

# Controlling Wildfires

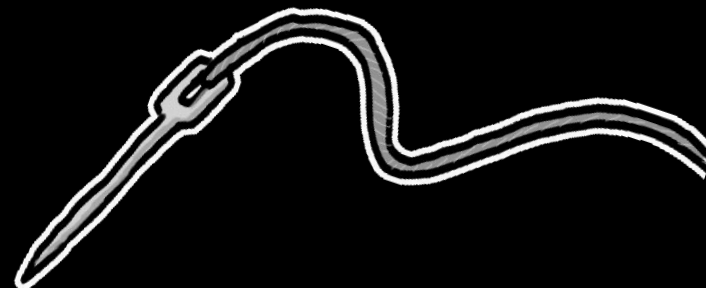
*While Only Getting Singed.*

Jessica White

*“A pre-loved, vintage system with a lot of its own personality”*



*“Where do I start?”*



# The Battle Plan

Get an overview

Prioritise

Measure

Communicate

Be ready for failure

Developers

Dependant  
Teams

Product

Architects

Language

Management

Stakeholders

Other departments

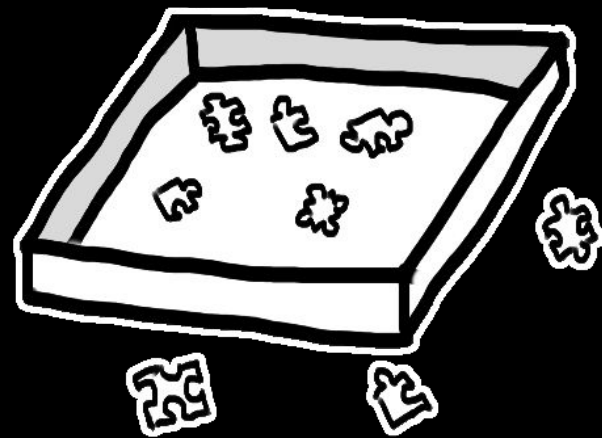
Consumers

*Start on the same page*

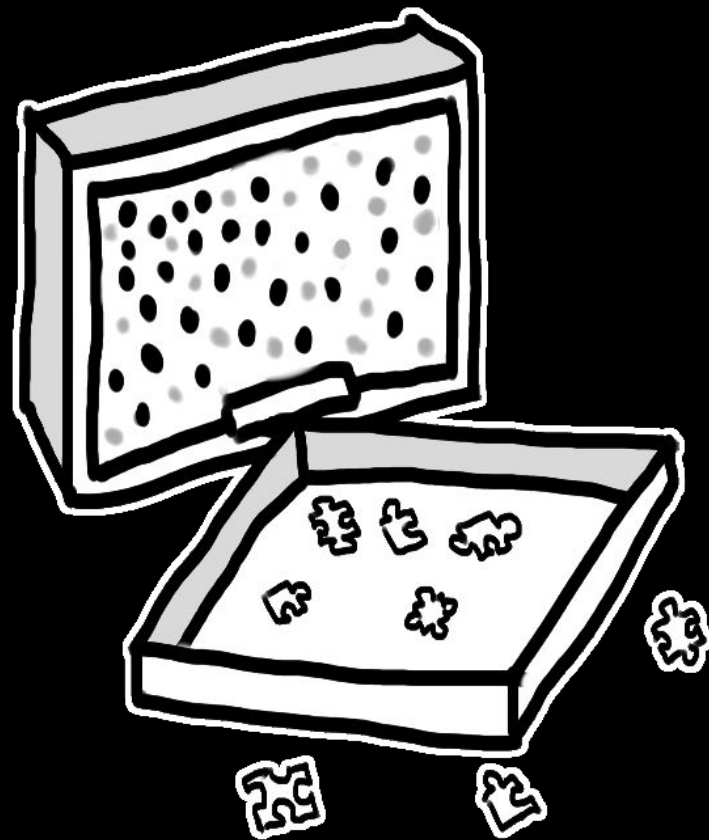
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# Understanding Domain

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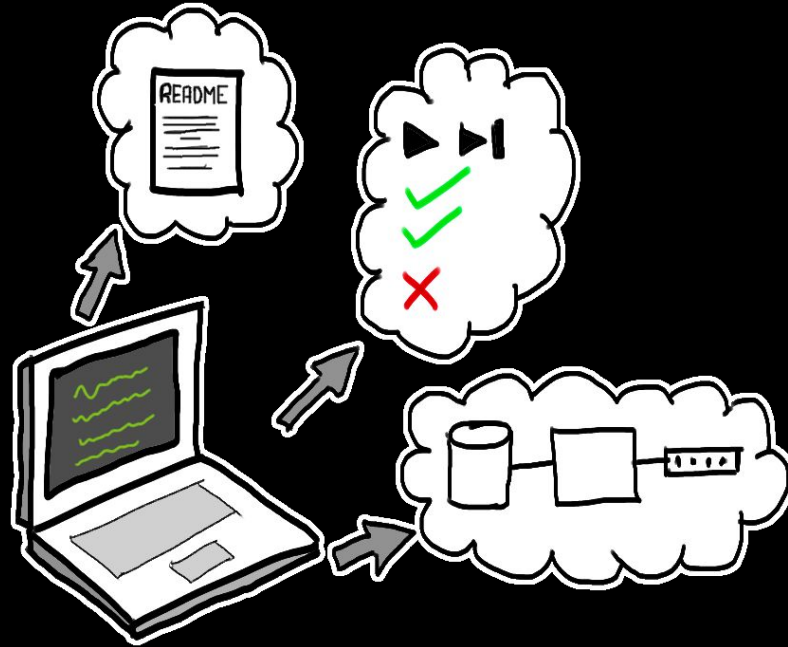


# Users and Stakeholders



# Key Performance Indicators

# Assessing components



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# Reactive Work

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"Here's what you do when someone breaks something or finds something very difficult to debug: You say thank you. Thank you for finding this edge case. Thank you for highlighting this overcomplicated part of our system. Thank you for pointing out this gap in our docs. And then you go make it so nobody can break it the same way again."

Tanya Reilly, Google SRE 2005 - 2018

Engage those working on live issues

Have a visible business impact

Increase the teams depth of knowledge

# Living Documentation



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Documentation

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Documentation as measurable  
work?

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Documentation

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React and Evolve

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# Proactive Work

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The  list

Security

Deadlines

Stability

Architectural Cost

Alignment To Product Need

Standardisation

Upcoming Technical Requirements

*Keep it visible, Keep it safe*

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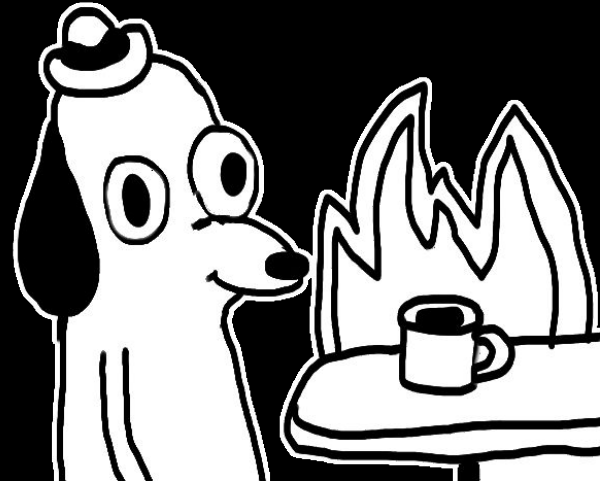
Prioritising when  
everything is urgent

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# Letting things burn



# Transparency

# Cost/Benefit Analysis

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# Deployment

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Hold Onto  
Your Butts

*“How do I know it’s working?”*

Diagnostics

Observability

Analytics

Alerts

Tracing

Monitoring

Reporting

Metrics

Data Analysis

Logs

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Monitoring

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# Key Performance Indicators



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Monitoring

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# Systems Monitoring

Service Level Indicators,  
Service Level Objectives  
And  
Service Level Agreements

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# Testing

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Testing

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*Start from the top*

- Are current tests automated or manual?
- Do the tests match the expected behaviour?
- Do they match the code?
- Are they maintainable?
- What's the lightest most effective touch?

*But what about the unit tests?*

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# In Summary

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Get an overview

Prioritise

Measure

Communicate

Be ready for failure



*This content will happen in parallel*

You can't fix the world