



The Four Agreements of Incident Response



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D O C
2019





An unplanned disruption or degradation of service that is **actively affecting customers'** ability to use the product.



50,000 responders receiving a total of 760 million notifications

- ▶ 60 million notifications during dinner hours
- ▶ 82 million notifications during evening hours
- ▶ 250 million notifications during sleeping hours
- ▶ 122 million notifications on weekends
- ▶ A total of 750,000 nights with sleep-interrupting notifications
- ▶ A total of 330,000 weekend days with interrupt notifications



The most meaningful metrics on attrition

- ▶ Number of days where a responder's work and life are interrupted
- ▶ Number of days when a responder is woken overnight
- ▶ Number of weekend days interrupted by notifications.





Charity Majors

@mipsytipsy

Follow



Yes, yes. On call sucks and can destroy your life. I know this. Bored now.

On call is a fact of life for anyone who cares about developing high quality software for the long run. So how can we make it *not* suck?

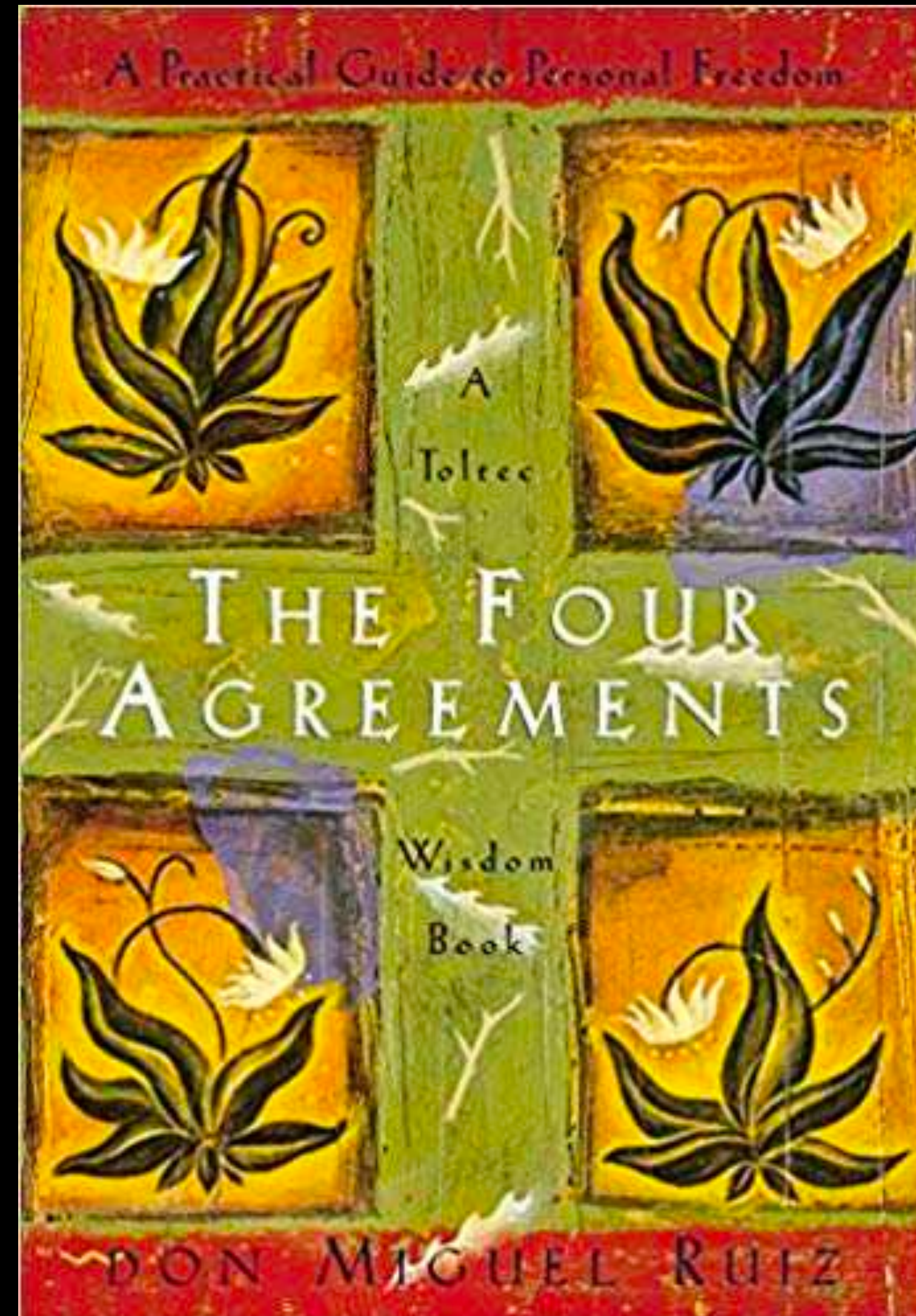
6:43 AM - 31 Jan 2018 from [City of London, London](#)

9 Retweets 25 Likes



The Four Agreements

- Be Impeccable with Your Word
- Don't Take Anything Personally
- Don't Make Assumptions
- Always Do Your Best





Be Impeccable With Your Word



Rich Adams 11:12

!ic page



Officer URL APP 11:12

Paging Incident Commanders(s)

✔ Arup Chakrabarti has been paged.

✔ Paul Rechsteiner has been paged.

✔ Renee Lung has been paged.

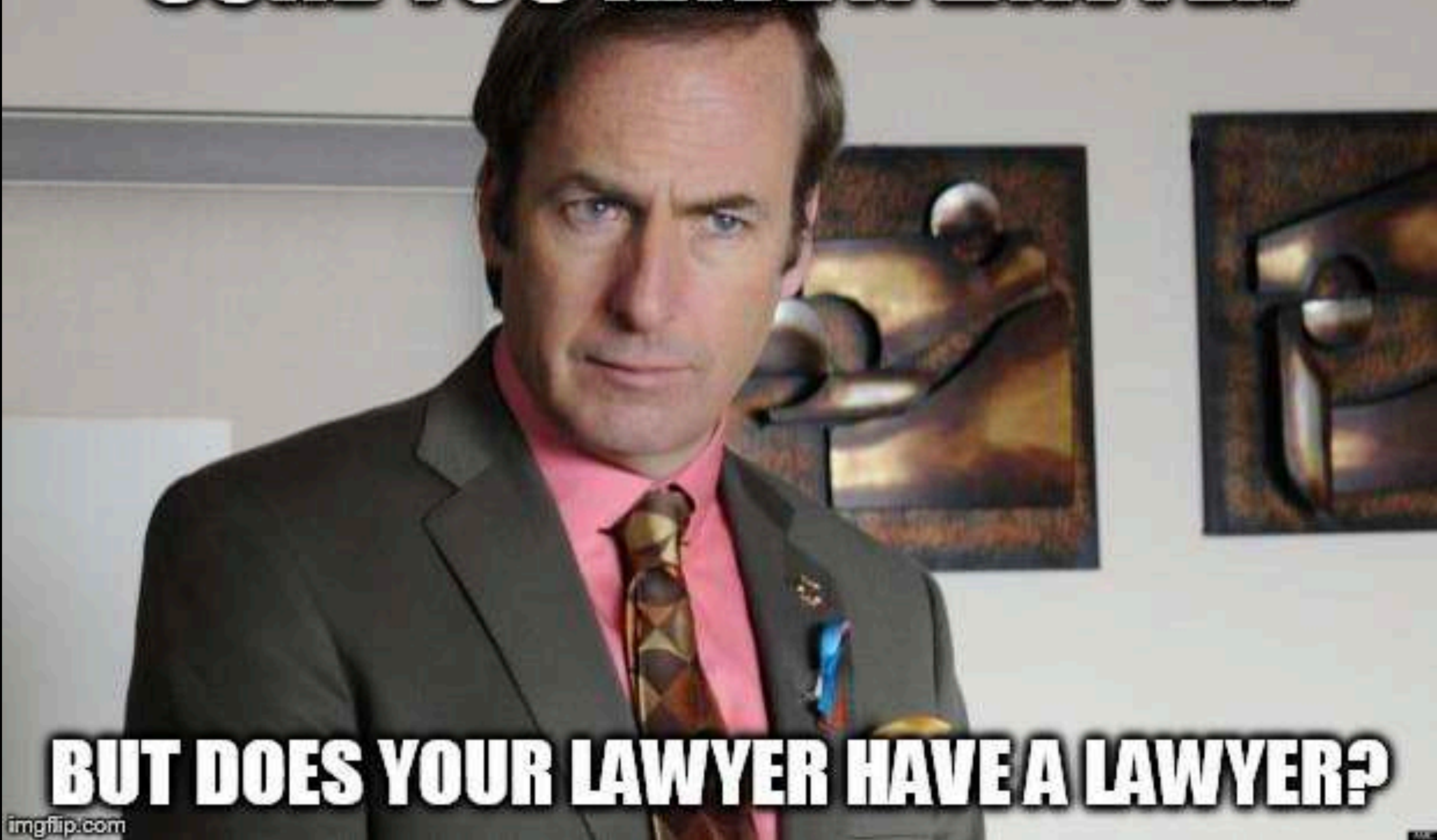
📘 Use `!ic responders` to see who the team responders are.

Incident triggered: <https://example.pagerduty.com/incident/PD5I34R>

+ !ic page



SURE YOU HAVE A LAWYER



BUT DOES YOUR LAWYER HAVE A LAWYER?

imgflip.com





**YEAH, IF YOU COULD SEND ME THE
INFO I REQUESTED**

THAT'D BE GREAT.



Be Impeccable With Your Word

- Anyone can trigger incident response
- Don't litigate severity
- Notify stakeholders





Don't Take Anything Personally



PEACETIME

2019

WARTIME



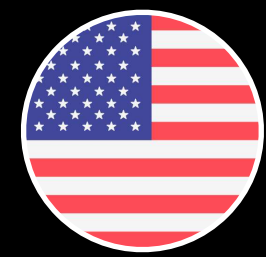
NORMAL

2019

EMERGENCY







National Incident Management System (**NIMS**)



Coordinated Incident Management System (**CIMS**)



Australasian Inter-Service Incident Management System (**AIIMS**)



Gold-Silver-Bronze Command Structure (**GSB**)



Incident Command System (**ICS**)



... and many other similar systems used in around the world.

COBRA COMMANDER



APPROVES

made on imgur











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Don't Take Anything Personally

- Switch in mindset
- Incident Commander is the highest authority
- Incident Commander is not a resolver
- Executive Swoop



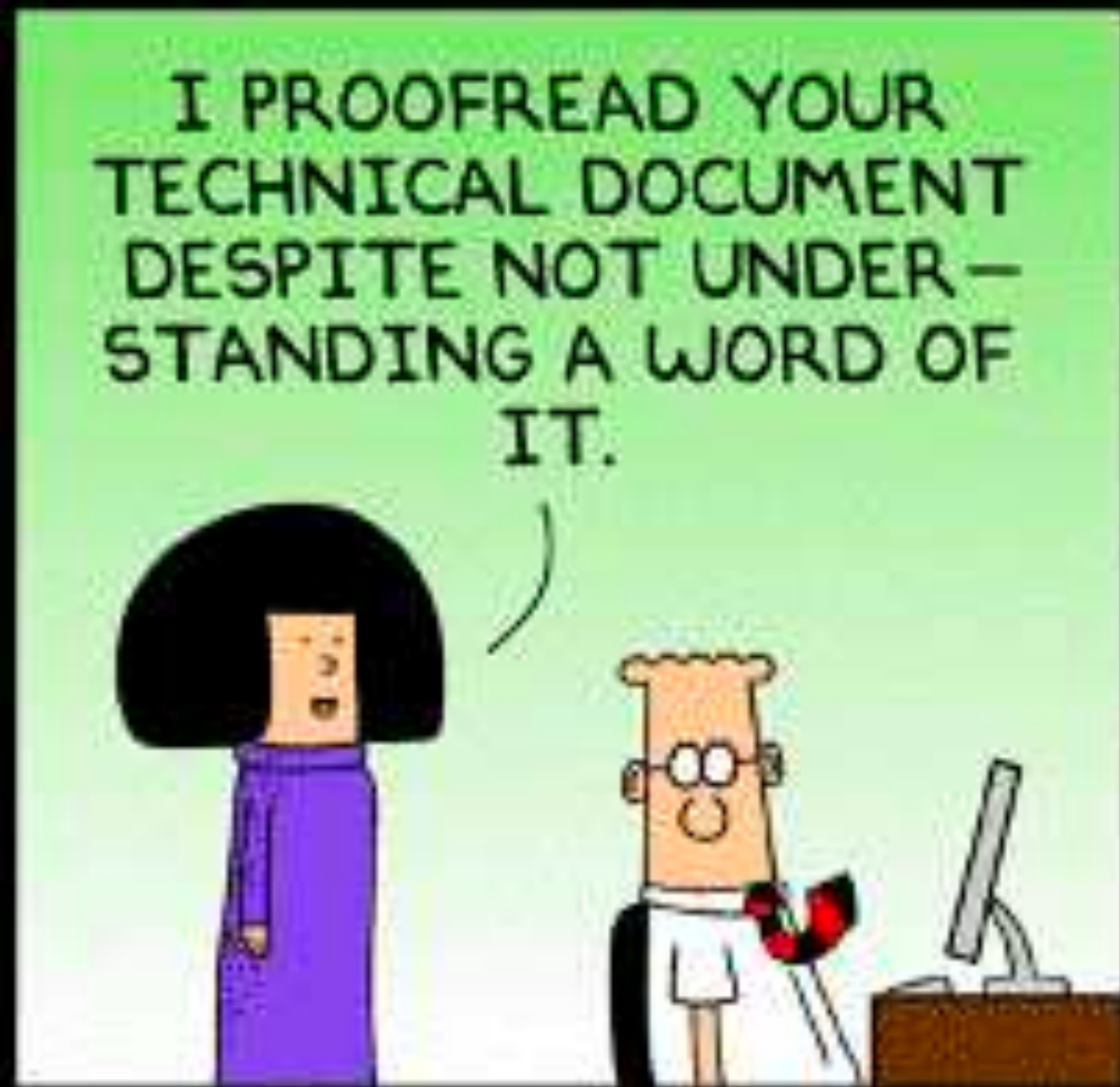


Don't Make Assumptions

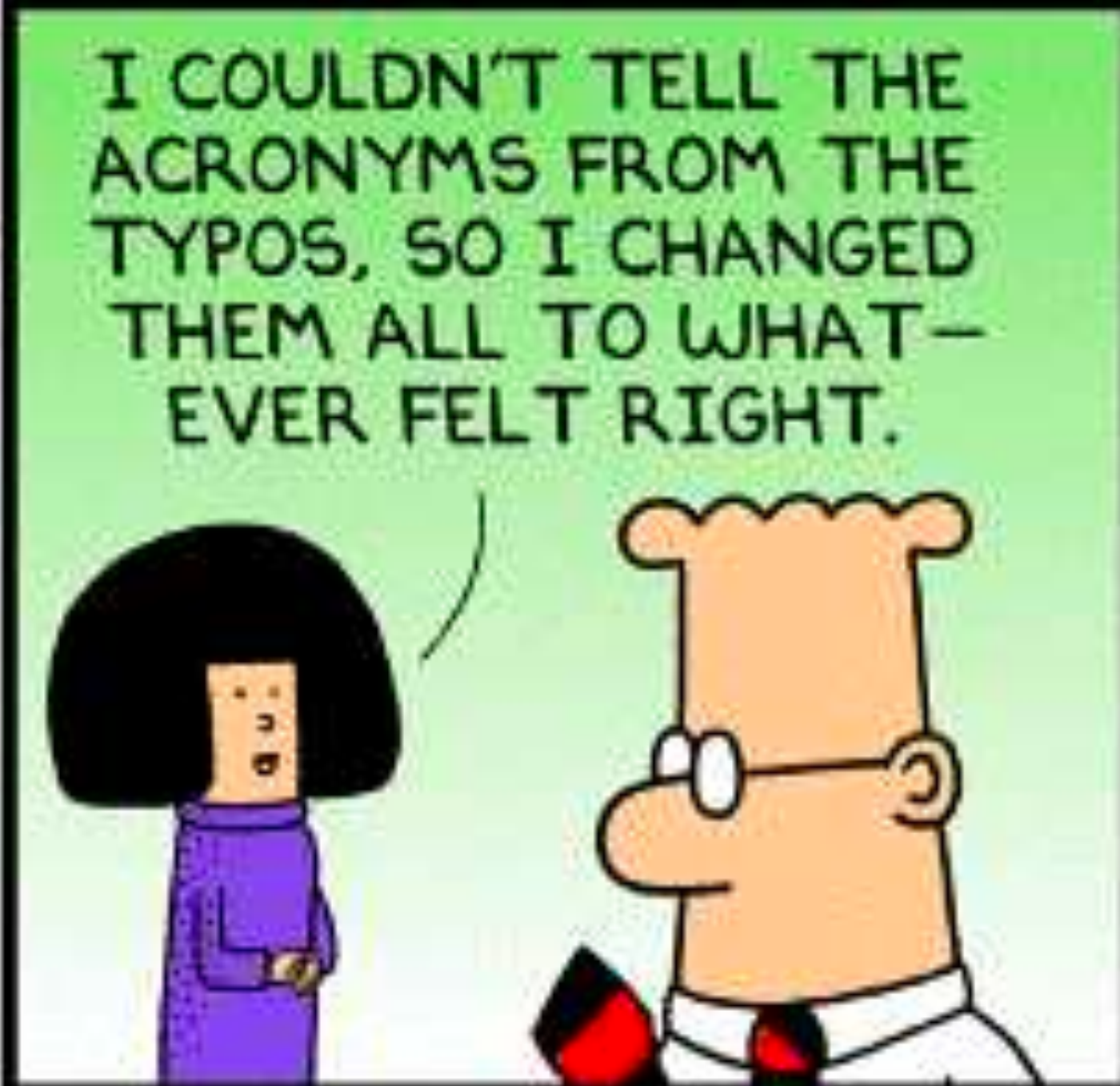


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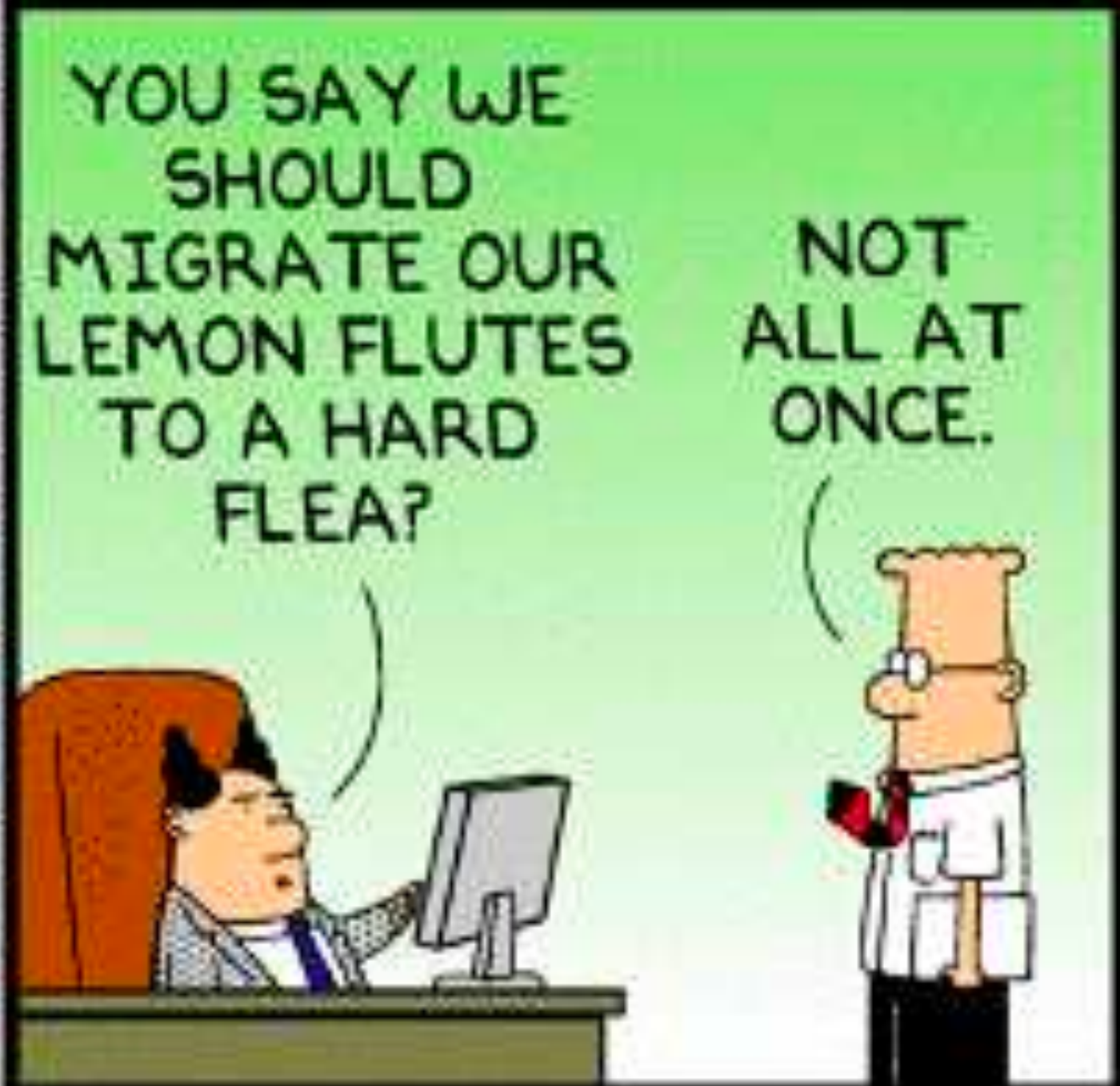




Dilbert.com DilbertCartoonist@gmail.com



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ASSIGN ME YOUR TASKS

IF YOU WANT TO LIVE

makeameme.org





Rachael, I'd like you to investigate the increased latency, try to find the cause. I'll come back to you in 5 minutes.

Understood.



Don't Make Assumptions

- Consensus is hard
- Clear is better than concise
- Assign tasks to a specific person
- Time-box all tasks





Always Do Your Best

**WRONG WRONG WRONG WRONG,
WRONG WRONG WRONG WRONG.**

VIA 9GAG.COM

YOU'RE WRONG





WEEEEEE



WE ARE RALLY CARS









POST MORTEM MEETINGS



D O C
2019

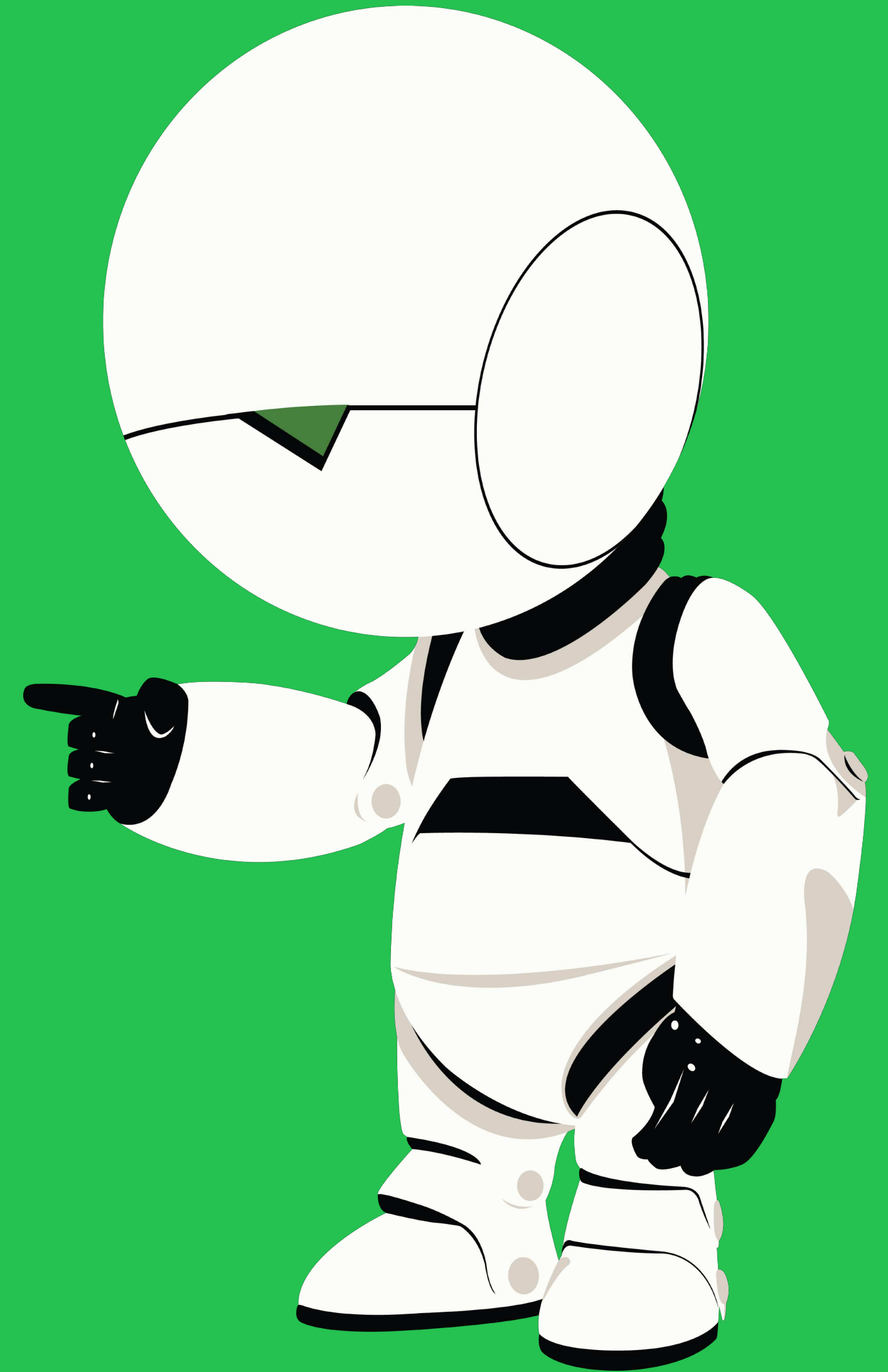
makeameme.org







DON'T
PANIC





Always Do Your Best

- Better to make the wrong decision than no decision
- Rally fast, disband faster
- Handovers are encouraged
- Useful post-mortems
- Review your process
- Don't Panic



IT'S A QUESTION PARTY!

MY FAVORITE!





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**SHARE YOUR ON-CALL
STORIES WITH ME LATER**

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