Appendix C - Example Incident State Document

Example Incident State Document

Shakespeare Sonnet++ Overload: 2015-10-21
Incident management info: *http://incident-management-cheat-sheet*

(Communications lead to keep summary updated.)
Summary: Shakespeare search service in cascading failure due to newly discovered sonnet not in search index.

Status: active, incident #465

Command Post(s): `#shakespeare` on IRC

Command Hierarchy *(all responders)*

- Current Incident Commander: jennifer

    - Operations lead: docbrown
    - Planning lead: jennifer
    - Communications lead: jennifer

- Next Incident Commander: *to be determined*

(Update at least every four hours and at handoff of Comms Lead role.)
Detailed Status (last updated at 2015-10-21 15:28 UTC by jennifer)

Exit Criteria:

- New sonnet added to Shakespeare search corpus **TODO**
- Within availability (99.99%) and latency (99%ile < 100 ms) SLOs for 30+ minutes **TODO**

TODO list and bugs filed:

- Run MapReduce job to reindex Shakespeare corpus **DONE**
- Borrow emergency resources to bring up extra capacity **DONE**
- Enable flux capacitor to balance load between clusters (Bug 5554823) **TODO**

Incident timeline *(most recent first: times are in UTC)*

- 2015-10-21 15:28 UTC jennifer

    - Increasing serving capacity globally by 2x

- 2015-10-21 15:21 UTC jennifer

    - Directing all traffic to USA-2 sacrificial cluster and draining traffic from other clusters so they can recover from cascading failure while spinning up more tasks
    - MapReduce index job complete, awaiting Bigtable replication to all clusters

- 2015-10-21 15:10 UTC martym

    - Adding new sonnet to Shakespeare corpus and starting index MapReduce

- 2015-10-21 15:04 UTC martym

    - Obtains text of newly discovered sonnet from *shakespeare-discuss@* mailing list

- 2015-10-21 15:01 UTC docbrown

  - Incident declared due to cascading failure

- 2015-10-21 14:55 UTC docbrown

  - Pager storm, `ManyHttp500s` in all clusters

[Appendix B - A Collection of Best Practices for Production Services](#)

[Appendix D - Example Postmortem](#)