

Your System Has Recovered from an Incident, but **Have Your Developers?**

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Who has been part of an **incident?**

What about *after*?

Maybe it's because this is part of the job?

Maybe it's because it's not that bad (and if it was they'd speak up)?

Maybe it's because we focus on the systems we understand?

Let's dive into what's **messy**.

Straw poll.

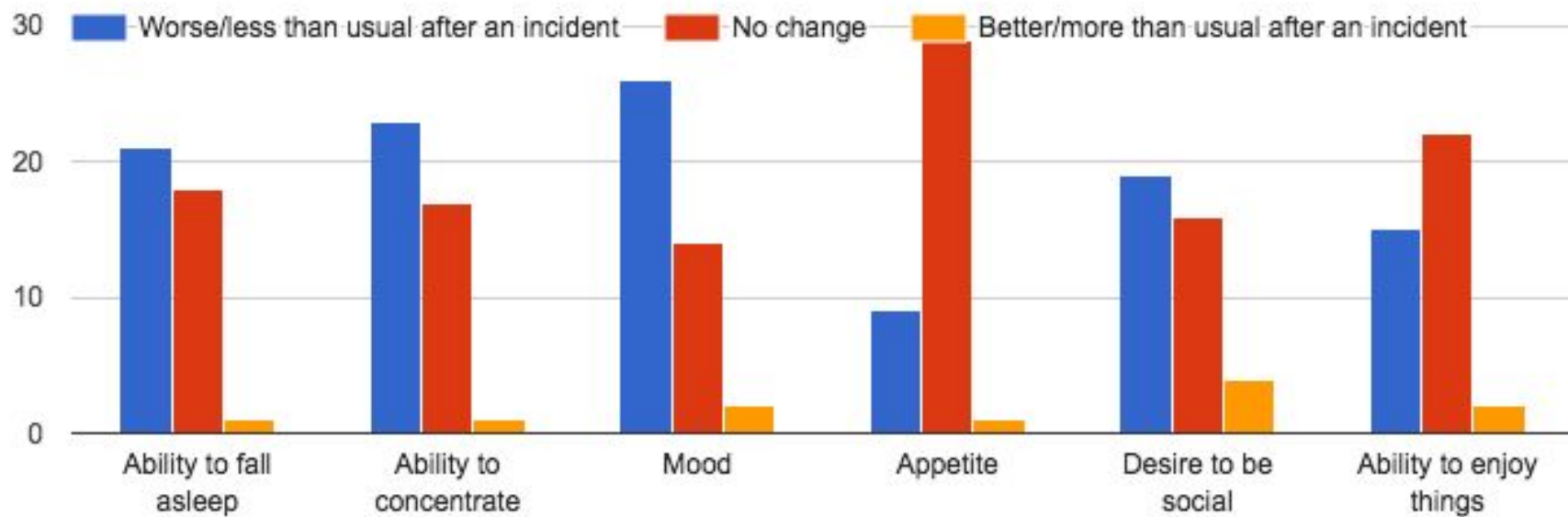
40 production engineers.

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42.5% said they were **stressed** or **very stressed** after an incident.

What's the **effect** of that?

In the past month, which of the following have you noticed post-incident?



What could **doctors** teach us?

What could **comics** teach us?

What could **Olympians** teach us?

DOCTORS.

What we can learn from **medical practitioners**

- In medicine, success often means being perfect
- Coping with medical error, medical practitioners are “secondary victims”
- For SREs, let’s use this to break away from hero culture

What we can learn from **medical practitioners**

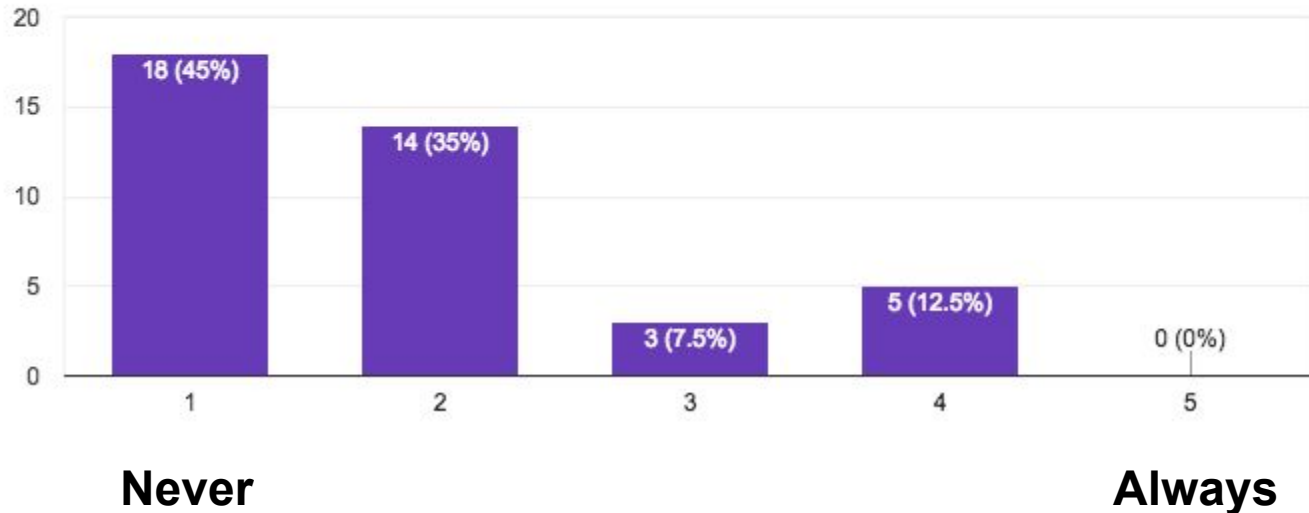
- Physicians reported **increased anxiety about future errors (61%), loss of confidence (44%), sleeping difficulties (42%), reduced job satisfaction (42%), and harm to their reputation (13%)** following errors [Waterman et al. 2007]
- 82% felt peer support and counselling could help
- Value in realizing that **they are not alone**

Why we need to have this talk.

Straw poll: are we doing enough peer support?

Post-incident, how frequently do coworkers reach out to see how you're doing?

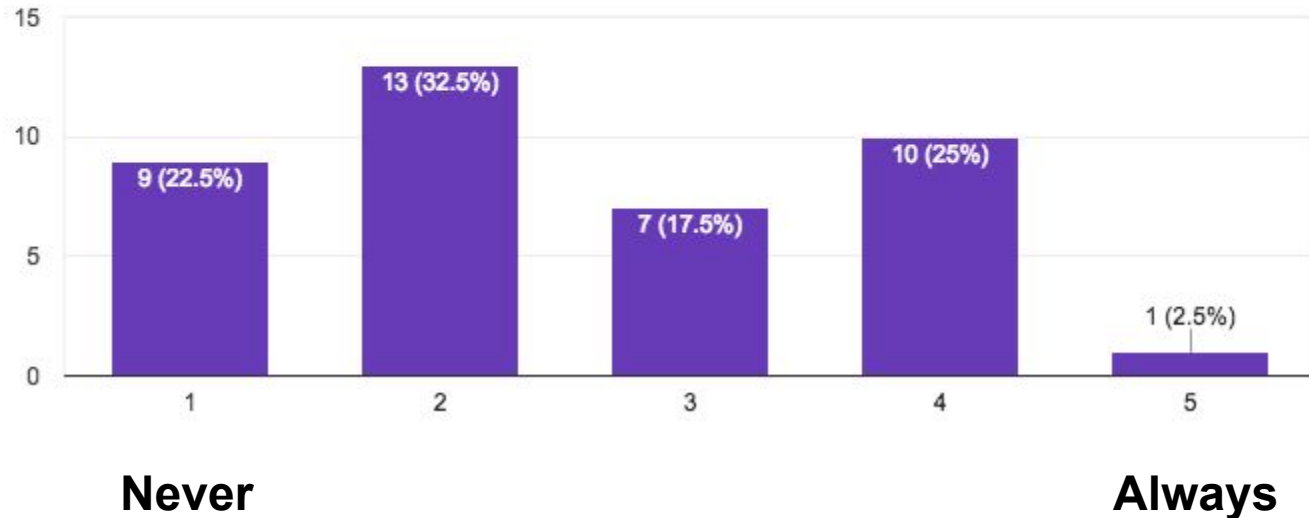
40 responses



Straw poll: are we doing enough peer support?

Post-incident, how frequently do you reach out to coworkers to see how they're doing?

40 responses



Facing the inevitable.

COMICS.

**Comics enter high-stress
situations **weekly and voluntarily.****

What happens when you
inevitably **bomb on stage**?

What we can learn from **stand-up comedians**

During the incident

- Acknowledge something is going wrong
- Lean into the moment and realize it's a learning opportunity

What we can learn from **stand-up comedians**

During the incident

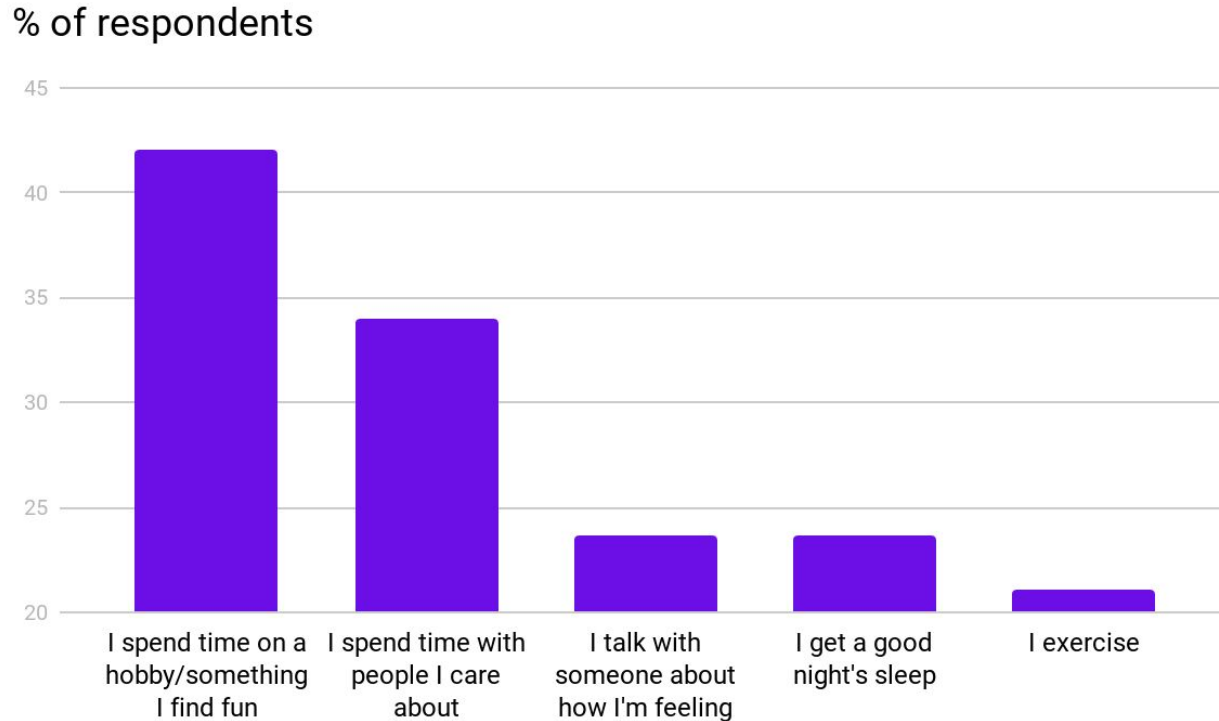
- Acknowledge something is going wrong
- Lean into the moment and realize it's a learning opportunity

After the incident

- Contextualize it at a higher-level (what's your batting average?)
- Figure out how things went wrong and what you'd fix
- Understand how to mentally get back to a better place
- Get back on that horse

**Understand how to mentally get
back to a better place.**

Straw poll: how are people coping now?



OLYMPIANS.

Olympians face **incredibly**
high-stress situations.

What happens when **you've failed**
on a global stage?

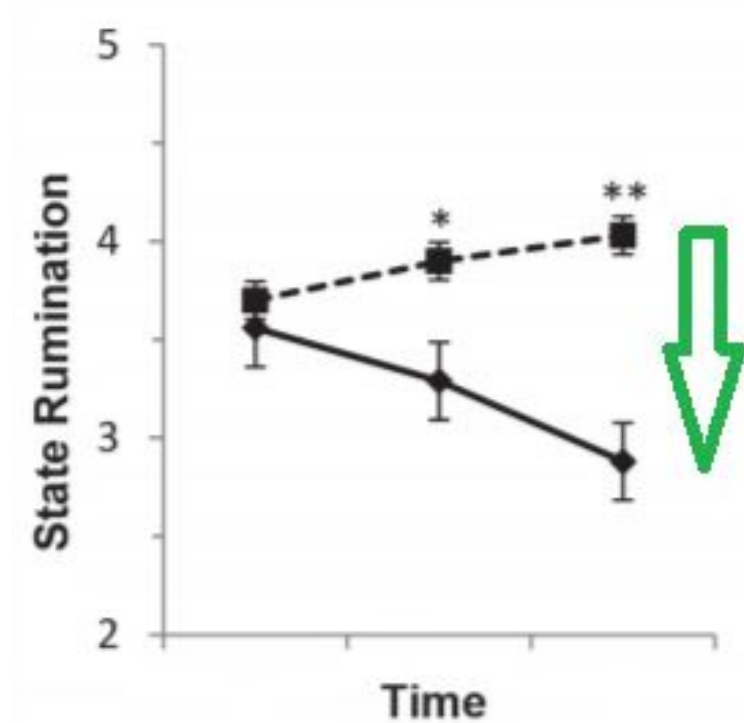
What we can learn from Olympians

- “Effective stress and emotion regulation requires that athletes possess personal and social resources and effectively employ an array of cognitive and behavioral skills.” [Mosewich et al. 2013]
- They worked with athletes to perform self-compassion (n= 60)
- Athletes were asked to journal expressing understanding, kindness, and concern as they would talk to a friend in the same situation

State rumination

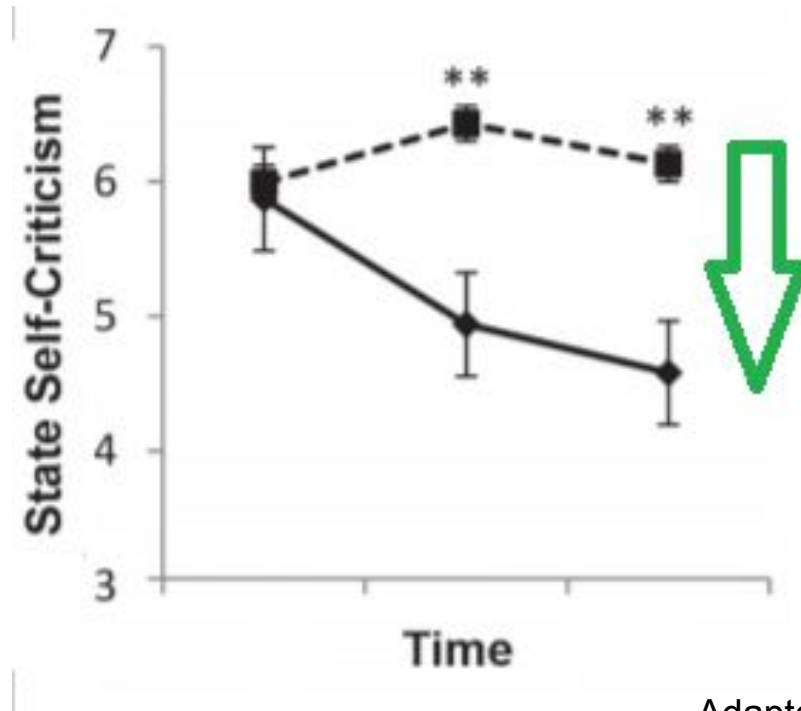
- “Did you find it hard to stop thinking about the problem afterward?”
- “When thinking about the problem afterward, did your thoughts tend to dwell on negative aspects of it, or how badly you felt about it?”
- “Did thinking about the problem tend to make the problem seem worse or make you feel worse about it?”

State rumination



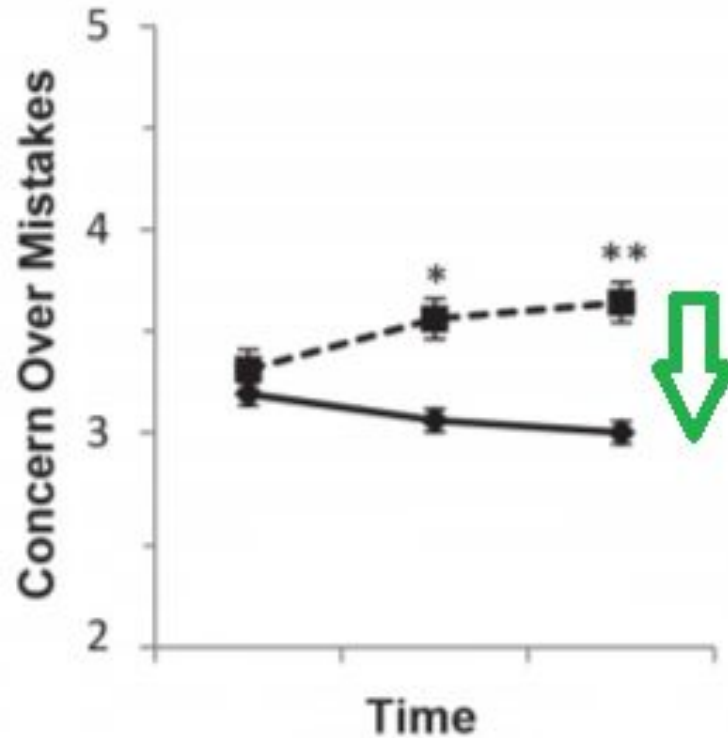
Adapted from Mosewich et al. (2013)

State self-criticism



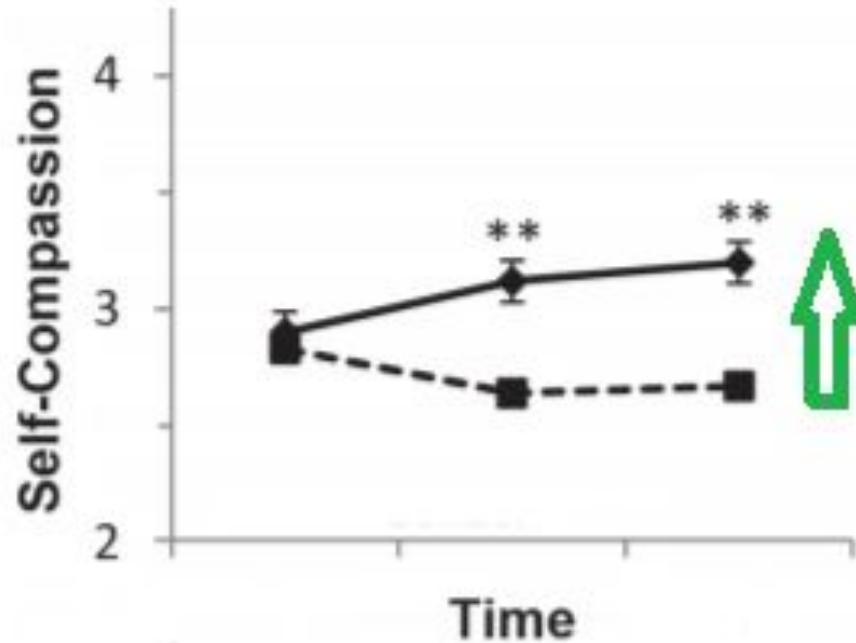
Adapted from Mosewich et al. (2013)

Concern over mistakes



Adapted from Mosewich et al. (2013)

Self-compassion



Adapted from Mosewich et al. (2013)

This is intentional not innate.

Let's ask what **incident response**
for humans looks like.

Thank you!