nrrd 911 ic me:
The Incident Commander role

Alice Goldfuss
@alicegoldfuss
I’m Alice

SRE @ New Relic
Things break
Who?
What?
Where?
When?
Why?
How?
The Incident Command System
Incident Commander
The Incident Commander

- Does NOT fix the problem
  - but knows the systems involved
- Keeps pulse on entire effort
- A trained volunteer
- Handles internal communication
The Technical Lead(s)

- Fix the problem
- Update the IC on progress
- Run impactful changes by IC
The Communications Lead

- Acts as link to public/customers
- Translates technical details to consumable statuses
- Updates IC on customer communication
- Handles external communications
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<th>Severity Levels</th>
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<td>Severity Levels</td>
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<td>Everything is ok...for now</td>
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Why?
I got this
Squad Goals
Distributed Systems
Misallocated Resources
Organized Effort
Why the ICS?

- Prevents panic
- Coordinates efforts
- Maintains reliable line of communication
- Allows for best possible incident resolution
Training
Train everyone
Training Plan

- Coordinate IC/CL sessions
- Roleplay/hands-on activities
- Offer refreshers
Tools
EMERGENCY STARTED BY @alice AT Tue Mar 29 2016 21:08:12 GMT+0000 (UTC)

@alice is now the Incident Commander:
* Use "nrrd 911 sev #" to set/update the incident severity
* Use "nrrd 911 set title" to set/update the incident title in Upboard
* Use "nrrd 911 set status" to set/update the incident status
* For next steps, consult the IC checklist: http://fakechecklisturl.com

nrrd 911 set status Zombies are attacking the data center

Status changed:
Zombies are attacking the data center

Just landed at the datacenter so I'll take on tech lead

cool, please check on our shotgun and mortar supplies
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Yonatan Schultz  nrrd 911 cl me

Nrrd @YSchultz is now the Communication Lead:
* For next steps, consult the Support playbook: http://fakeplaybook.com
* See the guidelines for posting site status: http://fakeguidelines.com
* Log into Internal Status Page and send initial internal comms: http://fakesignin.com

Yonatan Schultz Should I communicate the impact to customers?

Alice Goldfuss yes, this will have high impact

Yonatan Schultz ok, sending up a flare.

Alice Goldfuss Jason, do we have a status on shotguns?

Jason Qualman Yes, I am assembling a shotgun zombie squadron as we speak. I also found zombie fingers in the server blade, so pretty sure zombies already ate the techs.

Alice Goldfuss Jason, isn't there a nuclear bomb in the data center? if so, please deploy

Jason Qualman Running the deploy script

cap big_nuclear_bomb deploy
@YSchultz is now the Communication Lead:
* For next steps, consult the Support playbook: http://fakeplaybook.com
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Jason Qualman: Yes, I am assembling a shotgun zombie squadron as we speak. I also found zombie fingers in the server blade, so pretty sure zombies already ate the techs.

Alice Goldfuss: Jason, isn't there a nuclear bomb in the data center? If so, please deploy

Jason Qualman: Running the deploy script

Jason Qualman: cap big_nuclear_bomb deploy
<table>
<thead>
<tr>
<th>User</th>
<th>Message</th>
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<tr>
<td>Alice Goldfuss</td>
<td>you're doing a great service for your company</td>
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<tr>
<td>Alice Goldfuss</td>
<td>Yoni, any customer communications on the zombie situation?</td>
</tr>
<tr>
<td>Yonatan Schultz</td>
<td>Crisis averted, all customer data secured.</td>
</tr>
<tr>
<td>Alice Goldfuss</td>
<td>we did it, everyone</td>
</tr>
<tr>
<td>Alice Goldfuss</td>
<td>nrrd 911 over</td>
</tr>
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EMERGENCY ENDED BY @alice IN 8 MINUTES AND 9 SECONDS (STARTED: TUE MAR 29 2016 21:08:12 GMT+0000 (UTC))

@alice: You should:
* Update the incident in Upboard: http://upboard.com

@YSchultz: You should:
* Consult with CM about resolving external communications and component statuses.
* Write (and get approved by the CM) a Resolved internal status page message.
* Ask IC for a list of affected customers. Send this list to fake@newrelic.com. KAMs may also use http://fakecsv.com to pull a CSV.
* Ensure Customer Communications information is added to Upboard: http://upboard.com.
Other Tools

- Upboard
- Google docs / Quip
- New Relic products
- Blameless retros
Lessons learned
Tools break
PLEASE

TRY

AGAIN
Worth it?
Thanks!

@alicegoldfuss
1 https://www.flickr.com/photos/voxaeterno/14237475601/
2 https://www.flickr.com/photos/nicoguaro/15277730776/
4 https://upload.wikimedia.org/wikipedia/commons/9/96/ShadowRidgeRoadFire.JPG
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