

Don't Panic!

How to Cope Now You're Responsible for Production

Euan Finlay
@efinlay24

/usr/bin/whoami

`/usr/bin/whodoiworkfor`

No such file or directory.

fastFT

RBS chairman defends losses on government share sale 45M AGO

Iberia flight diverts after problem with Rolls-Royce XWB engine 52M AGO

Saudi Arabia's Salic strikes deal to boost Ukraine farming 55M AGO

N Brown CEO to step down as retailer faces 'challenging backdrop' 1H AGO

Russian politics

Putin says men accused of Skripal attack are 'civilians'

Russian president says men not 'criminal' and urges them to tell their stories to the media

4 HOURS AGO

- Novichok attack sheds light on Putin's feared military agency
- Retribution over Russia will be hard to exact
- Key western allies back UK over novichok attack



FT Series Financial crisis: Are we safer now?

JPMorgan: defying attempts to end 'too big to fail'



Banks

Dimon hands over more responsibilities to lieutenants

'I'm more like the coach now,' says Wall Street's longest-serving chief executive



Eurozone economy

Juncker vows to turn euro into global reserve currency

Move is part of drive to project EU's collective power on international stage

NEW 39 MINUTES AGO



Global Economy

Lagarde rules herself out of race for top jobs in EU

IMF head dismisses speculation over European Commission or European Central Bank roles



Banks

Goldman partner left after making ethics complaint

Bank says claims were 'thoroughly investigated' and required no additional action

You've just been told you're on call.

(and you're mildly terrified)

Obligatory audience interaction.

**Everyone feels the
same way at the start.**

(I still do today)

**How do you get to the point
where you're more comfortable?**



The Ghost of Incidents...

> Future

Present

Past

A scene from the movie 'The Ghost of Christmas Future'. On the left, the Ghost of Christmas Future is depicted as a large, shrouded figure made of tattered, grey fabric, with a dark, hollow face. On the right, Ebenezer Scrooge is shown wearing a brown, patterned coat and a white, knitted hat with a tassel. He has a serious expression. The background is a dark, stone building with arched windows.

The Ghost of Incidents Future

**Handling incidents is the same
as any other skill.**

**Get comfortable
with your alerts.**

**Get comfortable
with your alerts.**

(and bin the rubbish ones)

Have a plan for when things break.

**Keep your documentation
up to date.**

Practice regularly.

***"The Gang Deletes
Production"***

NO PRODUCTION SERVERS?

NO PRODUCTION INCIDENTS

Opening
Mon
Tue-Thu
Fri-Sat
Sunday

Break things, and see what happens.

Did your systems do what you expected?



The Planned Datacenter Disconnect

**We got complacent, and stopped
running datacenter failure tests...**

Have a central place for reporting changes and problems.

#ft-tech-incidents

☆ | 👤 339 | 📌 6 | Channel used by FT Technology for managing incidents and notifying people about changes ar



🔍 Search



Friday, July 27th



[Redacted] 19:25

Seeing aws dx link issues again-checking

Pasted image at 2018-07-27, 5:28 PM ▾



[Redacted] 🗨️ 19:39

Methode alerts are firing

intermittent



[Redacted] 19:40

yep we have network issues again at PR (edited)



Looks like the MPLS Verizon cct is down

So far no impact reported...

monitoring for now



[Redacted] 🇺🇸 19:44

We have reports of publishing not working, and problems with Methode portalpub connecting to UPP again



[Redacted] 19:45

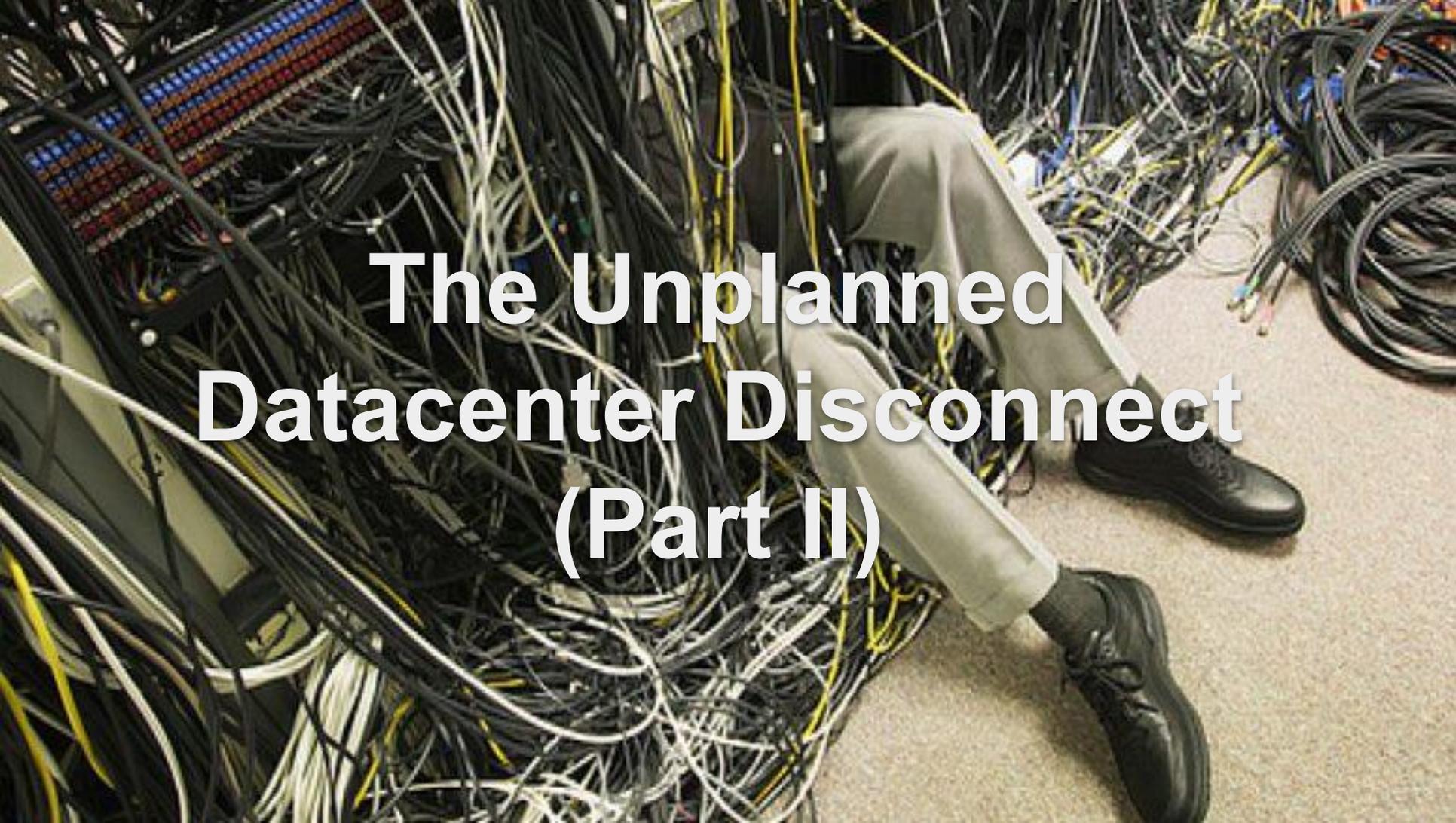
thanks Andrew

^^Verizon are saying PR site is affected by an issue affecting multiple locations



[Redacted] 🗨️ 19:46

switching portalpub off in PR

A photograph of a person sitting on the floor of a datacenter, completely surrounded by a chaotic and dense mass of network cables. The person is wearing light-colored trousers and black shoes. The cables are of various colors, including black, white, and yellow, and are tangled in a way that obscures the person's lower body. In the background, a rack of network equipment with many ports is visible. The overall scene conveys a sense of overwhelming complexity and disorganization.

The Unplanned Datacenter Disconnect (Part II)

**We should have followed
our own advice.**

We're not perfect.

(but we always try to improve)

The Ghosts of Incidents...

Future

> Present

Past



The Ghost of Incidents Present

**Calm down, take a deep breath:
it's (probably) ok.**

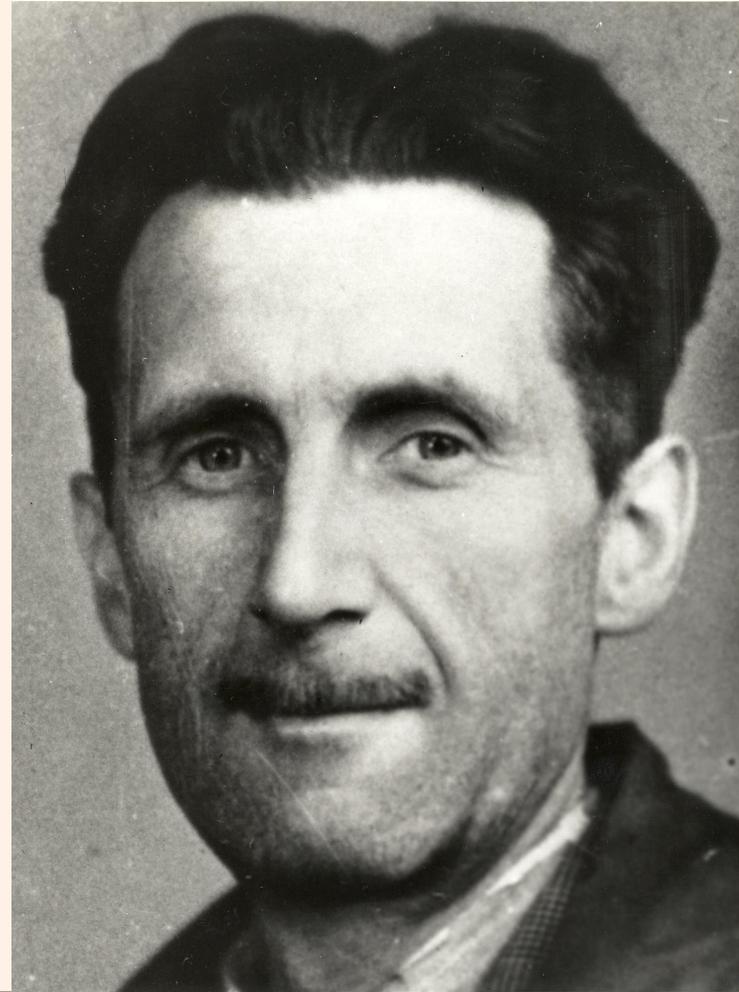
Don't dive straight in.

Go back to first principles.

What's the actual impact?

"All incidents are **equal**,
but some incidents are
more equal than others."

George Orwell, probably



What's already been tried?



Is there definitely a problem?

DYNPUB / EXTRAPUB Prod Park Royal
Content

DYNPUB / EXTRAPUB Prod Watford
Content

SEMANTIC Prod Park Royal
Content

SEMANTIC Prod Watford
Content

SEMANTIC Prod AWS
Content
DownTime: 5

DON'T
PANIC

LAST UPDATED ON 10:01

OK
Healthy



LAST UPDATED ON 10:01



LAST UPDATED ON 10:01

DON'T
WORRY

EVERYTHING
IS
FINE

PROBABLY
OK

SEMANTIC Test Park Royal
Content: 0

SEMANTIC Test Watford

NOT
CRITICAL



LAST UPDATED ON 11:02

DYNPUB / EXTRAPUB Int Park Royal
Content

SEMANTIC Int Park Royal

LAST UPDATED ON 10:01

LAST UPDATED ON 10:01

LAST UPDATED ON 11:02

LAST UPDATED ON 11:01

PAT - TEST



LAST UPDATED ON 11:02

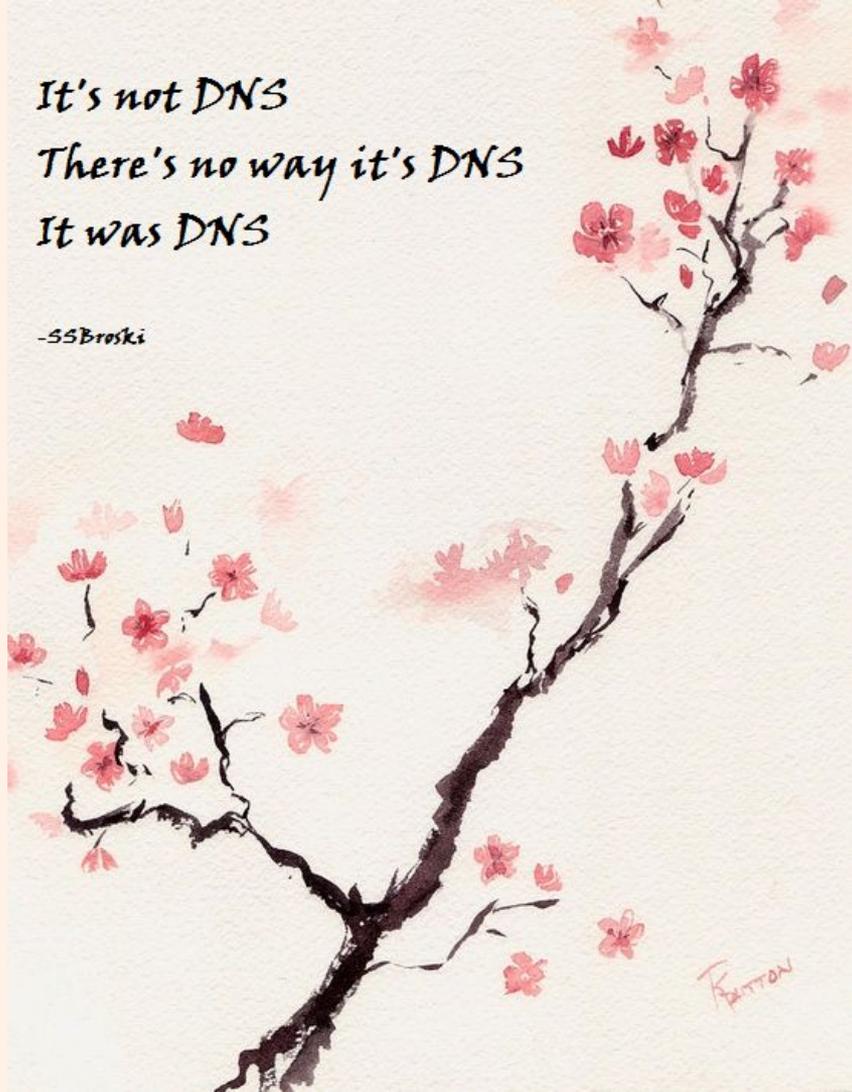
What's the minimum viable solution?

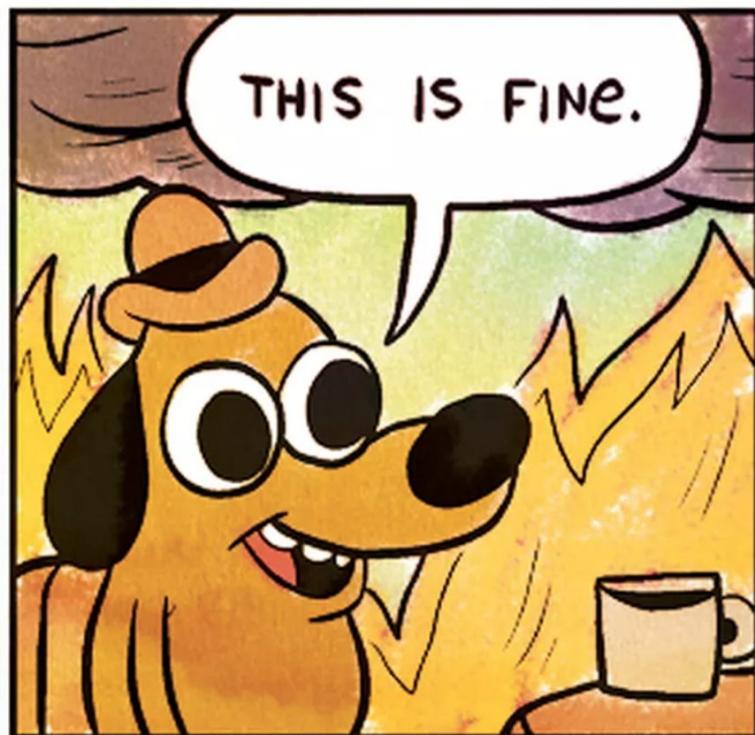
**Get it running
before you
get it fixed.**

Check the basics first.

It's not DNS
There's no way it's DNS
It was DNS

-SSBroski





Don't be afraid to call for help.



A surreal outdoor scene at night. In the foreground, a red, tufted sofa with a fringed skirt sits on a green lawn. To the right of the sofa is a tall, ornate lamp with a stained glass shade that glows with green and red light. In the background, a large, multi-tiered fountain with water spraying upwards is illuminated. The scene is set in front of a building with lit windows, suggesting an outdoor courtyard or garden area.

The One Where a Director Falls Through the Ceiling



Communication is key.

Especially to your customers.



Put someone in charge.

#upp-prod-incidents

☆ | 👤 62 | 📧 11 | ██████████ and ██████████ are OpscoPs today. <https://docs.google.com/spreadsheets/d/1>

Tuesday, April 10th



🔍 Search



Pingdom APP 14:42

k8s - UPP Prod Delivery US: Annotations Read Aggregate Healthcheck is down (Incident #4073269)

upp-prod-delivery-us.ft.com • [View details](#)

k8s - UPP Prod Delivery UK: Annotations Read Aggregate Healthcheck is down (Incident #4073041)

upp-prod-delivery-eu.ft.com • [View details](#)

k8s - UPP Prod Delivery UK: Content Read Aggregate Healthcheck is down (Incident #4073077)

upp-prod-delivery-eu.ft.com • [View details](#)

k8s - UPP Prod Delivery US: Content Publish Aggregate Healthcheck is down (Incident #4073290)

upp-prod-delivery-us.ft.com • [View details](#)

k8s - UPP Prod Delivery US: Annotations Read Aggregate Healthcheck is up (Incident #4073269)

upp-prod-delivery-us.ft.com • [View details](#)

k8s - UPP Prod Delivery US: Image Publish Aggregate Healthcheck is down (Incident #4073407)

upp-prod-delivery-us.ft.com • [View details](#)

k8s - UPP Prod Delivery UK: Image Publish Aggregate Healthcheck is down (Incident #4073095)

upp-prod-delivery-eu.ft.com • [View details](#)

k8s - UPP Prod Delivery UK: List Read Aggregate Healthcheck is down (Incident #4073146)

upp-prod-delivery-eu.ft.com • [View details](#)

k8s - UPP Prod Delivery US: Content Publish Aggregate Healthcheck is up (Incident #4073290)

upp-prod-delivery-us.ft.com • [View details](#)

Create a temporary incident channel.

Software can be chaotic, but we make it work



Expert

Trying Stuff Until it Works

○ RLY?

The Practical Developer
@ThePracticalDev

#upp-incident-20170929

2 | 1 | Add a topic

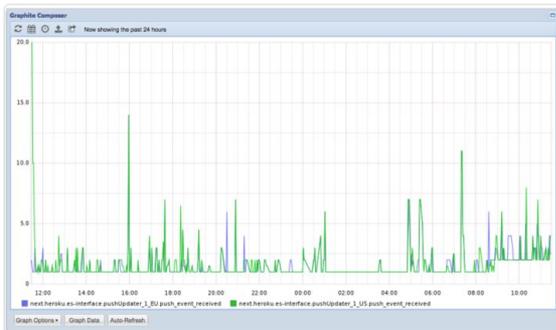
September 29th, 2017

 [redacted] 11:26
Same for [EA460F68-495E-D18F-3130-C220FA23EF8E](#) in prod-us at 04:01:57

 [redacted] 🏠 11:26
So [redacted] says that in the last 24 hours, Next have got 20% more push event notifications in the US than in the EU...

 [redacted] 11:26
Both request times line up exactly with the notification timestamps

 [redacted] 🍷 11:27
uploaded and commented on this image: [Push notifications received](#) ▼



“ green is US region

 [redacted] 11:28
[suggestions-rw-neo4j](#) (that's v2 annotations as I understand it) wrote annotations at 04:01:36 (uk) and 04:01:51 (us)
So they would have been present before the notifications were sent out

 [redacted] 🙄 11:29
[redacted] and I have confirmed that no annotations will still allow the article to show in both enrichedcontent and internalcontent

😞 1

Hmm, that's a big gap between 1 and 5

**If you think you're
over-communicating,
it's probably just the right amount.**

Tired people don't think good.

*"The Gang Serves Traffic
From Staging"*



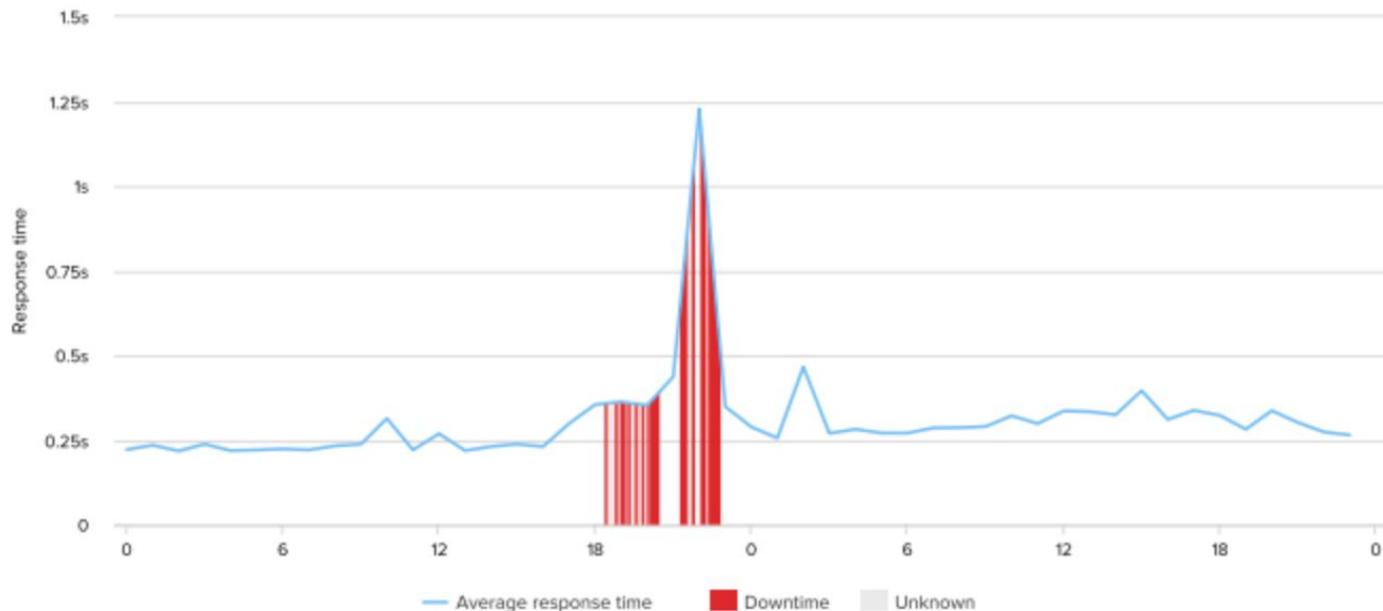
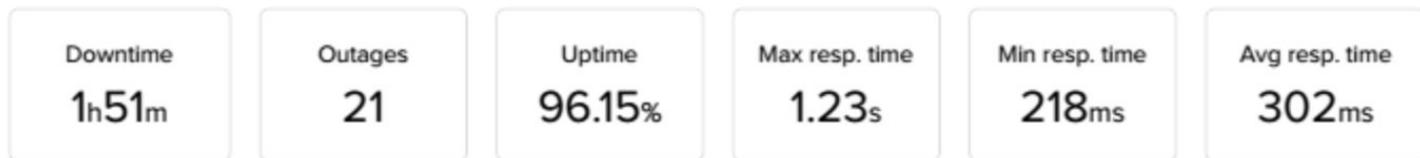
Uptime report

Content API V2 Lists API

Report dates: 26/07/2016 to 27/07/2016 (Europe/Lor

Type: HTTP

Response time



**It wasn't great,
but it wasn't the end of the world.**

The Ghosts of Incidents...

Future

Present

> Past

A man in a brown coat and white cap looks down with a somber expression. Behind him, a ghostly figure in white, possibly a woman, is visible. The scene is set in a stone building with a tiled roof.

The Ghost of Incidents Past

Congratulations!
You survived.

It probably wasn't *that* bad, was it?

**Run a post-mortem
with everyone involved.**

Incident reports are important.

NEVER HAVE I FELT SO
CLOSE TO ANOTHER SOUL
AND YET SO HELPLESSLY ALONE
AS WHEN I GOOGLE AN ERROR
AND THERE'S ONE RESULT
A THREAD BY SOMEONE
WITH THE SAME PROBLEM
AND NO ANSWER
LAST POSTED TO IN 2003



Prioritise follow-up actions.

Incident Post-Mortem and Security Advisory: Data Exposure After travis-ci.com Outage

Apr 3, 2018



Konstantin Haase

SUPPORT

On Tuesday, 13 March 2018, [travis-ci.com](#) was non-operational for around 5.5 hours starting at 12:14 UTC. There was a backlog of builds for another 3.5 hours after the system returned to an operational state.

This post outlines what happened, and explains what exactly it means for you as a travis-ci.com customer.

What happened

On Tuesday, 13 March 2018 at 12:04 UTC a database query was accidentally run against our production database which truncated all tables. The query was blocked for around 10 minutes and finally executed at 12:14 UTC.

As we responded to alerts immediately following this, our API remained operational for roughly 30 minutes, connected to an almost empty database.

Whenever anyone signed in to travis-ci.com during this time, they saw blank user profiles. Since their old user records had been wiped from the database, our system

Remediation

Steps we have taken to avoid accidental database table truncation:

- Revoked the truncate permission on our databases, effectively making it impossible for tables to be truncated.
- Patched our internal spec_helpers to check for the DATABASE_URL environment variable.
- Added a shell prompt warning to our developer tooling to make the shell prompt warn when a DATABASE_URL is set.
- Submitted a Pull Request to the Database Cleaner gem to safeguard against accidentally using a remote DATABASE_URL.

Steps we have taken to avoid compounding issues:

- Created an alias for the follower database, to make it easier to find and connect to when testing is required against production data.
- Automated database failover and maintenance to reduce the time and number of manual steps needed to recover from this type of situation.

In addition to the measures mentioned above, we are planning a number of short and long term improvements that are aimed at making our system more resilient and preventing similar outages from happening.

**Identify what can
be done better
next time.**

A surreal outdoor scene at night. In the foreground, a red leather sofa with a fringed skirt sits on a green lawn. To the right, a tall, ornate lamp with a stained glass shade glows with a green light. In the background, a large, multi-tiered fountain with water spraying upwards is illuminated. The scene is set in front of a building with lit windows.

The One with the Badly Named Database

Don't name your pre-production database: 'pprod'

Seriously, who does that?

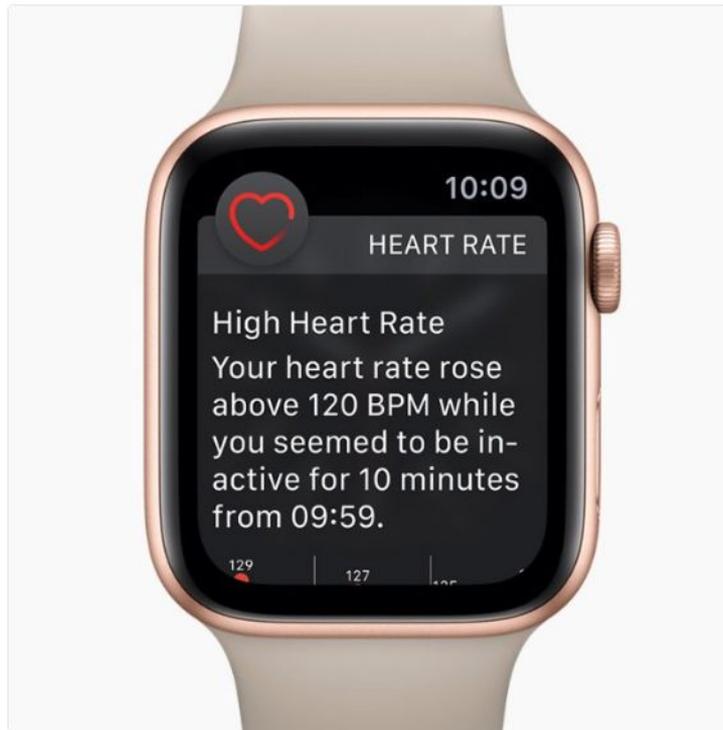


I Am Devloper
@iamdeveloper

Following



> did you know you're connected to the production database?



10:31 AM - 13 Sep 2018

375 Retweets 1,307 Likes



13

375

1.3K



Nearly the end.

(don't clap yet)

Problems will always happen.

(and that's ok)

The end.

(please clap)

@efinlay24

euan.finlay@ft.com

We're hiring! <https://ft.com/dev/null>
<https://aboutus.ft.com/en-gb/careers/>

Image links: <https://goo.gl/3DeojV>