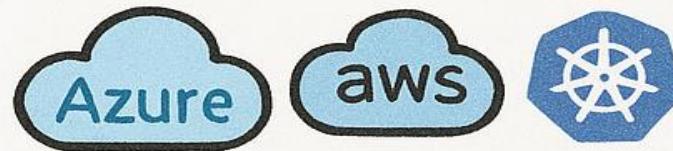


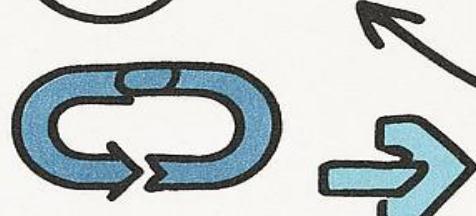
DEVOPS
SRE
PLATFORM
ENGINEERING



Prometheus

ELK

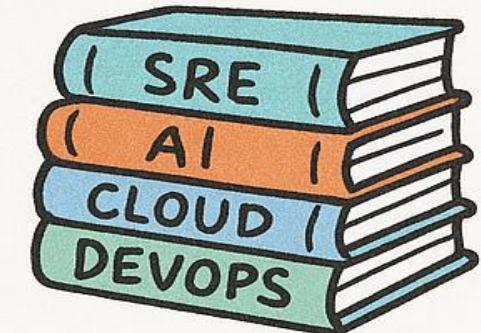
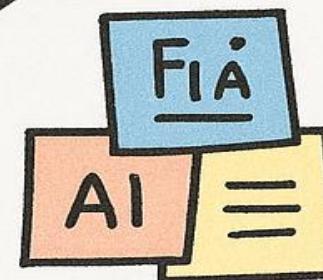
CI/CD



SPEAKER
EDUCATOR
CONSULTANT



SPEAKER
EDUCATOR
CONSULTANT



WHY YOUR BRAIN BREAKS YOUR SYSTEM

(And What to Do About It)



CONFIRMATION BIAS

only seeking & trusting evidence that **CONFIRMS** your beliefs



This app **ALWAYS** crashes due to memory leaks!



CHALLENGER
X DISASTER

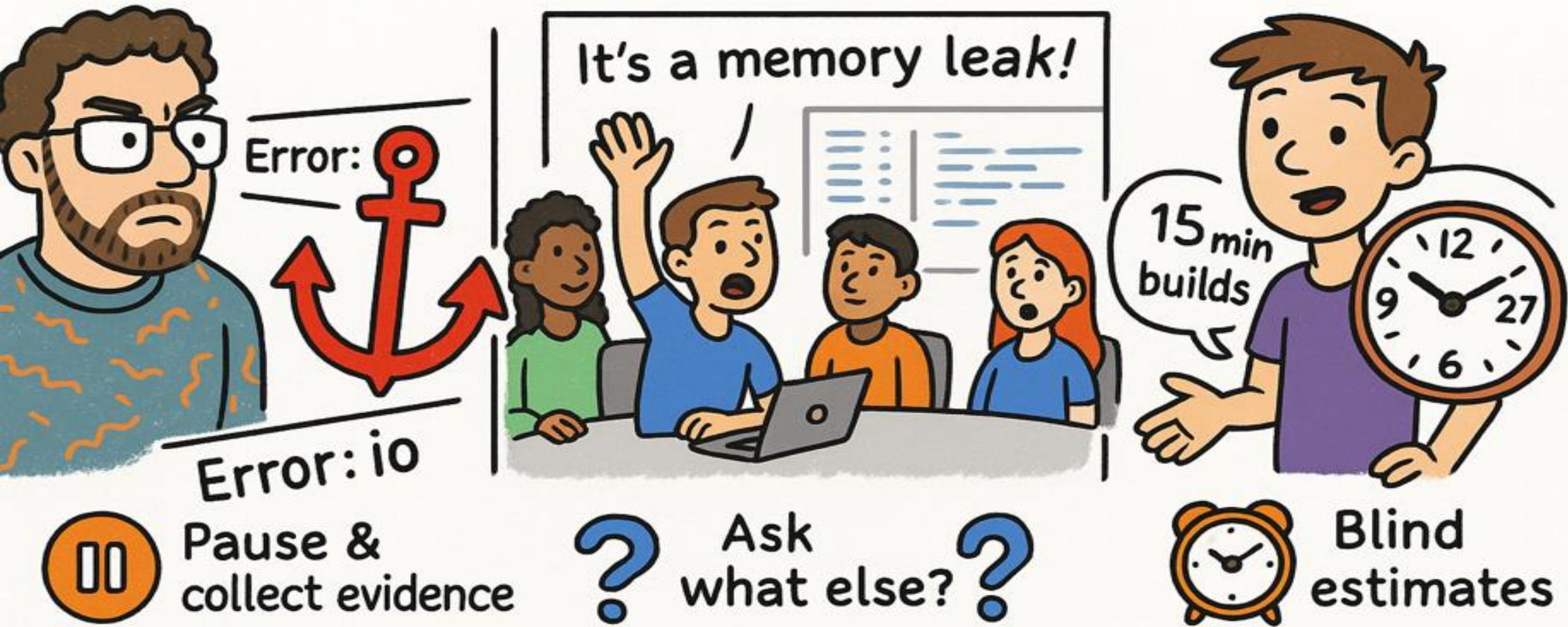
~~CHALL~~
DISASTER



3 WAYS TO
FIGHT IT

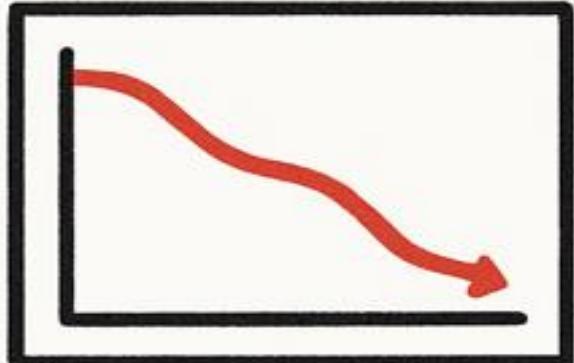
ANCHORING BIAS

Getting mentally stuck on the first idea

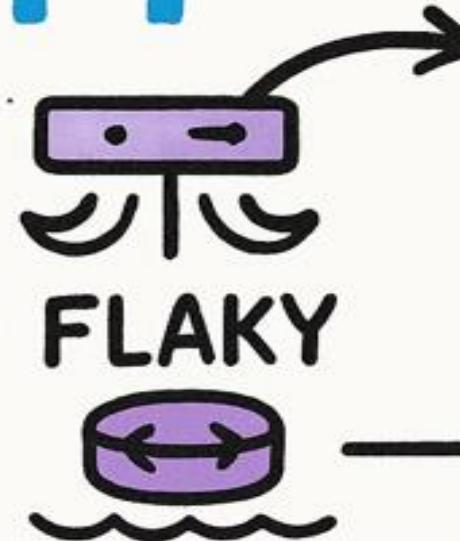


AVAILABILITY BIAS

we remember what hurt

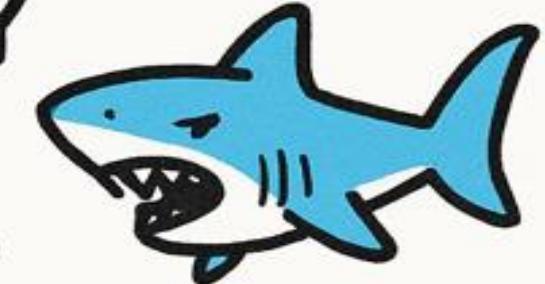


HOW TO FIGHT
USE DATA DASHBOARDS



JUDGE RISK
BASED ON WHAT'S
EASILY RECALLED?

FLAKY



NOT DNS?
DOUBLE CHECK.



SHARK
ATTACK?
NEVER
SWIM
AGAIN!

- USE DATA DASHBOARDS
- SHOW HISTORICAL TRENDS
- ASK WHAT HAVE WE IGNORED?

OPTIMISM BIAS

DEVOPS SIN #1

"We don't need a rollback strategy"



- ✓ Friday evening deploys
- ✓ "We'll clean it up later" code
- ✓ Temporary "features"

HOW TO FIGHT:

- Run pre-mortems
- Budget for Murphy's Law
- Ask "what could go wrong?"

GROUPTHINK

Everyone agrees to bad ideas

INFAMOUS INCIDENT:

REBUILD ALL 150
CI/CD. PIPELINES
in one sprint



THE AWKWARD
MOMENT:



OVERCONFIDENCE BIAS

The belief that you know more than you do

Eng'g version:

"This script is solid.
No need to test it
in staging."



Funny horror story:
A developer once hotfixed a production system

How to fight overconfidence:

- ✓ Add peer reviews
- ✓ Teach the Dunning-Kruger effect



YOU'RE JUST HUMAN

BIAS



THINK BETTER