Klaviyo Data Science Podcast EP 41 | Incident Response, or: How I Learned to Stop Worrying and Break Production

Author: Michael Lawson

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Welcome to the November episode of the Klaviyo Data Science Podcast for this year! November is a unique month for ecommerce, which makes it a unique month for any software solution built for ecommerce; itâ€™s a tradition on this podcast to take the opportunity to celebrate some of those unique challenges.

In an ideal world, software would never break. We do not live in an ideal world, though, so an important question to answer is: what should you do when things *do* break? Listen along to learn more about:

- Why not all ways of recognizing something has gone wrong are created equal
- How to cut through disagreements when the stakes are at their highest
- What sorts of unique challenges data science breakages and incidents pose

You can listen to the full episode on Spotify, or see more details, including other episodes, on our podcast blog.

Featured on this episode:

- Michael Lawson, Data Science Manager
- Zach Willert, Senior Data Scientist
- Harsh Mehta, Senior Software Engineer
- Laura Stone, Senior Engineering Manager
- Ty Rocca, Engineering Manager

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