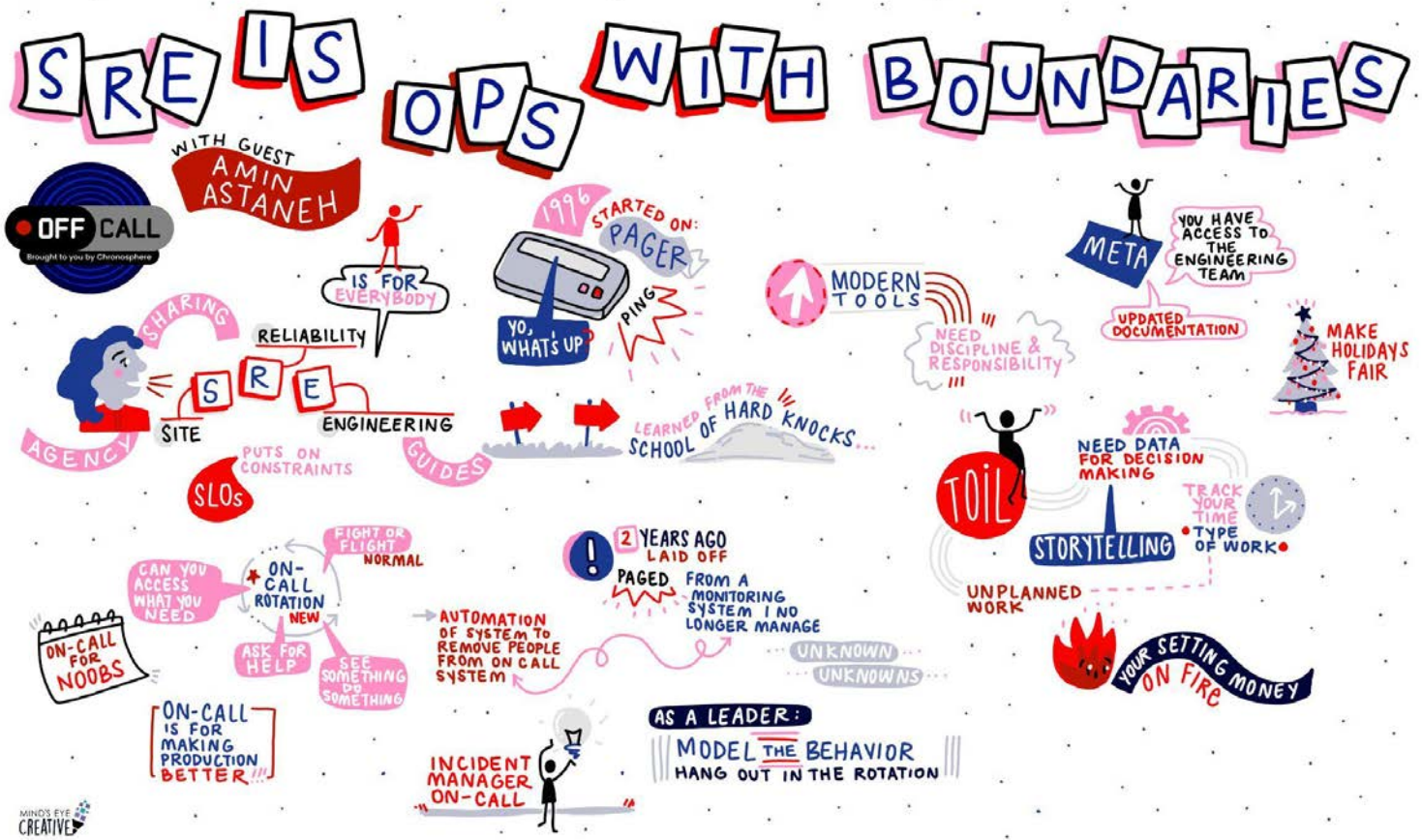

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