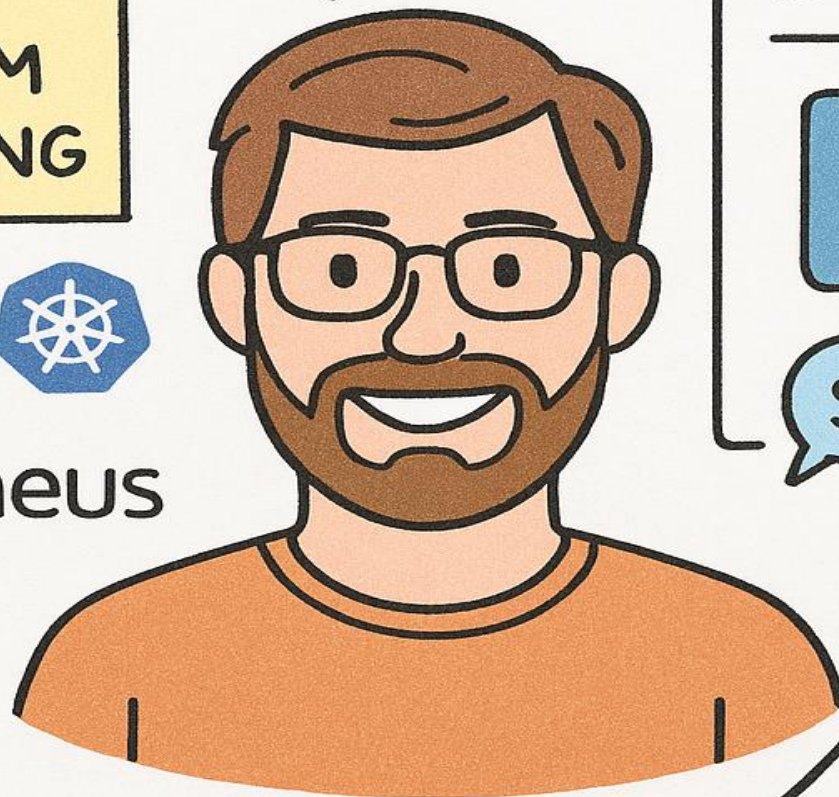
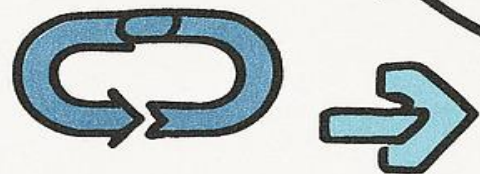


DEVOPS
SRE
PLATFORM
ENGINEERING

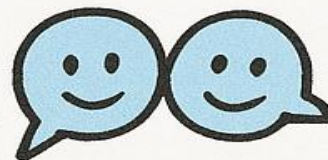


SPEAKER
EDUCATOR
CONSULTANT

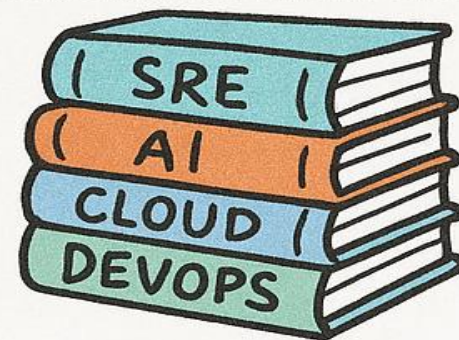
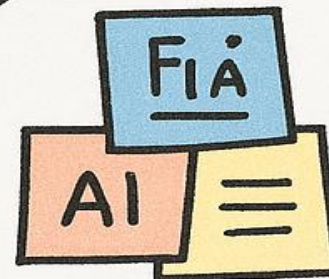
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VIEWS



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!



Funny
Historical
Fail



Relatable
incident



CHALLENGER
X DISASTER

~~CHALLENGER~~
DISASTER



3 WAYS TO
FIGHT IT

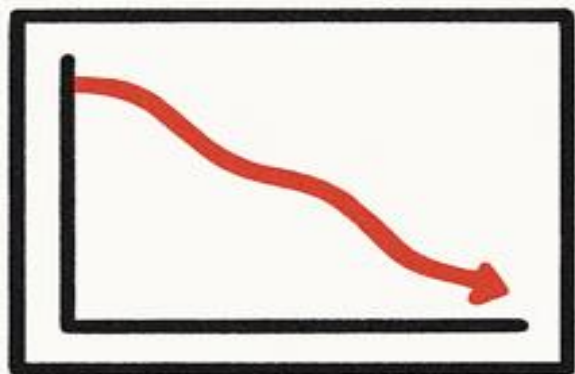
ANCHORING BIAS

Getting mentally stuck on the first idea



AVAILABILITY BIAS

We remember
what hurt



HOW TO FIGHT

USE DATA DASHBOARDS



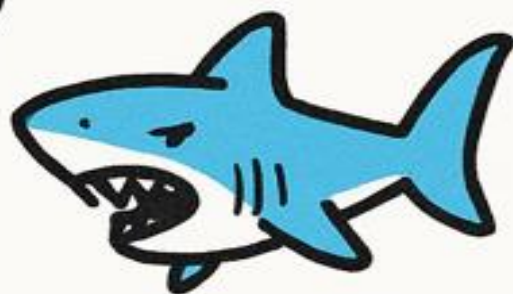
FLAKY



FLAKY



JUDGE RISK
BASED ON WHAT'S
EASILY RECALLED?



NOT DNS?
DOUBLE
CHECK.



SHARK
ATTACK?
NEVER
SWIM
AGAIN!

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

OPTIMISM = BIAS

overly
positive
thinking



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 wrongg?"

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's 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