After the dust has settled

Learning from incidents

CAST

CHARACTER 01	ACTOR 01
CHARACTER 02	ACTOR 02
CHARACTER 03	ACTOR 03
CHARACTER 04	ACTOR 04
CHARACTER 05	ACTOR 05
CHARACTER 06	ACTOR 06
CHARACTER 07	ACTOR 07
CHARACTER 08	ACTOR 08
CHARACTER 09	ACTOR 09
CHARACTER 10	ACTOR 10

AVENGERS
Shawarma Pala
VOTED
SHAWARM
YORK CITY

T 🎯

@CodeineFridge

i feel like if the avengers were real we'd really really hate them

12:19 · 12 Mar 22 · Twitter for iPhone

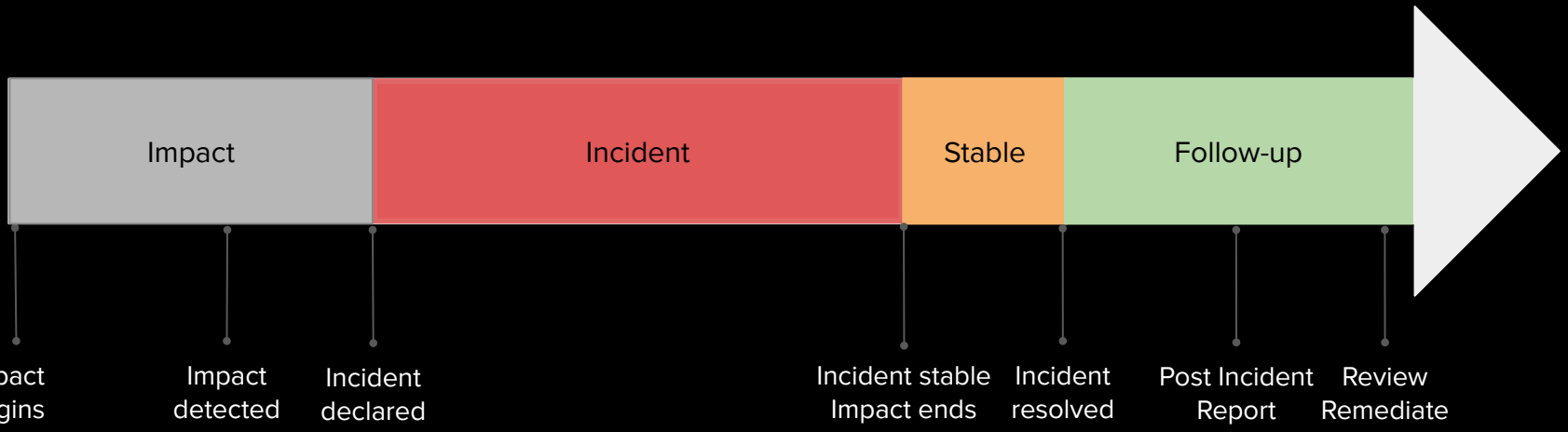
27.8K Retweets **5,071** Quote Tweets **386K** Likes

ju @ihyjuju · 12 Mar

Replying to @CodeineFridge

imagine you wake up to go to work and see your car destroyed by one of the avengers

Incident Lifecycle



What does incident follow up involve?

Why?

- Continuous learning
- Coordination
- Become better engineers
- Obligations to customers
- Investment in reliability

Incident Retro Best Practices

Blamelessness

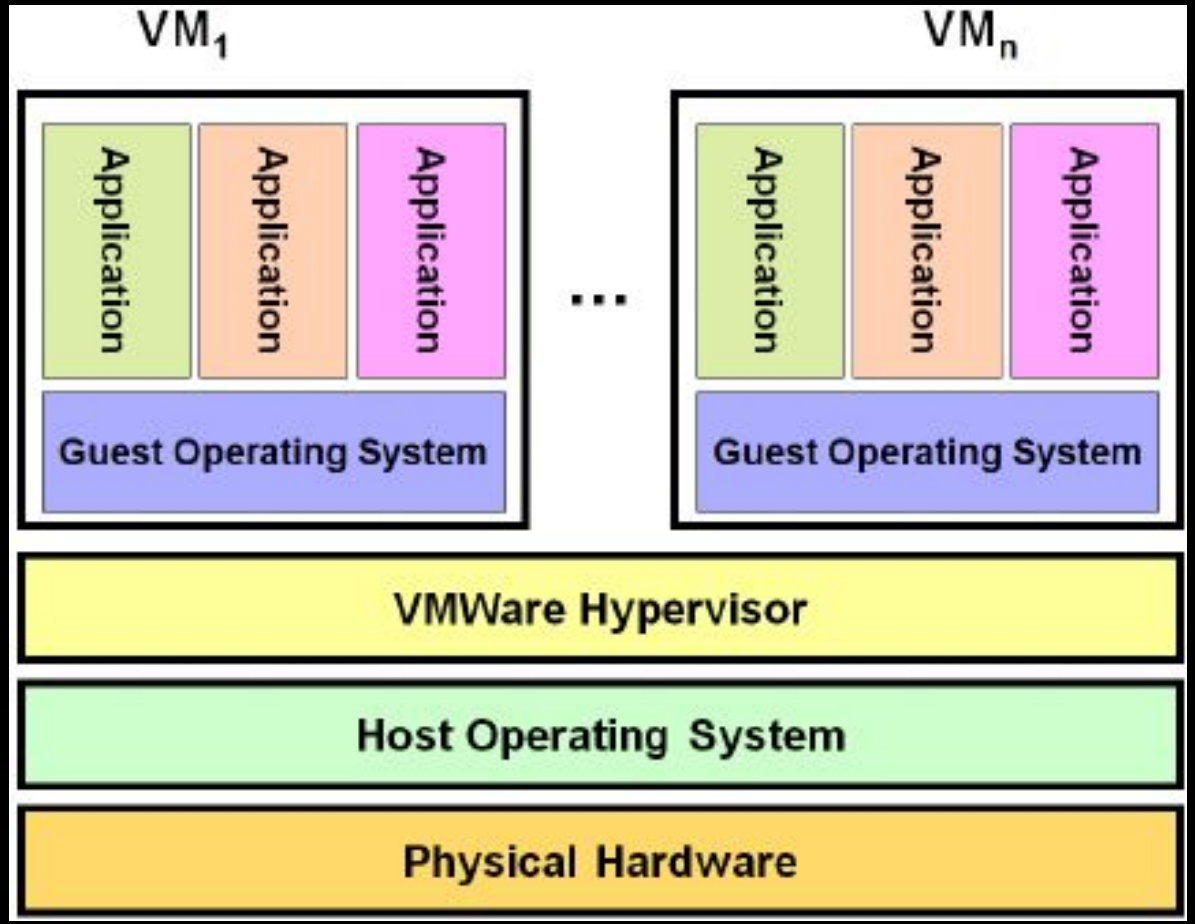
Ownership

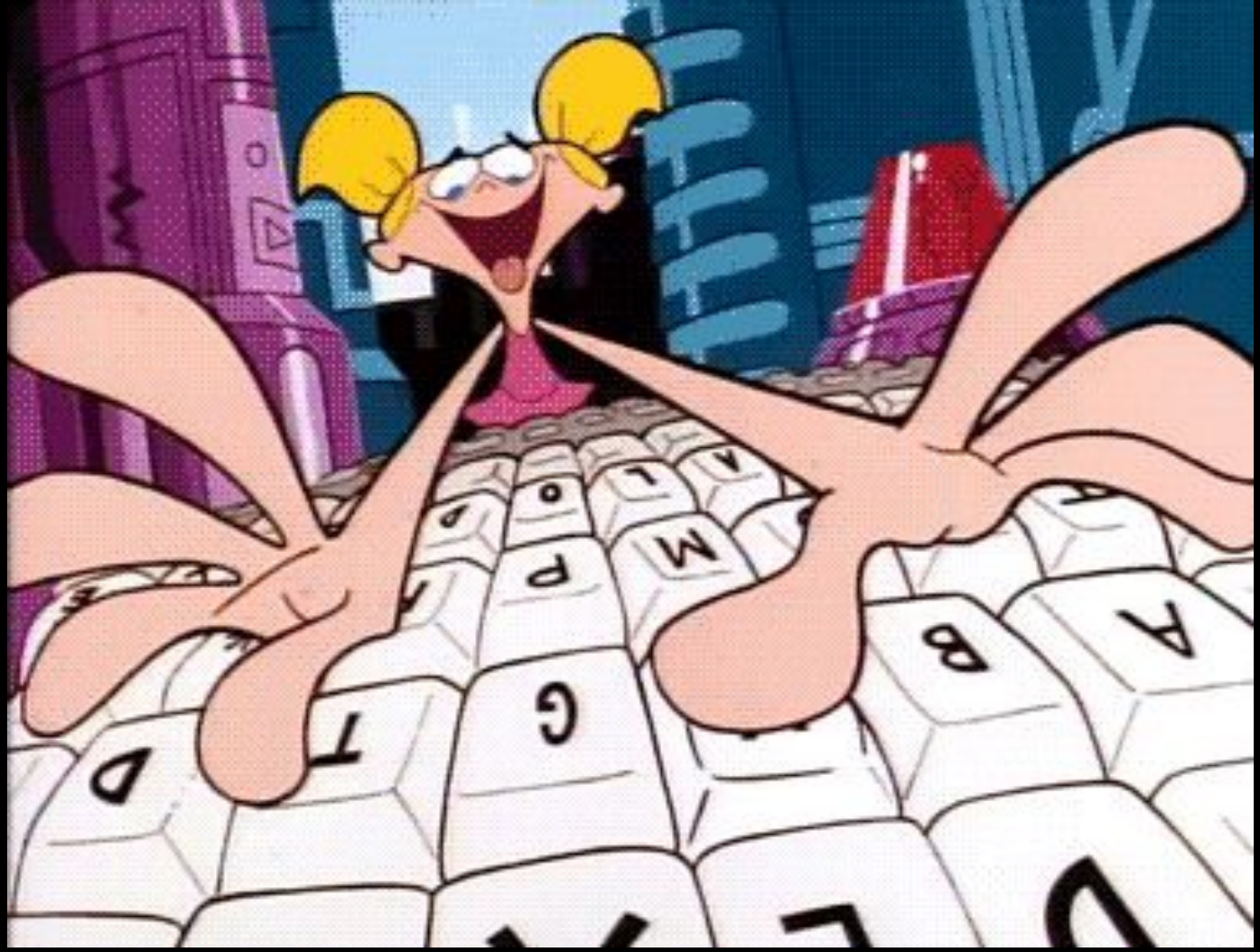
Collaboration and Cooperation

Timeliness

How do you feel about post incident review and retrospectives?

My first incident


VM1
VMn
Application
Application
Application
Guest Operating System
...
Application
Application
Application
Guest Operating System
VMWare Hypervisor
Host Operating System
Physical Hardware



"This is fine" LEGO set

What does incident follow up involve?

NYPD
Blame

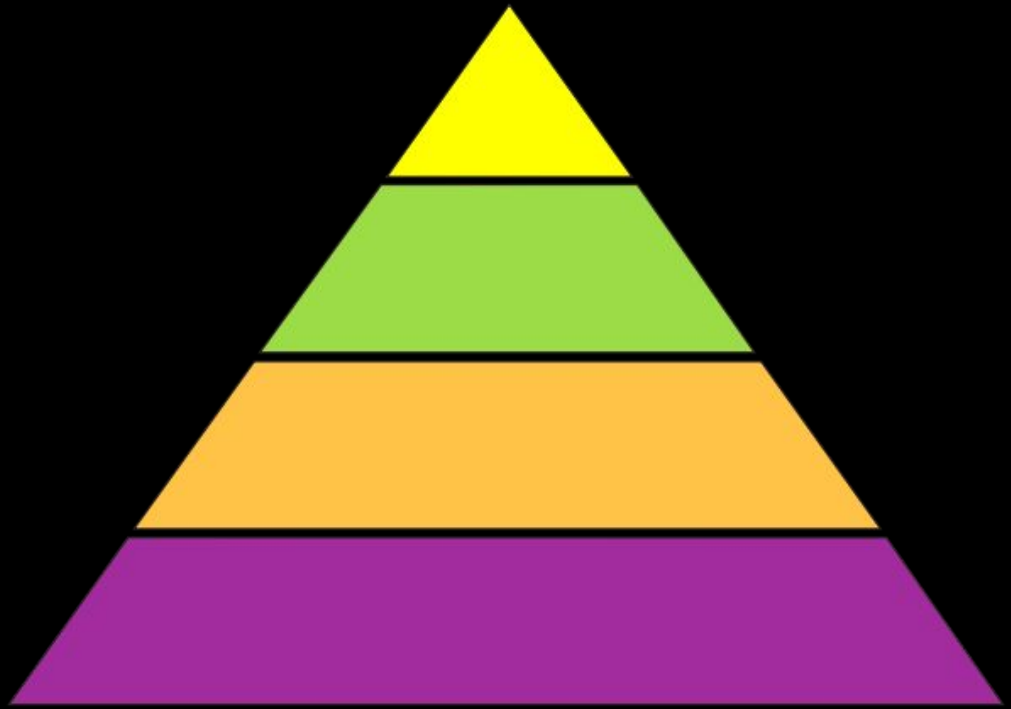
Who is the owner

Collaboration and Cooperation

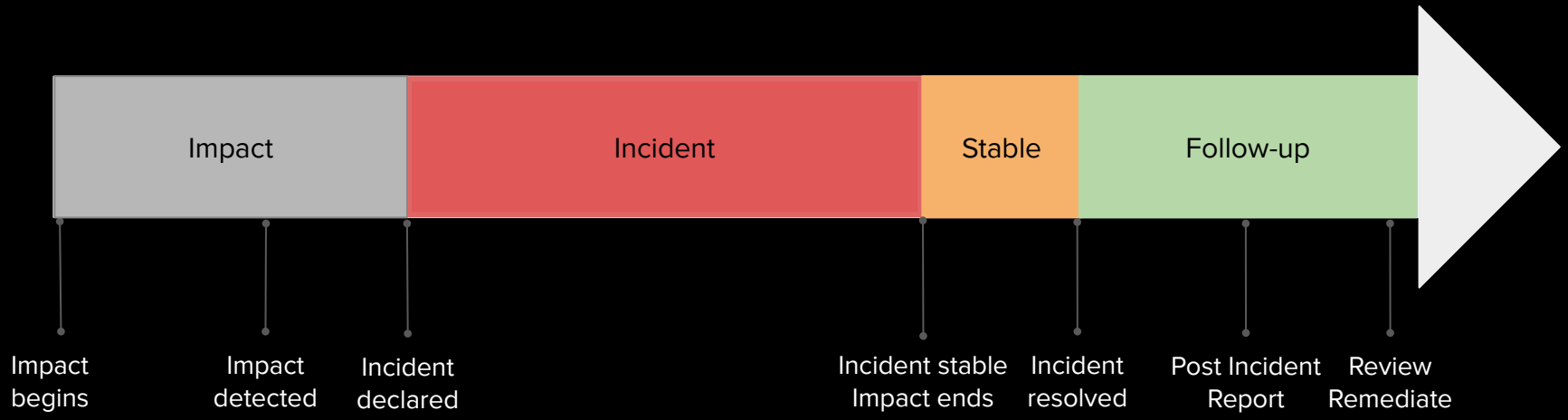
When do learnings become culture?

How do we learn?

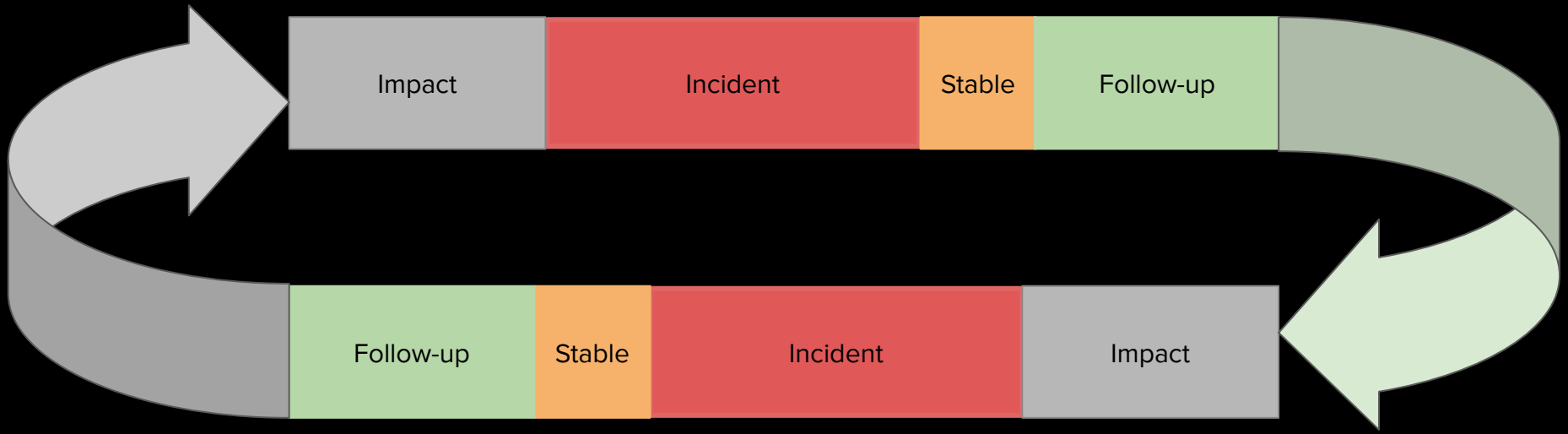
“Learning Pyramid”

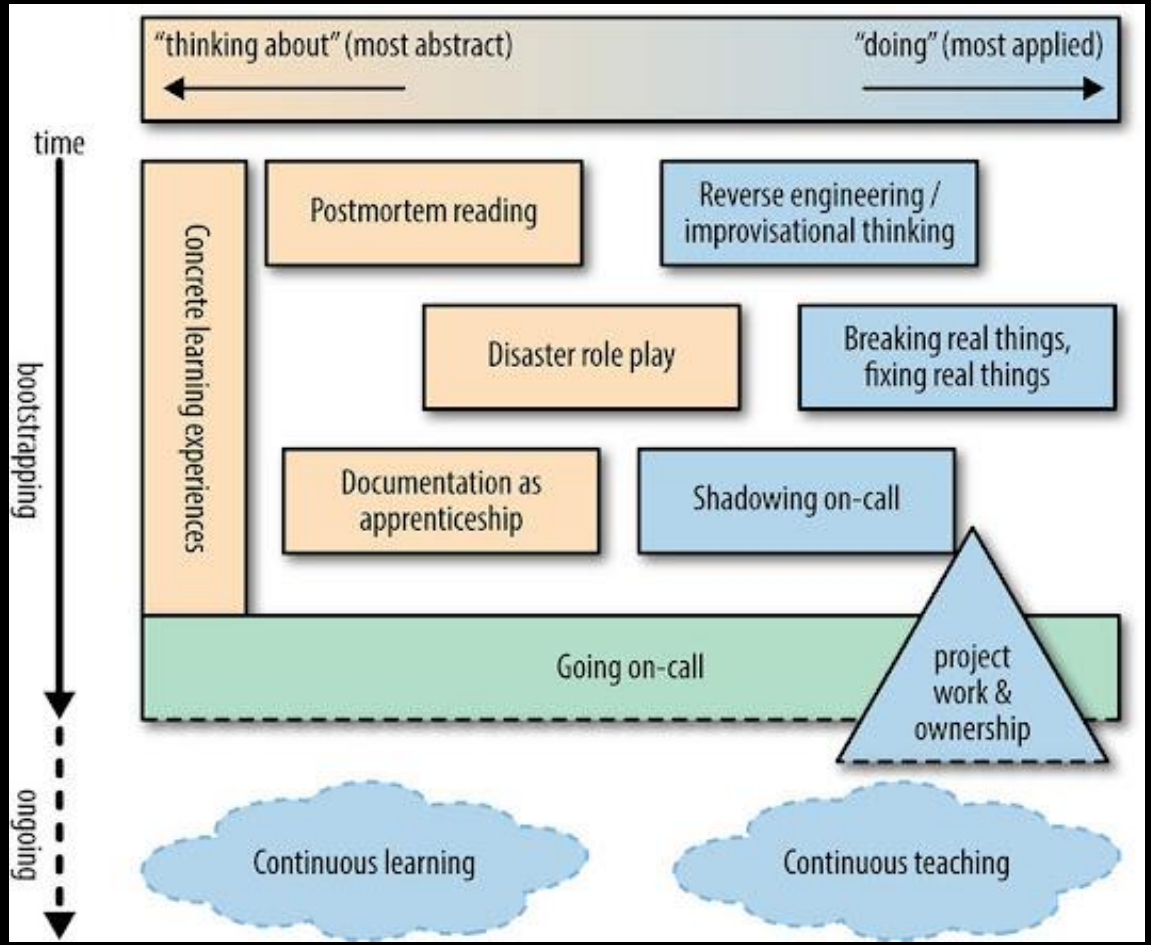


What does incident follow up involve?



What does incident follow up involve?



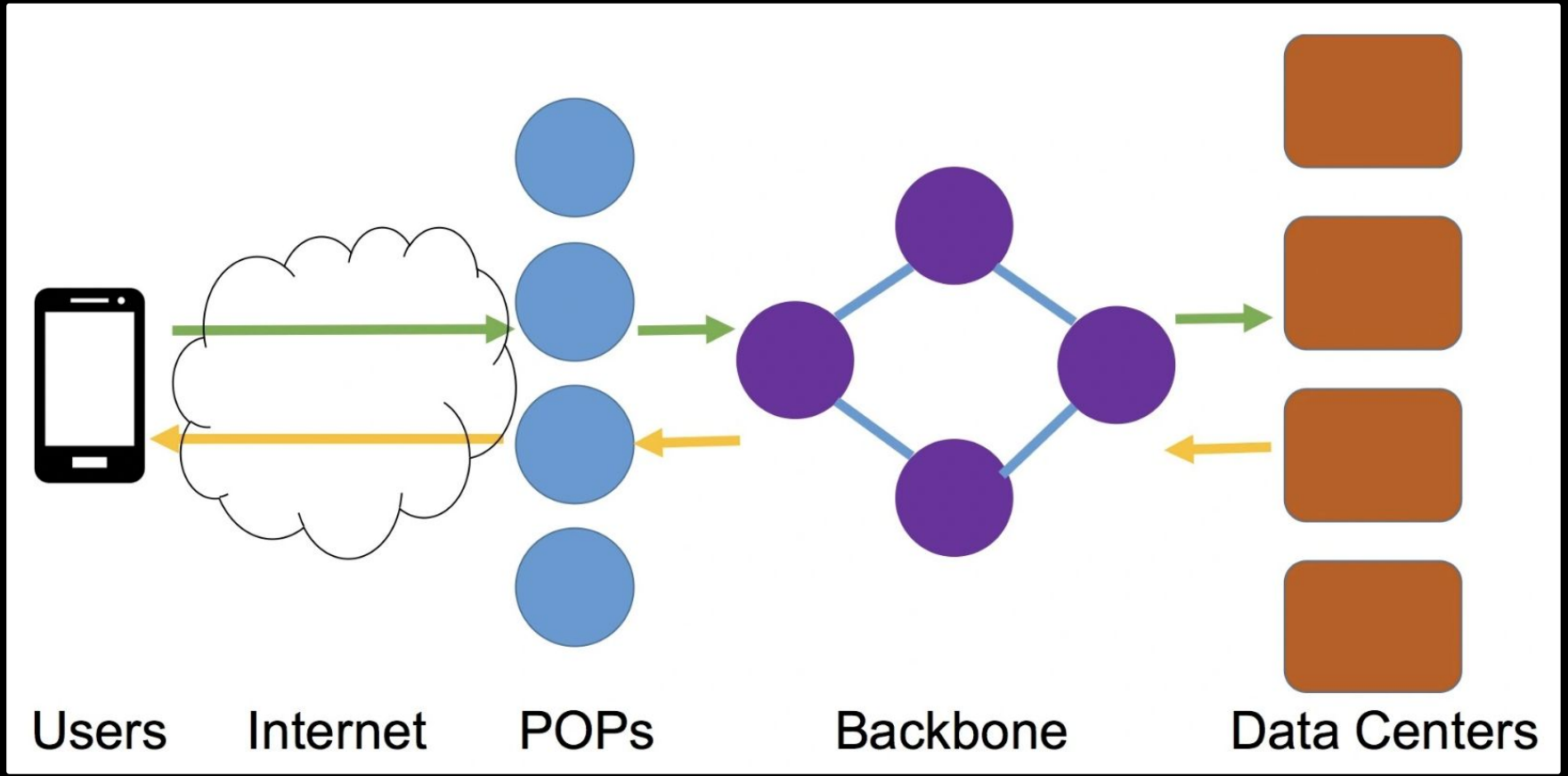

"thinking about" (most abstract)
"doing" (most applied)
time
bootstrapping
ongoing
Concrete learning experiences
Postmortem reading
Reverse engineering / improvisational thinking
Disaster role play
Breaking real things, fixing real things
Documentation as apprenticeship
Shadowing on-call
Going on-call
project work & ownership
Continuous learning
Continuous teaching

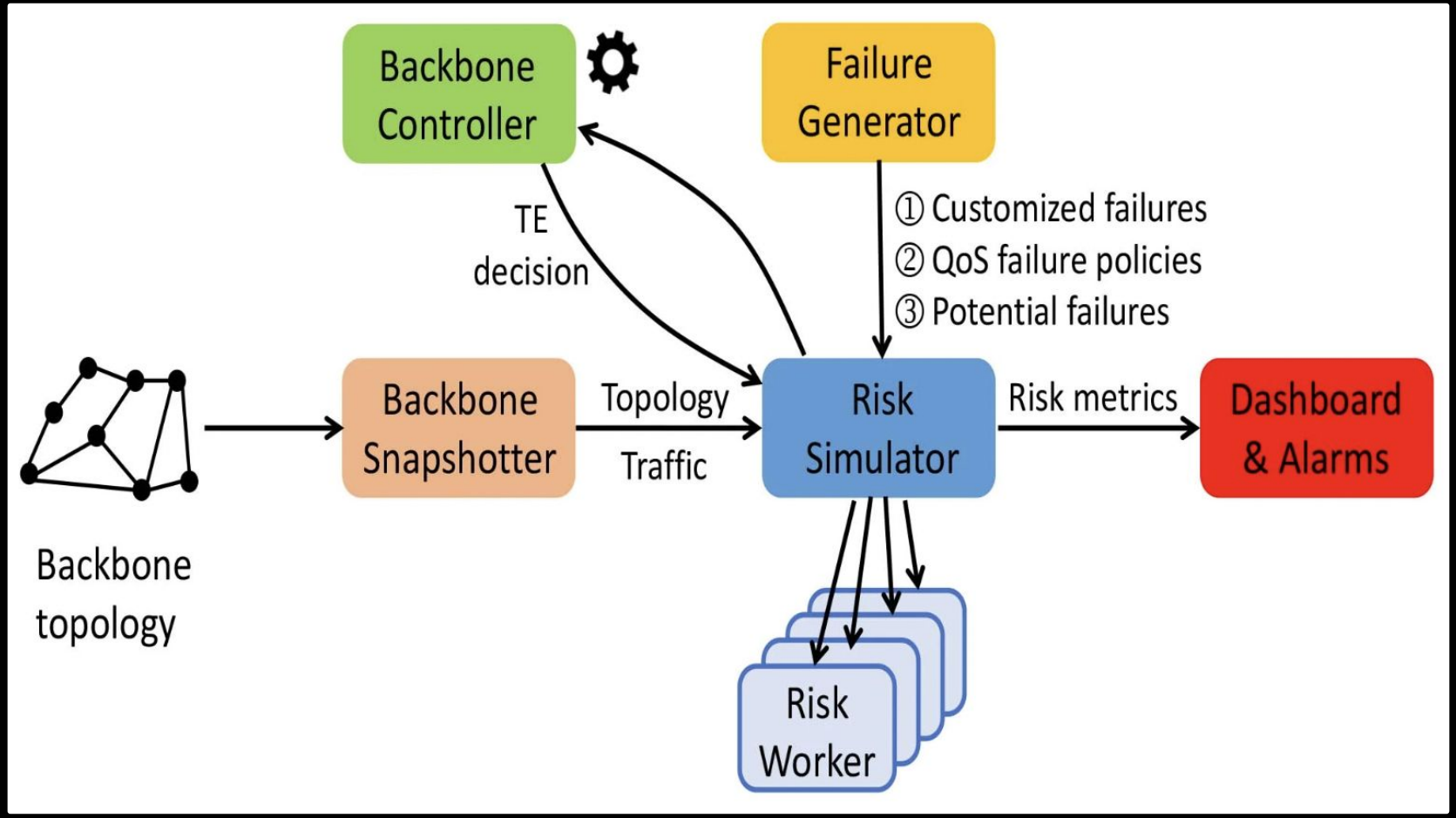
Learning from Incident Retrospectives

0 DAYS
SINCE IT
WAS DNS
(It's always DNS)

Engineering.fb.com/2021/10/05/networking-traffic/outage-details/

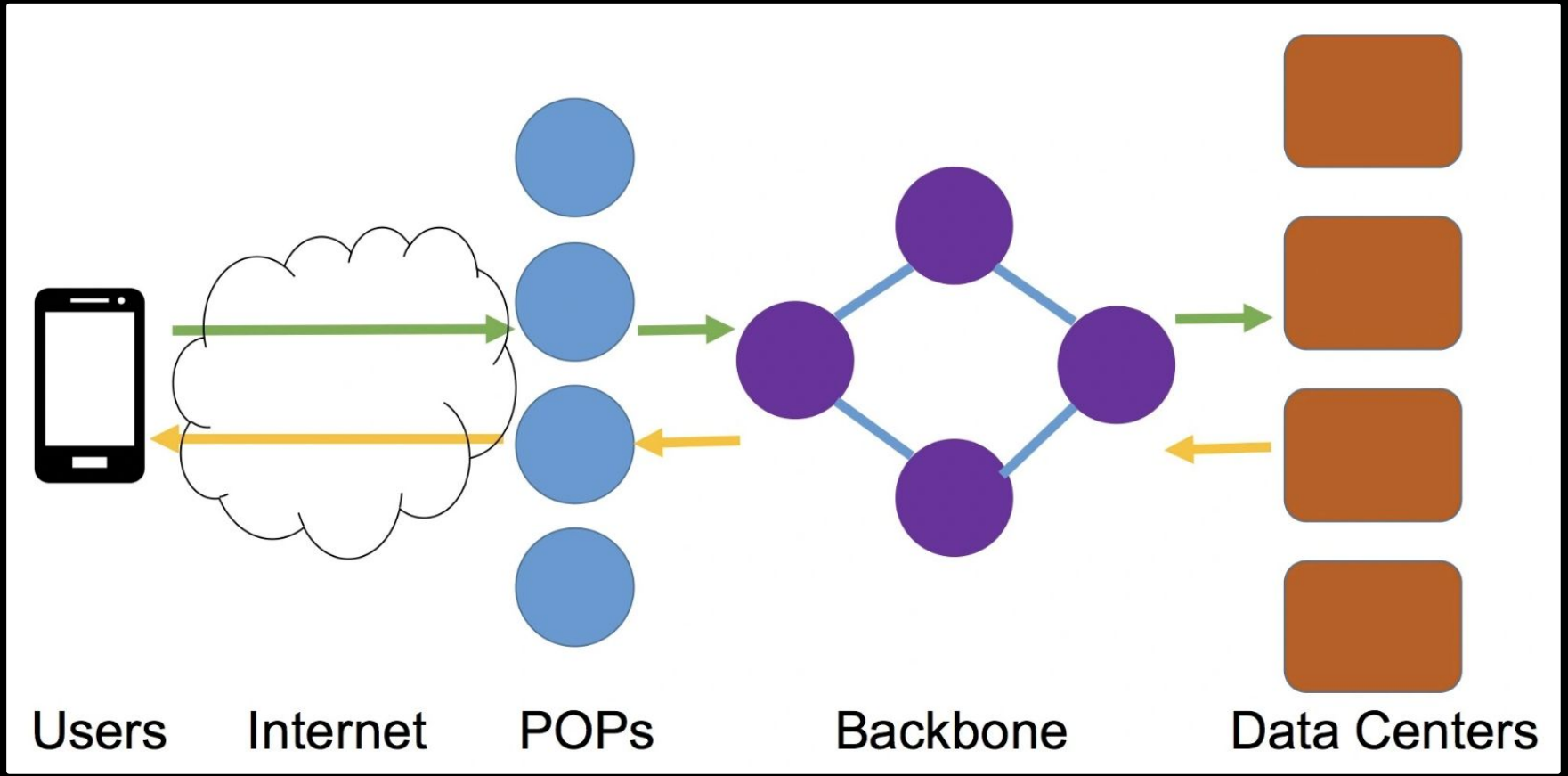
https://engineering.fb.com/2021/10/05/networking-traffic/outage-details/




Backbone Controller
Failure Generator
TE decision
① Customized failures
② QoS failure policies
③ Potential failures
Backbone topology
Backbone Snapshotter
Topology
Traffic
Risk Simulator
Risk metrics
Dashboard & Alarms
Risk Worker

LET ME IN

https://engineering.fb.com/2021/10/05/networking-traffic/outage-details/



To recap...

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Learning from incidents

Marvel Clean Up Crew (Damage Control)- The Real Superheroes

227,375 views • Feb 1, 2017

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1.62K subscribers

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