Every Day Is Monday in Operations

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Every Day Is Monday in Operations
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Betting Against the Odds

“Never tell me the odds” - Ben
Betting Against the Odds

- 1 System Issue Resolved; 233 engineering hours per day saved
- No matter how hard to find, the code doesn’t lie.
- We didn’t know about a change that directly affected our system - and it cost us.
Site Up

You don’t scale past a decom.

- Never give up. You only have one way to go, forward.
- I assumed that we already had all available people helping.
- We entered fix-forward hell based on that assumption.
What Gets Measured Gets Fixed
TS3
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Every Day. Every Incident.
What we measured incentivized the fast and accurate creation of GCNs.

There was no smoking gun. Our shitshow was built from minor issues.

When you don’t want to look at a problem is when you need to the most.
You are Only as Good as Your Lieutenants
Scale or Fail

What is success, anyway?
Scale or Fail

- Culture of empowerment
- I do NOT scale.
- You only have 24 hours in a day, like everyone else.
Don’t Assume Anything
We are Throttling!

Are we talking about cars?
We are Throttling!

- Ask the simple questions. They’re cheap.
- We make assumptions. Enumerate them. Challenge them.
- Lack of data leads to assumptions.
In Summary

● 2 Axioms: realities of the world
● 8 Axioms: how we navigate the world
● EverydayIsMondayInOperations.com
The Five (Starter) Axioms

- Every Day Is Monday in Operations
- Don’t Assume Anything
- Site Up
- What Gets Measured Gets Fixed
- You are Only as Good as Your Lieutenants