nrrd 911 ic me:
The Incident Commander role



Alice Goldfuss
@alicegoldfuss

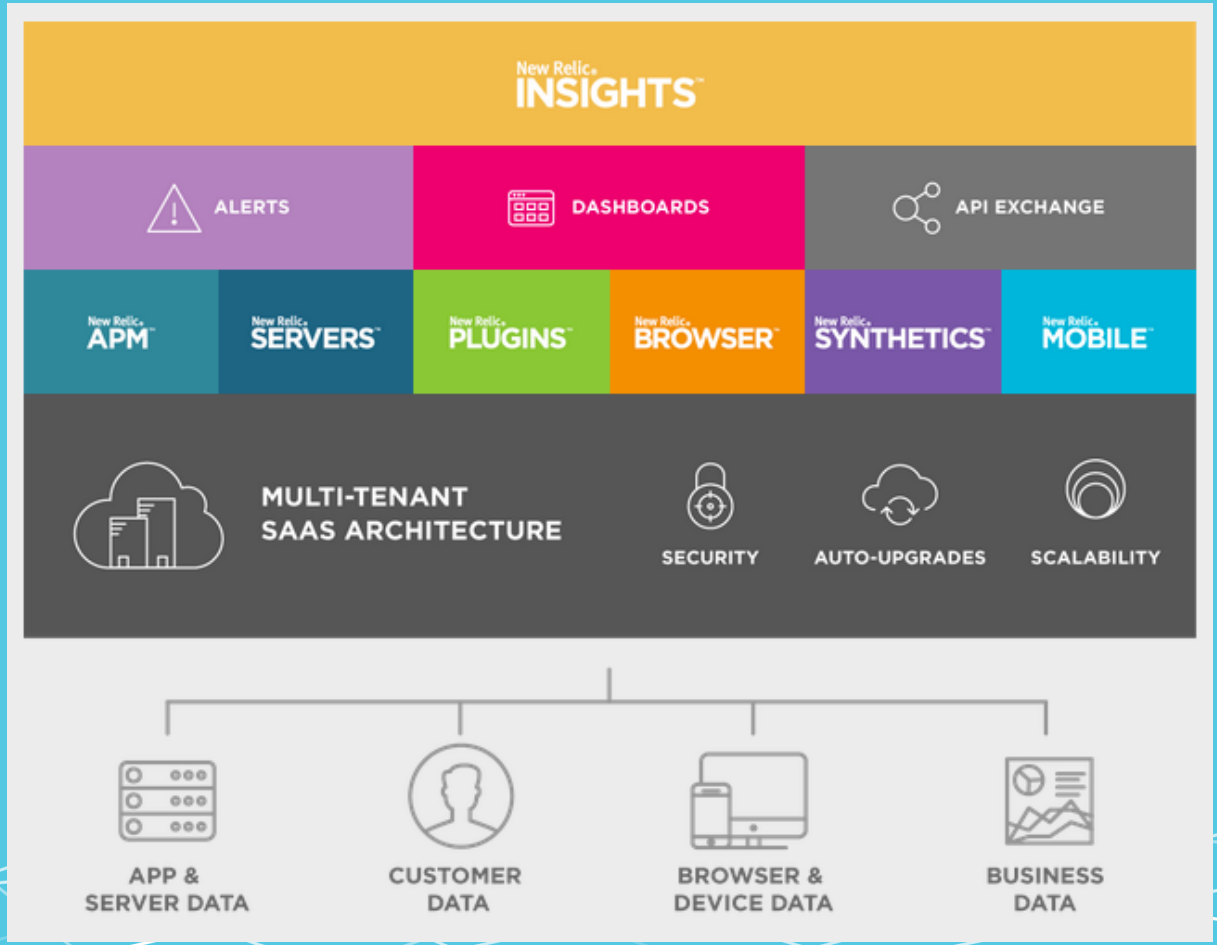
I’m Alice

SRE @ New Relic®



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Things break



Who?
What?
Where?
When?
Why?
How?

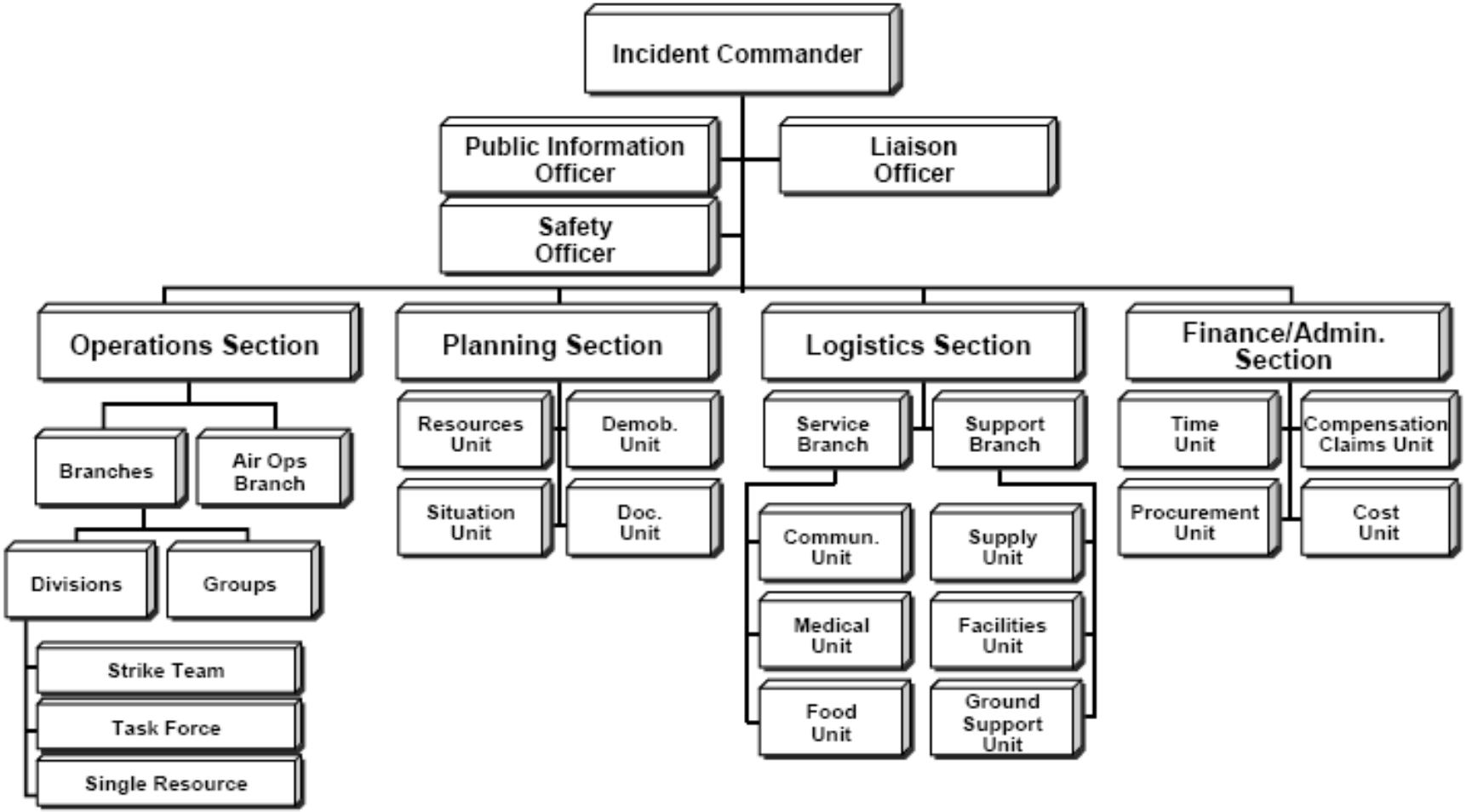


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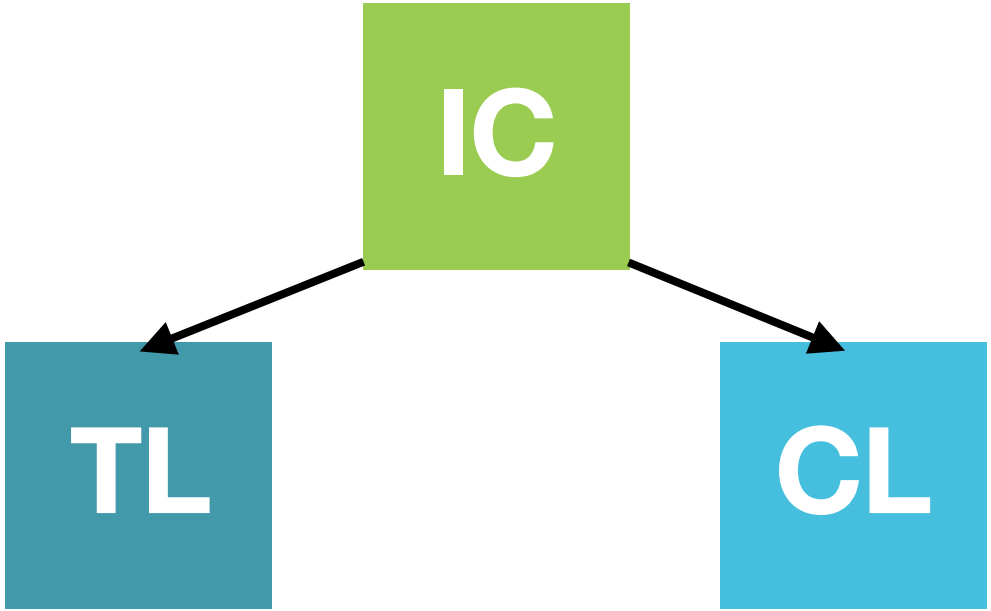
The Incident Command System







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Incident Commander

The Incident Commander

- Does NOT fix the problem
  - but knows the systems involved
- Keeps pulse on entire effort
- A trained volunteer
- Handles internal communication

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Technical Lead(s)

The Technical Lead(s)

- Fix the problem
- Update the IC on progress
- Run impactful changes by IC

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Communications Lead

The Communications Lead

- Acts as link to public/customers
- Translates technical details to consumable statuses
- Updates IC on customer communication
- Handles external communications

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	Severity Levels

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	Severity Levels
5	Everything is ok…for now

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	Severity Levels
4	A thing is smoldering
5	Everything is ok…for now

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	Severity Levels
3	A part of a thing exploded
4	A thing is smoldering
5	Everything is ok…for now

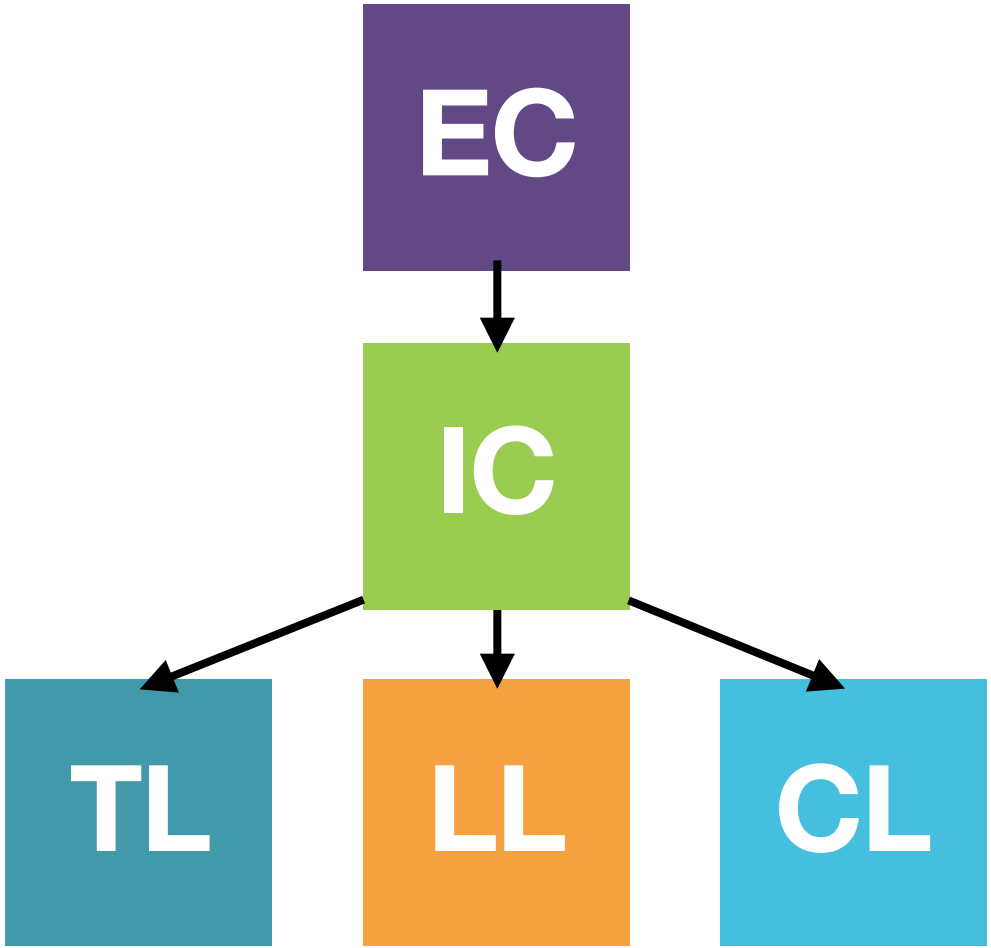
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	Severity Levels
2	One thing exploded
3	A part of a thing exploded
4	A thing is smoldering
5	Everything is ok…for now

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	Severity Levels
1	Everything exploded
2	One thing exploded
3	A part of a thing exploded
4	A thing is smoldering
5	Everything is ok…for now

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Why?




I got this


Squad Goals

Distributed Systems







Misallocated Resources

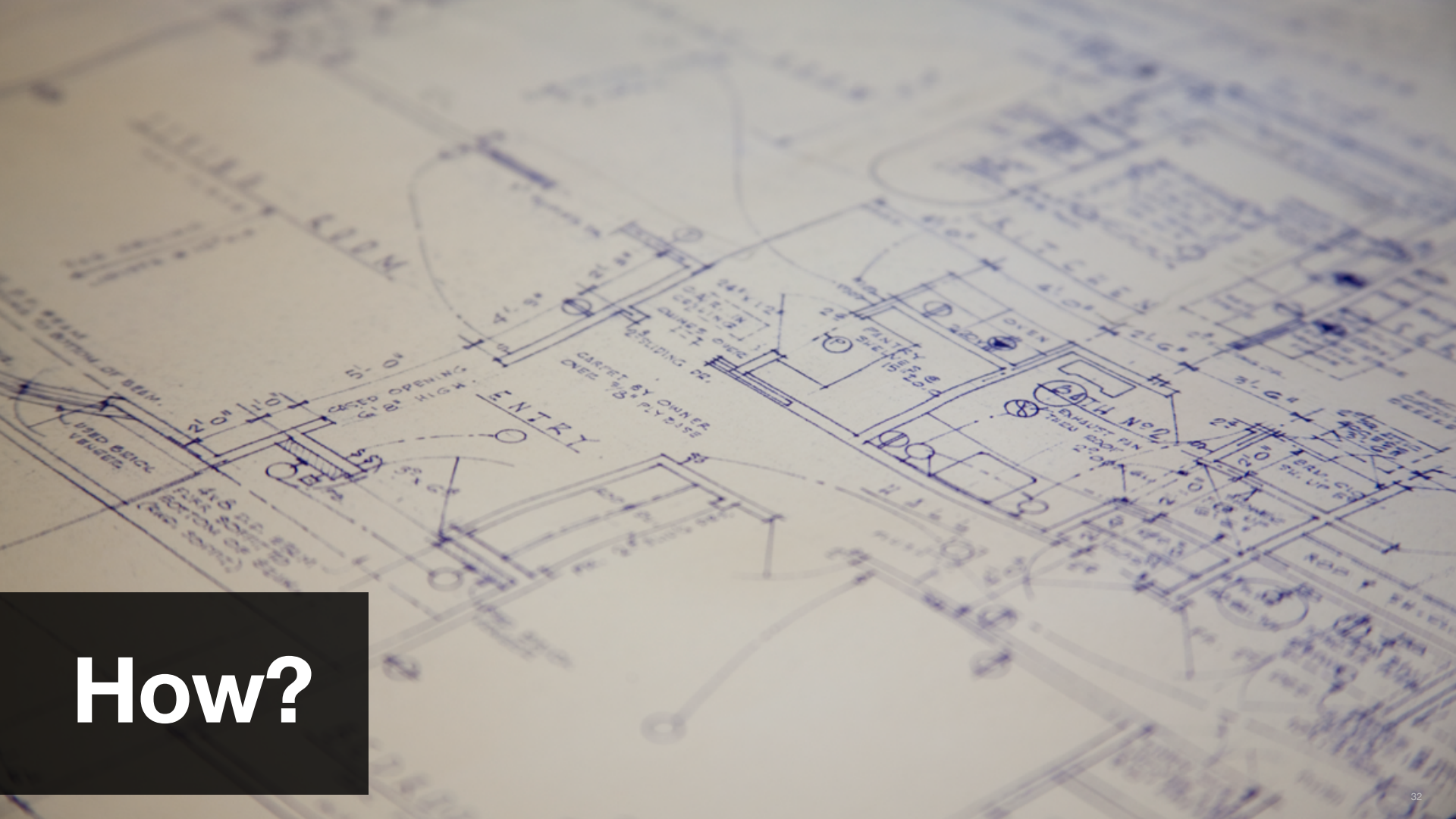
Organized Effort



Why the ICS?

- Prevents panic
- Coordinates efforts
- Maintains reliable line of communication
- Allows for best possible incident resolution

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How?

Training



Train everyone



Training Plan

- Coordinate IC/CL sessions
- Roleplay/hands-on activities
- Offer refreshers

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Tools





PASTE EMBLEM HERE

HUBOT

(note: it's pronounced hew-bot)

A CUSTOMIZABLE,
LIFE EMBETTERMENT ROBOT

COMMISSIONED BY GITHUB

1. GIVEN NAME OF INVENTION
PLEASE INCLUDE ANY PRONUNCIATION NUANCES

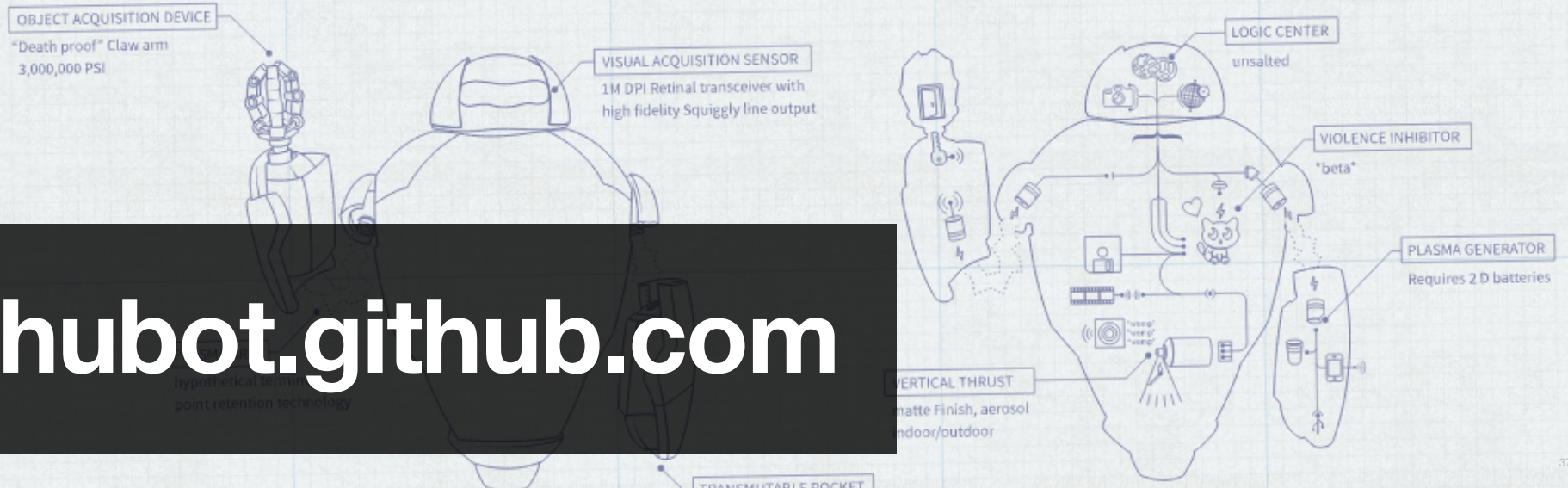
2. DESCRIPTION OF INVENTION
PLEASE BE AS CLEAR AND CONCISE AS POSSIBLE

4. AFFILIATED COMPANY
(INCLUDE AFFILIATED COMPANY LOGO (IF APPLICABLE))

5. SIGNATURE OF INVENTOR
PLEASE DO NOT ATTEMPT TO SIGN WHILE INEBRIATED

☐ **VIEW HUBOT'S DOCUMENTATION**
(LEARN ABOUT GETTING STARTED, ETC.)

☐ **VIEW HUBOT'S SOURCE CODE**
(VIA HTTP://GITHUB.COM/GITHUB/HUBOT/.)



hubot.github.com

Alice Goldfuss	nrrd 911 ic me	2:08 PM
Nrrd	EMERGENCY STARTED BY @alice AT Tue Mar 29 2016 21:08:12 GMT+0000 (UTC)	2:08 PM
Nrrd	@alice is now the Incident Commander: * Use "nrrd 911 sev #" to set/update the incident severity * Use "nrrd 911 set title" to set/update the incident title in Upboard * Use "nrrd 911 set status" to set/update the incident status * For next steps, consult the IC checklist: http://fakechecklisturl.com	2:08 PM
Alice Goldfuss	nrrd 911 set status Zombies are attacking the data center	2:08 PM
Nrrd	Status changed: Zombies are attacking the data center	2:08 PM
Jason Qualman	Just landed at the datacenter so I'll take on tech lead	2:09 PM
Alice Goldfuss	cool, please check on our shotgun and mortar supplies	2:09 PM

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Alice Goldfuss	nrrd 911 ic me	2:08 PM
Nrrd	EMERGENCY STARTED BY @alice AT Tue Mar 29 2016 21:08:12 GMT+0000 (UTC)	2:08 PM
Nrrd	@alice is now the Incident Commander: * Use "nrrd 911 sev #" to set/update the incident severity * Use "nrrd 911 set title" to set/update the incident title in Upboard * Use "nrrd 911 set status" to set/update the incident status * For next steps, consult the IC checklist: http://fakechecklisturl.com	2:08 PM
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Yonatan Schultz	nrrd 911 cl me	2:09 PM
Nrrd	@YSchultz is now the Communication Lead: * For next steps, consult the Support playbook: http://fakeplaybook.com * See the guidelines for posting site status: http://fakeguidelines.com * Log into Internal Status Page and send initial internal comms: http://fakesignin.com	2:09 PM
Yonatan Schultz	Should I communicate the impact to customers?	2:10 PM
Alice Goldfuss	yes, this will have high impact	2:10 PM
Yonatan Schultz	ok, sending up a flare.	2:10 PM
Alice Goldfuss	Jason, do we have a status on shotguns?	2:10 PM
Jason Qualman	Yes, I am assembling a shotgun zombie squadron as we speak. I also found zombie fingers in the server blade, so pretty sure zombies already ate the techs.	2:11 PM
Alice Goldfuss	Jason, isn't there a nuclear bomb in the data center? if so, please deploy	2:13 PM
Jason Qualman	Running the deploy script	2:14 PM
Jason Qualman	cap big_nuclear_bomb deploy	2:14 PM

Yonatan Schultz	nrrd 911 cl me	2:09 PM
Nrrd	@YSchultz is now the Communication Lead: * For next steps, consult the Support playbook: http://fakeplaybook.com * See the guidelines for posting site status: http://fakeguidelines.com * Log into Internal Status Page and send initial internal comms: http://fakesignin.com	2:09 PM
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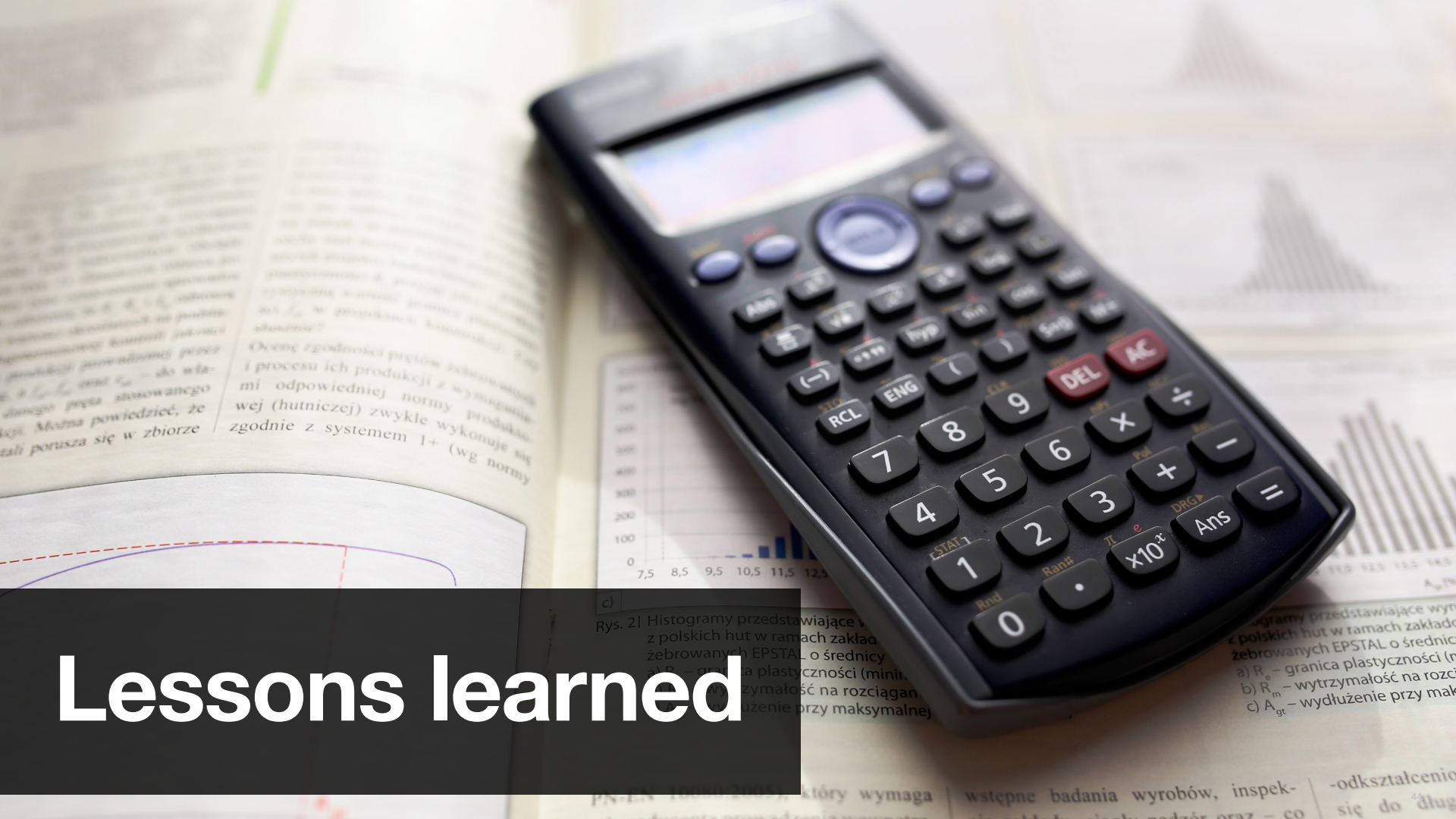
Alice Goldfuss	you're doing a great service for your company	2:14 PM
Alice Goldfuss	Yoni, any customer communications on the zombie situation?	2:15 PM
Yonatan Schultz	Crisis averted, all customer data secured.	2:16 PM
Alice Goldfuss	we did it, everyone	2:16 PM
Alice Goldfuss	nrrd 911 over	2:16 PM
Nrrd	EMERGENCY ENDED BY @alice IN 8 MINUTES AND 9 SECONDS (STARTED: TUE MAR 29 2016 21:08:12 GMT+0000 (UTC))	2:16 PM
Nrrd	@alice: You should: * Update the incident in Upboard: http://upboard.com	2:16 PM
Nrrd	@YSchultz: You should: * Consult with CM about resolving external communications and component statuses. * Write (and get approved by the CM) a Resolved internal status page message. * Ask IC for a list of affected customers. Send this list to fake@newrelic.com. KAMs may also use http://fakecsv.com to pull a CSV. * Ensure Customer Communications information is added to Upboard: http://upboard.com.	2:16 PM

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Other Tools

- Upboard
- Google docs / Quip
- New Relic products
- Blameless retros

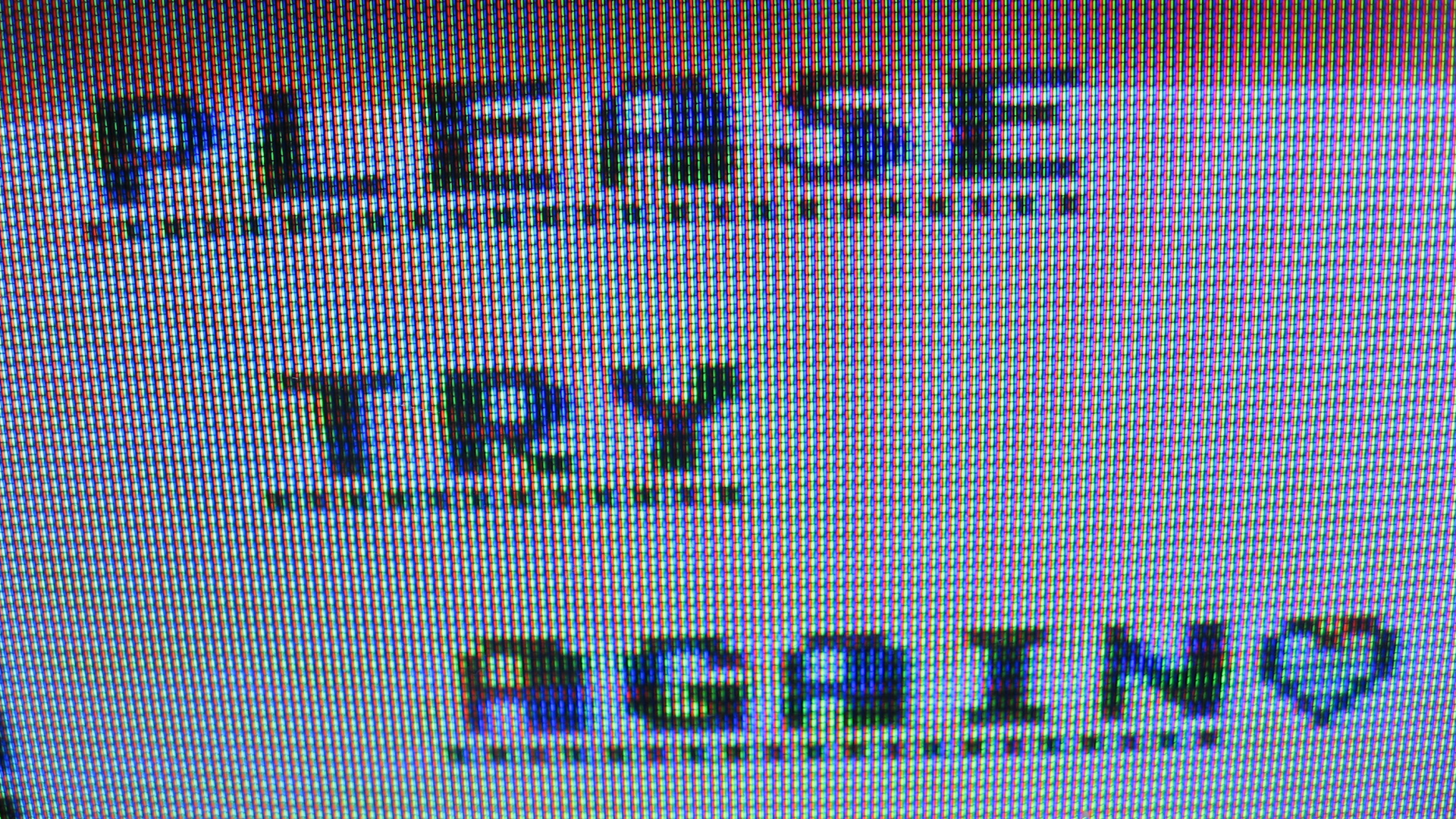
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Lessons learned


ONE WAY



Tools break


Delete
Enter


Worth it?
SPEED
LIMIT
25
NO U
TURN
YAMAHA
ZODIAC

Thanks!

@alicegoldfuss



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