



The Four Agreements of Incident Response

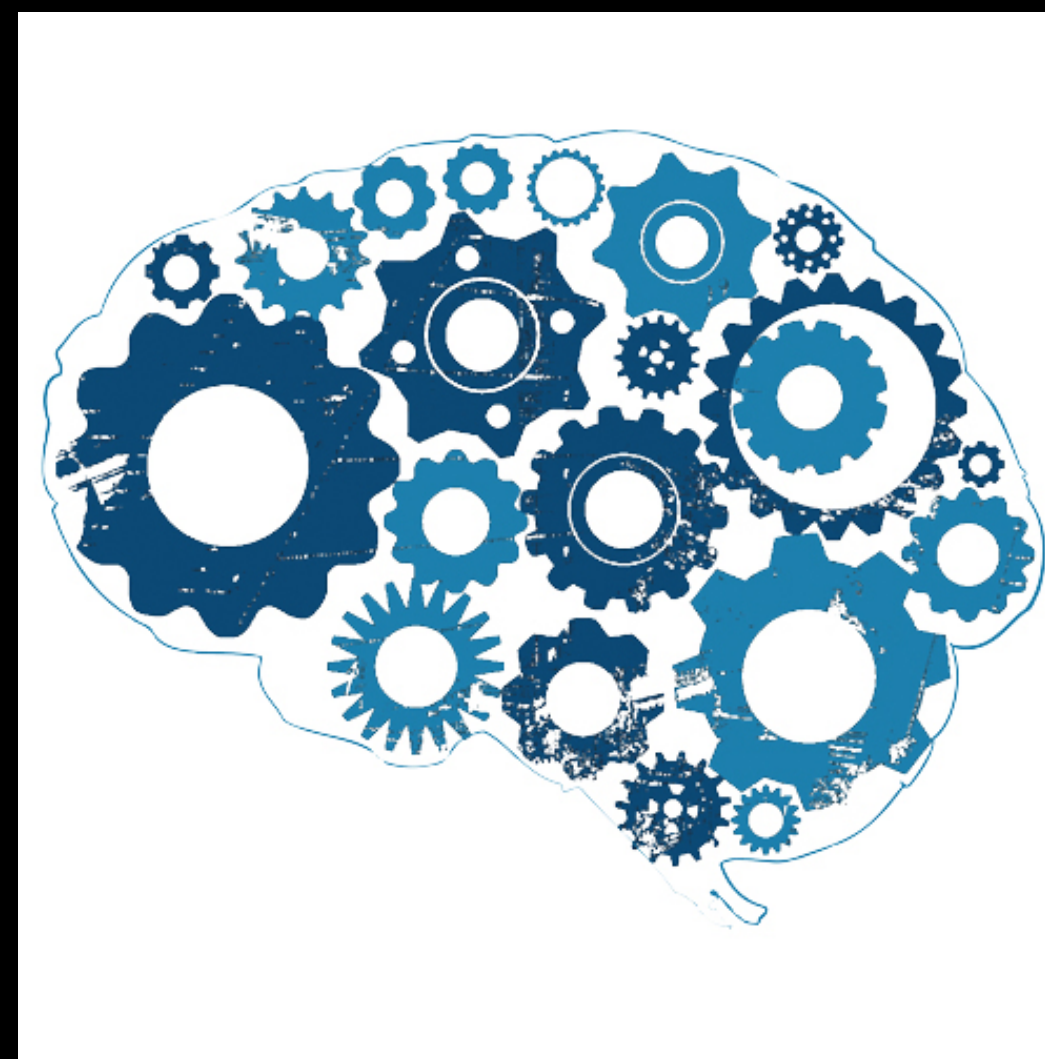


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@mattstratton











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?

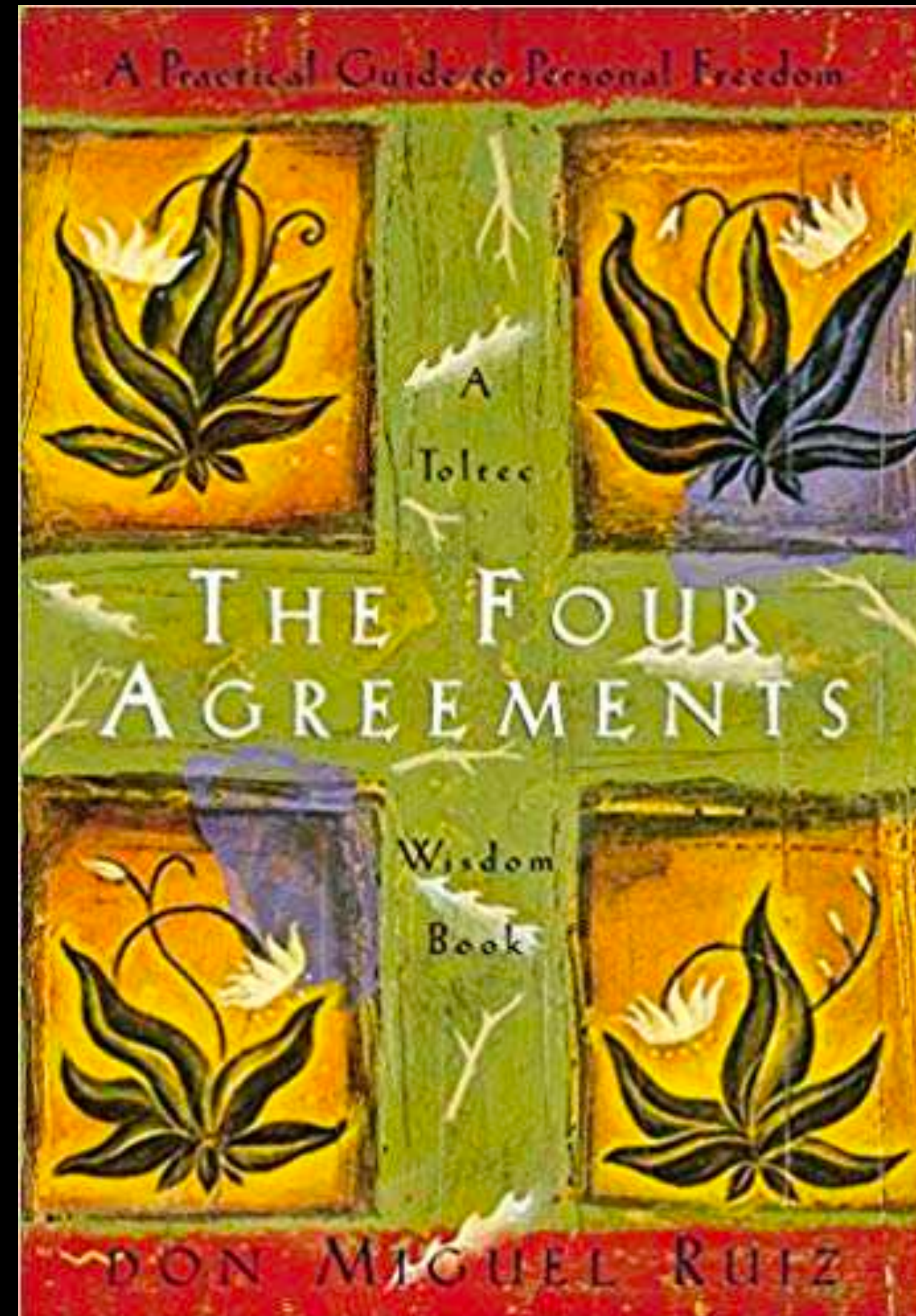
6:43 AM - 31 Jan 2018 from [City of London, London](#)

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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



Officer URL APP 11:12



- ① Use *!ic responders* to see who the team responders are.

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





SURE YOU HAVE A LAWYER



BUT DOES YOUR LAWYER HAVE A LAWYER?

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9





Be Impeccable With Your Word

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



Don't Take Anything Personally



PEACETIME

WARTIME











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.





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



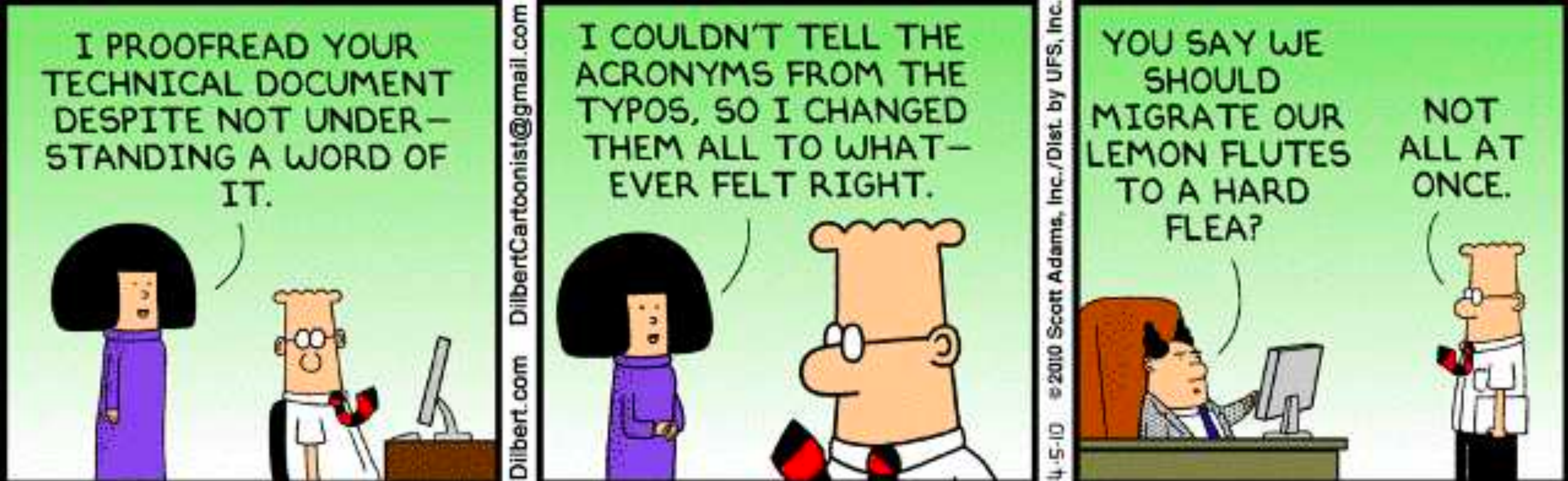


Don't Make Assumptions



This background is blue.







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.



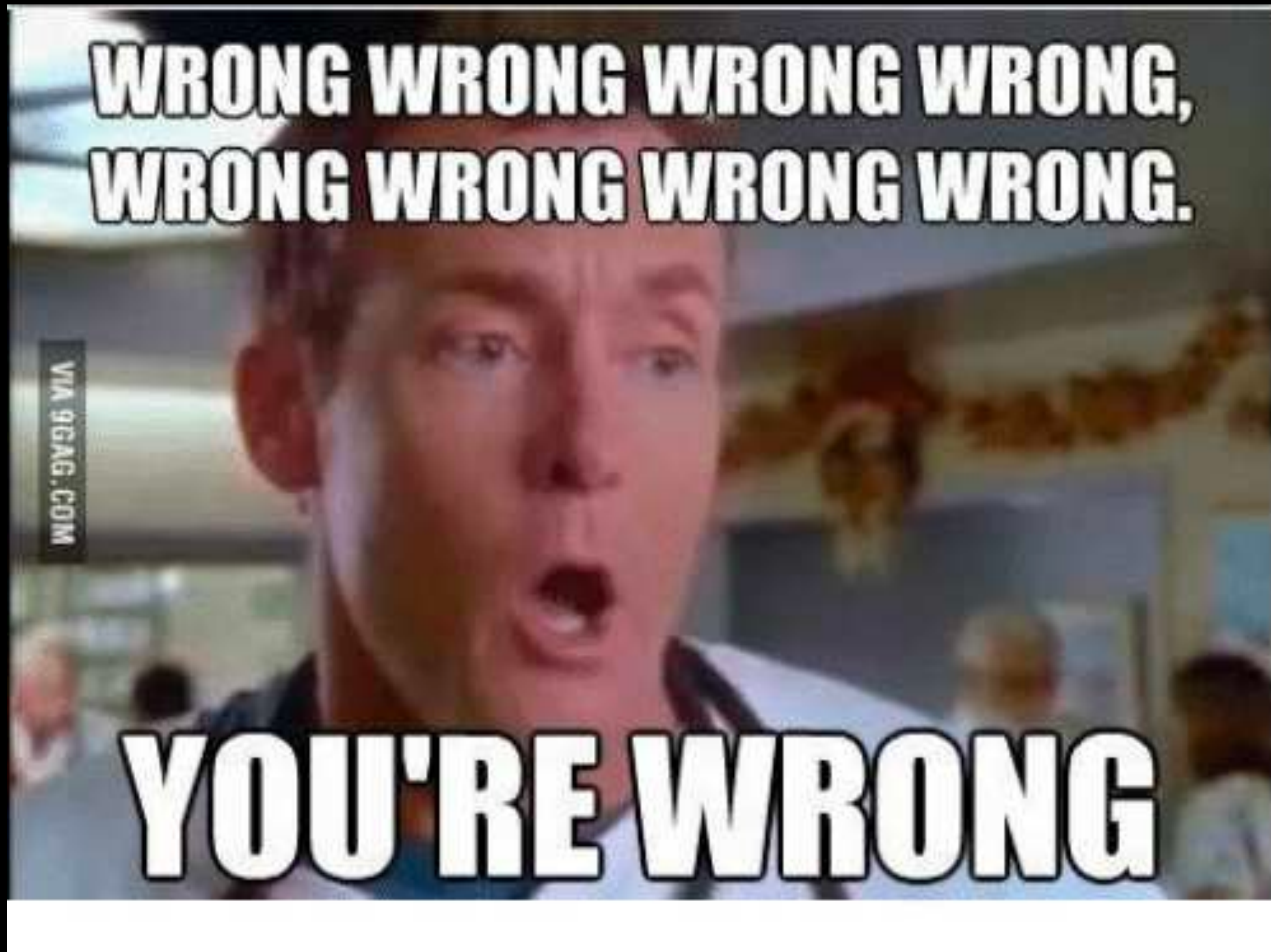
Don't Make Assumptions

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





Always Do Your Best





WEEEEEE



WE ARE RALLY CARS









POST MORTEM MEETINGS



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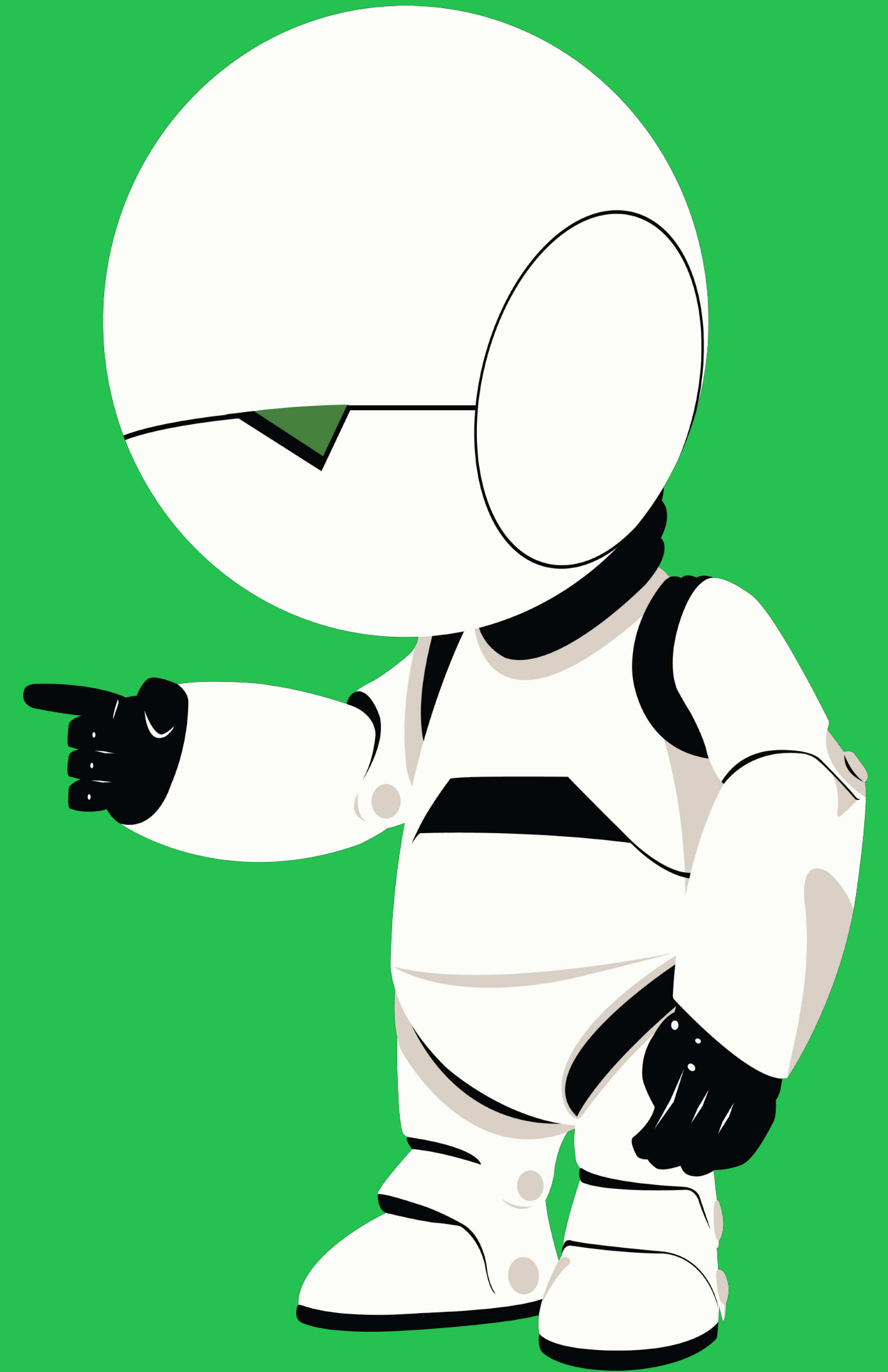








DON'T PANIC





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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