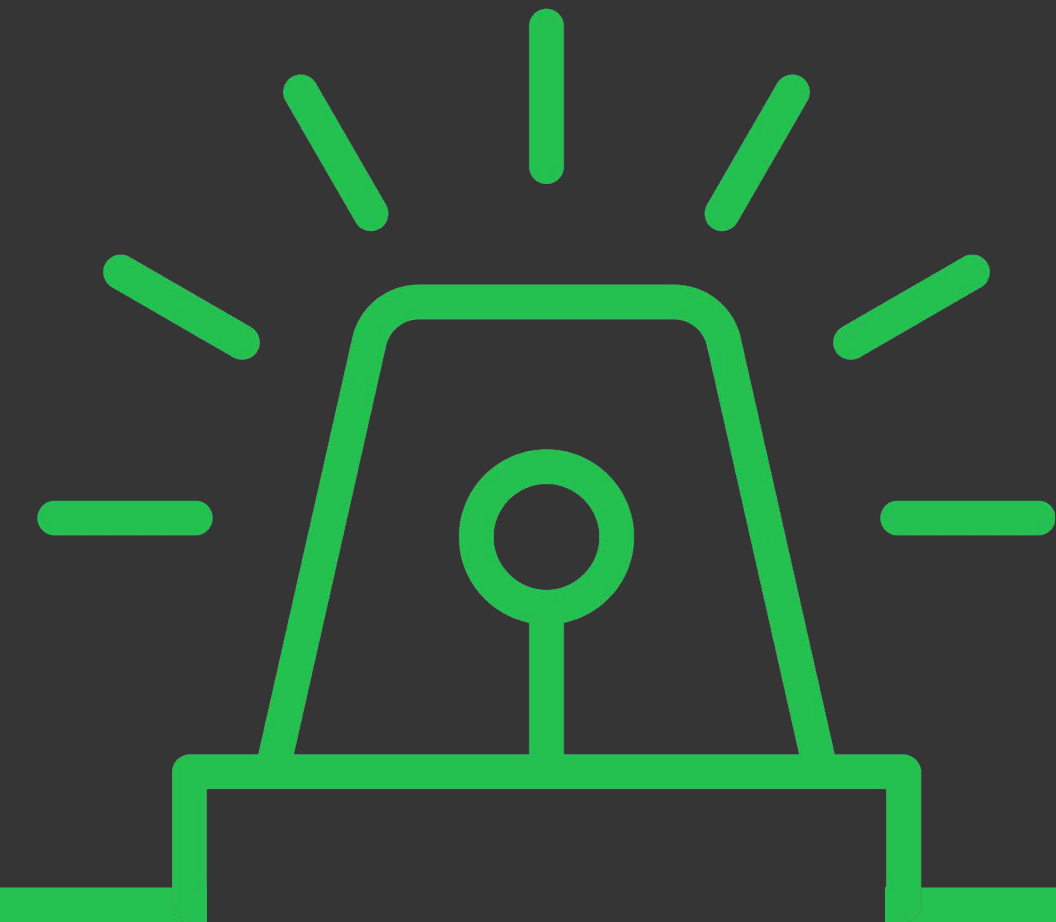


THE PSYCHOLOGY OF CHAOS ENGINEERING



Matt Stratton
DevOps Advocate & Thought Validator, [PagerDuty](#)



PD



let's set some agreement

Chaos Engineering is the discipline of experimenting on a system in order to build confidence in the system's capability to withstand turbulent conditions in production.



Netflix Technology Blog, 2011

*By running Chaos Monkey in the **middle of a business day**, in a **carefully monitored environment** with **engineers standing by** to address any problems, we can still learn the lessons about the weaknesses of our system, and build automatic recovery mechanisms to deal with them. So next time an instance fails at 3 am on a Sunday, we won't even notice.*

<https://bit.ly/netflix-chaos>

PagerDuty

 @mattstratton

perceptions

“isn't all engineering chaotic?”

“isn’t



ic?”

It's not about breaking things

It's not about breaking things

look, I know you know this

I'm gonna say it anyway

these are experiments



we know this, Matty

how we talk about things matters

people get nervous

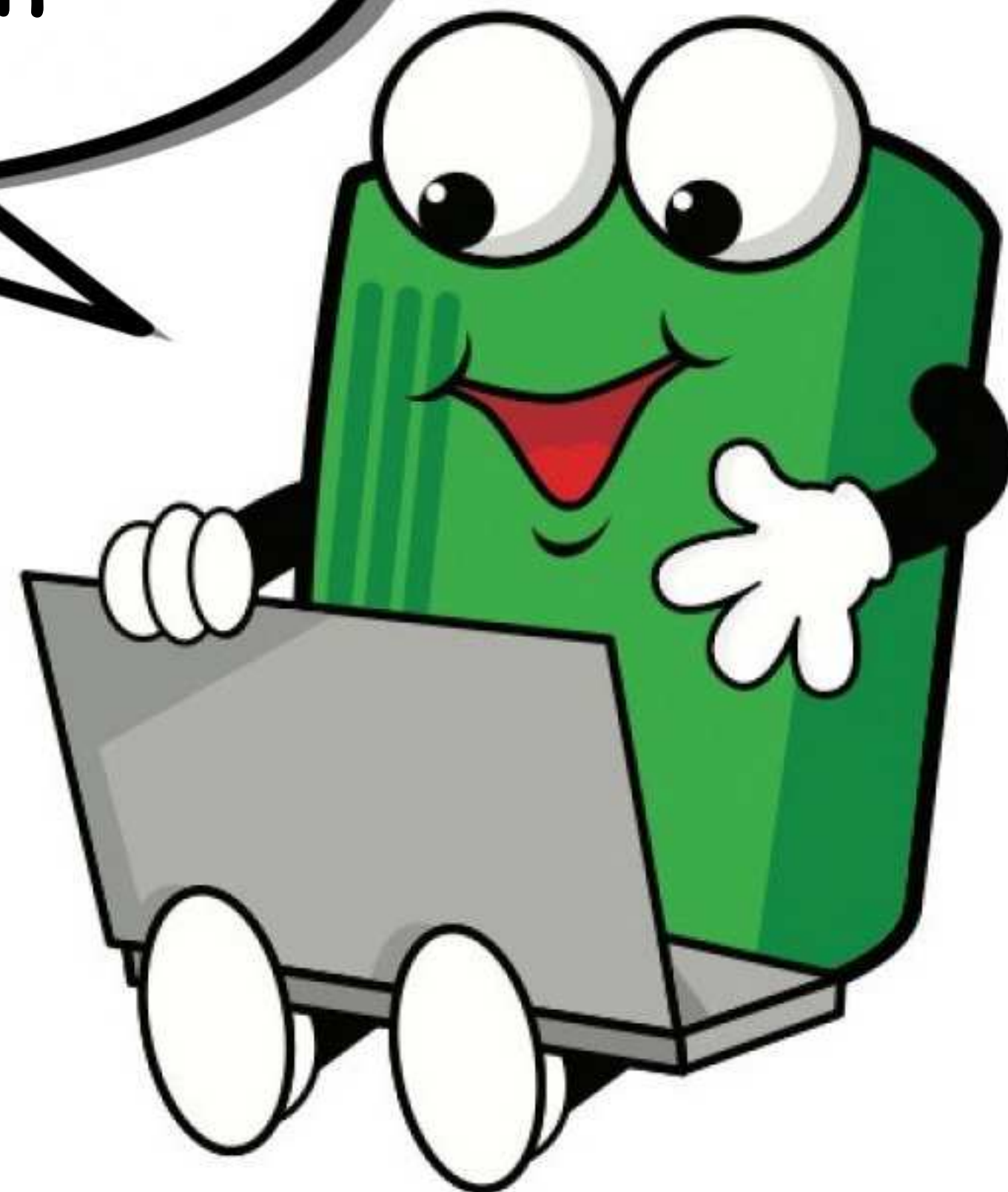
“You want to do *what* in
production??”

use your monitoring like it's for real

because it is

use yo

Something's broken...
...it's your fault



or real

but what about the people?

how does it make you feel to know
Netflix practices chaos engineering?

what about your bank?



Matty @ devopsdays Baltimore
@mattstratton



If you discover a service you consume uses chaos engineering in production, you feel:

Reassured

91%

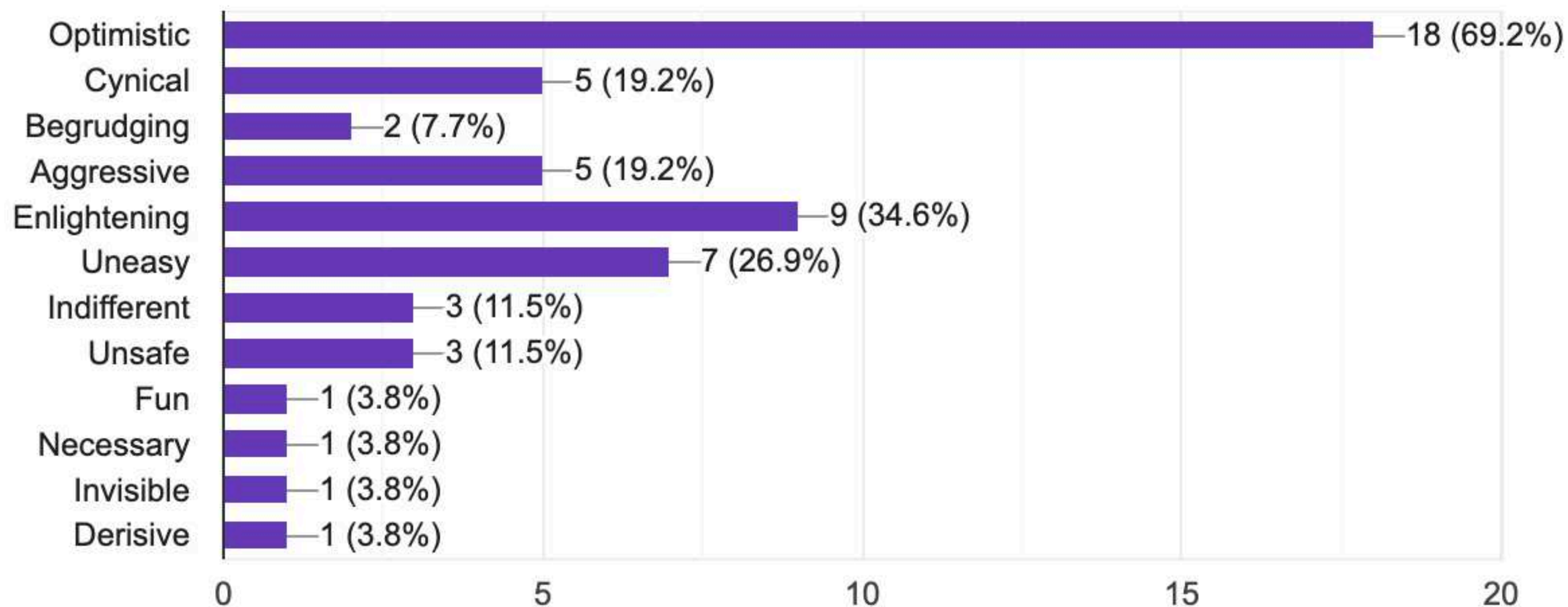
Uneasy

9%

data, such as it is

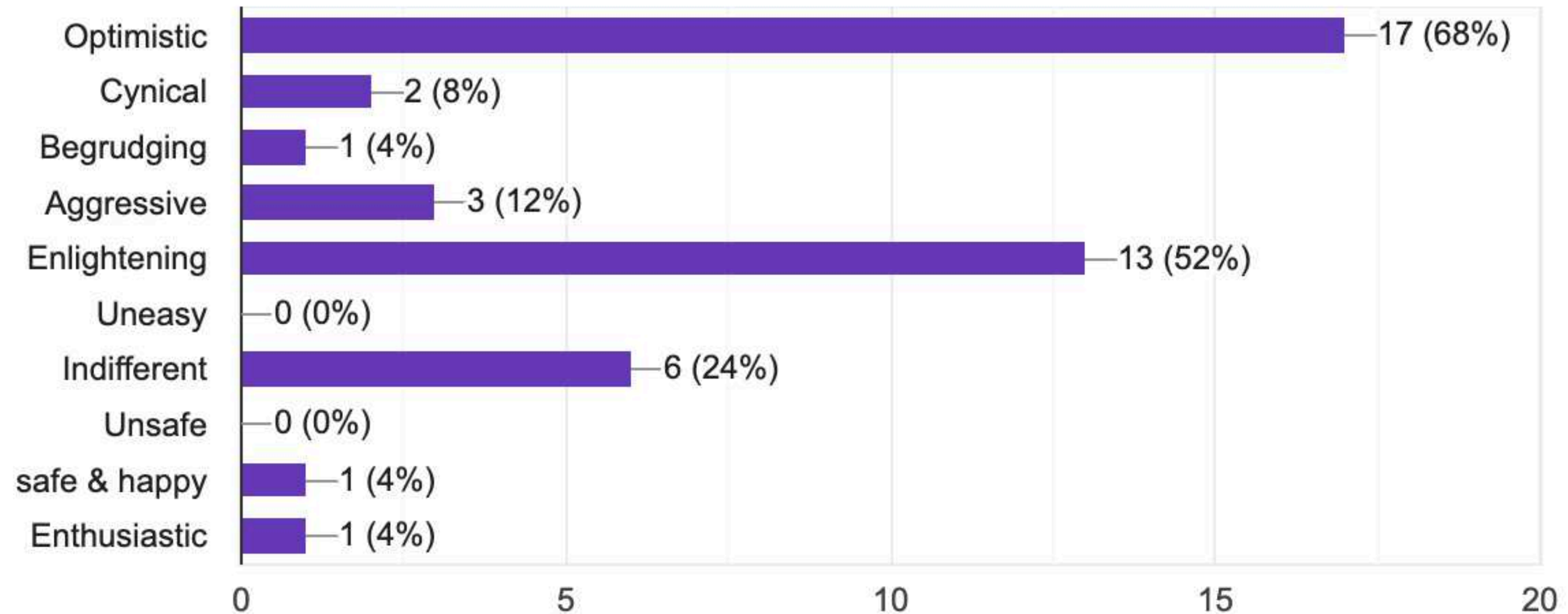
What words describe your personal feeling towards the use of chaos engineering on your team? (choose all that apply)

26 responses



Now, think of yourself as a consumer of services/products that practice chaos engineering. What words describe how you feel about the practice? (choose all that apply)

25 responses



management can get...
...nervous

consider your words

it's about the philosophy



Cody ☕️ 🦀 🏔️
@valarauca1



(not fully using chaos engineering, but had some recent interesting failures from interns)

In all honesty I generally feel excitement when confronted with a new error that hasn't occurred before. Finding out the root of the error (logic, oversight, etc.) is fun and challenging

safety first

- Know your conditions - when will you shut down the experiment?
- This isn't about causing stress on your people - be transparent
- There are humans at the other end of those numbers

<https://speaking.mattstratton.com>

Pagey Says....

