

The Four Agreements of Incident Response



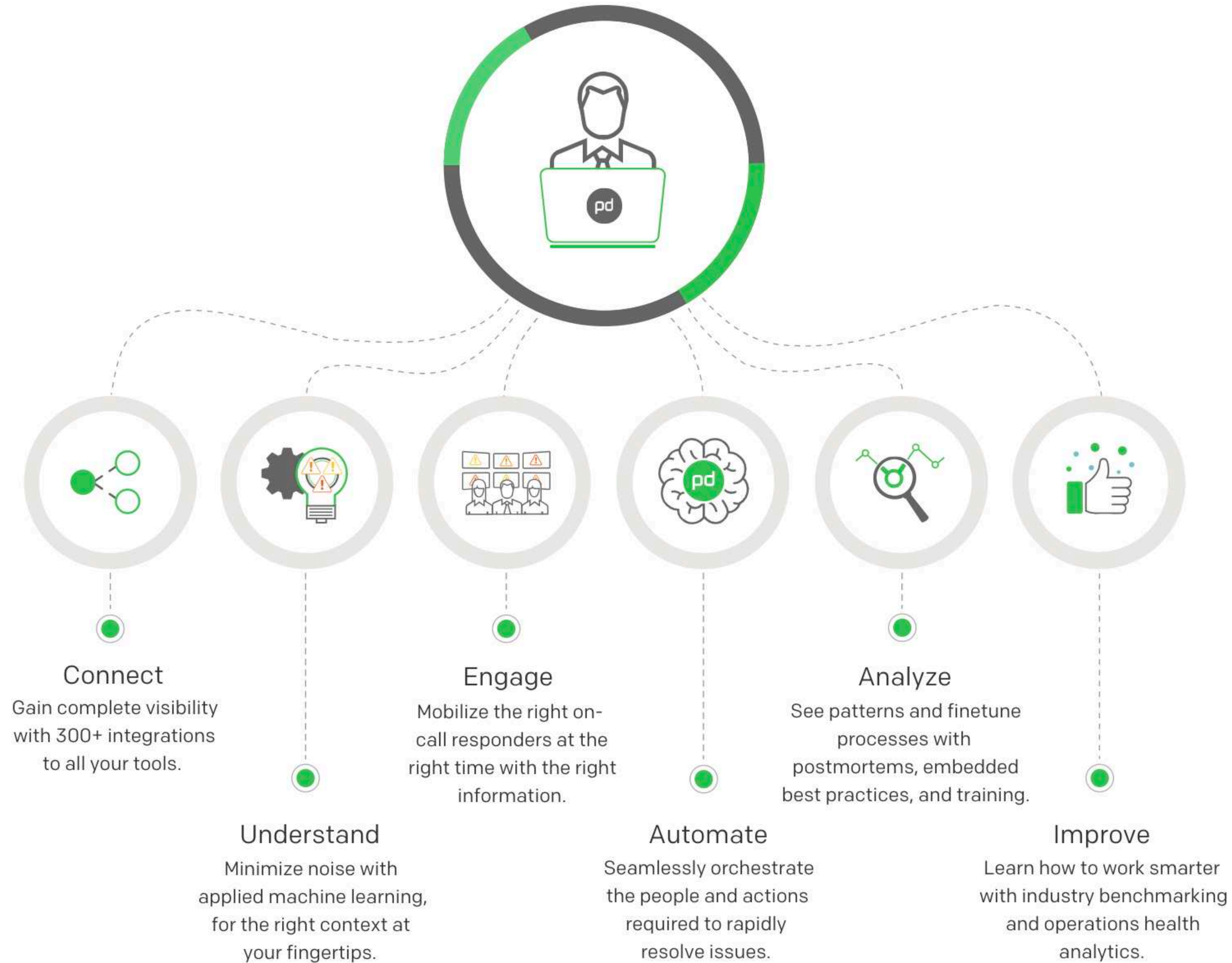
Matty Stratton

DevOps Advocate & Thought Validator, PagerDuty

 @mattstratton



How PagerDuty Works







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?

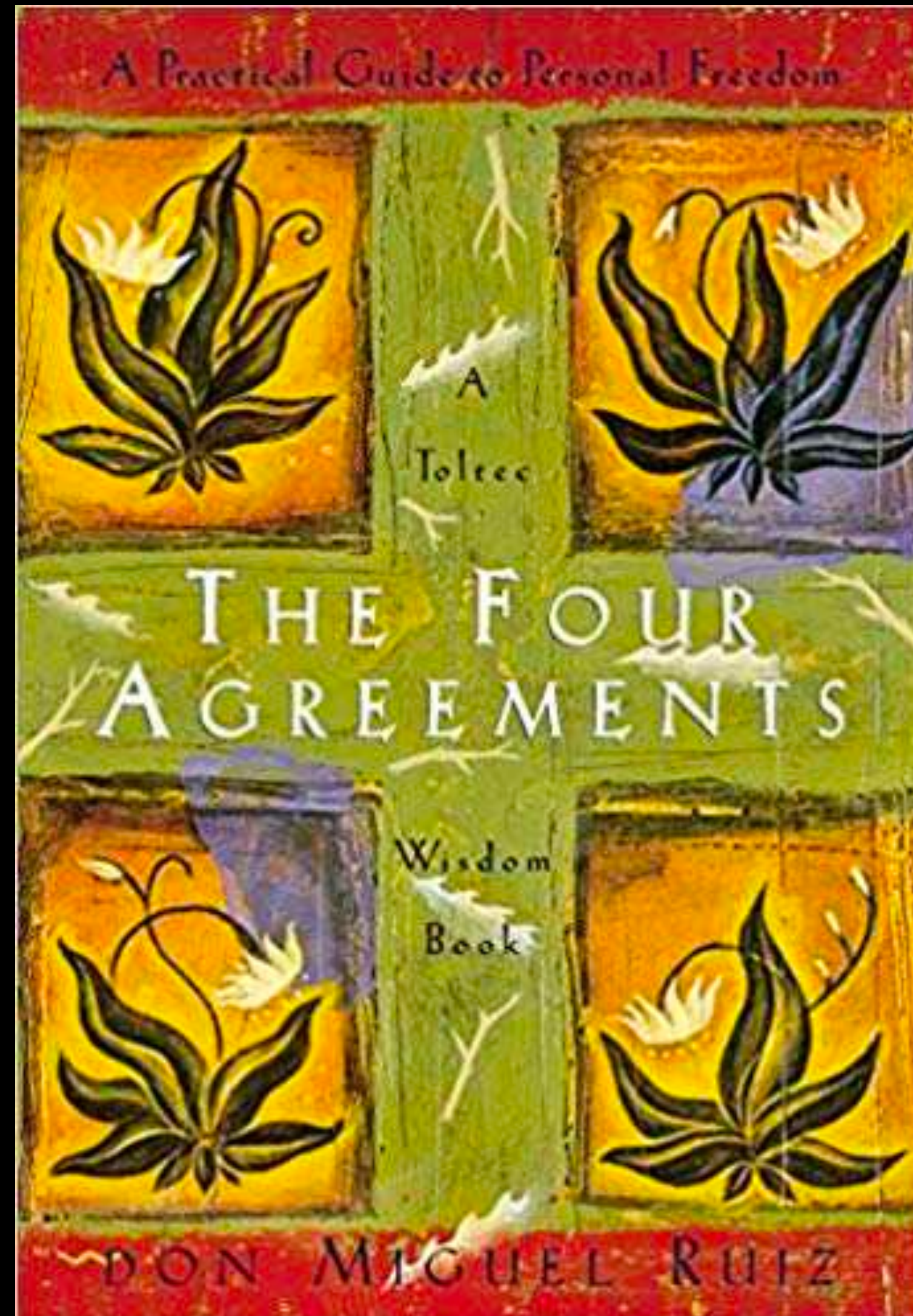
6:43 AM - 31 Jan 2018 from [City of London, London](#)

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

WARTIME



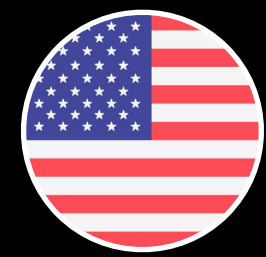
NORMAL

EMERGENCY



OK

NOT OK



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

I AM IN CHARGE



I AM IN CHARGE





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

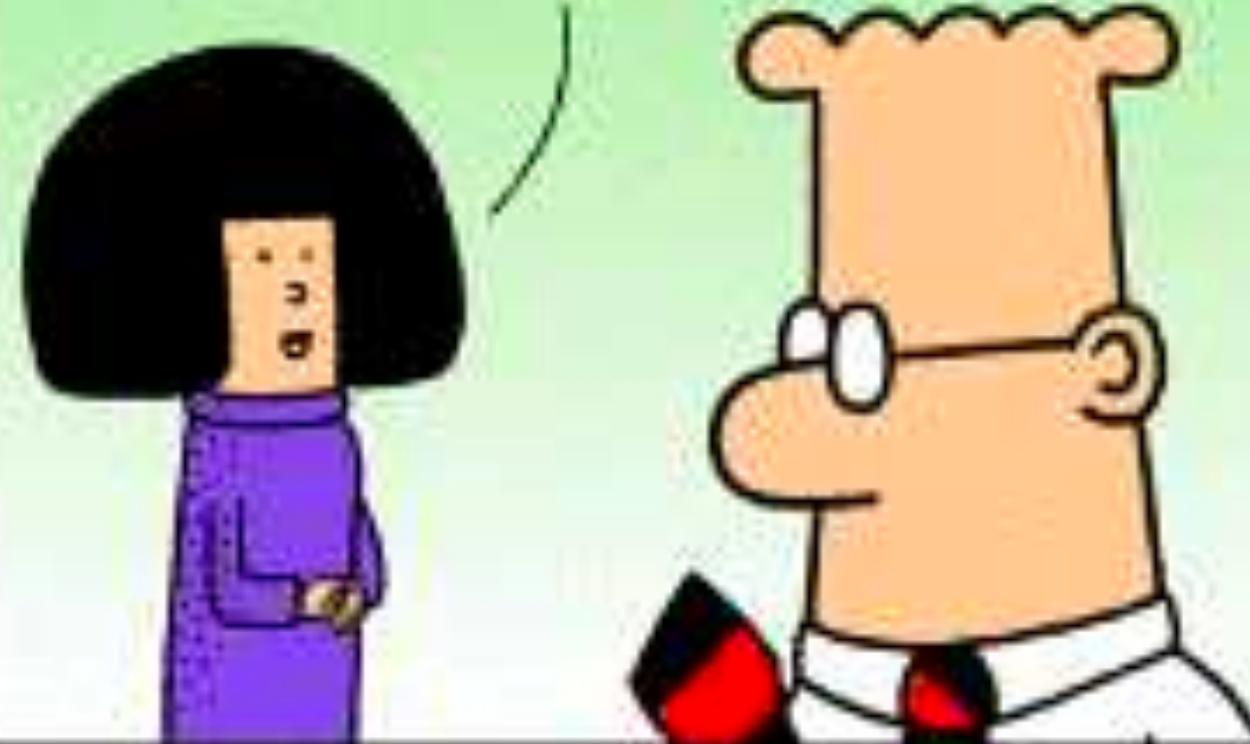
This background is blue.

I PROOFREAD YOUR
TECHNICAL DOCUMENT
DESPITE NOT UNDER-
STANDING A WORD OF
IT.



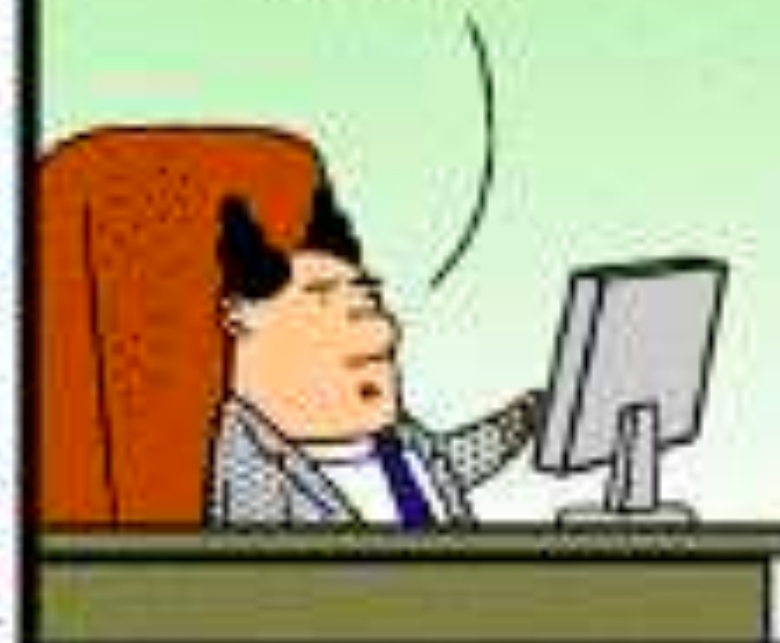
Dilbert.com DilbertCartoonist@gmail.com

I COULDN'T TELL THE
ACRONYMS FROM THE
TYPOS, SO I CHANGED
THEM ALL TO WHAT-
EVER FELT RIGHT.



4-5-10 ©2010 Scott Adams, Inc./Dist. by UFS, Inc.

YOU SAY WE
SHOULD
MIGRATE OUR
LEMON FLUTES
TO A HARD
FLEA?



NOT
ALL AT
ONCE.



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

TOO TIRED TO STAY AWAKE



TOO AWAKE TO FALL ASLEEP

imgflip.com

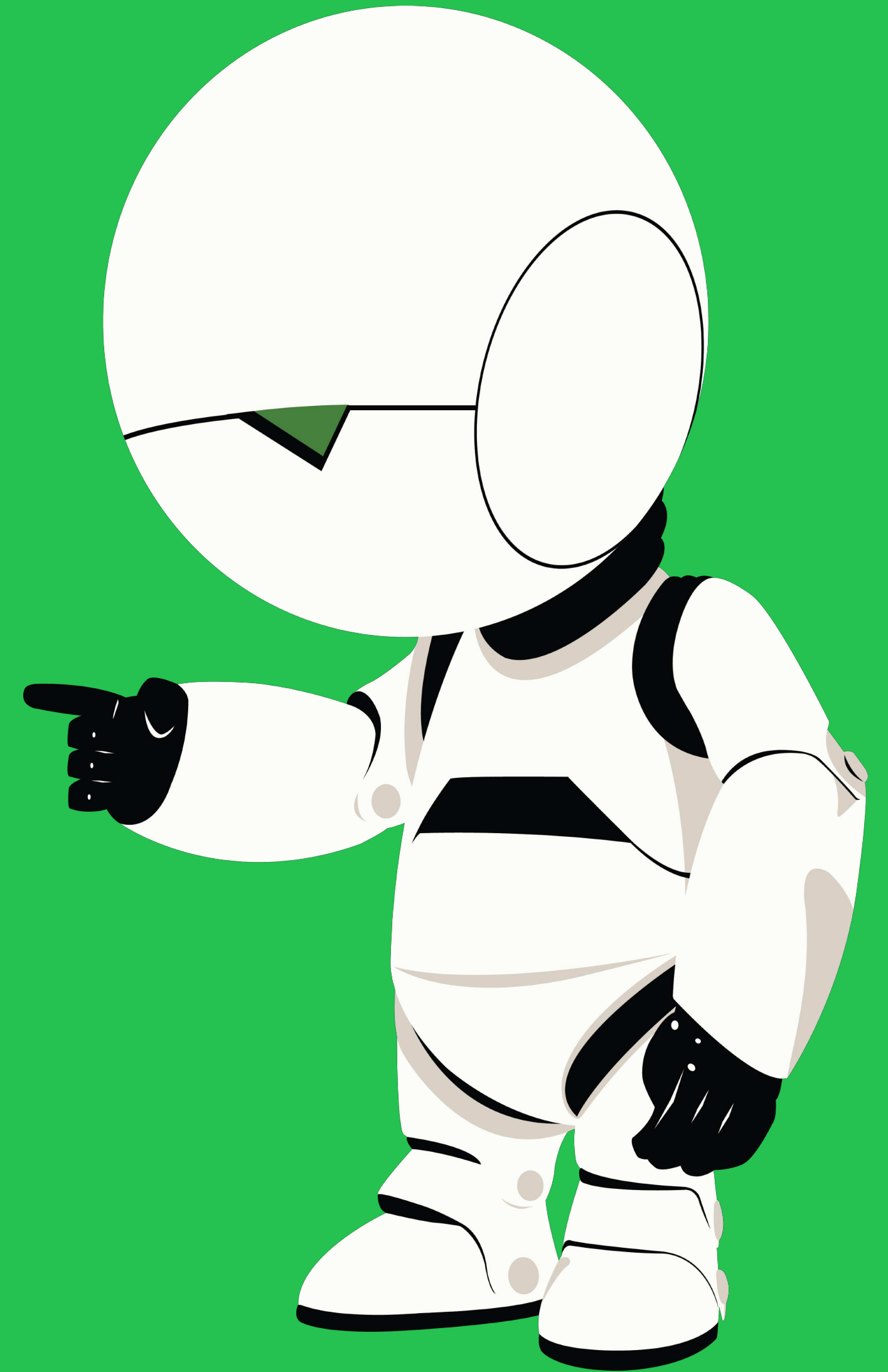
POST MORTEM MEETINGS



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!



mattstratton.com/speaking



@MATTSTRATTON
LINKEDIN.COM/IN/MATTSTRATTON
MATTSTRATTON.COM
ARRESTEDDEVOPS.COM

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

 @mattstratton