



PASS

SQLSATURDAY

EDINBURGH | 01 FEB 2020

How to establish control when it's all going wrong!

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Your Presenter

John Q. Martin CITP

Data Platform MVP

Over a decade of experience working with the Microsoft Data Platform on-premises and in the cloud. Currently working in the financial sector and doing all things database engineering.



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Why are we here today?





PROACTIVE

REACTIVE



PROACTIVE

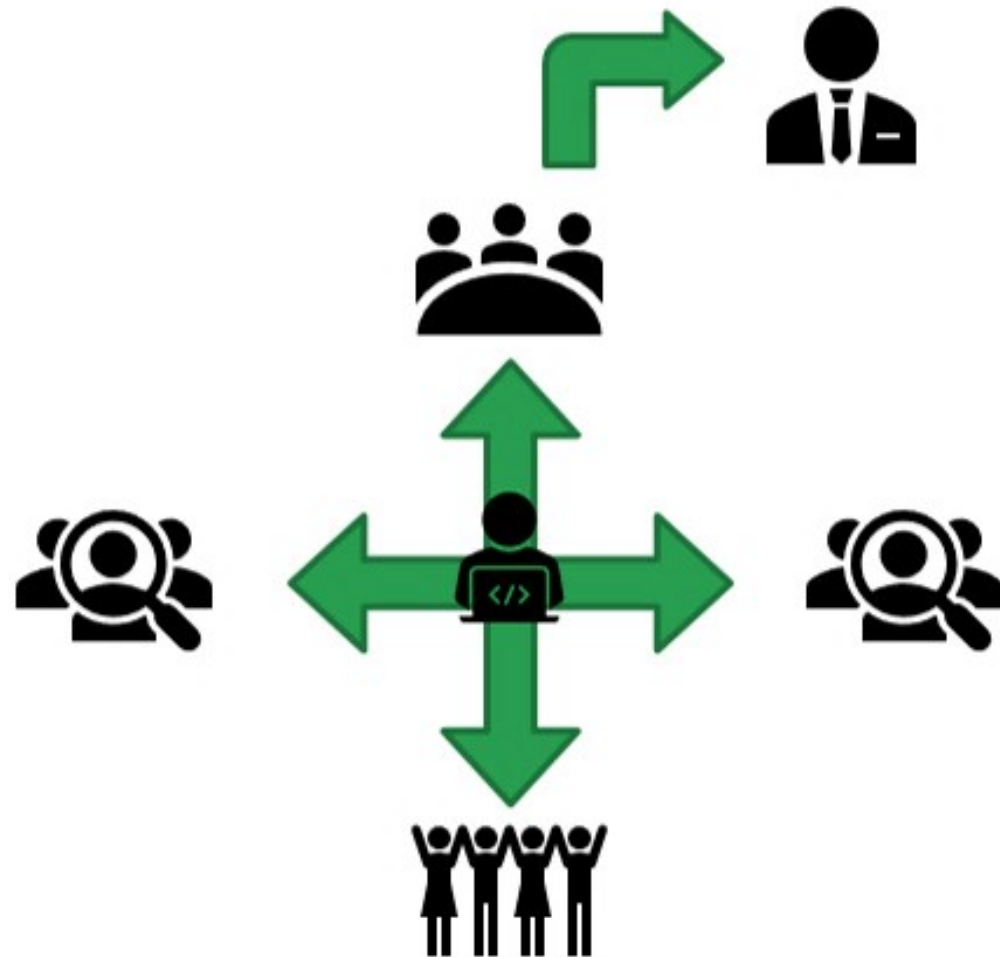
REACTIVE



What's the plan?

Four key elements

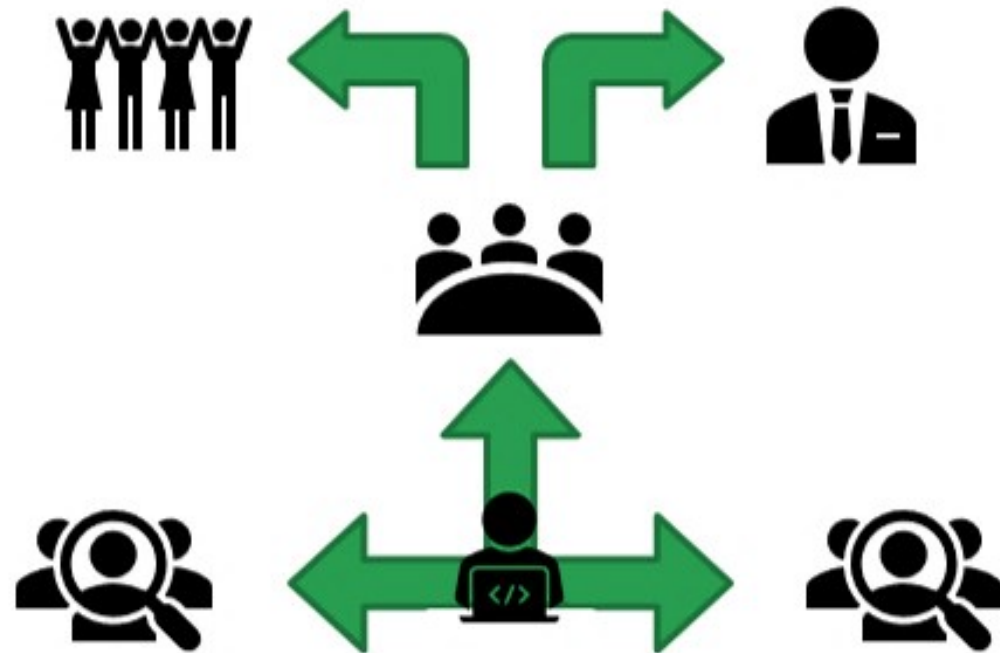
- Who



What's the plan?

Four key elements

- Who



What's the plan?

Four key elements

- Who
- What



What's the plan?

Four key elements

- Who
- What

Diagnostic Tooling

- Monitoring
- Open Source Scripts (sp_WhoIsActive, Glenn Berry, etc.)
- ADS with Notebooks
- PowerShell Modules (DBATools, etc.)
- SQLDiag
- XE Smart Target | Workload Tools

What's the plan?

Four key elements

- Who
- What

Collaboration Tools

- Group Chat and IM
- File transfer mechanisms
- Conference Bridge
- Status notification banners/pages
- Whiteboard/Multi-user workspace

What's the plan?

Four key elements

- Who
- What

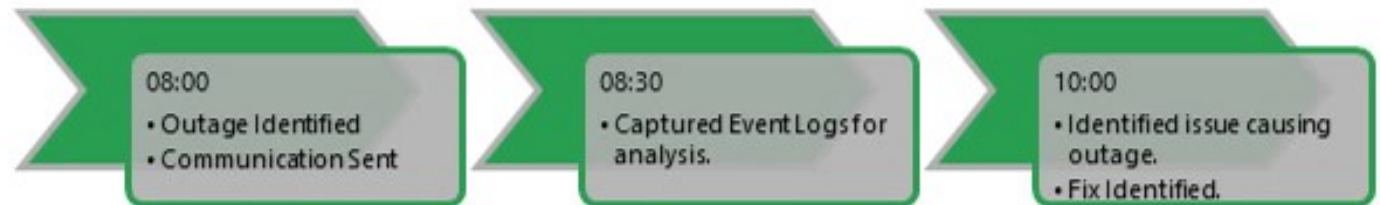
Triggers

- What can initiate the action plan?
- Who can initiate the action plan?

What's the plan?

Four key elements

- Who
- What
- When



Post outage analysis, reporting, and Root Cause Analysis (RCA).

What's the plan?

Four key elements

- Who
- What
- When
- Preparation



PROACTIVE

REACTIVE



Putting it into action.

There is an outage, now what?

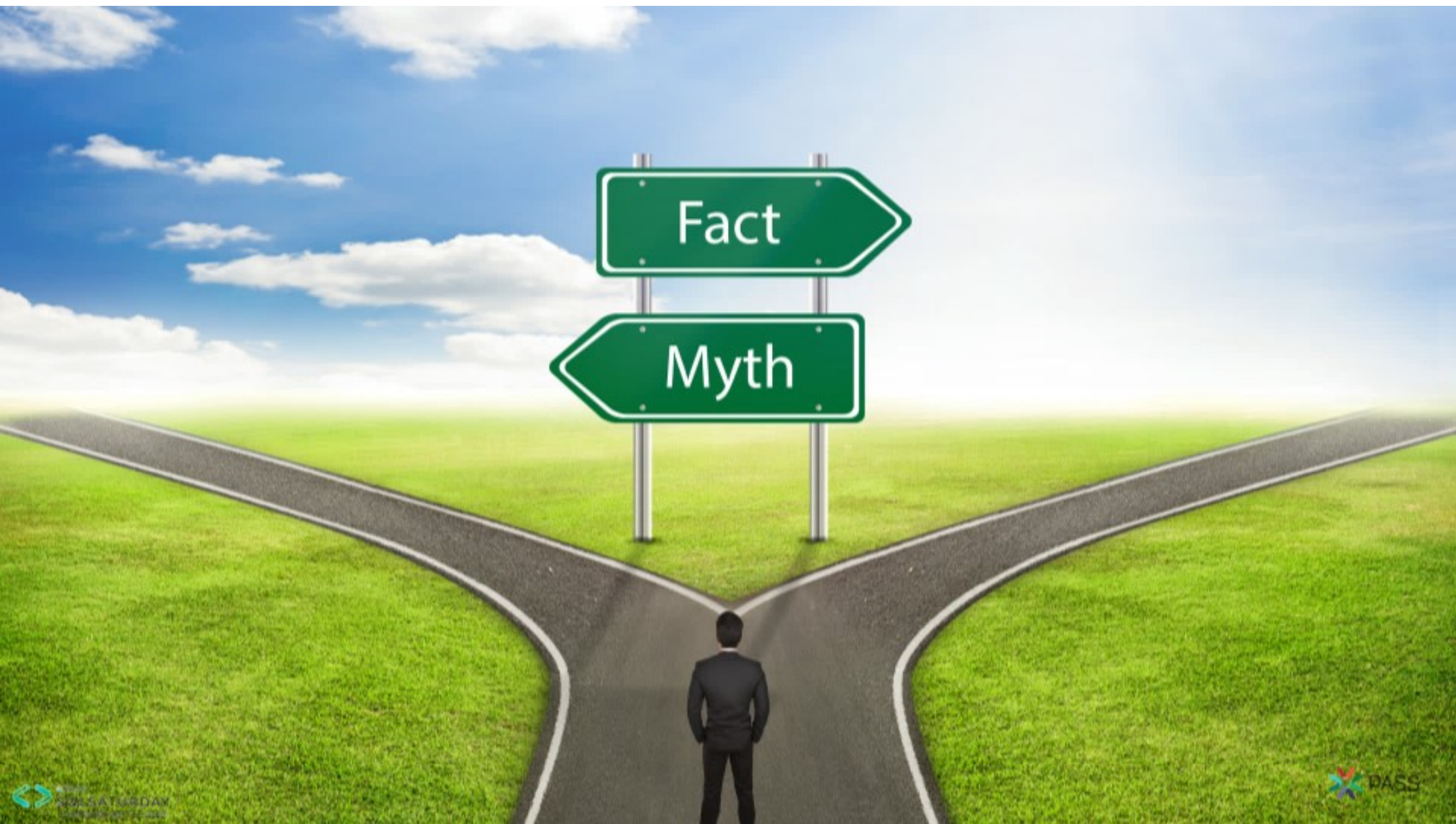






- Open the plan and start following it.
 - Communicate succinctly to the relevant parties. Don't open multiple communication channels.
 - Update the timeline as you go, trying to do this later will be difficult as details can be forgotten.
-
- If people circumvent the communication lines don't be afraid to say no and direct them appropriately.
 - Base decisions on known facts and not on assumptions or gut-feel.







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