



Crushing Incidents with DevOps Agility



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WHAT IS AN INCIDENT

Incident : an event that causes disruption to or a reduction in the quality of a service which requires an emergency response.

ALERTS VS. INCIDENTS

Alert : information about an event or occurrence that warrants attention

ALERTS VS. INCIDENTS

- Not all *Alerts* require action
- Not all *Alerts* indicate
Incidents

**INCIDENTS
ARE GOING TO HAPPEN!**

INCIDENTS HAPPEN TO EVERYONE

Invitation: SREC: X Atlassian - O variety.com/2019/digital/...

VARIETY FILM TV

HOME > DIGITAL > NEWS

Twitter Suffers Wide Long Outage on Mobile

By TODD SPANGLER



UPDATED: Twitter users worldwide were unable to access the platform for about an hour Thursday, with an outage that affected the web, mobile, and app. On the web, users saw an error message that said, "Thanks for noticing — we're going to fix it up and make it better." The error message in the Twitter app said, "Tweets are not loading right now. Please try again later." According to website DownDetector.com, Twitter went down at 2:46 p.m. ET on Thursday. The highest concentration of problems was from Western Europe and the U.S. Twitter service appeared to begin to be restored around 3:45 p.m. ET.

Lucas Jackson/Reuters

Summary List Placement

- The recent stock splits of Apple and Tesla caused major outages at Robinhood and Schwab.

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DOW 30 +0.68% +20.73 ▲ 27,500.91 S&P 500 -0.37% -12.24 ▲ 3,503.33 NASDAQ 100 -1.08% -120.97 11,065.40 GOLD -1.69% 1,868.03 OIL (WTI) +0.40% 39.76 EUR/USD -0.34% 1.17

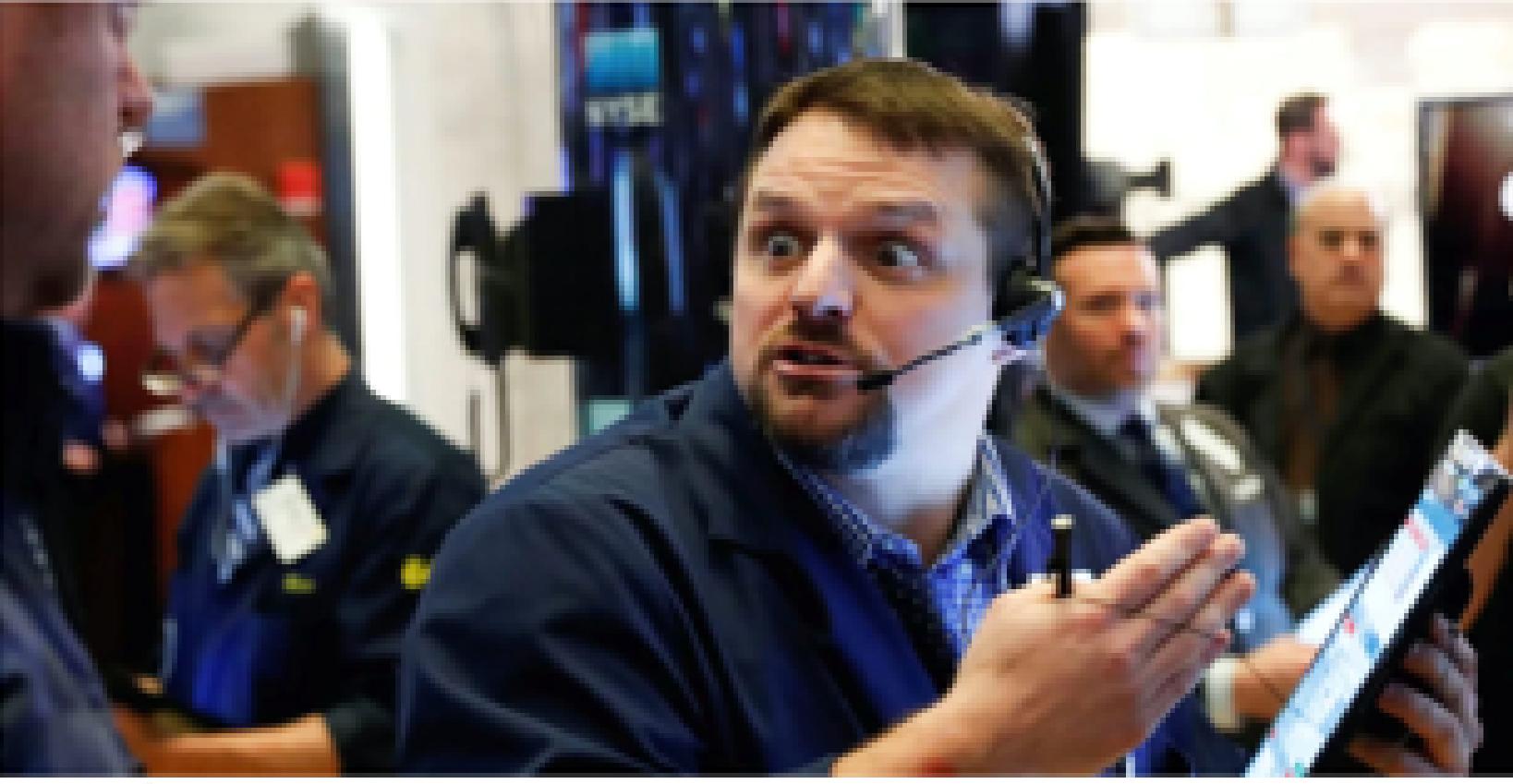
Bounce Forward™ with solutions for whatever comes next. COMCAST BUSINESS

Major outages at Robinhood and Schwab were spurred by stock splits for Tesla and Apple, report says

Matthew Fox

Sep 4, 2020, 04:27 PM

SHARE



Take Advantage of Historically Low Refi Rates

Advertiser Disclosure Hide Filters

Zip Code: 01754 Maynard, MA

Credit Score: 740+

Property Value: \$ 787,500

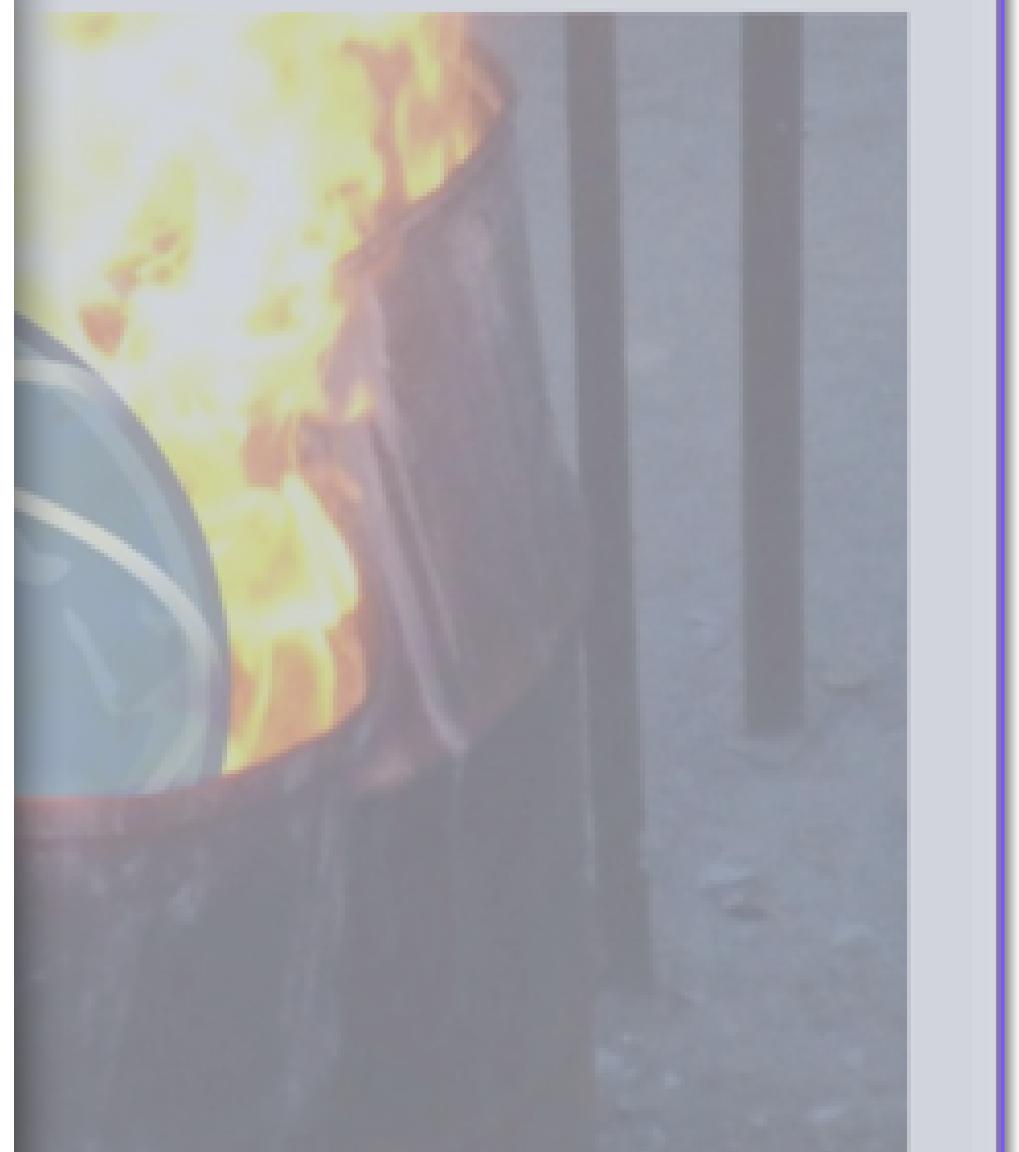
Loan Amount: \$ 630,000

Loan Term: 30 year fixed

Show more options

- The recent stock splits of Apple and Tesla caused major outages at Robinhood and Schwab.

Facebook, Verizon, and other tech companies are all having problems.



INCIDENTS ARE EXPENSIVE

Cost of downtime is

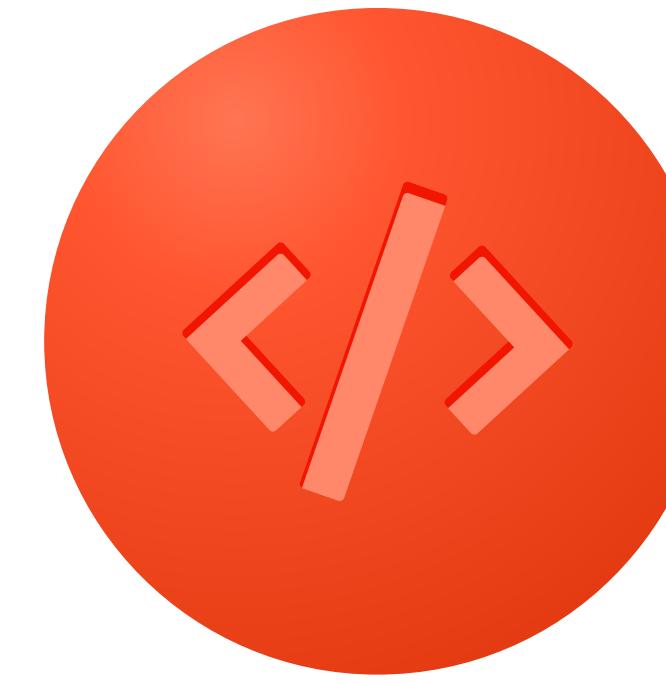
\$4 BILLION

per *day*

DIFFERENT APPROACHES



IT TEAMS



DEV TEAMS

DIFFERENT APPROACHES

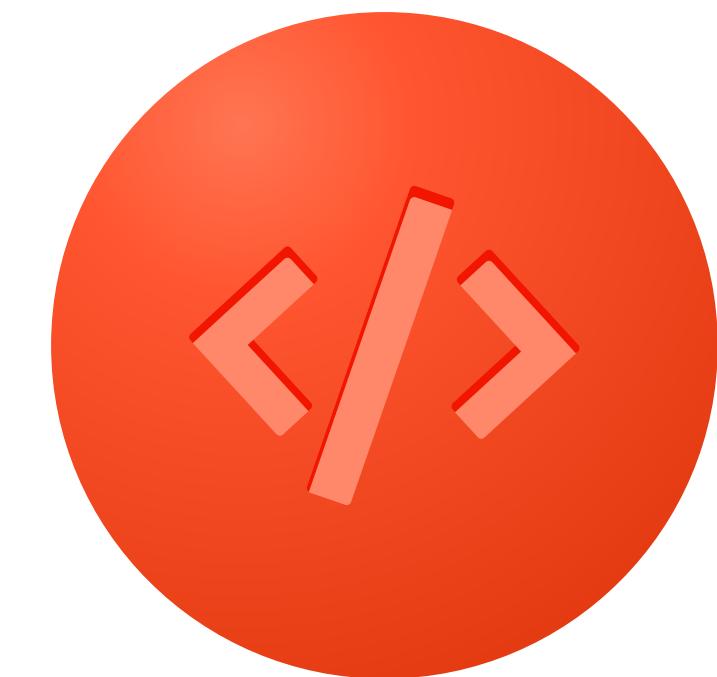


IT TEAMS

- Responsible for numerous services including on-prem, cloud, 3rd party, and homegrown
- Often rely on customers to report issues
- Several teams need to be involved in major incidents
- Customers and stakeholders view lack of communication as frustrating as the outage
- MTTR is the most important metric

DIFFERENT APPROACHES

- Focused on the services they develop
- Incidents arise due to the high frequency of change (especially in CI/CD environments)
- Monitoring tools are essential
- Incidents are caused by code changes or issues with 3rd party services
- Customers view lack of communication as frustrating as the outage
- Follow up actions are often hotfixes



DEV TEAMS

ATLASSIAN IS INVESTING IN INCIDENT MANAGEMENT



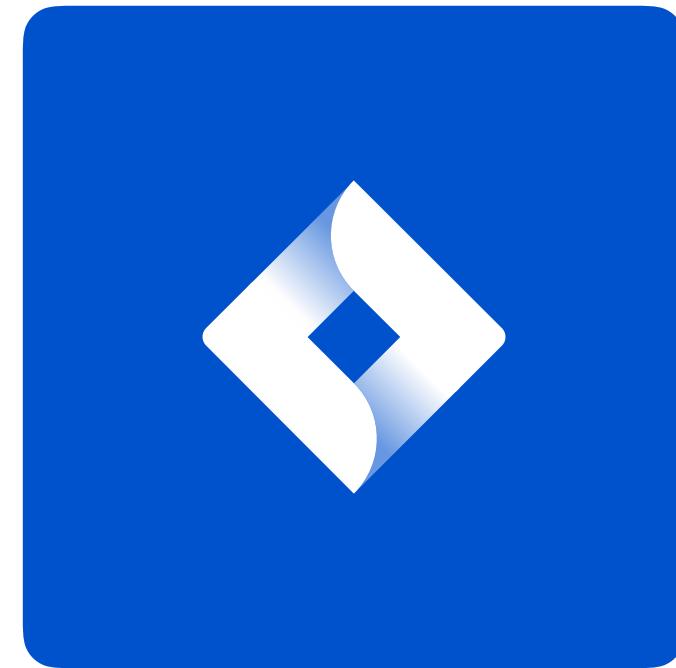
Opsgenie

Empowers Dev and Ops teams to plan for service disruption and stay in control during. Opsgenie centralizes alerts, notifies the right people reliably, and enables them to collaborate and take rapid action.



Statuspage

Enables organizations to build trust with every incident by allowing teams to easily communicate when their services break.



Jira Software

Helps document issues and manage all follow-up work needed to ensure the underlying issues are addressed and processes are improved.



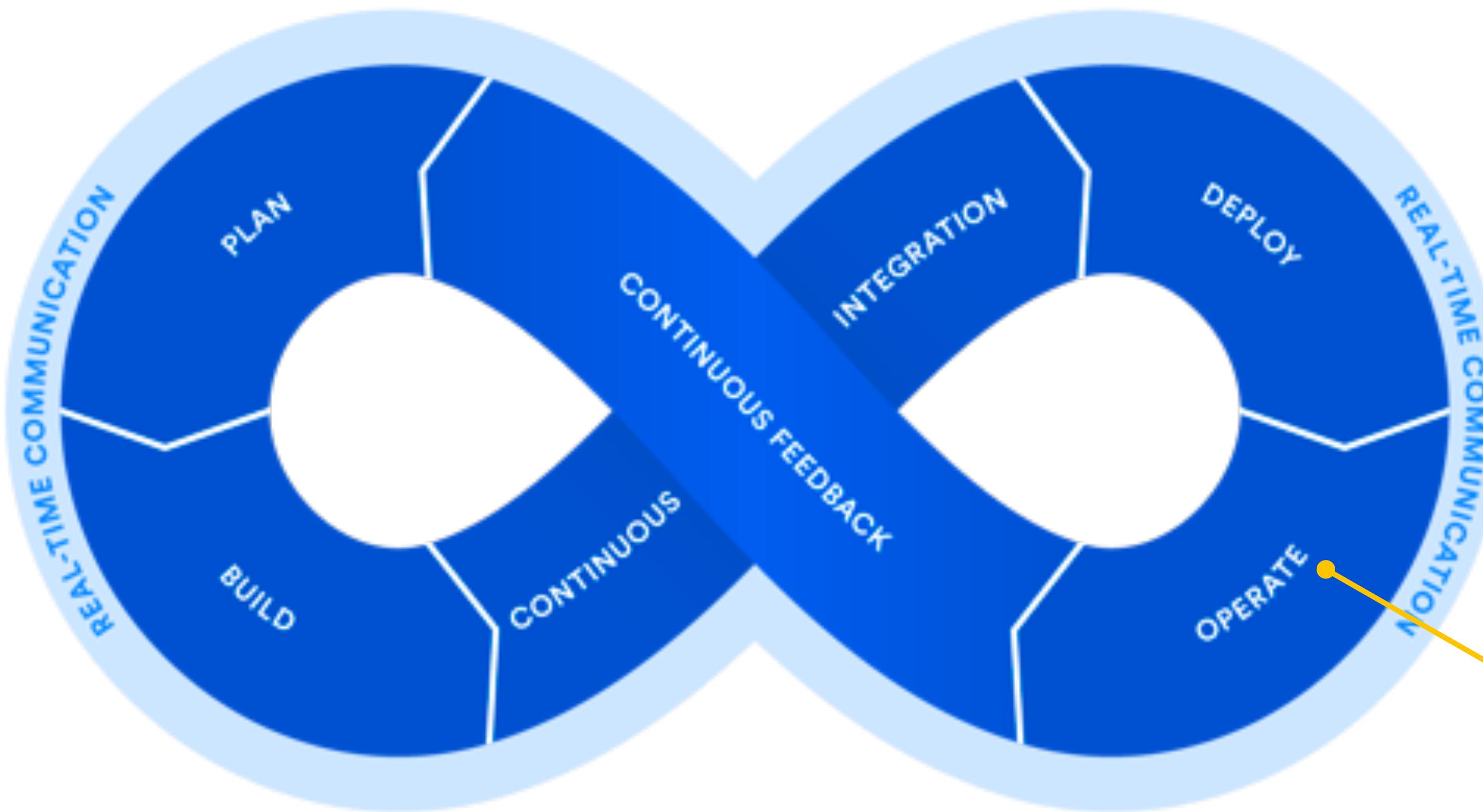
Jira Service Desk

Desk

INCIDENT MANAGEMENT

Atlassian's Incident Management solutions empower Dev & IT Ops teams to Respond to, Resolve, and Learn from every incident

DEVOPS



Monitoring &
Incident Management

Respond

Centralize and Normalize Alerts

From multiple sources

Quickly Identify Major Incidents

Use logical rules or human identification

Notify the right teams

Immediate swarm on the issue



INTEGRATE YOUR ENTIRE IT STACK

The screenshot shows the Opsgenie web interface with the title "Integration list" in the center. On the left, there's a vertical sidebar with icons and a navigation menu:

- Settings
- MY PROFILE
- Profile Settings
- Notifications
- Forwarding rules
- Your on-call schedule
- ON-CALL
- Global policies
- All schedules
- All escalations
- INTEGRATIONS
- Integration list** (highlighted in blue)
- Configured integrations

The main area displays a grid of integration cards:

Integration Type	Description
API	
Email	
Incoming Call	
Marid	
Webhook	
Airbrake	
Alert Logic	
AlertSite	
aws	
aws	
aws	
aws	



MONITORING APPLICATIONS AND INFRASTRUCTURE

The screenshot shows the AWS CloudWatch Metrics Dashboard. On the left sidebar, under the 'Metrics' section, there is a red notification bubble with the number '1'. The main area displays a list of alarms, with one specific alarm highlighted:

alarm-as-wait-2 BusinessDomainEventToS3Backup: Lambda execution failed

Description: Data changed to ALARM at 2019-07-08T09:00:00Z. Reason: Threshold Crossed: 1 datapoint [1.0 (2019-07-08T09:00:00Z)] was greater than the threshold [0.0].

Threshold: Events > 0 for 1 datapoints within 1 minute.

Actions: In ALARM -> Send message to topic 'BusinessLogs-alarms'

Dimensions: FunctionName = 'BusinessDomainEventToS3Backup'

Statistics: Sum

Period: 1 minute

Last missing data: missing

Metrics with values: low samples

Chart: A step function chart titled 'Events' showing data points over time. A red box highlights the chart area, and a red line indicates the threshold level at 0.0. The chart shows several spikes above the threshold line.



OPSGENIE ADDS CLARITY

The screenshot shows the Opsgenie web interface for managing integrations. On the left, a dark sidebar lists navigation options: Settings, My Profile, Profile Settings, Notifications, Forwarding rules, Your on-call schedule, ON-CALL (with Global policies, All schedules, All escalations), and INTEGRATIONS (with Integration list, Configured integrations, Heartbeats). The Integration list is currently selected.

The main content area is titled "SRE Team / Integrations" and shows an integration named "aws SRE_Team_CloudWatch (AWS CloudWatch)".

Under the integration name, there are three buttons: "Ignore", "Create Alert" (which is highlighted in blue), and "Close Alert".

The "Actions" section contains a "Settings" button, a "Filter" section, and an "Alert Fields" section.

The "Filter" section includes a dropdown menu set to "Match all conditions below" with a condition: "NewStateValue Equals ALARM". There is also a "+ Add new condition" link.

The "Alert Fields" section includes fields for "Message" (containing the placeholder "Cloudwatch {{NewStateValue}}: {{AlarmName}} on {{region}}"), "Alias" (containing "{{Region}} - {{AlarmName}}"), and "Priority" (containing "{{priority}}"). To the right of these fields is a sidebar with a list of alert field names: "AlarmDescription", "NewStateReason", "NewStateValue", "Subject", "AlarmName", "Region", "StateChangeTime", "OldStateValue", "Trigger", and "NewStateValue". A blue "Send Test Alert" button is located at the bottom right of the sidebar.



OPSGENIE CENTRALIZES ALL ALERTS



AUTOMATICALLY CREATE INCIDENTS FROM ALERTS

The screenshot shows the ServiceNow interface for creating an incident rule. On the left, there's a sidebar with various navigation items like 'Engineering Team', 'On-call', 'Integrations', 'Heartbeats', 'Services' (which is selected), 'Members', 'Roles', 'Policies', 'Conferences', 'Activity stream', and 'Actions'. The main area is titled 'Add incident rule' and contains the following steps:

- Incident rules let you customize how your incidents will be created. If the alert data matches the defined conditions, this will create an incident based on the defined fields.**
- If the following condition(s) are met:**
 - Match all conditions below:
 - Source Contains Cloudwatch
 - Message Contains Threshold crossed
 - + Add new condition
- Then create an incident based on the following fields:**
 - Incident Message: {{message}}
 - Incident Description: {{description}}
- Increase incident's priority to the highest priority of the alerts associated after incident creation.

On the right, there's a sidebar with 'Health report' and other options. A floating panel titled 'Drag and drop alert fields into incident' lists available fields: message, entity, count, source, description, actions, tags, extraProperties, teams, and priority. At the bottom, there are 'Cancel' and 'Create' buttons, along with a note about AWS duration and tags.

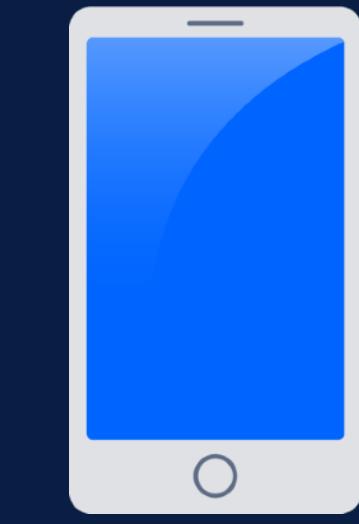
Stay on top of every alert



**Push
notifications**



SMS



Voice calls

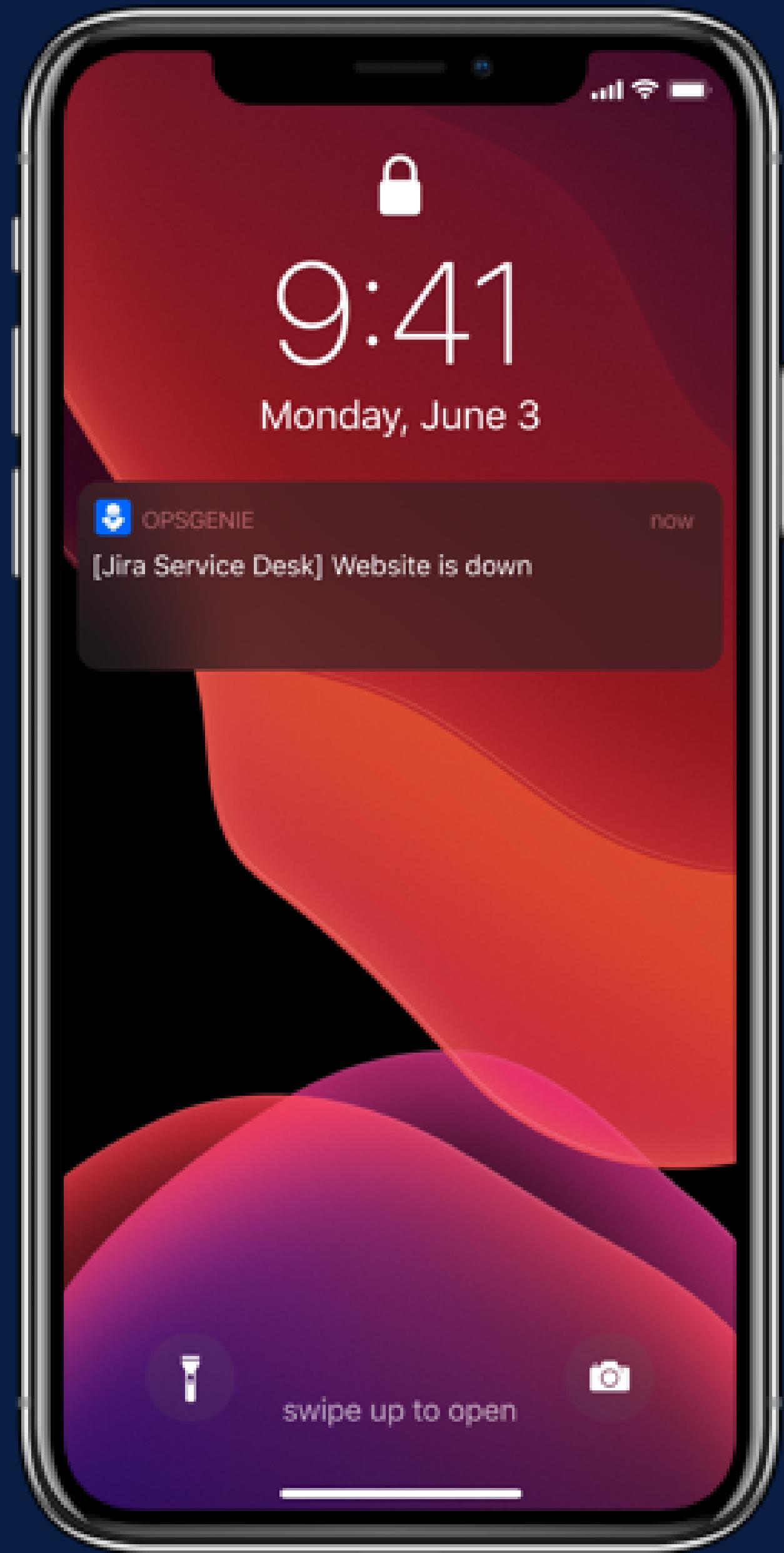


Email



Chat

NOTIFICATIONS ARE SENT IN OPSGENIE



Resolve

Collaborate on the solution

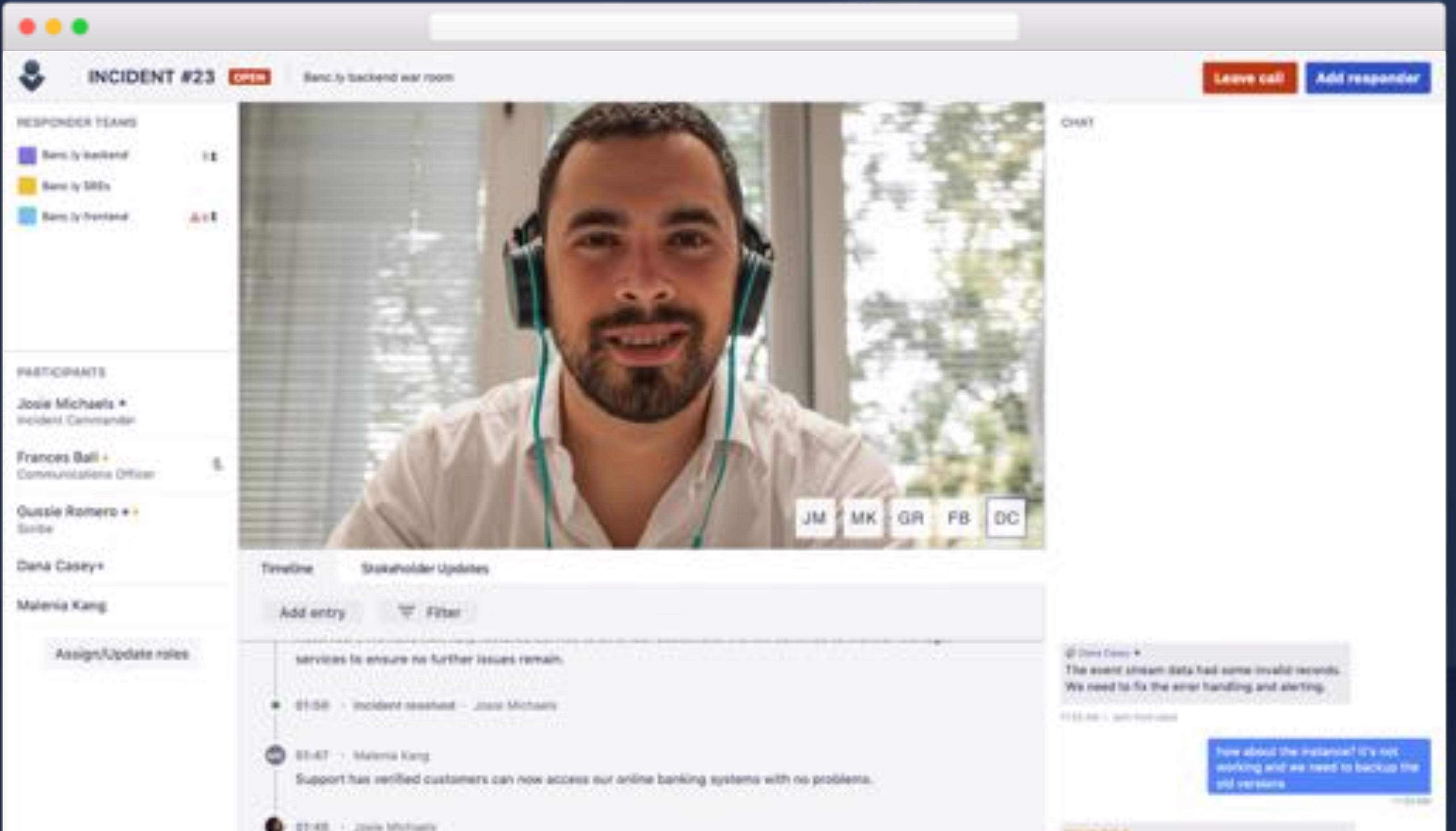
Using your preferred methods

Quickly investigate and take action

Surfacing and using vital information

Communicate the issue beyond the response team

Gain visibility, and deflect redundant reporting





COLLABORATE USING PREFERRED METHODS

INCIDENT #23 OPEN ConnectWise warroom

RESPONDER TEAMS

- SRE Team
- Engineering Team

ZOOM
Video and voice meeting handled by Zoom. You can enter zoom session [here](#).
Meeting ID: 30299102329 Password: pos—gene—01

CHAT

Timeline Stakeholder Updates

Add update Filter

PARTICIPANTS

Mark Smith • Incident Commander

Frances Ball • Communications Officer (2 more)

Gussie Romero • Scribe

Dale Casey •

Maloria Kang

Assign/Update roles

Mark Smith • We are continuing to monitor the problem but haven't seen a single possum for over an hour. Things are looking good, but we need to update the login flows to ensure this doesn't happen again. Therefore, I recommend that we pursue.
17:34 • Mark Smith via Slack

Mark Smith • The defragulator is checked and is not the source of the problem. Frag lines are flowing smoothly.
18:48 • Mark Smith

Mark Smith • We are continuing to monitor the problem but haven't seen a single possum for over an hour. Things are looking good, but we need to update the login flows to ensure this doesn't happen again. Therefore, I recommend that we pursue.
11:00 AM • send form back

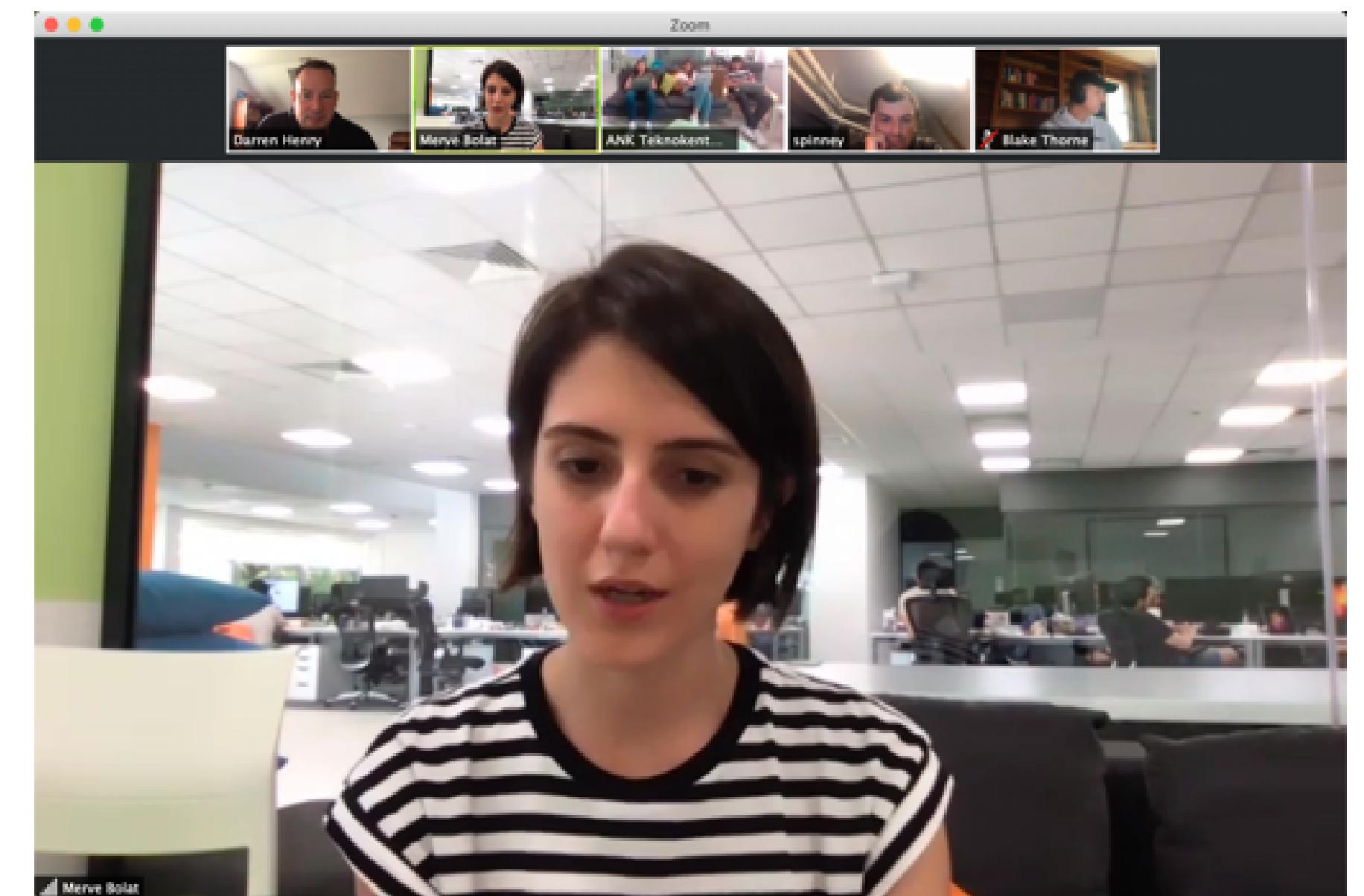
Frances Ball • how about if the instance isn't working and we need to backup the old version?
11:00 AM

Dale Casey • I'm looking for the back end side of the problem, I guess we need more resources or re-work to control the issue.
11:00 AM

Dale Casey • I've already done it, it will be effected in ~8 mins.
11:00 AM

Send message...

zoom





Mar 12, 2020 9:50 AM

We are currently experiencing S...

P1 SQLserver customerfacing idgen...

Description

At 10:00 a.m. UTC our monitoring tools pointed to an issue where the payment portal was loading slowly, or failing to load at all via the Service Desk.

Impacted service

SQL Server 48 Kates DevOps Team

Extra properties

No extra property is given for this incident yet.

Add extra property

Postmortem Required

Postmortem reports can be created for Resolved or Closed incidents.

Create Slack channel

You're creating a new channel in Bandy workspace. We'll invite all incident responders and post all incident updates on this channel.

Channel name

INC-71-SQL-PaymentPortal

Channel description

Dealing with open incident INC-71, customers unable to load or slow to load payment portal. Opened 4.12.20 at 11:52 ET

Cancel

Create

+ Add extra property

Assign a due date

oad.

Details Timeline

COMMUNICATIONS

Conferences

Incident Command Center

Stakeholder communication

Status Page

Slack channel

Create Slack channel

ASSOCIATED ALERTS

See alerts

RESPONDERS

 Kates DevOps Team
Owner team

 Payments platform team
Responder team

 Application Team
Responder team

P2 Open ...

IMPACT DURATION ELAPSED TIME
0H 0M 43S 0H 0M 43S

The screenshot shows a Microsoft Teams channel interface for the team '#inc-71-sql-paymentportal'. A message from 'Opsgenie' at 11:53 AM reports an incident: 'INC-71 - We are currently experiencing SQL Server problems, many customers are impacted. Portal is slow to load.' The message includes priority (P2) and status (Open). Below the message, there are sections for Teams (Kates DevOps Team, Application Team, Payments platform team) and Services (SQL Server). The last update was at 11:51:23 AM on March 12th. The description states: 'At 10:00 a.m. UTC our monitoring tools pointed to an issue with the payment portal. Customers have also reported problems with the portal loading slowly, or failing to load at all via the Service Desk.' At the bottom, there are buttons for 'Add responder', 'Send Status Update', and a dropdown menu with options: 'Add stakeholder' (which is highlighted in blue), 'Resolve incident', 'Close incident', and 'Update Priority'.

Banchy ·  

#inc-71-sql-paymentportal

0 · 8 · 9 · 0 · Add a task

(incident 71:sql-paymentportal, payments-platform team, Payments platform team)

Today

Last updated: March 12th 11:55:23 AM

Description:

At 10:00 a.m. UTC our monitoring tools pointed to an issue with the payment portal. Customers have also reported problems with the portal loading slowly, or failing to load at all via the Service Desk.

Add responder Send Status Update —

 **Katie** 11:55:00 AM joined #inc-71-sql-paymentportal.

 **Katie** 11:55:00 AM @Robert

 **Blackbird** 11:55:00 AM OK! I've invited [@Robert](#) to this channel.

 **robert** 11:55:00 AM was added to #inc-71-sql-paymentportal by Katie.

 **Katie** 11:55:00 AM Hi Robert! Thanks for joining, although you're not an official responder for this incident we could really use your assistance since Jeff is DOD.

 **Oxygenate** 11:55:00 AM Message delivery to Incident timeline is successful.

 **Katie** 11:55:15 PM @Mark the team rolled out a change last night according to the release calendar. Can you please check the logs?

 **Mark** 11:55:15 PM On it.

 **Katie** 11:55:15 PM @Robert In the event that the change was responsible, we need to get the rollback plan ready. Can you get your team on that?

 **robert** 11:55:15 PM Sure thing [@Katie](#), we'll see what rollback options there are now.

 **Mark** 11:55:15 PM I do see an anomaly in the logs. Will further investigate and get back to you.

 **robert** 11:55:15 PM We'll need a tooltip for any changes made after the restore point, so that will take some time before we can actually start the rollback.

 Follow message
You'll be notified about any replies

 Copy link

 Mark unread

 Remind me about this

 Pin to channel

 Delete message

 Add to Incident Timeline

 More message actions...

P2

Mar 12, 2020 8:00 AM



Open



We are currently experiencing SQL Server problems, many customers are impacted. Portal is slow to load.

P1 SQLserver customerfacing idgateway paymentportal +

IMPACT DURATION ELAPSED TIME
0H 7M 0S 0H 7M 0S

Description

At 10:00 a.m. UTC our monitoring tools pointed to an issue with the payment portal. Customers have also reported problems with the portal loading slowly, or failing to load at all via the Service Desk.

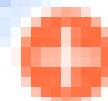
Impacted service

SQL Server Kates DevOps Team

+ Extra properties

No extra property is given for this incident yet.

Add extra property



- Postmortem Required

Postmortem reports can be created for Resolved or Closed incidents.

Details Timeline

Add entry

Filter

- 11:55 - Responder alert acked - Kate L
We are currently experiencing SQL Server #1706 problems, many customers are impacted. Portal is slow to load.
- 11:53 - Slack channel created - Kate L inc-71
- 11:50 - Alert associated - Kate L [Datadog] [Triggered] id-gatekeeper - prod - #1702 500s anomaly detection
- 11:50 - Alert associated - Kate L [JIRAservicedesk] Customers reporting sign-in #1703 portal not working
- 11:50 - Responder teams added - Kate L Application Team Payments platform team
Kates DevOps Team
- 11:50 - Incident opened - Kate L

Resolve

Collaborate on the solution

Using your preferred methods

Quickly investigate and take action

Surfacing and using vital information

Communicate the issue beyond the response team

Gain visibility, and deflect redundant reporting

ocean.com/pages

Opengenie Incident Alert Who is on-call? Team Service Analytics Settings

Incident List / INC-001
June 8, 2020 9:41 PM

P1 OPEN 2

Transaction failing with APAC accounts

Transactions +

IMPACT DURATION: 11 hours 54 min 75M 2M

Description

We are seeing a high number of failures with transactions from APAC accounts. We have also seen a large spike in reported failures from our Customer support team and wealth management team.

+ Add impacted service

– Impacted services

- banking-transaction 5 related services 50 Cent
- logger-monitoring 2 related services Alastair

+ Add extra property

– Potential causes

- You can investigate changes of the impacted services to find possible root causes.
[Investigate](#)

> Extra properties

Details Timeline

COMMUNICATIONS

Incident command center

Enter session

Slack channel

RNC-AI

Stakeholder communication

Start page

ASSOCIATED ALERTS

[See alerts \(2\)](#)

RESPONDERS

+ Add responder

- 50 Cent Responder team [Add responder](#)
- Customer Support [Add responder](#)

[mission.com/pages](#)

Investigating Incident #46

Production

Deployment history

> banking-transaction

> ledger-monitoring

Jan 2, 10:00 PM - Jan 3, 10:00 PM - 24 hours

10:00 1 AM 4 AM 7 AM 10 AM 1 PM 4 PM 7 PM 10 PM

● Successful deployments ● Failed deployments ● Incidents ● Contains potential cause

success Deployment #29

MethodId (P0-1453) Transaction queue added

Environment
ap-northeast-1

File changed
Jun 3 2020 - 04:10 PM

transaction-processor

3 Commits added

MethodId (P0-1453) Transaction queue added
Jun 3 2020 - 04:10 PM

4564384 (P0-2312) Stream event processor

1 Commits removed

MethodId (P0-1453) Credit entity refactored
Jun 3 2020 - 04:10 PM

Cancel Add potential cause

[stitcher.com/pages](#)

Investigating incident #46

Production

Deployment history

Jun 2, 10:00 PM - Jun 3, 10:00 PM (24 hours)

banking-transaction

↳ ledger-monitoring

depends on

account-ledger

datadog-monitoring

Custom

monitoring-alerts

The timeline shows deployment events from 10:00 PM on June 2 to 10:00 PM on June 3. It includes successful deployments (green dots), a failed deployment (red dot with a minus sign), and a deployment in progress (blue dot with a question mark). A red vertical bar highlights the final deployment on June 3.

Successful deployments Failed deployments In progress Contains potential cause

success Deployment #29

Method [POST] transaction queue added

Environment us-northeast-1

File changed Jun 3 00:00 - Jun 3 10:00 PM

Cancel Add potential cause

[mission.com/pages](#)

Investigating Incident #46

Production

Deployment history

> banking-transaction

> ledger-monitoring

Jan 2, 10:00 PM - Jan 3, 10:00 PM - 24 hours

10:00 1 AM 4 AM 7 AM 10 AM 1 PM 4 PM 7 PM 10 PM

● Successful deployments ● Failed deployments ● Incidents ■ Contains potential cause

success Deployment #29 12 file changed
MethodId (P0-1453) Transaction queue added Jan 3 2020 - 04:10 PM

Environment ag-northeast-1

transaction-processor 3 commits added 1 commits removed
MethodId (P0-1453) Transaction queue added Jan 3 2020 - 04:10 PM MethodId (P0-1453) Credit entity refactored Jan 3 2020 - 04:10 PM
4564384 (P0-2312) Stream event processor

Cancel Add potential cause

[mission.com/pages](#)

Investigating Incident #46

Production

Deployment history

Jan 2, 10:00 PM - Jan 3, 10:00 PM - 24 hours

> banking-transaction

> ledger-monitoring

10:00 1 AM 4 AM 7 AM 10 AM 1 PM 4 PM 7 PM 10 PM

● Successful deployments ● Failed deployments ● Incidents ● Contains potential cause

success Deployment #29

MethodId (P0-1453) Transaction queue added

Environment ag-northeast-1

12 File changed

Jan 3 2020 - 04:10 PM

Select deployment

transaction-processor

3 Commits added

MethodId (P0-1453) Transaction queue added

Jan 3 2020 - 04:10 PM

4564384 (P0-2312) Stream event processor

1 Commits removed

MethodId (P0-1453) Credit entity refactored

Jan 3 2020 - 04:10 PM

Cancel Add potential cause

atlassian.com/opserice

Investigating incident #46

Production

Deployment history

Jun 2, 10:00 PM - Jun 3, 10:00 PM • 24 hours

▶ banking-transaction

▶ ledger-monitoring

10:00 1 AM 6 AM 7 AM 10:00 1 PM 4 PM 7 PM 10 PM

● Successful deployments ▼ Failed deployments — Incidents ● Contains potential cause

success Deployment #29

Ste9b3d [PB-1453] transaction queue added

(12) File changed

Jun 3 2020 - 08:10 PM

Environment:

ap-northeast-1

transaction-processor

3 Commits added

↳ Ste9b3d [PB-1453] Transaction queue added

Jun 3 2020 - 01:43 PM

↳ 4964f3d [DH-2312] Stream event processor

1 Commits removed

↳ Ste9b3d [PB-1453] Credit entity refactored

Jun 3 2020 - 01:43 PM

1 deployment selected Cancel Add potential causes

ocean.com/pages

Opengenie Incident Alert Who is on-call? Team Service Analytics Settings

Incident List / INC-001
June 8, 2020 9:41 PM

P1 OPEN

Transaction failing with APAC accounts

Transactions +

IMPACT DURATION: 11 hours 56 mins 55s

ELAPSED TIME: 2m

Description

We are seeing a high number of failures with transactions from APAC accounts. We have also seen a large spike in reported failures from our Customer support team and wealth management team.

+ Add impacted service

Impacted services

banking-transaction	5 related services	50 Cent
logger-monitoring	2 related services	Alastorza

+ Add related service

Potential causes

Deployment #21h Step#3d (P1-1453) Transaction queue added (Environment: ap-northeast-1)

3 commit added and 1 commit removed

File changed June 8, 2020 - 9:41 PM

Add extra property

Extra properties

Details Timeline

COMMUNICATIONS

Incident command center

Enter session

Slack channel

RHO_AG

Stakeholder communication

Status page

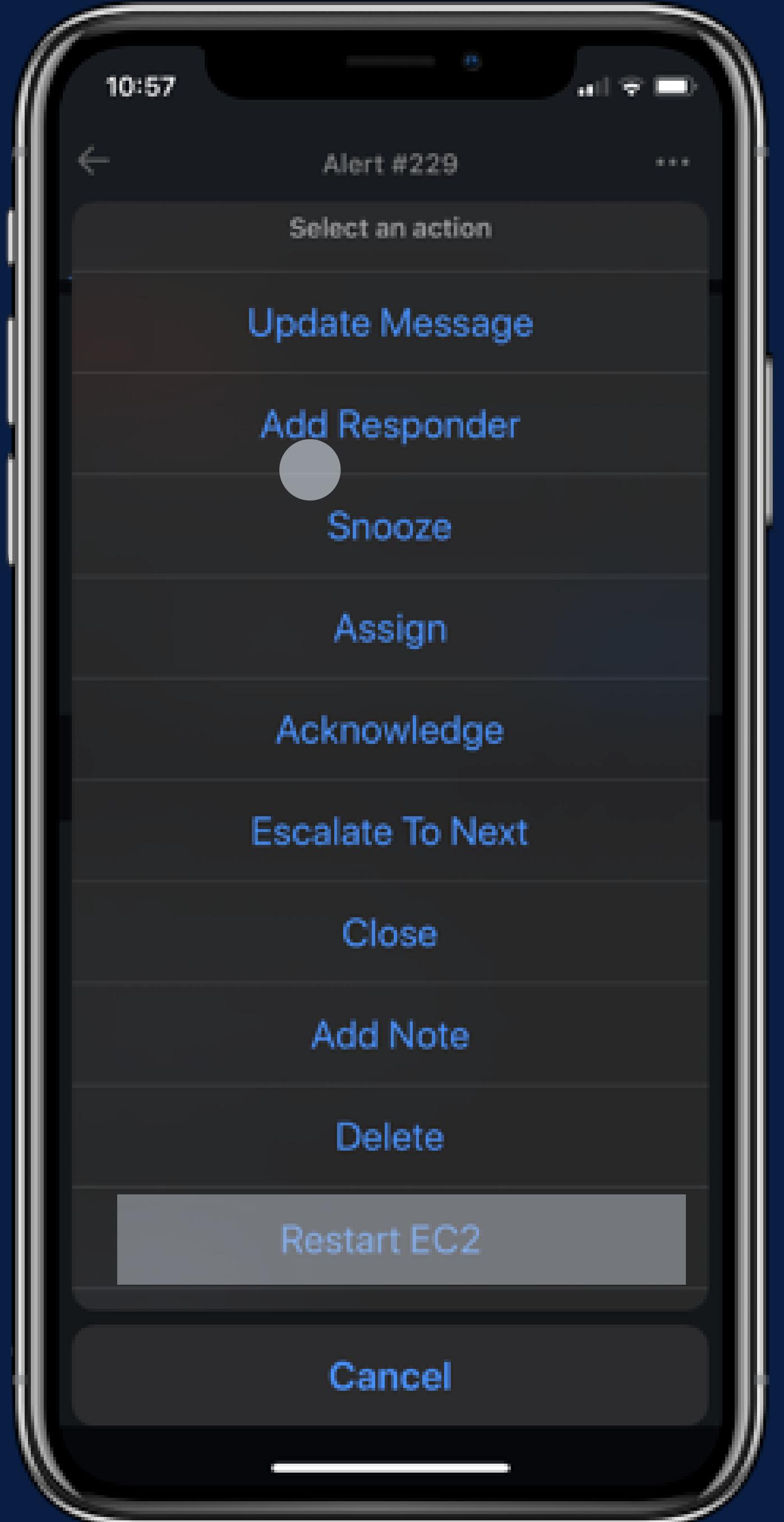
ASSOCIATED ALERTS

See alerts (2)

RESPONDERS

50 Cent Responder team

Customer Support



Take immediate action

Resolve

Collaborate on the solution

Using your preferred methods

Quickly investigate and take action

Surfacing and using vital information

Communicate the issue beyond the response team

Gain visibility, and deflect redundant reporting



POST TO STATUSPAGE DIRECTLY FROM OPSGENIE

The screenshot shows the Opsgenie web interface for managing incidents. A modal dialog box is open in the center, titled "Define parameters for Post to Statuspage action". Inside the dialog, there are three input fields:

- Incident Name: "Webstore is not responding"
- Incident Status: "Investigating"
- Message: "We are aware of an issue and investigating."

At the bottom right of the dialog are two buttons: "Cancel" and "Execute". The background of the main interface shows an incident details page for a P1 priority incident. The incident summary is: "Aug 29, 2019 7:11 PM We are currently experiencing issues with our Webstore. We are working on a solution." The timeline on the right shows several recent events, including "Alert associated" and "Responder team added" for "Team West".



COMMUNICATE TO CUSTOMERS AND STAKEHOLDERS

Banc.ly

Webstore is not responding

Investigating - We are aware of an issue and investigating.
Sep 4, 02:08 UTC

Uptime over the past 90 days. [View historical uptime.](#)

API (example)

90 days ago — 100 % uptime — Today

Operational

Management Portal (example)

90 days ago — 100 % uptime — Today

Operational

Webstore

90 days ago — 99.99 % uptime — Today

Major Outage

SUBSCRIBE TO UPDATES

Banc.ly

Welcome to the Banc.ly Help Center

Find help and services

Status update

Webstore is not responding [View Status page](#)

Service desks

Human resources
We can help with new employee onboarding and general queries.

IT Support
We can help with any questions regarding your computer.

INCIDENT VISIBILITY WITHIN ITSM

Your work Projects + Issues and filters + Dashboards + People + Apps + Create Search /

Rocket desk Service desk project

All open

Summary	T	Reporter	A...	Status	Created	First response
Email is down	David Bowie	IN PROGRESS	7 Aug 19	33min		
Update positronic circuits to amplify our multiphasic repulsor	Eva Peroni	OPEN	7 Aug 19	2 h20m		
We need more power!	Scotty	WAITING FOR SUPPORT	8 Aug 19	3h		
Taco machine is loco	Marita M	WAITING FOR CUSTOMER	8 Aug 19	5h 10m		
VPN not working	Sam Tam	WAITING FOR SUPPORT	8 Aug 19	8h 5m		
Black toner for printer on level 3 empty	Vishnu	WAITING FOR SUPPORT	8 Aug 19	8h 49m		
Need help with my login please	Lady Gaga	WAITING FOR SUPPORT	10 Aug 19	9h 1m		
Clear BGP sessions on a Cisco router	David Bowie	WAITING FOR APPROVAL	10 Aug 19	10h		
The hounds escaped!	Smithers	WAITING FOR SUPPORT	10 Aug 19	10h 12m		
We're out of paper	Dwight S	WAITING FOR CUSTOMER	10 Aug 19	11h 40m		
Taco tuesday everybody	Mr Business	WAITING FOR SUPPORT	10 Aug 19	12h 3m		
Uhh... the AI-powered drone swarm has gone crazy and attacked a nearby	JR	WAITING FOR SUPPORT	11 Aug 19	14h		

INCIDENT VISIBILITY WITHIN ITSM

Projects + Issues and filters + Dashboards + People + Apps + Create Q Search /

Rocket desk Service desk project

All open

All tickets

Service requests

Incidents 2

Problems

Changes

Service registry

Knowledge base

Reports

Customers

Invite team

Ticket channels

Settings

Give feedback

Projects / Rocket desk / All tickets

All open

Summary Reporter A... Status Created First response

Email is dead

Update PC software in our multiphase approach

We need new printer

Taco machine is loco

VPN not working

Black toner for printer on level 3 empty

Need help with my login please

Clear BGP sessions on a Cisco router

The hounds escaped!

We're out of paper

Taco Tuesday everybody

UH... the AI-powered drone swarm has gone rogue and attacked a nearby

Scotty

Marita M

Sam Tam

Vishnu

Lady Gaga

David Bowie

Smithers

Dwight S.

Mr. Business

JR

IN PROGRESS

OPEN

WAITING FOR SUPPORT

WAITING FOR CUSTOMER

WAITING FOR SUPPORT

WAITING FOR SUPPORT

WAITING FOR APPROVAL

WAITING FOR SUPPORT

WAITING FOR CUSTOMER

WAITING FOR SUPPORT

WAITING FOR SUPPORT

7 Aug 19

7 Aug 19

8 Aug 19

10 Aug 19

33min

2 h20m

3h

5h 10m

8h 5m

8h 40m

9h 1m

10h

10h 12m

10h 40m

12h 3m

14h

Improved navigation with visibility into major incidents

INCIDENT VISIBILITY WITHIN ITSM

Your work Projects Issues and filters Dashboards People Apps Create Search

Rocket desk Service desk project Back RD-121

404 error on website's billing page

Create subtask Link issue Create major incident ...

STATUS In progress

SLAS 48m ✓ Time to first response within 1h 20m

ASSIGNEE Oleg Jobbs

REPORTER Annika Rang

REQUEST TYPE Report a system problem

LABELS Billing Sydneyteam

Show more

Created 7 Aug 2019 5:43 PM Last updated 4 hours ago

Annika Rang raised this request via Portal View request in portal Hide details

WHERE DID THE PROBLEM OCCUR? Website / Billing

HOW TO REPRODUCE Using any browser, visit the website and navigate to the payments / billing page. The page eventually fails to load and shows a 404.

Linked major incidents

23

#232 Billing system is reported to be down OPEN

#233 The APAC servers are down OPEN

#230 Afterburner initial design

RD-123 I can't see any billing information IN PROGRESS

ITSM EARLY ACCESS PROGRAM - INCIDENT MANAGEMENT

..... Get context earlier to on-going incidents

Your work Projects Issues and filters Dashboards People Apps Create Search /

Rocket desk Service desk project

Back RD-121

404 error on website's billing page

Back to project Create subtask Link issue Create major incident ...

Incidents

Open incidents 12

My incidents 2

+ Add queue

Major incidents

Ongoing 7

Past 62

Annika Rang raised this request via Portal View request in portal Hide details

WHERE DID THE PROBLEM OCCUR? Website / Billing

HOW TO REPRODUCE Using any browser, visit the website and navigate to the payments / billing page. Then ...

Linked major incidents 23

#232 Billing system is reported to be down OPEN

#233 The APAC servers are down OPEN

#230 Afterburner initial design OPEN

RD-123 I can't see any billing information IN PROGRESS

STATUS In progress

SLAs 48m Time to first response within Th 20m

ASSIGNEE Oleg Jobbs

REPORTER Annika Rang

REQUEST TYPE Report a system problem

LABELS Billing Sydneyteam

Show more

Created 7 Aug 2019 5:43 PM Last updated 4 hours ago

INCIDENT VISIBILITY WITHIN ITSM

The screenshot shows a Jira ITSM interface for a project named "Rocket desk". A context menu is open over an incident titled "RD-121: 404 error on website's billing page". The menu includes options like "Create subtask", "Link issue", and "Create major incident". The "Create major incident" option is highlighted with a white background and a black border. The main incident card displays details such as reporter (Annika Rang), assignee (Oliver Jobs), and labels (Billing, Sydneyteam). It also shows a summary of the problem: "404 error on website's billing page" occurring at "Website / Billing" and how to reproduce it: "Using any browser, visit the website and navigate to the payments / billing page. The page eventually fails to load and shows a 404.". Below the main card, there are sections for "Linked major incidents" (listing #232, #233, and #230) and "Linked issues" (listing RD-123).

Create a major incident in Opsgenie

Learn

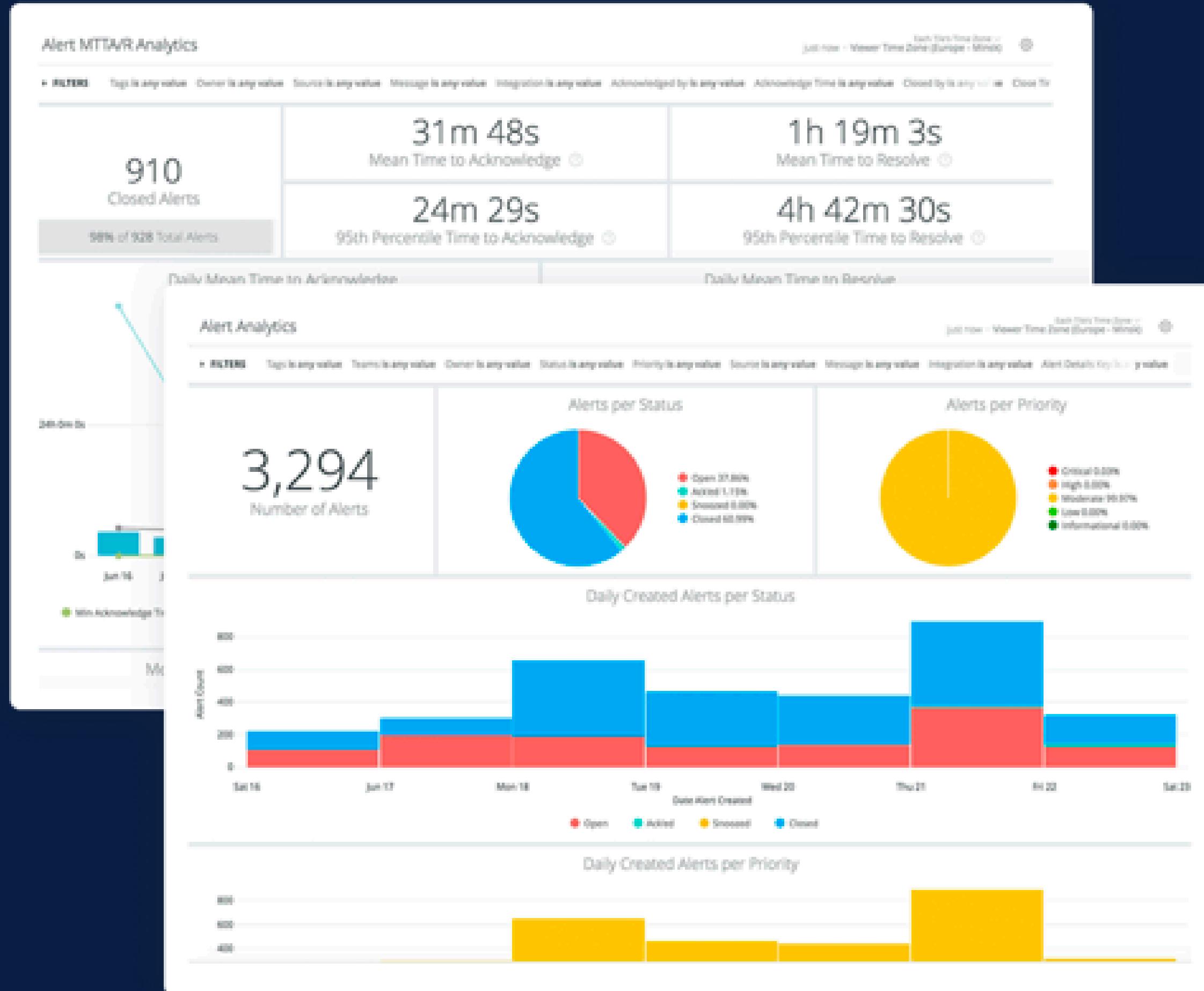
Analyze your IM and DevOps processes

Identifying areas of improvement

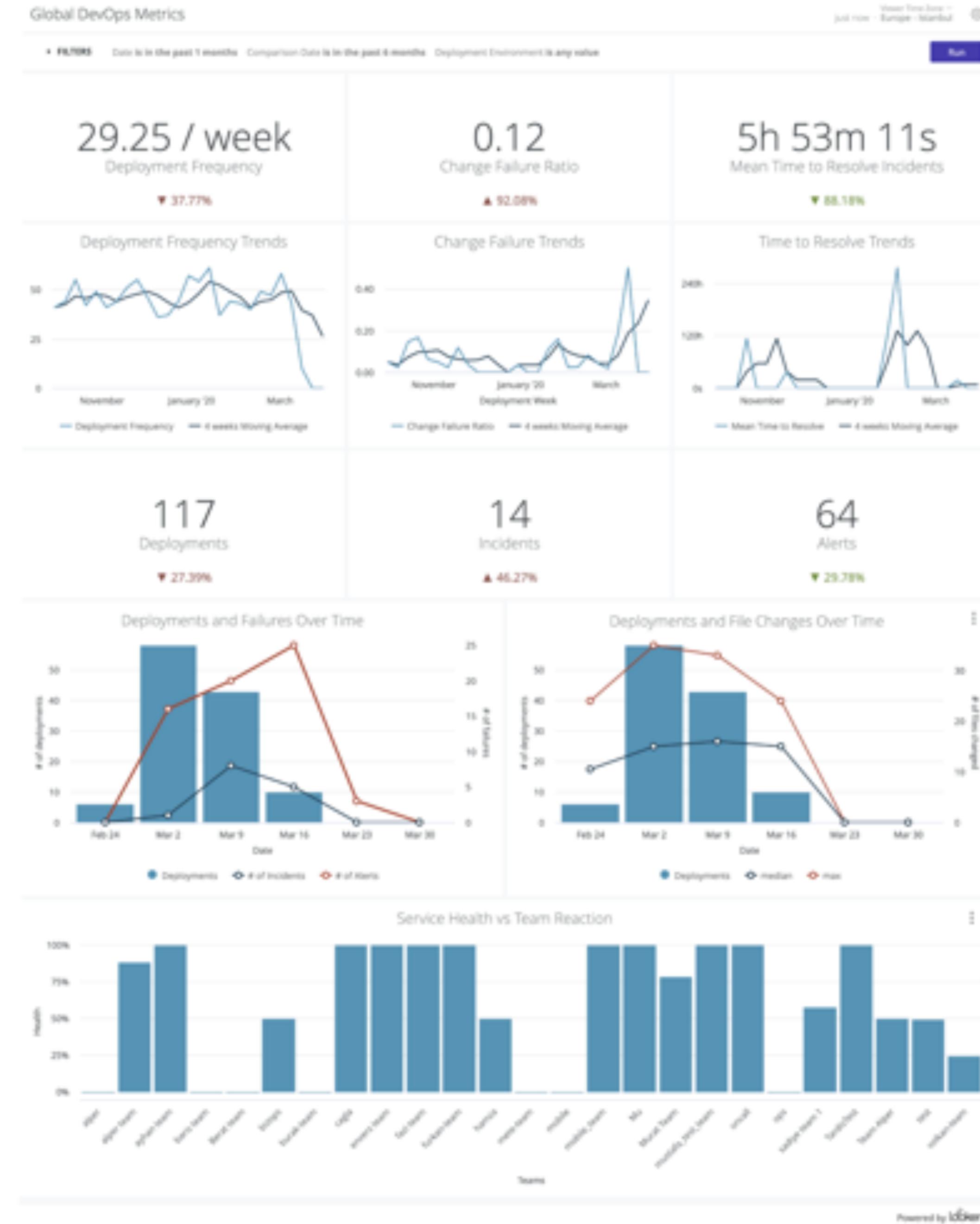
Document incidents and share knowledge

To improve processes and avoid repeat incidents

REPORTING & ANALYTICS



- Measure MTTA and MTTR
- Analyze which notification channels work best
- Compare after-hour work distribution
- Examine which teams were notified vs resolved the issues
- Identify the sources of the most incidents



Measure your DevOps Performance

DevOps Performance Reports

DevOps Performance Reports

Last updated: 5m ago - Europe - Istanbul

FILTERS Date is in the past 1 month Comparison Date is in the past 6 months Deployment Environment is any value

39.00 / week

Deployment Frequency

▼ 17.62%

0.12

Change Failure Ratio

▲ 92.13%

5h 53m 11s

Mean Time to Resolve Incidents

▼ 88.18%

Frequency Trends



Change Failure Trends



Time to Resolve Trends



117

Deployments

▼ 37.77%

14

Incidents

▲ 25.37%

60

Alerts

▼ 43.22%

Deployments vs Failures

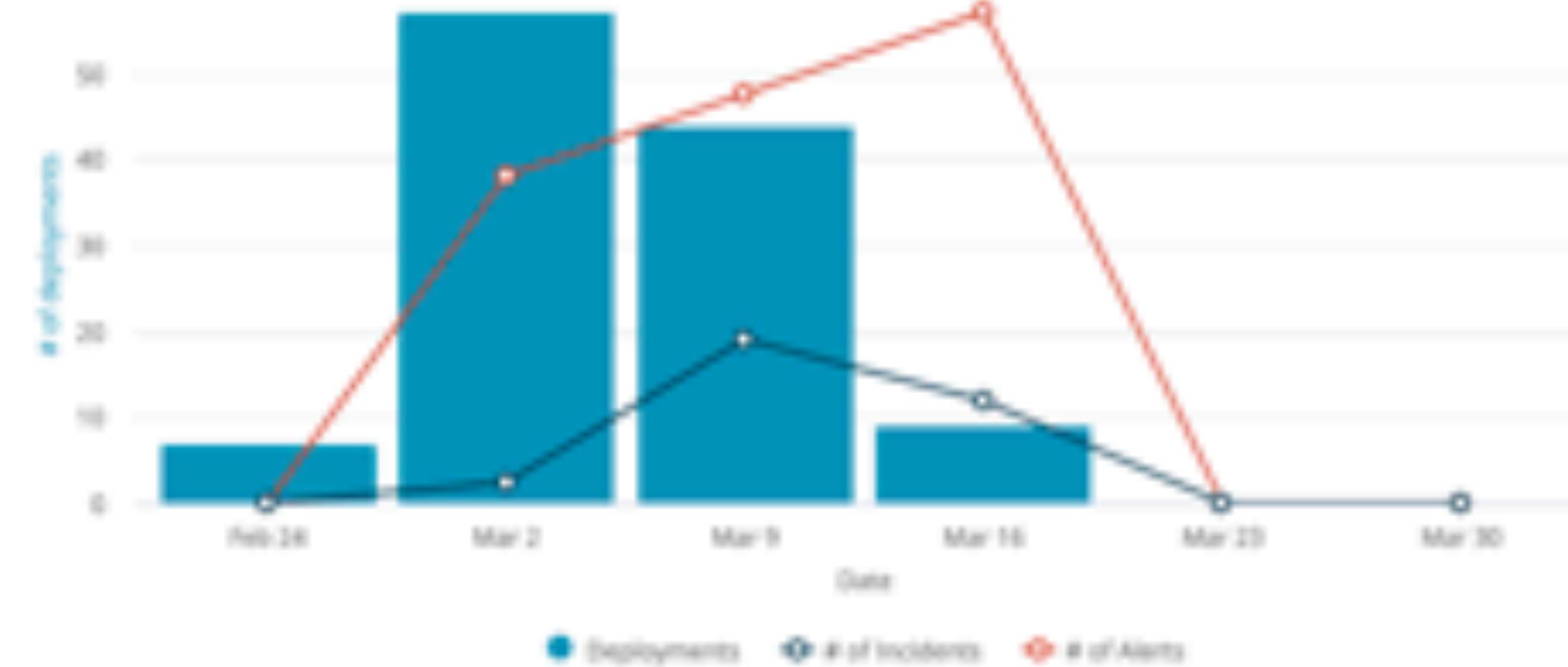
Deployment vs File Changes

117
Deployments
▼ 37.77%

14
Incidents
▲ 25.37%

60
Alerts
▼ 43.22%

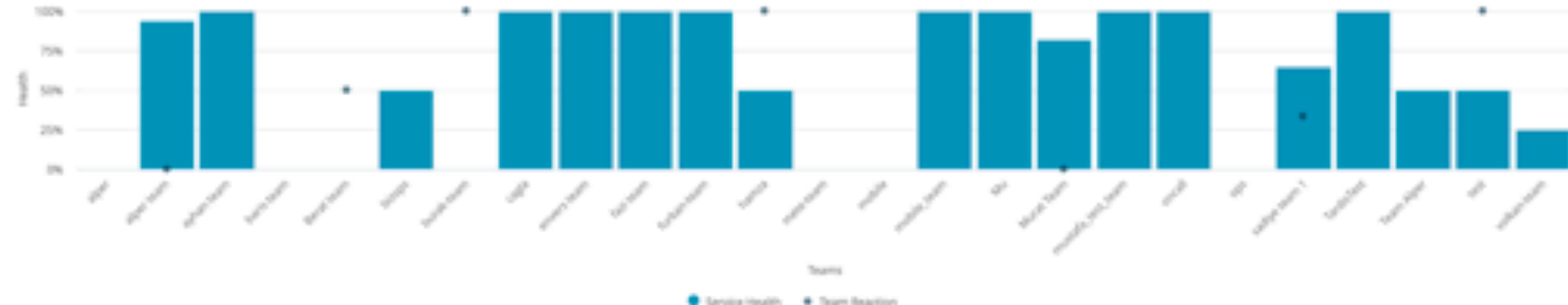
Deployments vs Failures



Deployment vs File Changes



Service Health vs Team Reaction



Learn

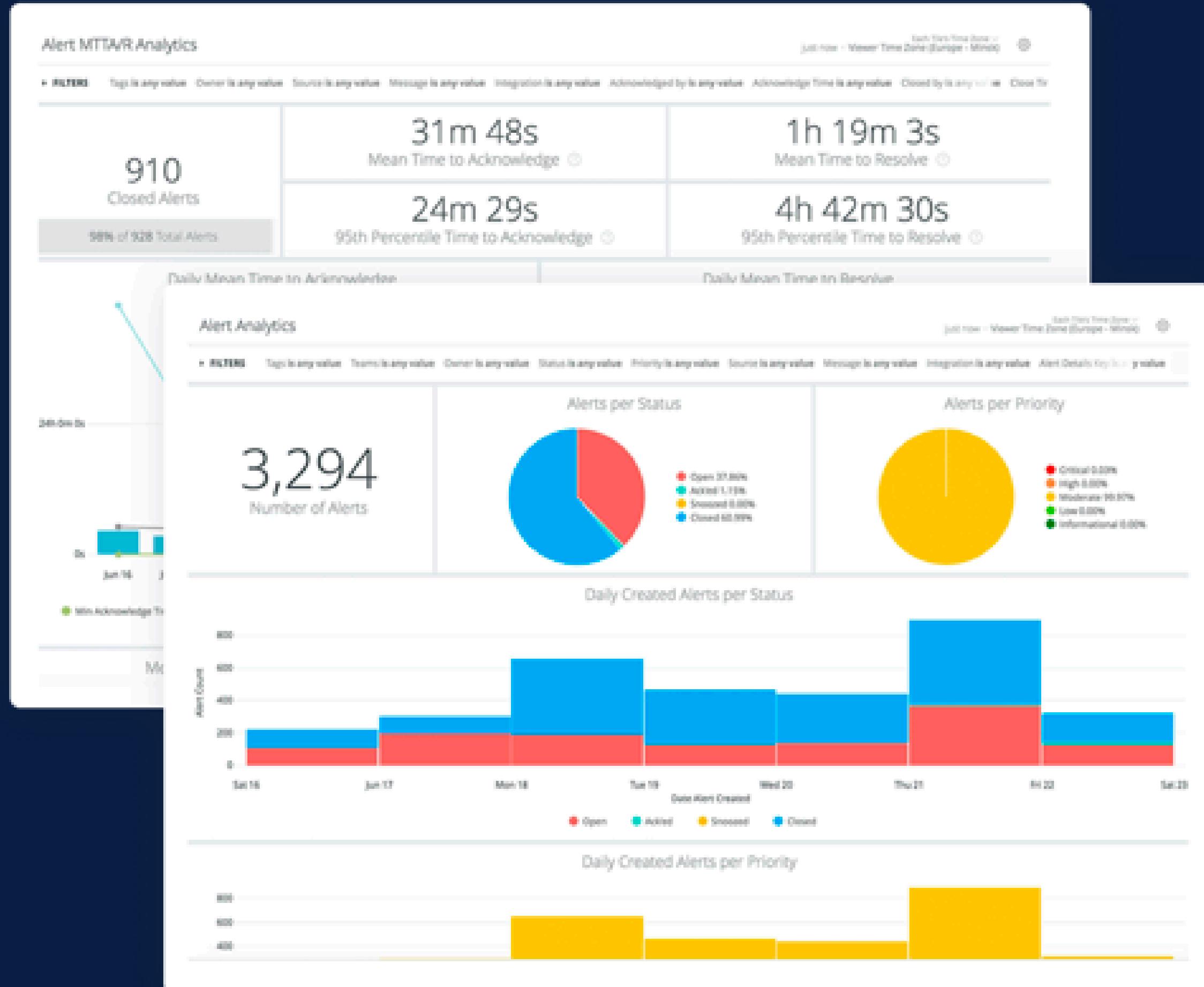
Analyze your IM and
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Identifying areas of improvement

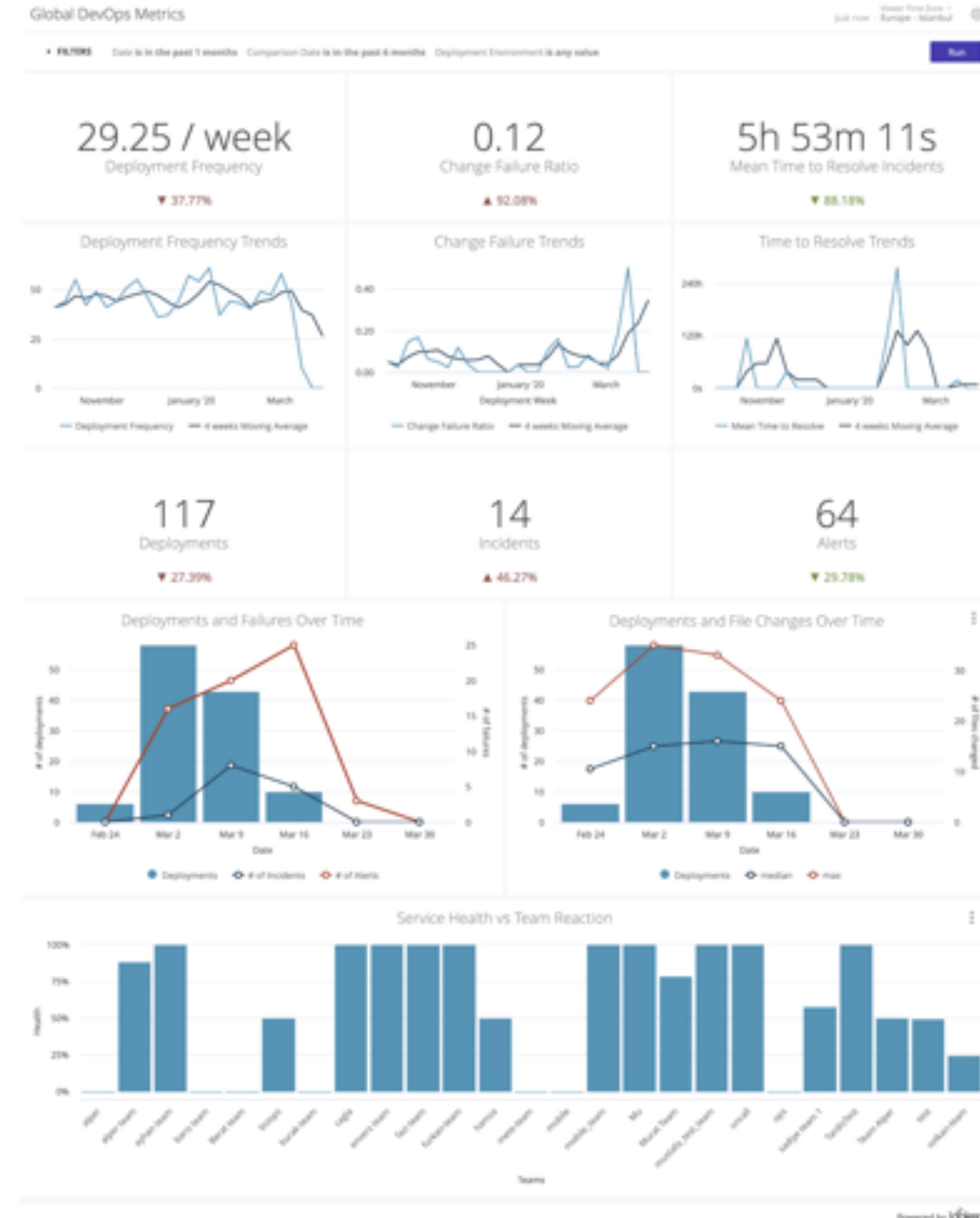
**Document incidents and
share knowledge**

To improve processes and avoid repeat
incidents

REPORTING & ANALYTICS



- Measure MTTA and MTTR
- Analyze which notification channels work best
- Compare after-hour work distribution
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Measure your DevOps Performance

DevOps Performance Reports

DevOps Performance Reports

• **Past 30d** Data is in the past 3 months • Comparison Data is in the past 6 months • Deployment Environment is any value

Viewer Time Zone: 7m ago - Europe - Istanbul



39.00 / week

Deployment Frequency

▼ 17.62%

0.12

Change Failure Ratio

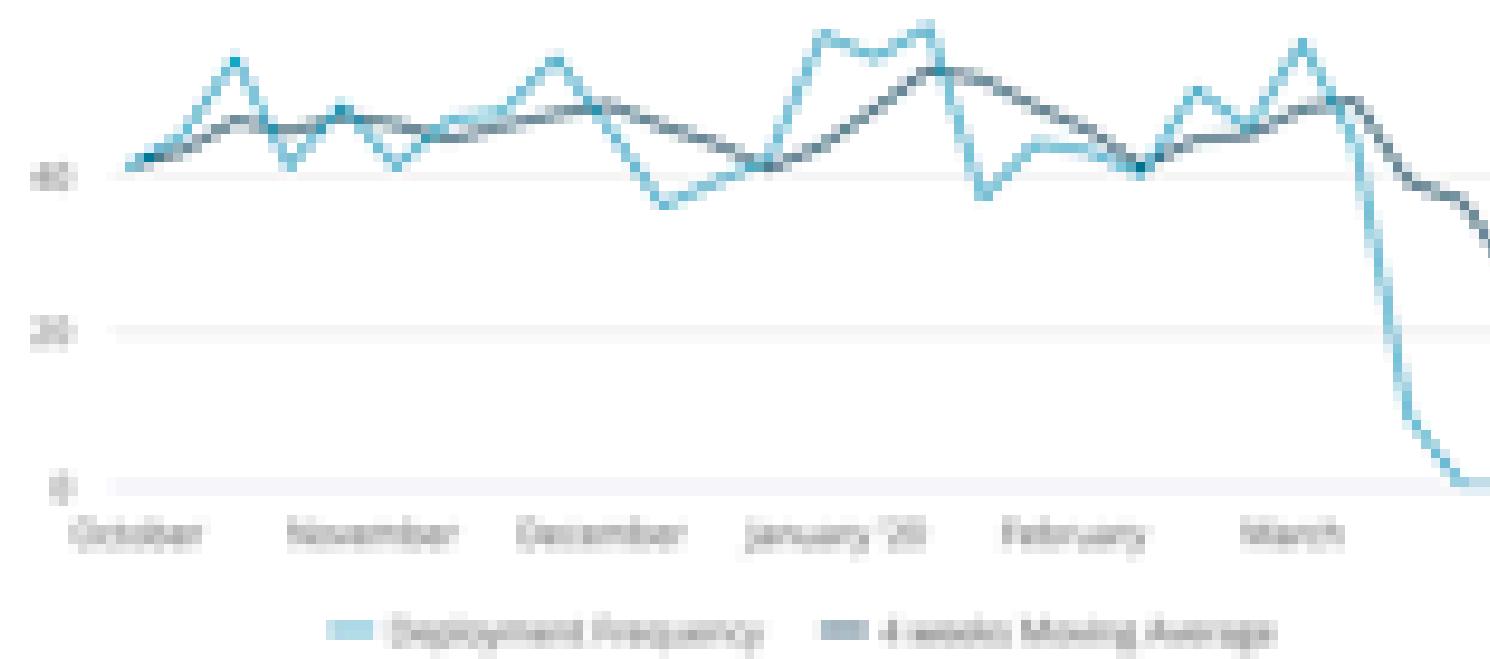
▲ 92.13%

5h 53m 11s

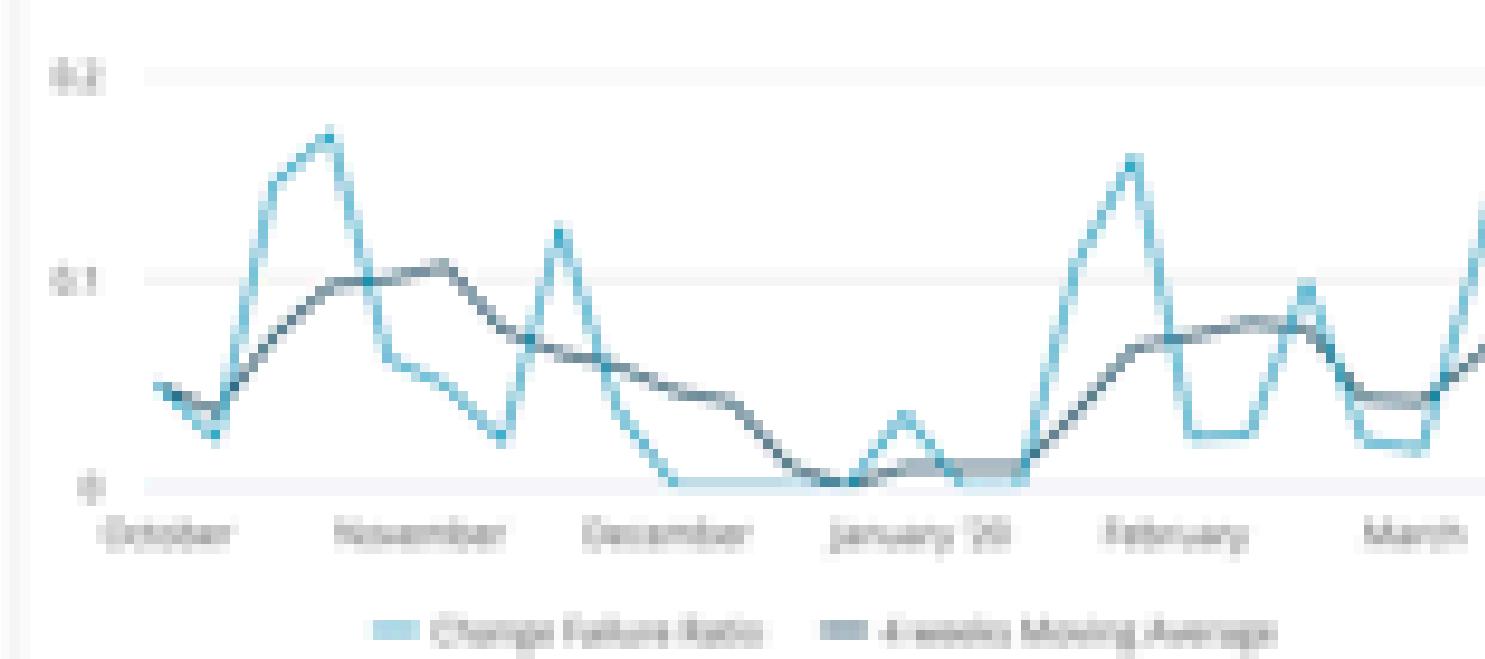
Mean Time to Resolve Incidents

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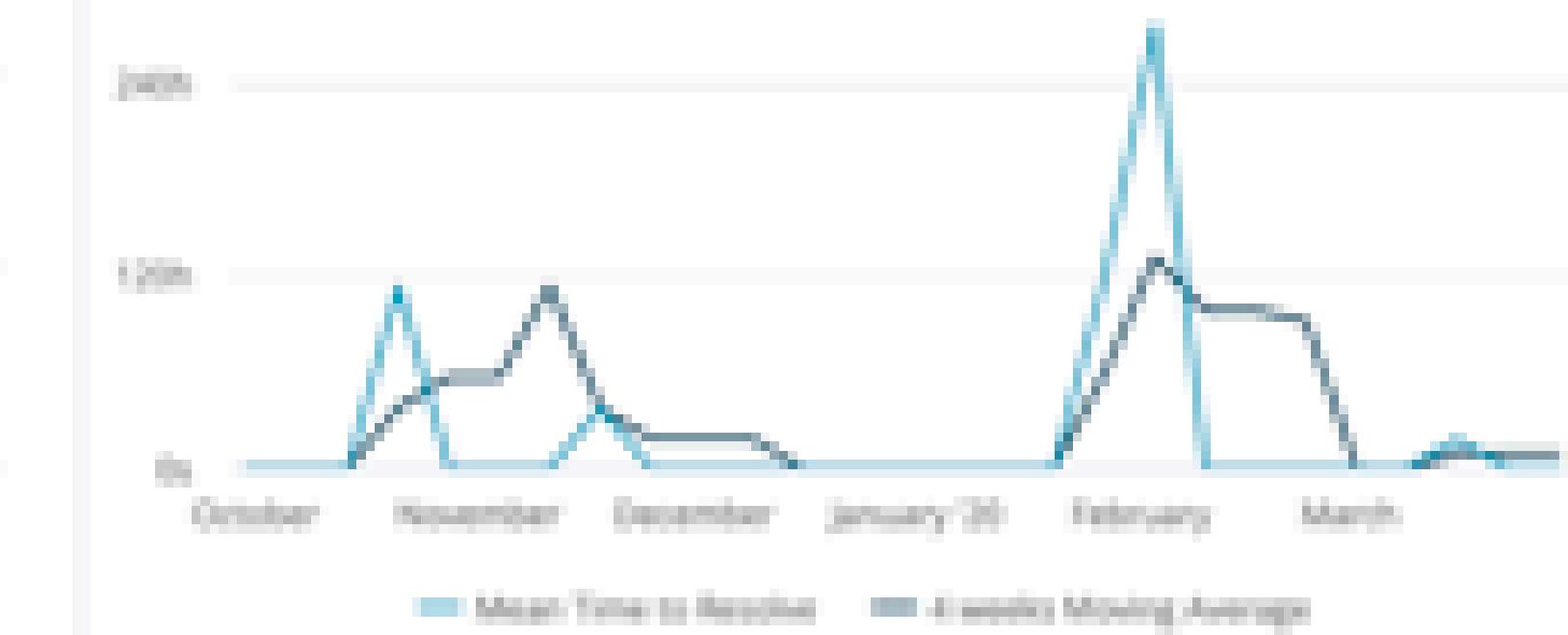
Frequency Trends



Change Failure Trends



Time to Resolve Trends



117

Deployments

▼ 32.77%

14

Incidents

▲ 29.37%

60

Alerts

▼ 40.22%

Deployments vs Failures

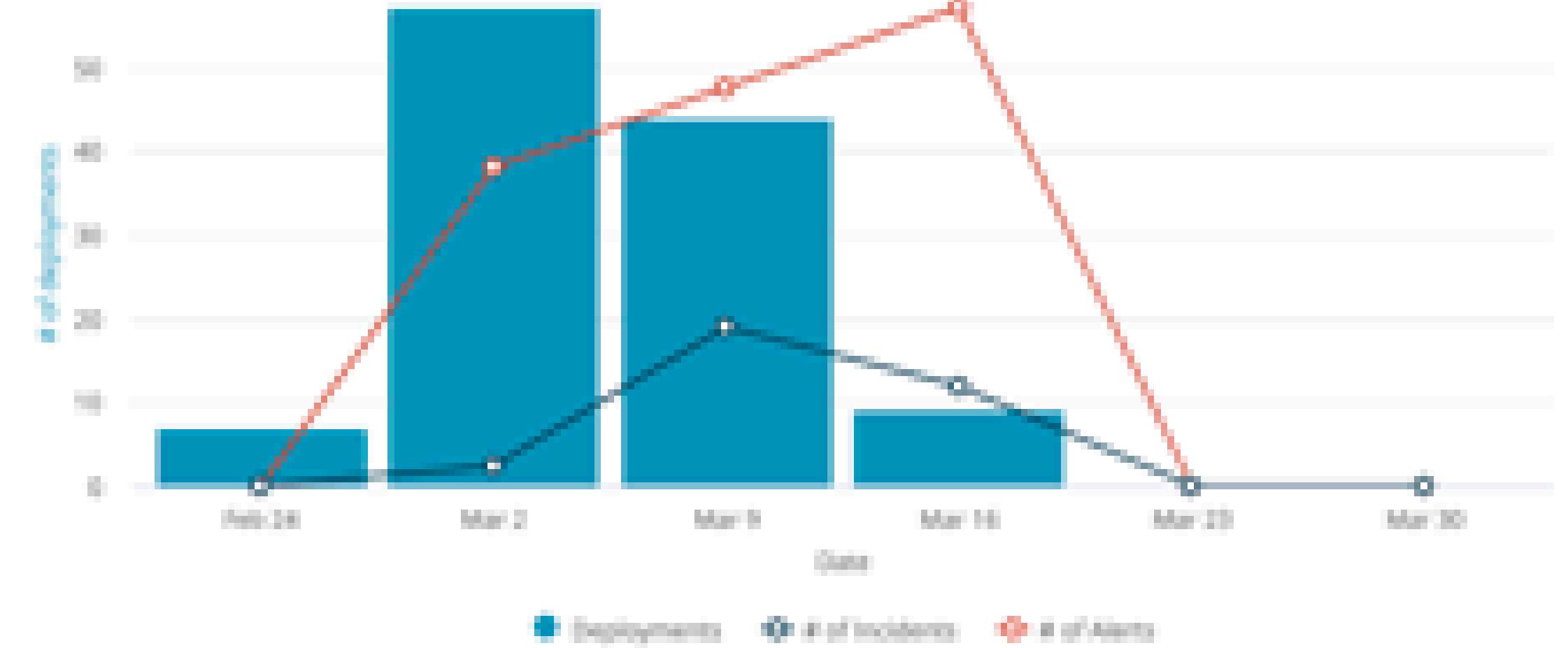
Deployment vs File Changes

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Deployments
▼ 32.27%

14
Incidents
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60
Alerts
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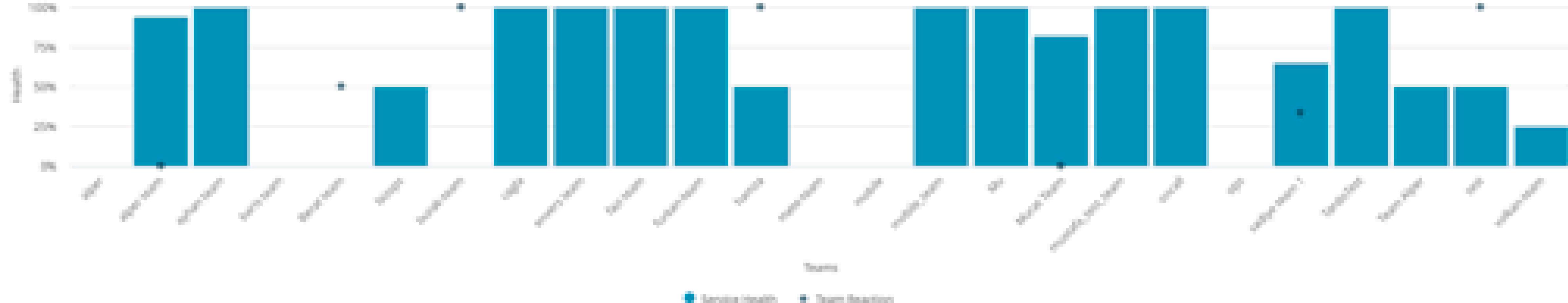
Deployments vs Failures.



Deployment vs File Changes.



Service Health vs Team Reaction.



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Opsgenie Incident Alert Who is on-call? Team Service Analytics Settings

Incident List / INC-46
Jun 3, 2020 9:41 PM P1 - Transaction failing with APAC accounts

Transactions +

Impact Duration: 0 Time: 2M

Description
We are seeing a high number of failures with transactions from APAC accounts. We have also seen a large spike in reported failures from our Customer support team and wealth management team.

Impacted services

- + Add impacted service
- banking-transaction 5 related services 50 Cent
- ledger-monitoring 3 related services Alexfrasza

Potential causes

- Deployment #29**: Step9a3d (P0-1453) Transaction queue added (12) File changed Jun 3, 2020 - 08:10 PM
- Environment: ap-northeast-1
- 3 commit added and 1 commit removed

Extra properties

Details Timeline

COMMUNICATIONS

- Incident command center
- Enter session
- Slack channel
- #INC-46

Stakeholder communication

- Status page

ASSOCIATED ALERTS

- See alerts (2)

RESPONDERS

- + Add responder
- 50 Cent Responder team
- Customer Support

atlassian.com/opsgenie

Opsgenie Incident Alert Who is on-call? Team Service Analytics Settings

INC-46

Jun 3, 2020 9:41 PM

P1 - Transaction failing with APAC accounts

Transactions +

RESOLVED

IMPACT: CRITICAL ELAPSED TIME: 95M

Details Timeline

Postmortems Required

No postmortem has been created yet.

Create postmortem

The post-incident analysis report is available here.

Assign a due date

COMMUNICATIONS

Incident command center

Enter session

Slack channel

#INC-46

Stakeholder communication

Status page

ASSOCIATED ALERTS

See alerts (2)

IMPACTED SERVICES

+ Add impacted service

banking-transaction

5 related services

50 Cent

ledger-monitoring

3 related services

Alexfranza

RESPONDERS

+ Add responder

50 Cent Responder team

Customer Support

AWAKE

atlassian.com/opsgenie

Opsgenie Incident Alert Who is on-call? Team Service Analytics Settings

Analytics / Postmortems

Transaction failing with APAC accounts

Draft ...

Executive summary

We saw a high number of failures with transactions from APAC accounts after security patching. We also saw a large spike in reported failures from our Customer support team and wealth management team.

Impact was in production, affecting wealth management customers.

Leadup

Describe the circumstances that led to this incident:

Fault

Describe what failed to work as expected

Detection

Describe how the incident was detected

Root causes

Run a 5-whys analysis to understand the true causes of the incident

Mitigation and resolution

What steps did you take to resolve this incident?

Details **Timeline**

POSTMORTEM OWNER
Jeff Leary

INCIDENT
INC-46: Transaction failing with APAC customers.

PRIORITY
P1 Critical

AFFECTED SERVICES
banking-transaction ledger-monitoring

COMMAND CENTER SESSIONS
SRE team room, 3 June 2020 9:43 PM

INCIDENT DURATION
1 hour 20 minutes

atlassian.com/opsgenie

Opsgenie Incident Alert Who is on-call? Team Service Analytics Settings

Analytics / Postmortems

Transaction failing with APAC accounts

Draft ...

Executive summary

We saw a high number of failures with transactions from APAC accounts after security patching. We also saw a large spike in reported failures from our Customer support team and wealth management team.

Impact was in production, affecting wealth management customers.

Leadup

An security patching update to our legacy x17 transaction system was scheduled and updated on March 20.

Fault

The patch affected parts of the x17 transaction hub.

Detection

Wealth management support reported transactions failures at 10:17pm

Root causes

5-whys analysis to understand the true causes of the incident:

- 1) Wealth management support reported transactions failures at 10:17pm
- 2) Transaction failures started due to failed connectivity from the x17 transaction hub.

Details Timeline

POSTMORTEM OWNER

Jeff Leary

INCIDENT

INC-46: Transaction failing with APAC customers.

PRIORITY

P1 Critical

AFFECTED SERVICES

banking-transaction ledger-monitoring

COMMAND CENTER SESSIONS

SRE team room, 3 June 2020 9:43 PM

INCIDENT DURATION

1 hour 20 minutes

Export to Confluence

Delete postmortem

atlassian.com/confluence

Confluence Home Spaces + Pages + People + Apps + Create Search

Bandy Inc / Postmortems 2 Jira links

Share

Transaction failing with APAC accounts

Created by Jeff Leary Last updated Jun 3, 2020 - Int. Analytics

Status	IN REVIEW
Incident issue	INC-46
Incident started	3 Jun 2020 9:41 PM (UTC +8)
Incident ended	3 Jun 2020 11:47 PM (UTC +8)
Time to resolve	1 hour 56 minutes
Severity	Critical
Incident manager	Jeff Leary
Affected services	Banking - transaction

Executive summary

We saw a high number of failures with transactions from APAC accounts after security patching. We also

Crushing incidents with DevOps agility



Faster Response

With intelligent alert centralization, routing, & notification



Quicker Resolution

With greater collaboration, investigation, & communication.



Improved Learning

With insightful analysis and better knowledge sharing

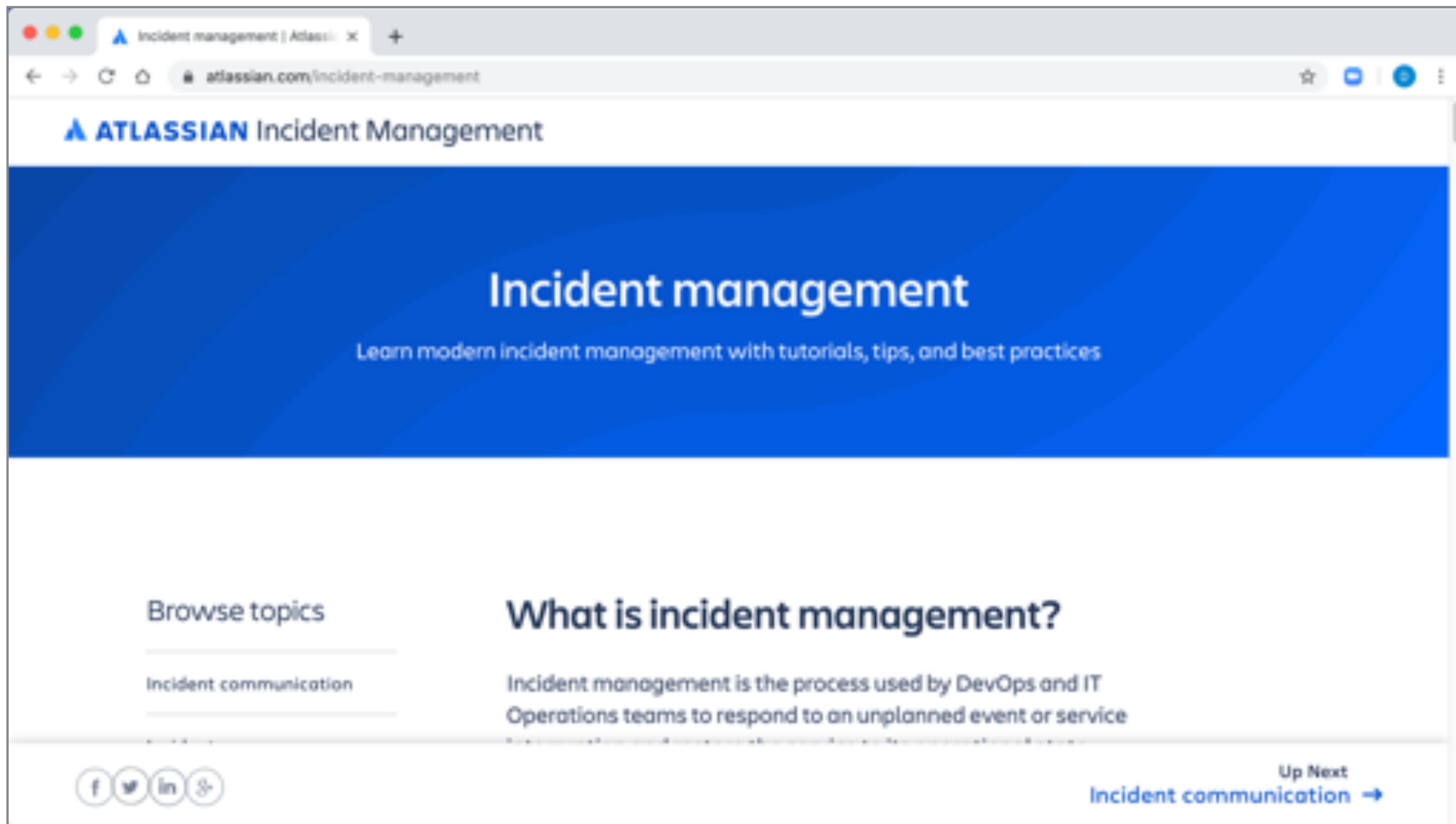
GET STARTED

Get Atlassian's *Incident Management Handbook*



<https://www.atlassian.com/incident-management/handbook>

ATLASSIAN'S INCIDENT MANAGEMENT MICROSITE



GET STARTED

**Free Trials of all
IM products are
available today!**



Visit www.atlassian.com
or use the Jira site administration page



Thank you

