



The Four Agreements of Incident Response



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 @mattstratton







D O C
2019





An unplanned disruption or degradation of service that is **actively affecting customers'** ability to use the product.



50,000 responders receiving a total of 760 million notifications

- ▶ 60 million notifications during dinner hours
- ▶ 82 million notifications during evening hours
- ▶ 250 million notifications during sleeping hours
- ▶ 122 million notifications on weekends
- ▶ A total of 750,000 nights with sleep-interrupting notifications
- ▶ A total of 330,000 weekend days with interrupt notifications



The most meaningful metrics on attrition

- ▶ Number of days where a responder's work and life are interrupted
- ▶ Number of days when a responder is woken overnight
- ▶ Number of weekend days interrupted by notifications.





Charity Majors

@mipsytipsey

Follow

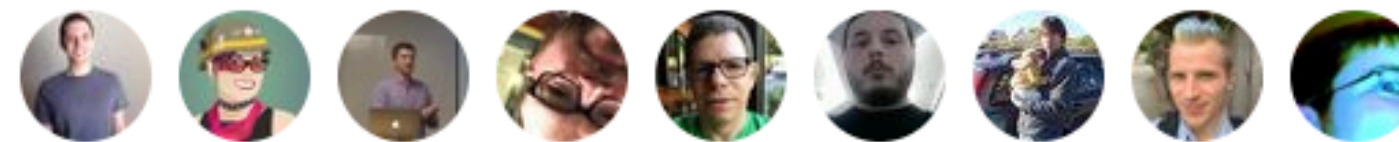


Yes, yes. On call sucks and can destroy your life. I know this. Bored now.

On call is a fact of life for anyone who cares about developing high quality software for the long run. So how can we make it *not* suck?

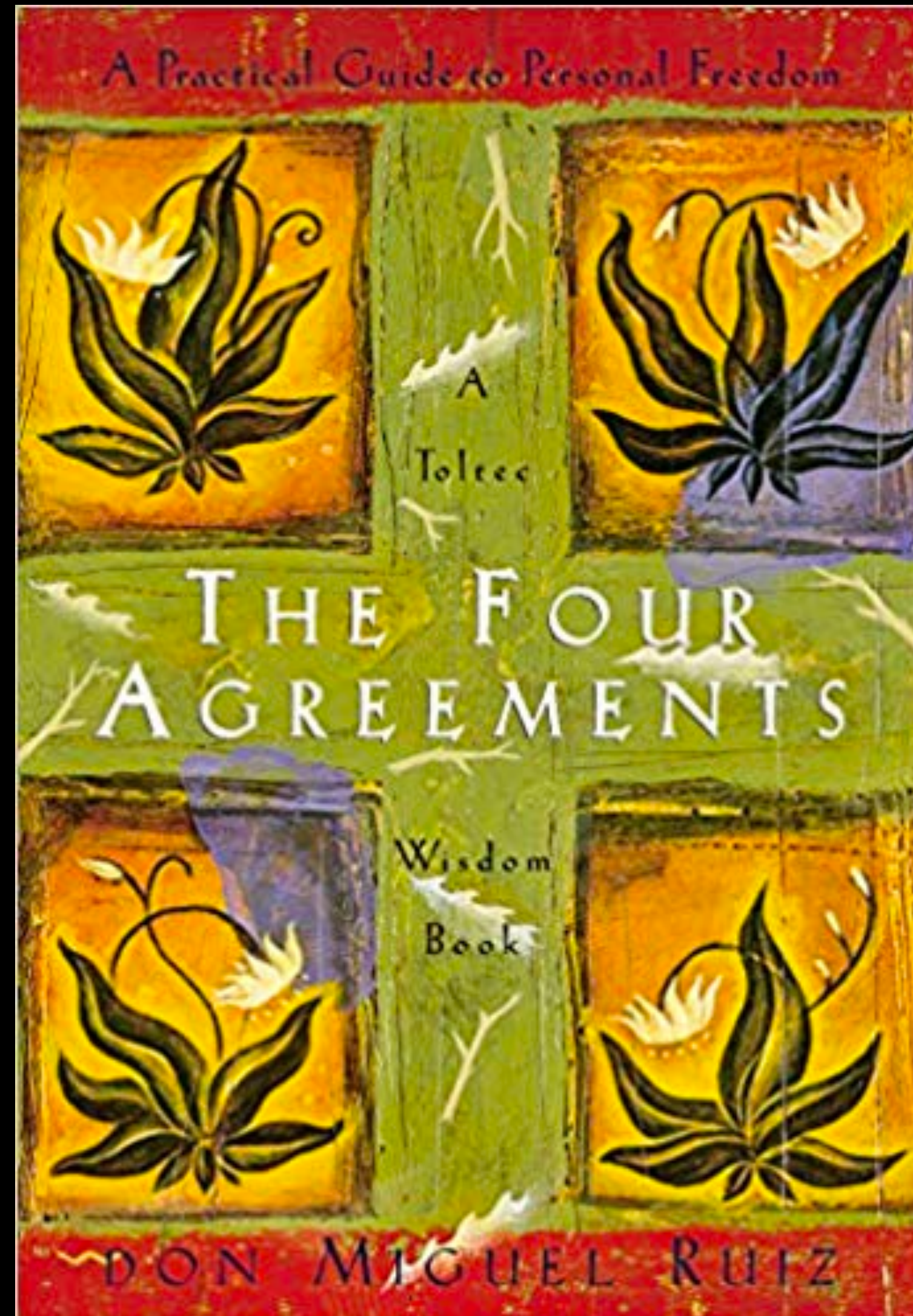
6:43 AM - 31 Jan 2018 from [City of London, London](#)

9 Retweets 25 Likes



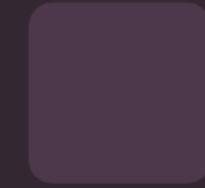
The Four Agreements

- Be Impeccable with Your Word
- Don't Take Anything Personally
- Don't Make Assumptions
- Always Do Your Best





Be Impeccable With Your Word



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Rich Adams 11:12

!ic page



Officer URL APP 11:12

Paging Incident Commanders(s)

✔ Arup Chakrabarti has been paged.

✔ Paul Rechsteiner has been paged.

✔ Renee Lung has been paged.

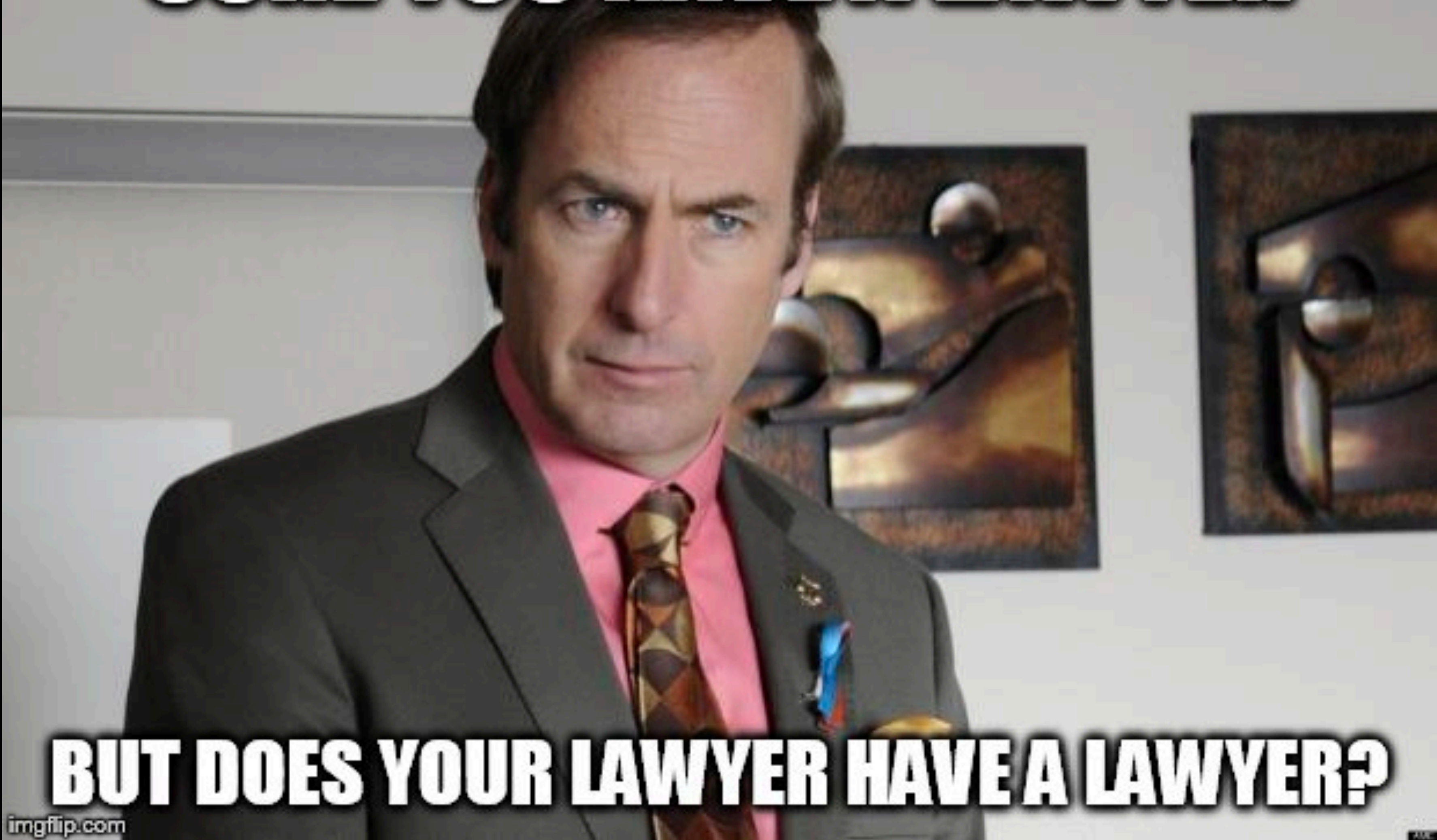
Use `!ic responders` to see who the team responders are.

Incident triggered: <https://example.pagerduty.com/incident/PD5I34R>

+ !ic page



SURE YOU HAVE A LAWYER



BUT DOES YOUR LAWYER HAVE A LAWYER?

imgflip.com





**YEAH, IF YOU COULD SEND ME THE
INFO I REQUESTED**

THAT'D BE GREAT.



Be Impeccable With Your Word

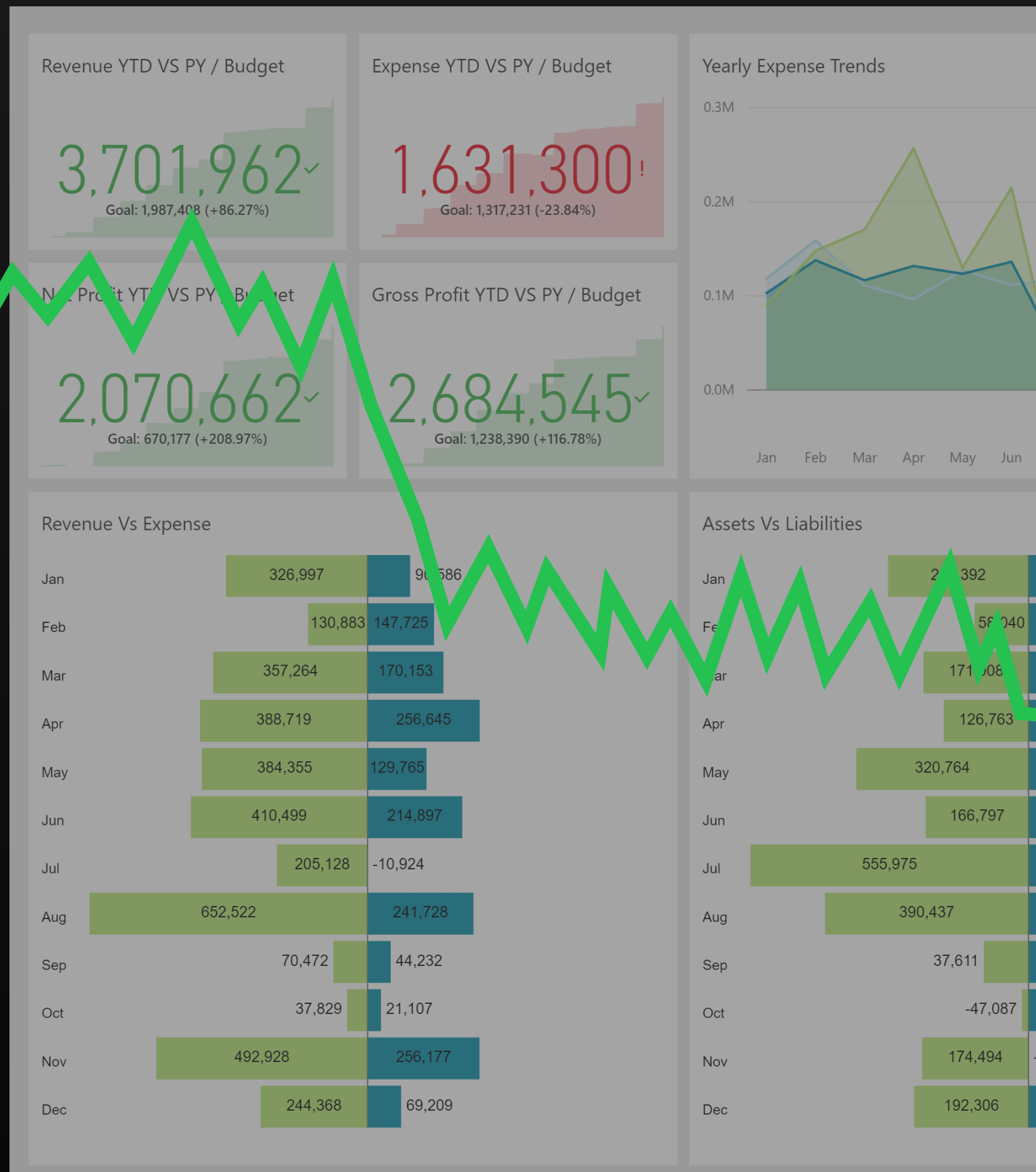
- Anyone can trigger incident response
- Don't litigate severity
- Notify stakeholders





Don't Take Anything Personally

PEACETIME



...s has been shut down to prevent damage

this Stop error screen, appears again, follow

...r software is properly installed. ...ur hardware or software manufacturer

...ve any newly installed hardware ...ns such as caching or shadowing. ...e or disable components, restart ...anced Startup Options, and then

...000001,0x4FQ1CCC7,0x0000000)

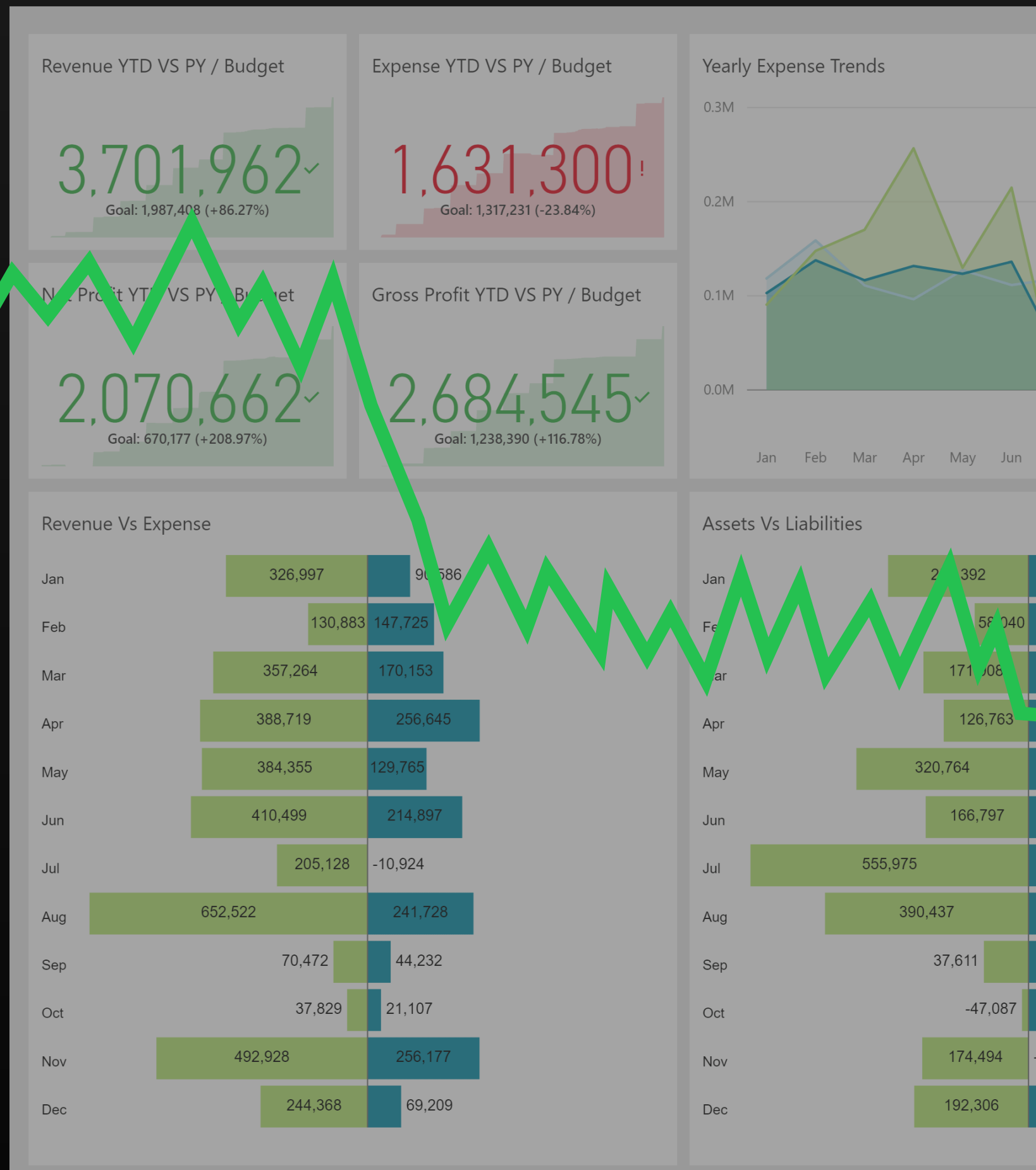
...ase at 494M5000, Datestamp 4d5dd88c

...technical support for further



WARTIME

NORMAL



...s has been shut down to prevent damage

this Stop error screen, appears again, follow

...r software is properly installed. ...ur hardware or software manufacturer

...ve any newly installed hardware ...ns such as caching or shadowing. ...e or disable components, restart ...anced Startup Options, and then

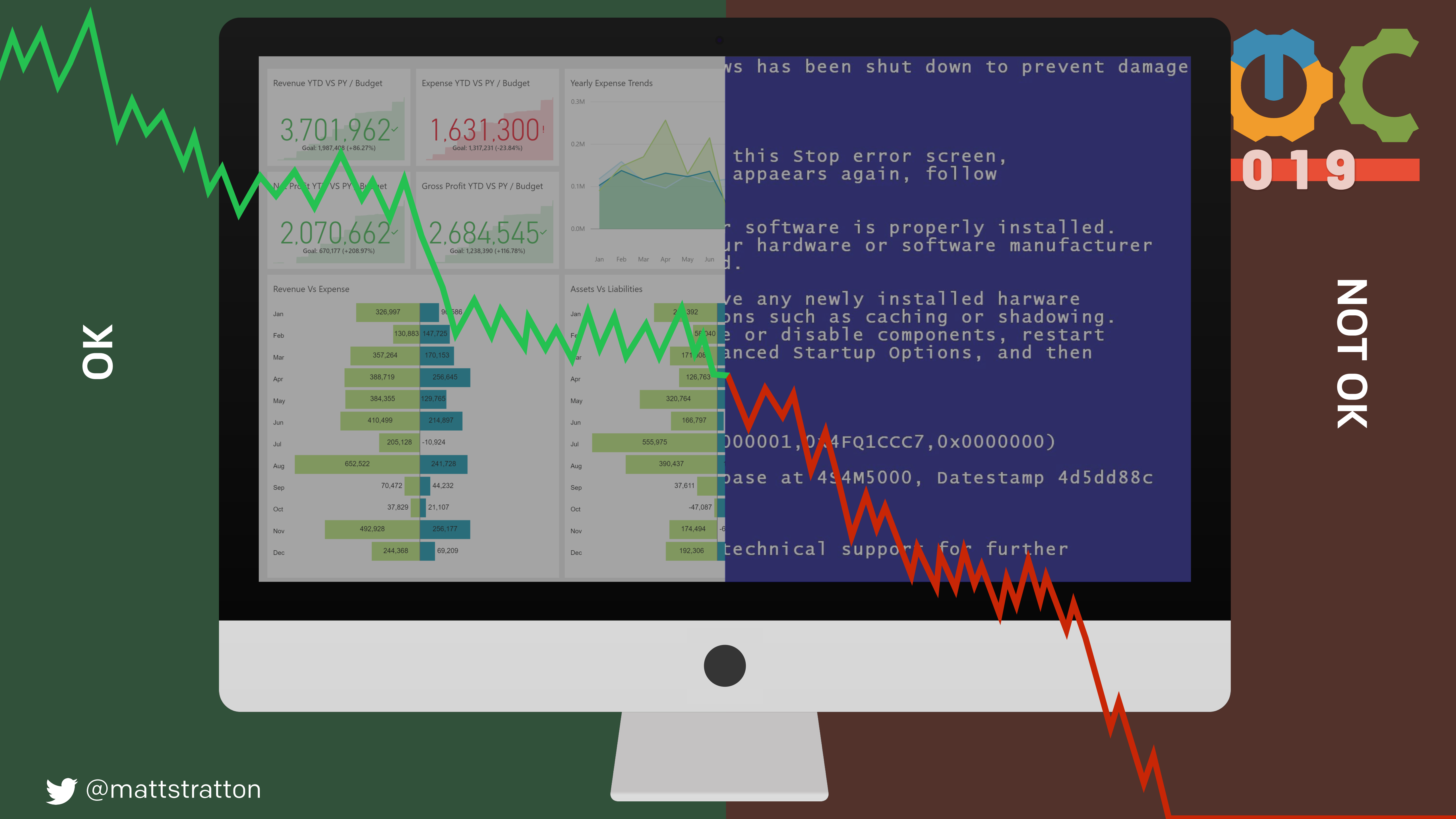
...000001,0x4FQ1CCC7,0x0000000)

...ase at 494M5000, Datestamp 4d5dd88c

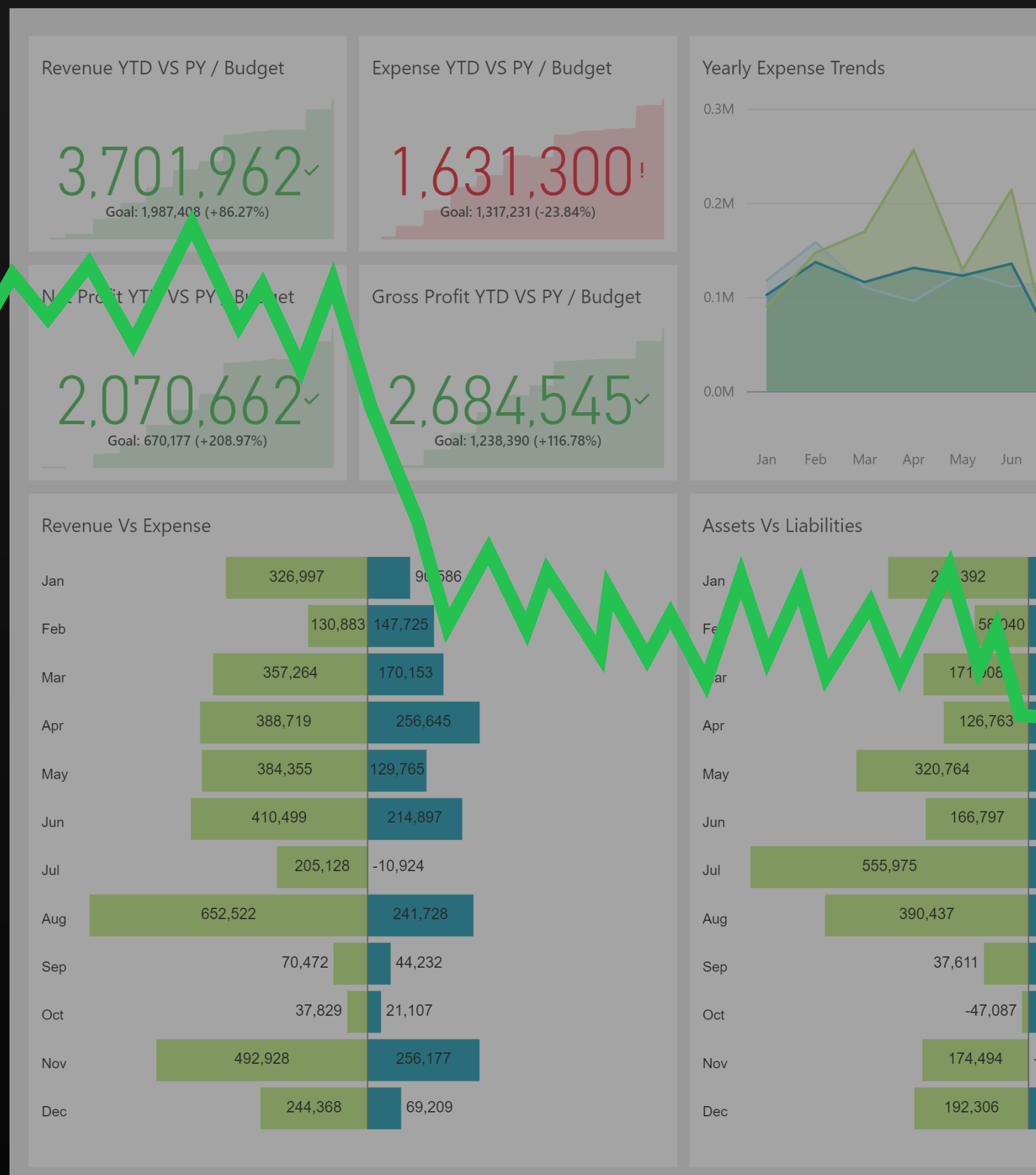
...technical support for further



EMERGENCY



OK



...s has been shut down to prevent damage

this stop error screen, appears again, follow

...r software is properly installed. ...ur hardware or software manufacturer

...ve any newly installed hardware ...ns such as caching or shadowing. ...e or disable components, restart ...anced Startup Options, and then

000001,0x4FQ1CCC7,0x0000000)

...ase at 494M5000, Datestamp 4d5dd88c

...technical support for further



NOT OK





National Incident Management System (**NIMS**)



Coordinated Incident Management System (**CIMS**)



Australasian Inter-Service Incident Management System (**AIIMS**)



Gold-Silver-Bronze Command Structure (**GSB**)



Incident Command System (**ICS**)



... and many other similar systems used in around the world.

COBRA COMMANDER



APPROVES

made on imgur





I AM IN CHARGE



I AM IN CHARGE







019







D O O C
2019



Don't Take Anything Personally

- Switch in mindset
- Incident Commander is the highest authority
- Incident Commander is not a resolver
- Executive Swoop





Don't Make Assumptions

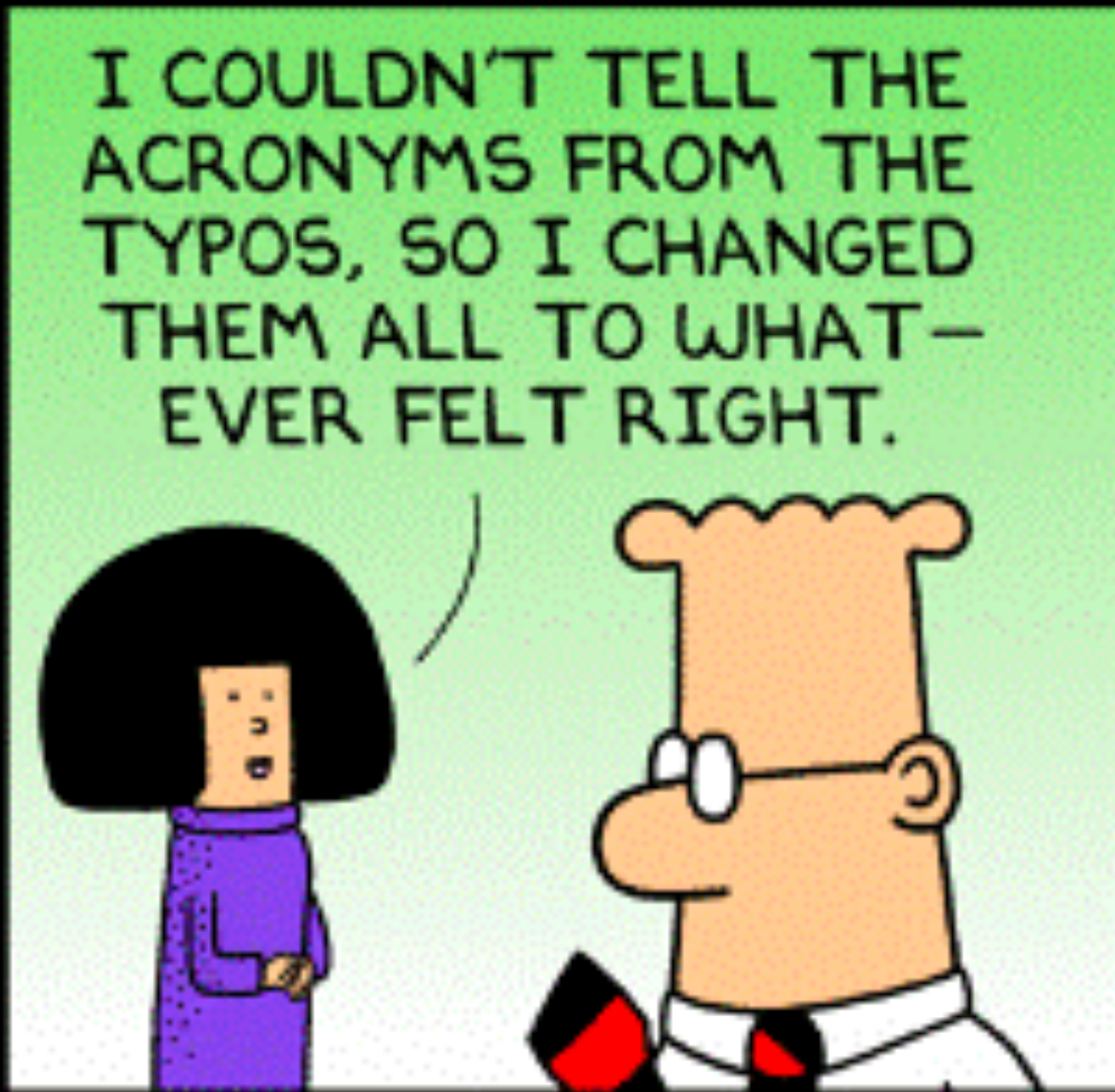


This background is blue.

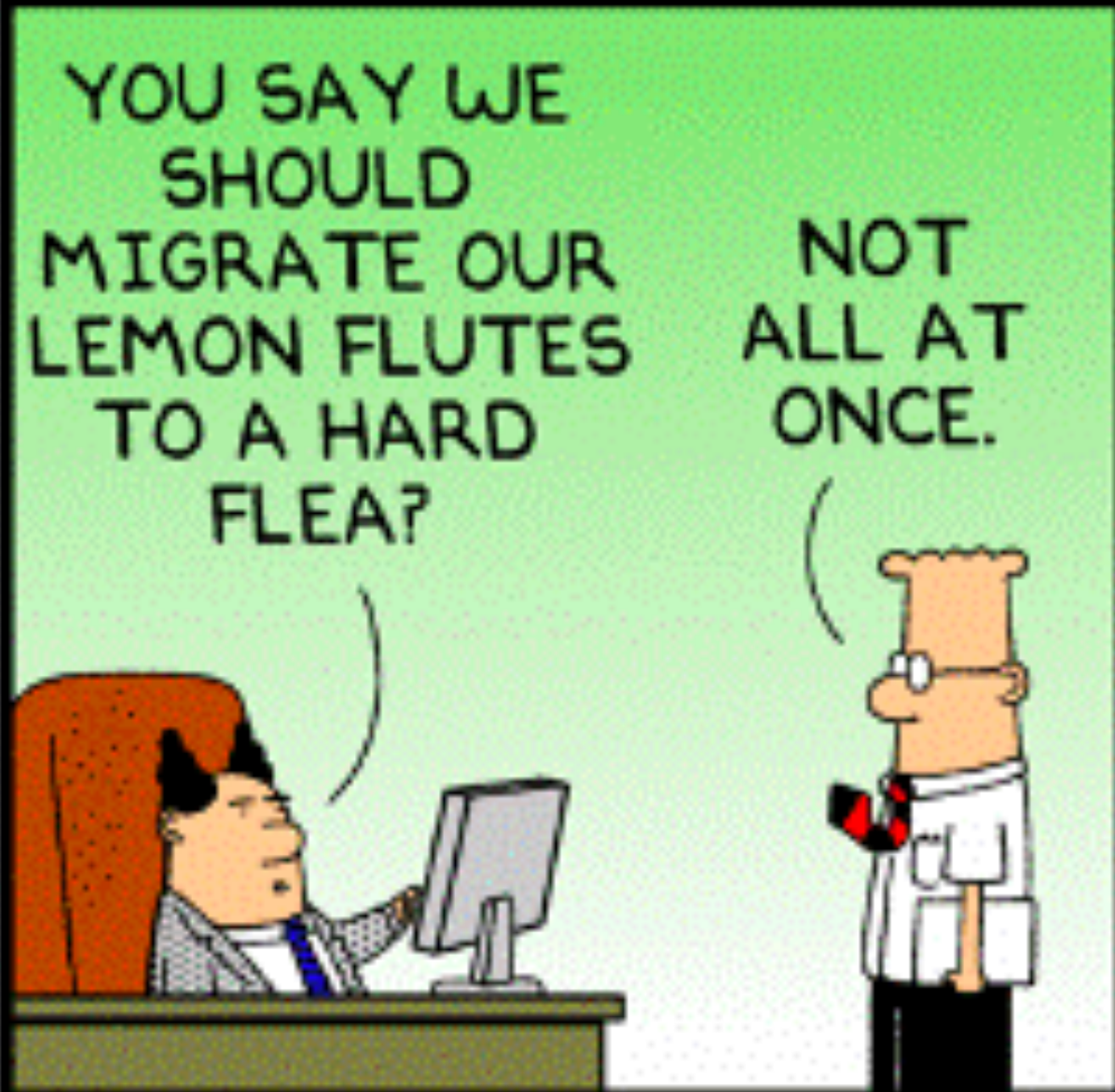




Dilbert.com DilbertCartoonist@gmail.com



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ASSIGN ME YOUR TASKS

IF YOU WANT TO LIVE

makeameme.org





Rachael, I'd like you to investigate the increased latency, try to find the cause. I'll come back to you in 5 minutes.

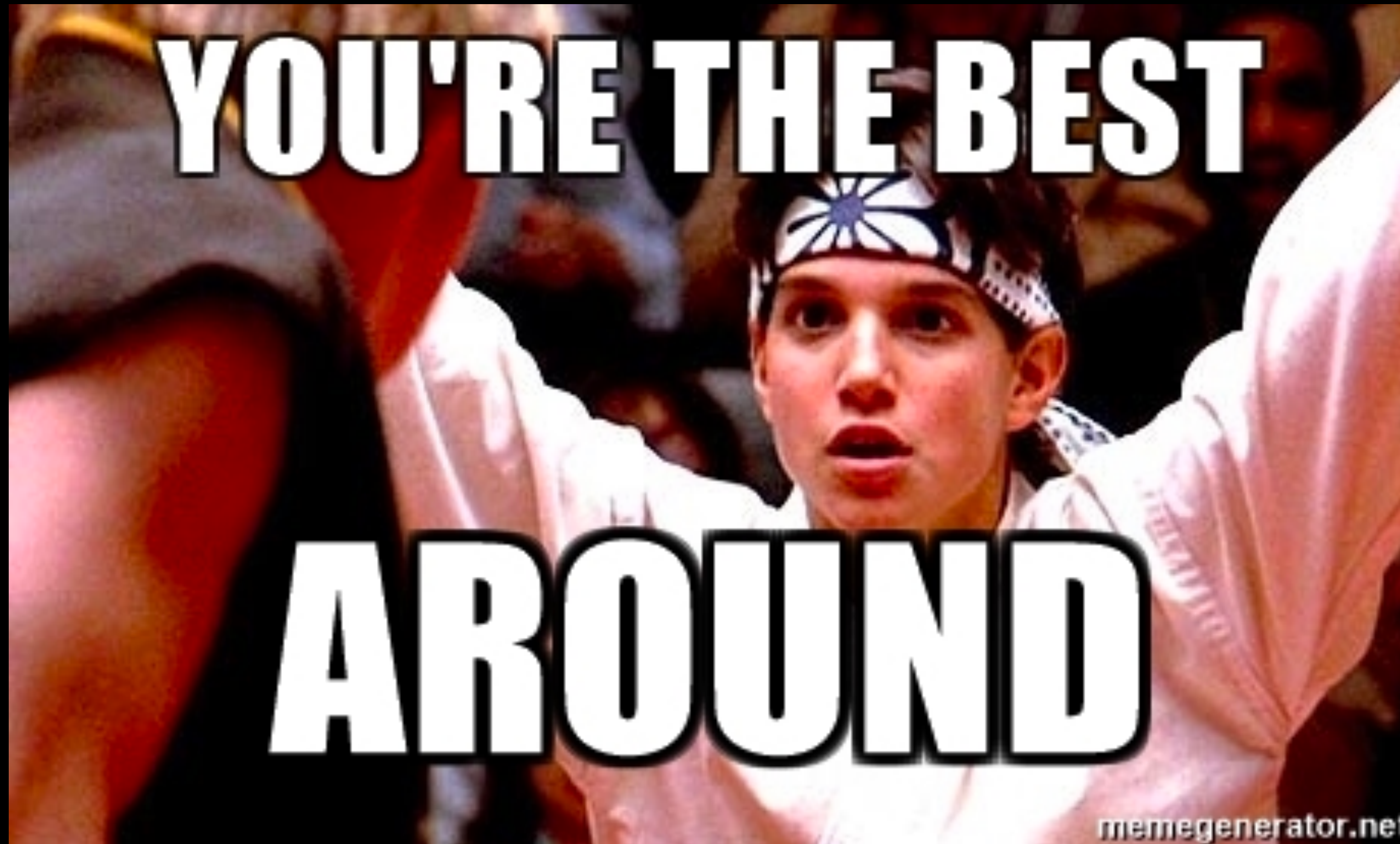
Understood.



Don't Make Assumptions

- Consensus is hard
- Clear is better than concise
- Assign tasks to a specific person
- Time-box all tasks





Always Do Your Best

**WRONG WRONG WRONG WRONG,
WRONG WRONG WRONG WRONG.**

VIA 9GAG.COM

YOU'RE WRONG





WEEEEEE



WE ARE RALLY CARS









POST MORTEM MEETINGS



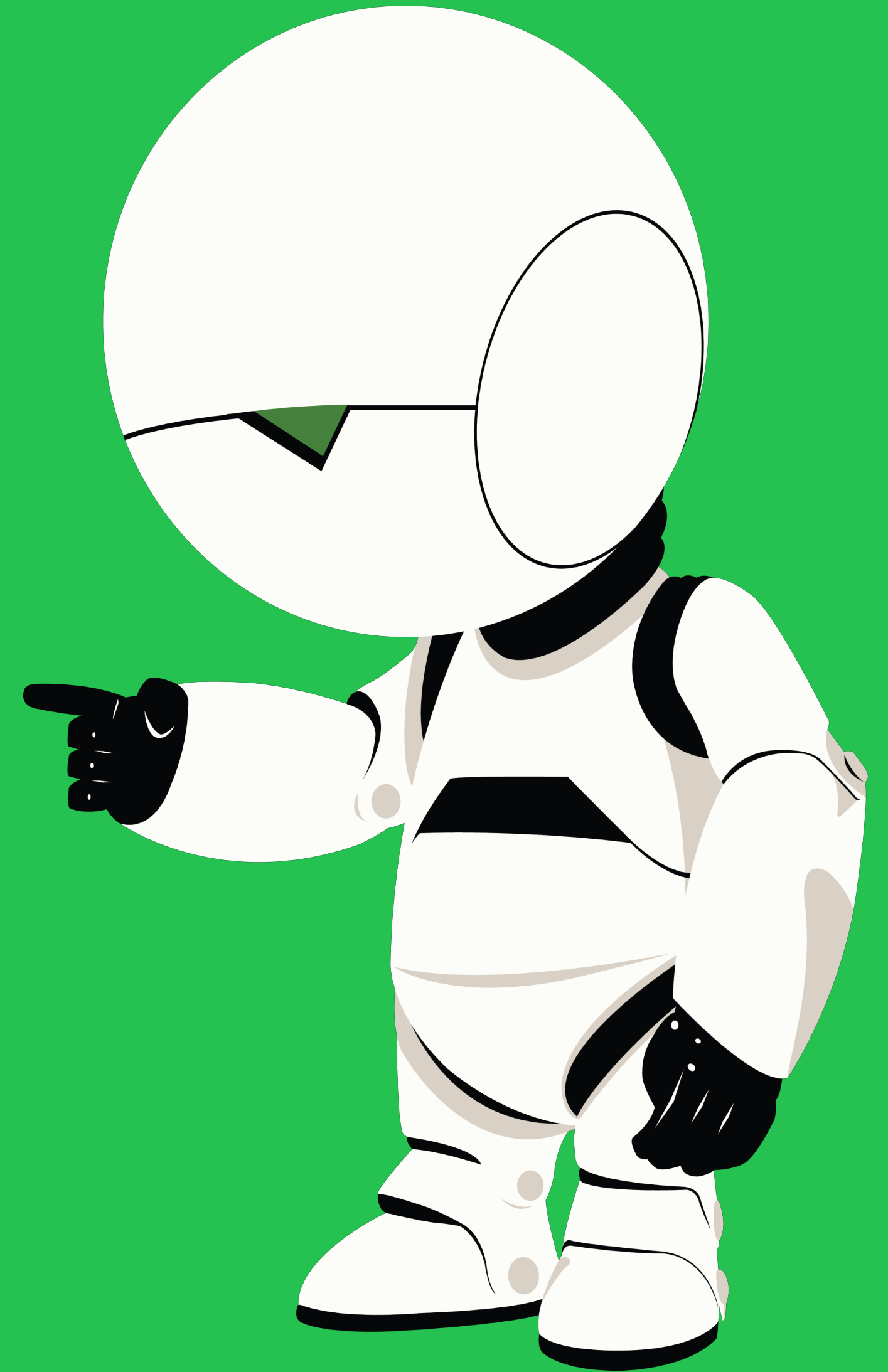
makeameme.org







DON'T
PANIC





Always Do Your Best

- Better to make the wrong decision than no decision
- Rally fast, disband faster
- Handovers are encouraged
- Useful post-mortems
- Review your process
- Don't Panic



IT'S A QUESTION PARTY!

MY FAVORITE!





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**SHARE YOUR ON-CALL
STORIES WITH ME LATER**

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