Measuring Success of Incident Management at Atlassian
So why have a process?

- **Manage Rapid Growth**
- **Tame Chaos**
- **Reduce TTR**
  Goal 1 - Reduce Time to recover of incidents
- **Prevent repeat incidents**
  Goal 2 - prevent repeat incident with the same root cause
Alert
Alert fires and pages an engineer

Control
Incident manager sets up our incident control services

Delegate
Technical, communication, customer support

Post-mortem
Mitigate root cause, improve process

Diagnose
If alert is an incident - engineer logs ticket. Pages incident manager

Rally
Rallies an incident team to work on incident

Resolve
Works on resolution
What is our environment like?

Starting making product not service

Ecosystem of services

Teams spread globally
Control Systems

Ticket System

War Room
Physical and virtual

Incident Doc

Group Chat
What is the standard comment character for Linux daemon configs?
Case Study

Alert

Incident Ctrl

War

Peace

All hell breaks loose.....
Setting up incident control

**Case Study**

**Incident Ctrl**

- Alert
- War
- Peace

**Setting up ticket**
- Sets up ticket
- Link war room
- Link video conf
- Link incident doc
- Link group chat
- Link external doc

**Setting up war room**
- Sets up war room
- Sets up video conf

**Setting up doc**
- Sets up doc
- Down for 50%
- Make external doc
- Copy doc data
- Enforce 1 doc used

**Setting up channel**
- Set up channel
- Invites war room users
- Links control into room

**External Doc**
- Links control into room
More chaos in war...
Peace achieved in 40 minutes
AUTOMATION TO REDUCE TIME TO RECOVER

INCIDENT MANAGER
- Presses “setup incident” on ticket

ENGINEER
- Raise high severity ticket

IP CONFERENCE
- Sets these up automatically - URL links to the ticket

INCIDENT DOC

GROUP CHAT
- Invites any users who are in the ticket
- Links all URLs to incident room

PAGER
- Microservice pages appropriate incident manager
Root Cause

Previous Question

# is the comment character - even for bind conf
; is the comment character for zone files
# Adding for Experts->Partners rebranding

; Adding for Experts->Partners rebranding
Preventing repeat incidents

- Draft up postmortem in few days
- Team lead agree on actions
- Implement fixes
Applying this process to our case study

Deploy config in dev and reload bind
Two engineers sign off on each PR
Check that builds reported no error

Check bind logs for error strings
Restart instead of reload in builds
Completely new DNS solution
Syntax checking of zones and bind
Centralising Metrics

Incident Manager:
- Draft up post mortem in a week
- Sign off
- Complete actions

Team Lead:

Engineering Team:
- Automate reminder requests

Follow up actions are distributed on different systems:
- SRE ticketing systems
- PIR Action Bot
- Service Catalogue
- Data Warehouse
66% reduction in repeat incidents

- 2014: 75% of 2014
- 2015: 33% of 2014
- 2016: 31% of 2014
- 2017 Estimate:
33% reduction in median time to recover

Line of best fit
Takeaways

Having an incident process is good
Achieves reduction in mean time to recovery
Reduction in repeat incidents

Centralising metrics is essential

Automation makes it better
Thank you!

Questions?

GERRY MILLAR | INCIDENT MANAGEMENT TEAM