

Appendix C - Example Incident State Document



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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

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

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