THE REPEAT INCIDENT FALLACY

What Jurassic Park can teach us about Incidents

@themortalemily
Emily Ruppe, Recovering Incident Commander
Next steps

In order to prevent these types of incidents from occurring in the future, and what we're doing to prevent this in the future.

The outage has been root caused and the mitigation fully deployed, with two forms of safeguards protecting against the issue happening in the future. Collectively doing everything we can to prevent a similar outage from ever happening again.
“...dealing with unpredictability in complex systems...”

Dr. Ian Malcolm
“Just as you never step in the same river twice because it is continuously flowing, so too will you never face the same incident twice, because continuous integration and continuous deployment = continuous change.”

Dr. Laura Maguire
evolving sociotechnical systems
saboteur

hurricane

JURASSIC PARK

@themortalemily
clever girl

customers gonna customize

UH YOU CAN'T DO THAT.

JURASSIC PARK

clever girl
is there still only one woman in that command room?

Is that man smoking inside?
fancy new feature

capacity that wasn't a problem until the new feature

alert that wasn't a problem until the new feature

old piece of code that wasn't a bug until the new feature

process that wasn't a problem until the new feature

@themortalemily
What an odd current.

No bud, that's DevOps.
This is definitely a repeat incident!

And technically this is a different island of loose dinosaurs!

It's not the same incident! We're different people!
switching aws regions
understanding how system alerts equate to customer impact
telling the stories of previous incidents
team building activities
knowing who to page
creating psychological safety
being blame aware
simplifying severities
understanding how system alerts equate to customer impact

WORK ON YOUR CARDIO

@themortalemily
switching aws regions
gamedays
surprise

we're back baby

@themortalemily
Insights from the Past = Options in the Future
Insights from the Past = Options in the Future
Incidents, uh, find a way.
Questions?