It’s the End of the World as We Know It

(and I Feel Fine)

Engineering for Crisis Response at Scale

Matthew Simons, Workiva
THIS IS FINE.
- Heart disease
- Cancer
- Chronic lower respiratory disease
- Accidents
- Stroke
- Alzheimer's disease
- Diabetes
- Influenza and pneumonia
- Kidney disease
- Suicide

Source: medicalnewstoday.com/articles/282929.php
Last updated: Feb 23, 2017
1

Tighten the Customer Feedback Loop

(Pain is good)
Reduce Your Reliance on Customer Reporting
Homogenize Logging Product
Product Accountability
<table>
<thead>
<tr>
<th>CONTEXT</th>
<th>TYPE</th>
<th>COUNT</th>
<th>CHANGE</th>
<th>SEVERITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>/iam/oauth2/v3.0/tokeninfo</td>
<td>29294</td>
<td>642</td>
<td>+30841</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**OMNI-2494: Remove tokeninfo exceptions**

New

Add a JIRA ticket to silence this stack: IN-123

**OMNI (All Stacks)**

christiaan.grundling@workiva.com

10/14/2016 05:08:42 UTC

Spoke to Richard Klein, added OMNI-2494 that will hopefully suppress these from the errors

10/14/2016 13:35:22 UTC

### Assigned Teams

- OMNI (All Stacks)
- christiaan.grundling@workiva.com

### Log Entries

- `InvalidAccess Token` | 21741 | +8910 | |
- `RequestAborted` | 17246 | +8631 | Low
- `PermissionDenied` | 5603 | +1529 | Low
- `ExceededMemoryLimit` | 2031 | -368 | Low

### Tags

- SumoLogic
- Splunk
- Logviewer Search

### Links

- [Subscribe](#)
- [Mute](#)
COUNT: 29294
LAST SEEN: 20:59:58 UTC
VERSION:
v0-27-0--1226-9cc4f99
MESSAGE:
ERROR Token expired.

Assigned Teams
OMNI (All Stacks)
christiaan.grundling@workiva.com

FIRST SEEN: 10/07/2016

InvalidAccessToken 21741 + 8910
_/queue/async/fetch_.fetch.ssc_validation_result.ssc_validation_result.*
RequestAborted 17246 + 8531 Low
/api/v1/supporting_documents/*.file*
PermissionDenied 5063 + 1638 Low
/api/v1/supporting_documents/*.file*
RequestAborted 4988 + 4953
/api/v1/fetch/sections/document_id/*
RequestAborted 2700 + 1449 Low
/amf/pollingService/checkMessages
ExceededMemoryLimit 2031 - 398 Low
/amf/errorService/unhandledError
TransactionFailedError 1157 - 1217 Medium
<table>
<thead>
<tr>
<th>TEAM</th>
<th>DEV ISSUES</th>
<th>SUPP ISSUES</th>
<th>TOTAL ISSUES (DESCENDING)</th>
<th>ROLLING AVERAGE</th>
<th>INCREASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software Support Engineers (and placeholder for <em>Other</em>) (SSE)</td>
<td>3</td>
<td>81 (39 Critical)</td>
<td>84</td>
<td>1.04</td>
<td>8.68%</td>
</tr>
<tr>
<td>Draft Elements (DE)</td>
<td>2</td>
<td>56 (31 Critical)</td>
<td>58</td>
<td>0.7</td>
<td>9.63%</td>
</tr>
<tr>
<td>Server Side Composition/Translations (SSC)</td>
<td>8 (4 Critical)</td>
<td>14 (10 Critical)</td>
<td>22</td>
<td>0.54</td>
<td>12.10%</td>
</tr>
<tr>
<td>Tables (Flex and Datatables) (DT)</td>
<td>3</td>
<td>6 (1 Critical)</td>
<td>9</td>
<td>0.35</td>
<td>-3.39%</td>
</tr>
<tr>
<td>Annotations (ATEAM)</td>
<td>2</td>
<td>11 (4 Critical)</td>
<td>13</td>
<td>0.31</td>
<td>-0.45%</td>
</tr>
<tr>
<td>Document Services Analysis and Lifecycle (DS)</td>
<td>1</td>
<td>22 (12 Critical)</td>
<td>23</td>
<td>0.3</td>
<td>7.79%</td>
</tr>
<tr>
<td>Workspaces (WORK)</td>
<td>2 (1 Critical)</td>
<td>5 (1 Critical)</td>
<td>7</td>
<td>0.21</td>
<td>0.75%</td>
</tr>
<tr>
<td>Text (TEXT)</td>
<td>1 (1 Critical)</td>
<td>8 (4 Critical)</td>
<td>9</td>
<td>0.21</td>
<td>-2.75%</td>
</tr>
<tr>
<td>XBRL Lifecycle (XL)</td>
<td>1</td>
<td>15 (8 Critical)</td>
<td>16</td>
<td>0.2</td>
<td>12.67%</td>
</tr>
<tr>
<td>The Filing Team (FAP)</td>
<td>0</td>
<td>10 (3 Critical)</td>
<td>10</td>
<td>0.2</td>
<td>-6.79%</td>
</tr>
<tr>
<td>Binders (BINDERS)</td>
<td>2</td>
<td>12 (5 Critical)</td>
<td>14</td>
<td>0.13</td>
<td>52.24%</td>
</tr>
<tr>
<td>Certifier (CERT)</td>
<td>1</td>
<td>3 (2 Critical)</td>
<td>4</td>
<td>0.11</td>
<td>1.05%</td>
</tr>
<tr>
<td>Hypertext (HY)</td>
<td>0</td>
<td>5 (1 Critical)</td>
<td>5</td>
<td>0.11</td>
<td>-7.69%</td>
</tr>
<tr>
<td>GRC Product Line (GRC)</td>
<td>4 (1 Critical)</td>
<td>9 (1 Critical)</td>
<td>13</td>
<td>0.09</td>
<td>560.00%</td>
</tr>
</tbody>
</table>
Maintain your alerts
Terminal is Not Your Friend
1. Tighten the Customer Feedback Loop
2. Reduce Your Reliance on Customer Feedback
3. Stop Using Terminal in Production
Q(&A)