ajuna

Sustainable Incident Management

Ajuna Kyaruzi

ajunaky

About Me

- Developer Relations at Datadog
- Mentor and Board Member for Africode
- Previous: SWE/SRE at Google
- I’m based in Atlanta, GA
- Originally from Dar es Salaam, Tanzania
- My favourite conference swag is socks!

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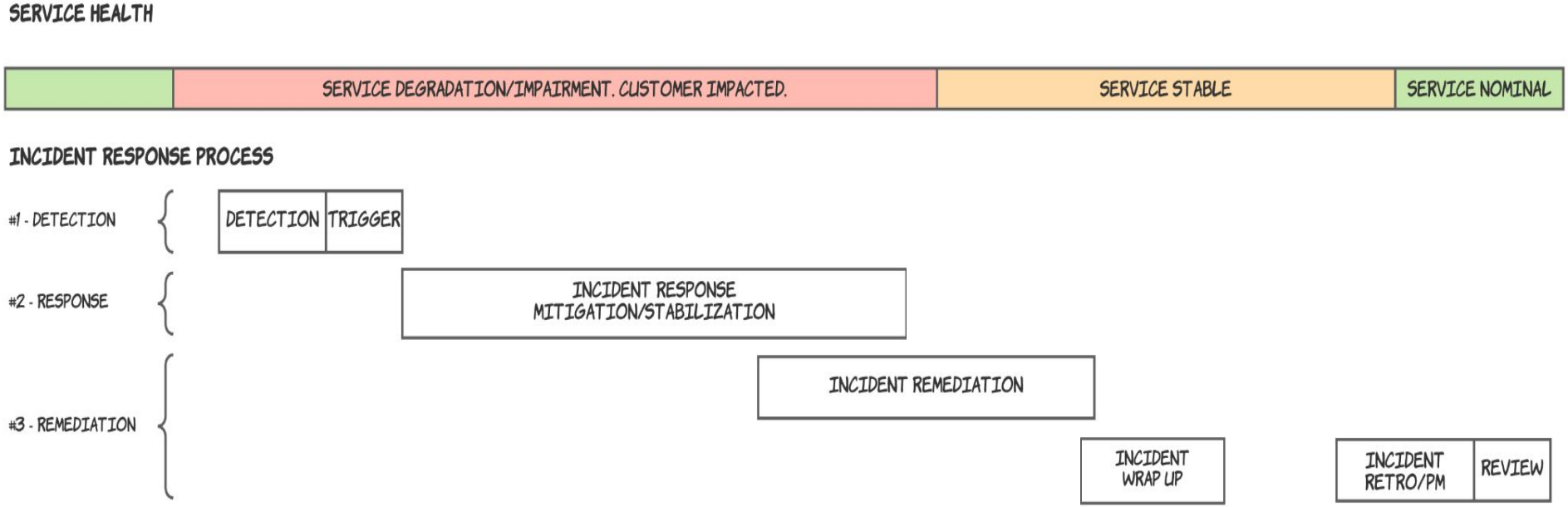
PICTURE THIS...

gifbin.com


SERVICE HEALTH
SERVICE DEGRADATION/IMPAIRMENT. CUSTOMER IMPACTED.
SERVICE STABLE
SERVICE NOMINAL
INCIDENT RESPONSE PROCESS
#1 - DETECTION
DETECTION
TRIGGER
#2 - RESPONSE
INCIDENT RESPONSE
MITIGATION/STABILIZATION
#3 - REMEDIATION
INCIDENT REMEDIATION
INCIDENT
WRAP UP
INCIDENT
RETRO/PM
REVIEW

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And then we do it again

sustainable [*suh*-**stey**-n*uh*-b*uh*l] SHOW IPA

adjective

1. capable of being supported or upheld, as by having its weight borne from below.
2. pertaining to a system that maintains its own viability by using techniques that allow for continual reuse:
   sustainable agriculture. Aquaculture is a sustainable alternative to overfishing.
3. able to be maintained or kept going, as an action or process:
   a sustainable negotiation between the two countries.
4. able to be confirmed or upheld:
   a sustainable decision.

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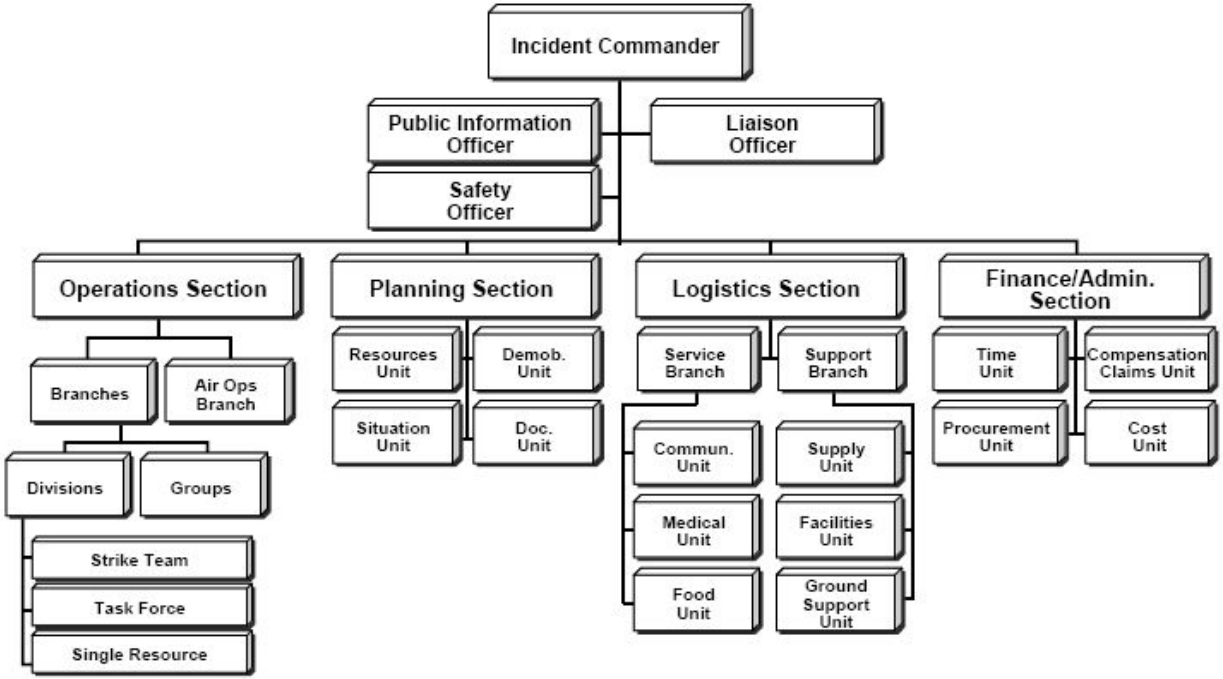
Can we make Incident Management sustainable for the responders?

Incident Management came from Firefighting

Laguna Fire, California 1970

Firefighting Resources of Southern California Organized for Potential Emergencies

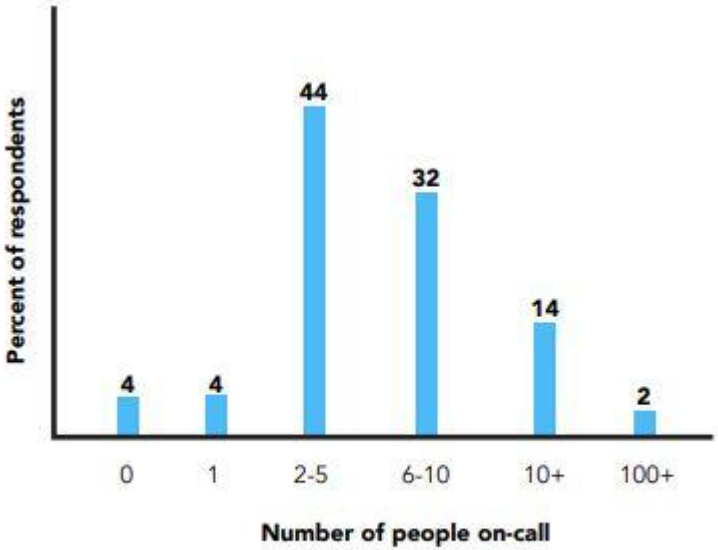
Incident Command System

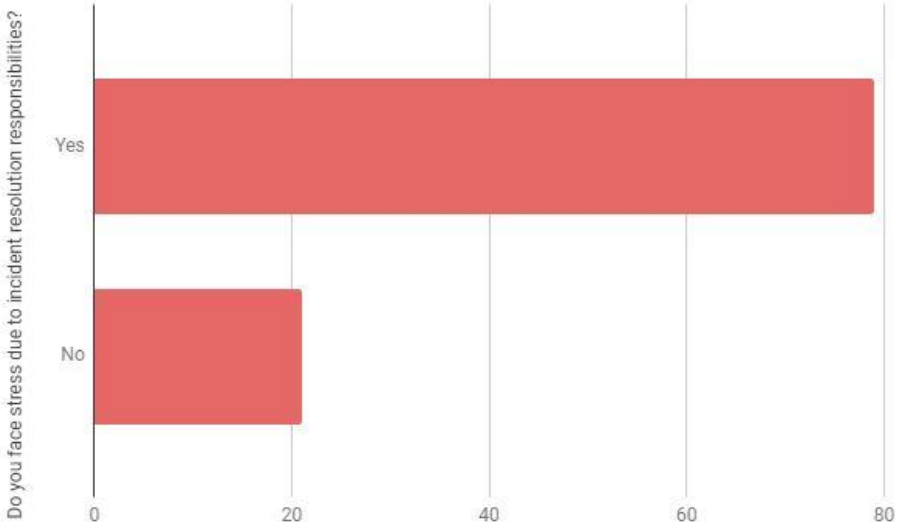


insights.samsung.com/2021/02/24/four-critical-issues-facing-fire-services-today-2/

What do Incidents have in common

- There's Incident Command
- Timing usually a surprise – little or no warning
- Time matters – need to respond quickly
- Situation not perfectly understood at start
  - Learn as you go, and adjust on the fly
- Resources change over time
  - People come and go; not all together at start
  - Need ways to bring newcomers up to speed
  - Need ways to transfer responsibilities





blog.zenduty.com/blog/2019/05/02/avoiding-sre-burnout

What are your pain points

- At what stage company?
- At what stage responders?

What are your pain points

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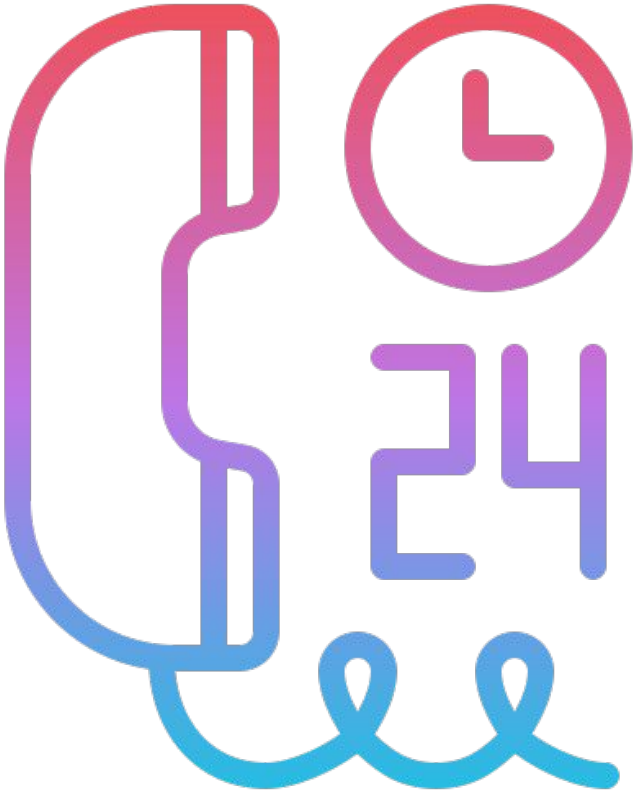
On call



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Escalations

SEV-1

SEV-2

SEV-3

SEV-4

SEV-5

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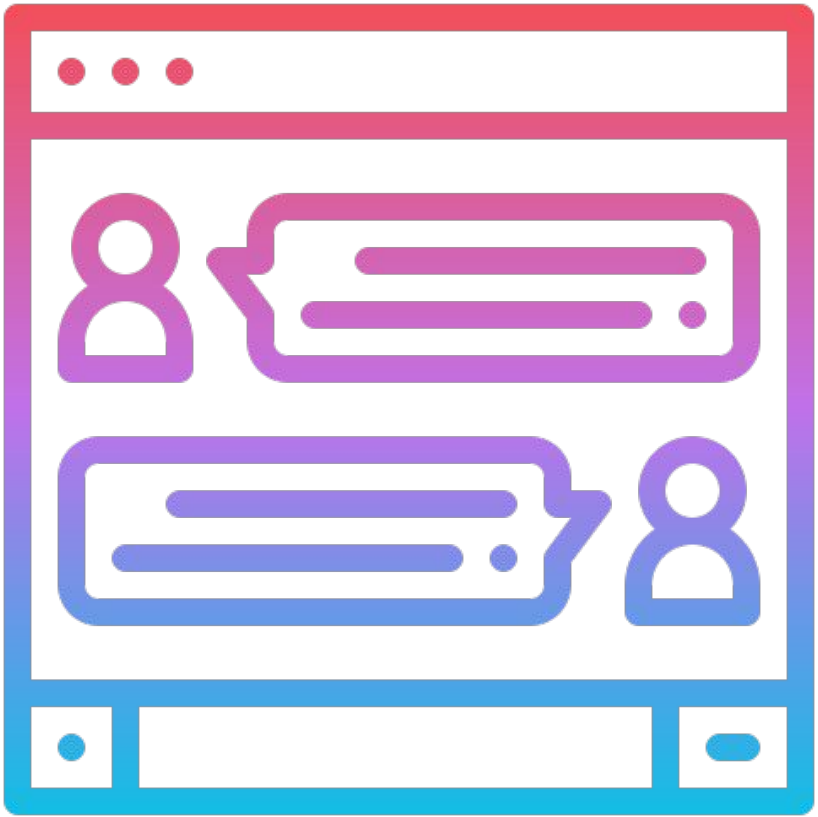
Incident Communication



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Postmortems

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Incident Responders Training

Burnout and On Call?

Hey everyone,

Lurker and throwaway account here. I'm a SRE with almost a decade of exp in pure software dev and linux. I wanted to see what other people's experience was like with On Call.

After a year of sharing 24/7 on call between 2-3 people, I feel completely and utterly burned out. I have a stress response from the pager and there aren't many people on the team remaining with the skills I have. Training people takes time... but I also don't have the support from Management that I need to get good candidates.

I've decided it's time to move on as my mental health is degrading quickly.

The passion I used to have for this job is gone. I miss creating things, solving interesting challenges. Now all I do is put out fires. I am debating moving back into pure software dev, despite moving into this area a few years ago because I loved automation and infrastructure.

But maybe there is hope for me in this field to have a sustainable career and I am just jaded! I am looking at new job options, but wanted to get a sense of what other folks experience is like.

- how often are you on call, and for how long? (Currently I am at every other week)
- How often do you get paged?
- Do you feel like you're able to recover mentally after a big incident?
- how big is your team that handles on call?
- do you find your job is sustainable?

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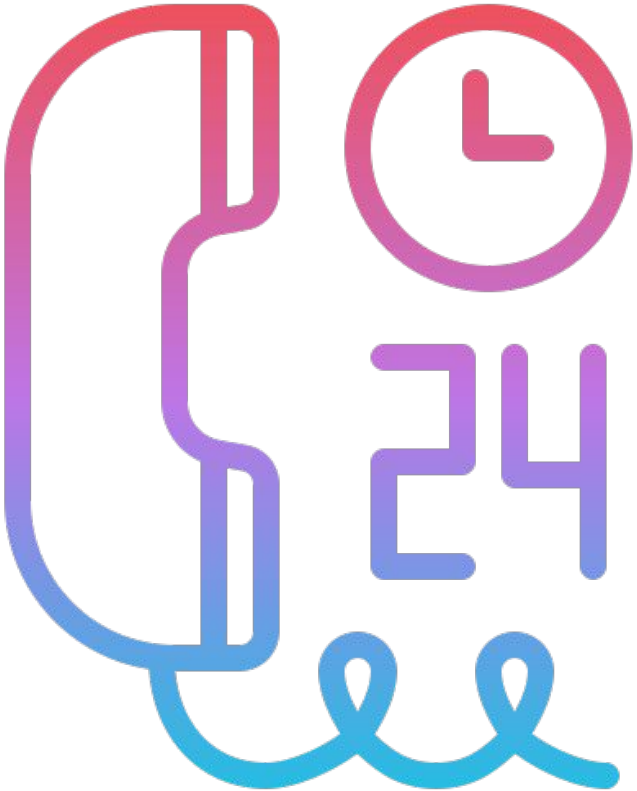
On call



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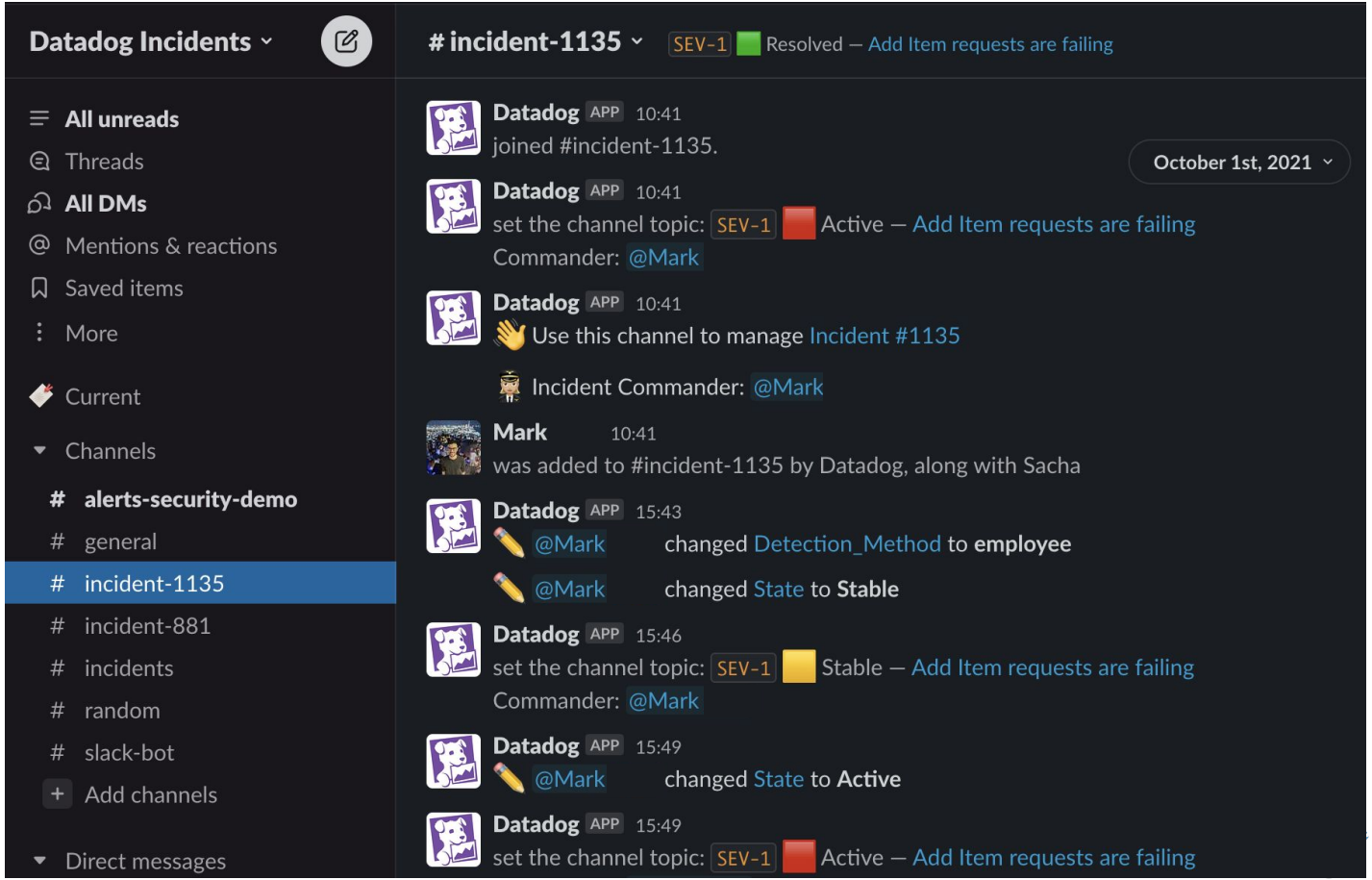
Incident Communication



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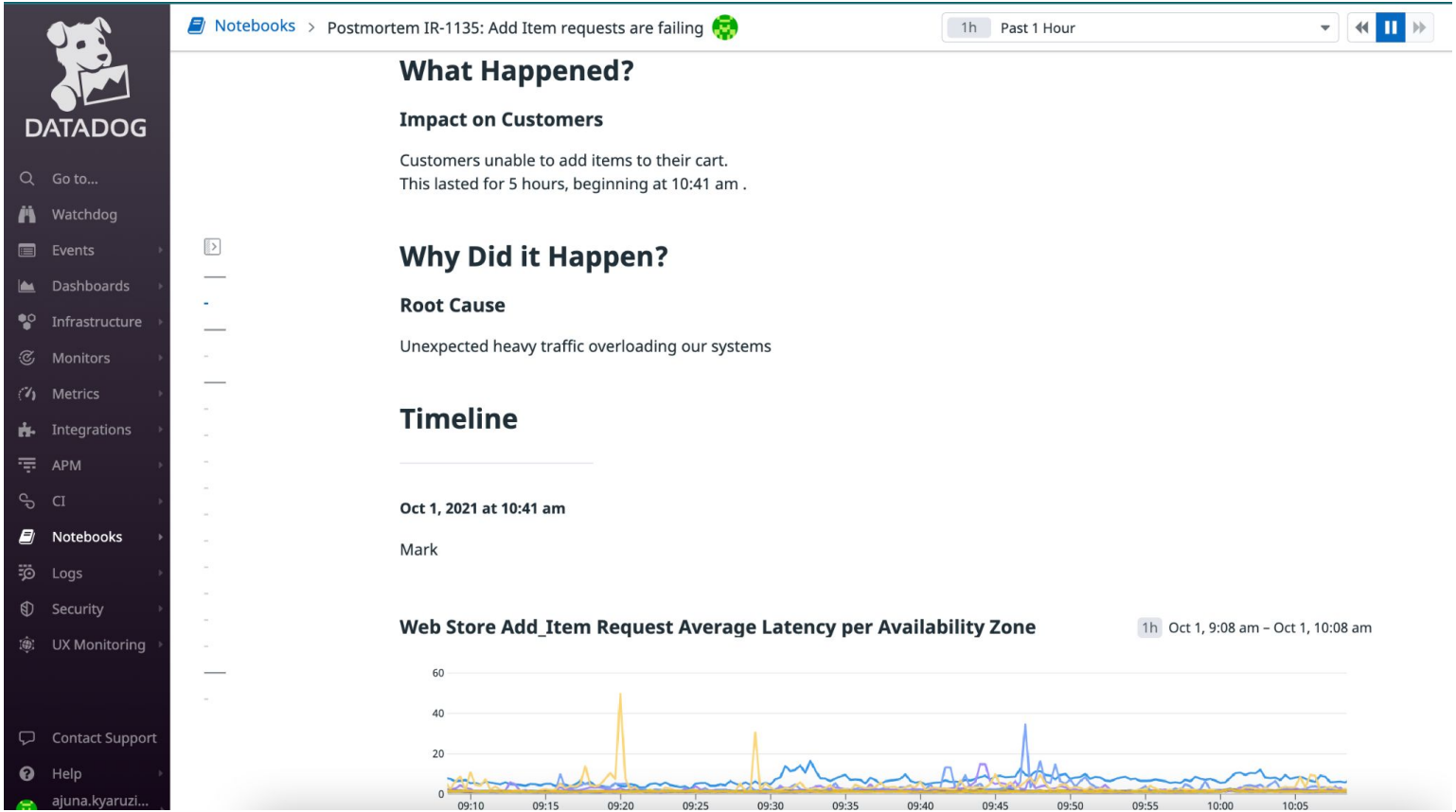

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DATADOG

Incidents > IR-1135: Add Item requests are failing

RESOLVED | SEV-1 (Critical) | Slack Channel | Add Video Call | Create Jira Issue | Postmortem

6 hours to resolution | 5 hours of customer impact

Overview | Timeline | Remediation | Responders BETA | Notifications

Write a note, link or code block. Press Shift + Return to submit

Hide Controls | 10 entries | Oldest First

FILTERS

Content Type

- Incident Update 7
- Integration Update 1
- Graph 1
- Responder Note 2
- Notification Sent 1

Important

- Yes 5
- No 5

Responder

Oct 01 2021 10:41 am EDT — **Incident declared** ACTIVE by Mark

IR-1135: Add Item requests are failing

Severity SEV-1

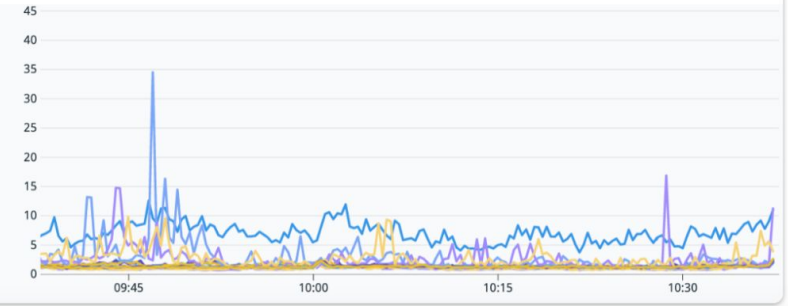
Slack #incident-1135

Incident Commander Mark

10:41 am — **Mark**

Web Store Add_Item Request Average Latency per Availability Zone

SNAPSHOT /s/rklUvX/u9h-7ah-nyh | Oct 1, 9:08 am - 10:08 am



Go to... | Watchdog | Events | Dashboards | Infrastructure | Monitors | Metrics | Integrations | APM | CI | Notebooks | Logs | Security | UX Monitoring | Contact Support | Help

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Incident Responders Training

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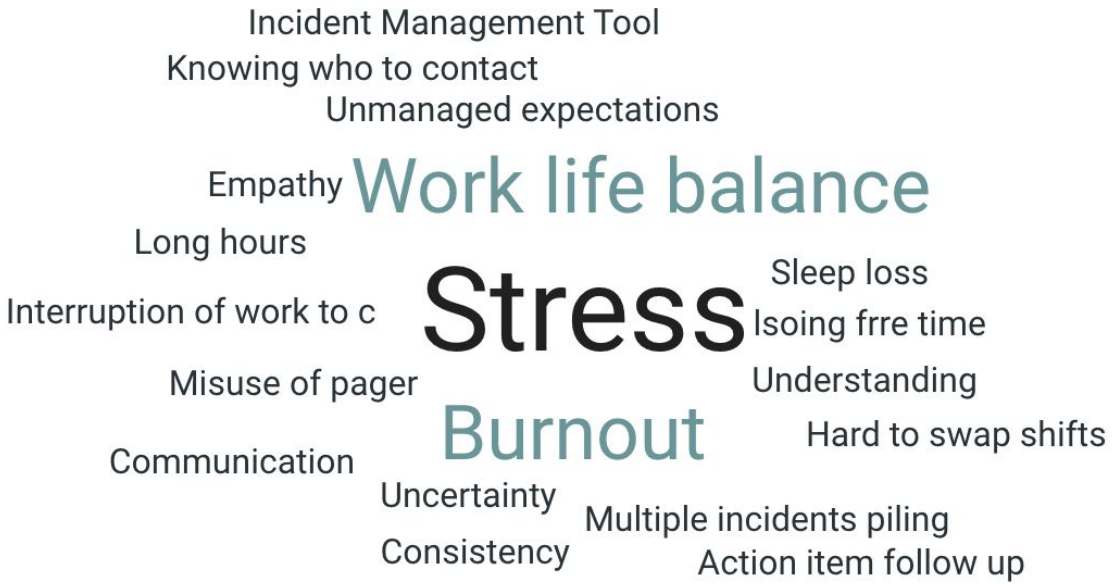
Worst or hardest part of being on-call or incident response?



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