

What Breaks Our Systems: A Taxonomy of Black Swans | Laura Nolan

<https://www.usenix.org/conference/lisa18/presentation/nolan>

A slightly newer version (shown at PWL):

<https://www.usenix.org/conference/srecon19americas/presentation/nolan-taxonomy>

Follow on Twitter - <https://twitter.com/lauralifts>

Links from the slide deck, and some bonus links:

LIMITS

Instapaper Outage Cause & Recovery – Making Instapaper – Medium

<https://medium.com/making-instapaper/instapaper-outage-cause-recovery-3c32a7e9cc5f>

Transaction ID Wraparound in Postgres

<https://blog.sentry.io/2015/07/23/transaction-id-wraparound-in-postgres.html>

See also:

Postmortem for July 27 outage of the Manta service | Joyent

<https://www.joyent.com/blog/manta-postmortem-7-27-2015>

Robert Haas: MVCC and VACUUM

<http://rhaas.blogspot.com/2017/12/mvcc-and-vacuum.html>

What We Learned from the Recent Mandrill Outage

<https://mailchimp.com/what-we-learned-from-the-recent-mandrill-outage/>

SparkPost: The Day the DNS Died | USENIX

<https://www.usenix.org/conference/srecon18americas/presentation/blosser>

Foursquare outage post mortem - Google Groups

<https://groups.google.com/forum/#!topic/mongodb-user/UoqU8ofp134>

Platform.sh

https://medium.com/@florian_7764/technical-post-mortem-of-the-august-incident-82ab4c3d6547

SPREADING SLOWNESS

Graphite

<https://www.hostedgraphite.com/blog/spooky-action-at-a-distance-how-an-aws-outage-ate-our-load-balancer>

Incident Management at Spotify | Labs

<https://labs.spotify.com/2013/06/04/incident-management-at-spotify/>

Incident Summary: 2017-03-16 – Square Corner Blog – Medium

<https://medium.com/square-corner-blog/incident-summary-2017-03-16-2f65be39297>

THUNDERING HERDS

This was not normal. Really. | The Official Slack Blog

<https://slackhq.com/this-was-not-normal-really>

CircleCI Status - DB performance issue

<https://circleci.statuspage.io/incidents/hr0mm9xmm3x6>

AUTOMATION INTERACTIONS

Help Protect Your Data Centers with Safety Constraints | USENIX

<https://www.usenix.org/conference/srecon18americas/presentation/schulman>

Why Reddit was down on Aug 11 : announcements

https://www.reddit.com/r/announcements/comments/4y0m56/why_reddit_was_down_on_aug_11/

CYBERATTACKS

The Untold Story of NotPetya, the Most Devastating Cyberattack in History | WIRED

<https://www.wired.com/story/notpetya-cyberattack-ukraine-russia-code-crashed-the-world/>

DEPENDENCY PROBLEMS

January 28th Incident Report - The GitHub Blog

<https://github.blog/2016-02-03-january-28th-incident-report/>

AWS Outage Post-Mortem

<https://tech.trello.com/aws-outage-post-mortem/> - Fix it Twice

EXTRAS

Incident Command System Resources | FEMA.gov

<https://www.fema.gov/incident-command-system-resources>

Michael T. Nygard's 'Release It!', 2nd edition

Publisher: <https://pragprog.com/book/mnee2/release-it-second-edition>

Safari Books Online: <https://learning.oreilly.com/library/view/release-it-2nd/9781680504552/>

GitHub - danluu/post-mortems: A collection of postmortems.

<https://github.com/danluu/post-mortems>

SRE WEEKLY – scalability, availability, incident response, automation

<https://sreweekly.com/>

Help Protect Your Data Centers with Safety Constraints | USENIX

<https://www.usenix.org/conference/srecon18americas/presentation/schulman>

The USE Method

<http://www.brendangregg.com/usemethod.html>

DevOneConf 2018 - Acacio Cruz - Google - Load-shedding - YouTube

<https://www.youtube.com/watch?v=XNEIkivvaV4>

Google - Site Reliability Engineering

<https://landing.google.com/sre/sre-book/chapters/managing-incidents/>

EXTRA EXTRAS

The Black Swan: The Impact of the Highly Improbable

<https://www.amazon.com/dp/B00139XTG4/>

https://en.wikipedia.org/wiki/The_Black_Swan:_The_Impact_of_the_Highly_Improbable

CNN.com: Facing a World Crisis | USENIX

<https://www.usenix.org/conference/lisa-2001/cnncom-facing-world-crisis>