

Measuring Success of Incident Management at Atlassian

GERRY MILLAR | INCIDENT MANAGEMENT TEAM

So why have a process?



Manage Rapid Growth



Tame Chaos



Reduce TTR

Goal 1 - Reduce Time to recover of incidents



Prevent repeat incidents

Goal 2 - prevent repeat incident with the same root cause

Process

Alert

Alert fires and pages an engineer

Diagnose

If alert is an incident - engineer logs ticket. Pages incident manager

Control

Incident manger sets up our incident control services

Rally

Rallies an incident team to work on incident

Delegate

Technical, communication, customer support

Resolve

Works on resolution

Post-mortem

Mitigate root cause, improve process

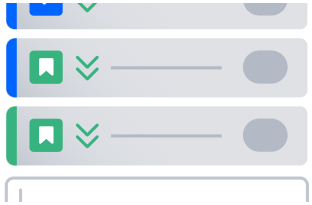
What is our environment like?

Starting making product not service

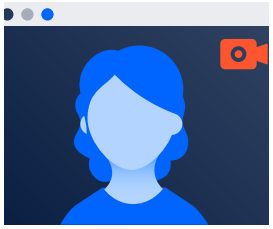
Ecosystem of services

Teams spread globally

Control Systems

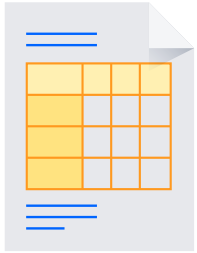


Ticket System



War Room

Physical and virtual



Incident Doc



Group Chat

What is the standard comment character for Linux daemon configs?

Case Study

Alert

Incident Ctrl

War

Peace



All hell breaks loose.....

Case Study

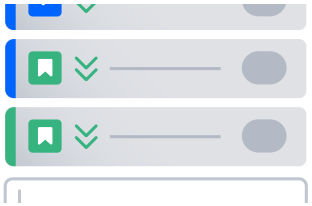
Alert

Incident Ctrl

War

Peace

Setting up incident control



TICKET

Sets up ticket

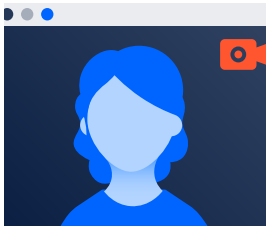
Link war room

Link video conf

Link incident doc

Link group chat

Link external doc

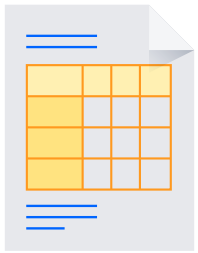


WAR ROOM

Sets up war room

Sets up video conf

External Doc



INCIDENT DOC

Sets up doc

Down for 50%

Make external doc

Copy doc data

Enforce 1 doc used

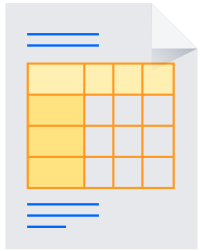


GROUP CHAT

Set up channel

Invites war room users

Links control into room



Case Study

Alert

Incident Ctrl

War

Peace



More chaos in war...

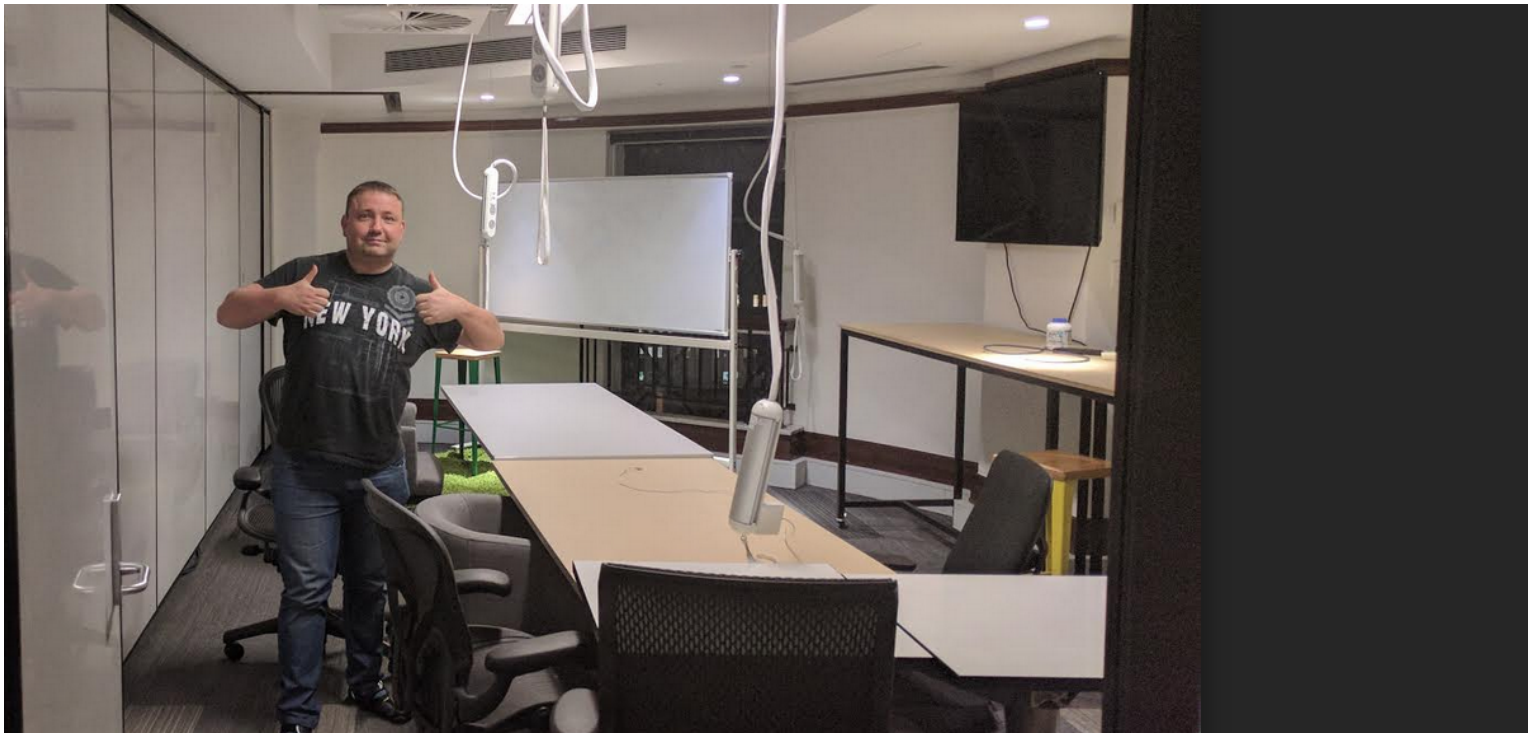
Case Study

Alert

Incident Ctrl

War

Peace



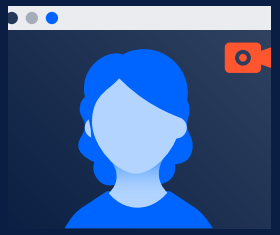
Peace achieved in 40 minutes

AUTOMATION TO REDUCE TIME TO RECOVER



INCIDENT MANAGER

Presses “setup incident” on ticket



IP CONFERENCE



INCIDENT DOC

Invites any users
who are in the ticket
Links all URLs to incident room



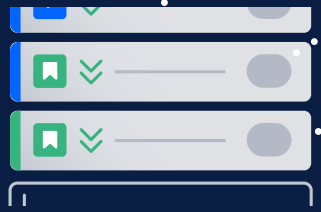
GROUP CHAT

Sets these up automatically - URL links to the ticket



ENGINEER

Raise high
severity ticket



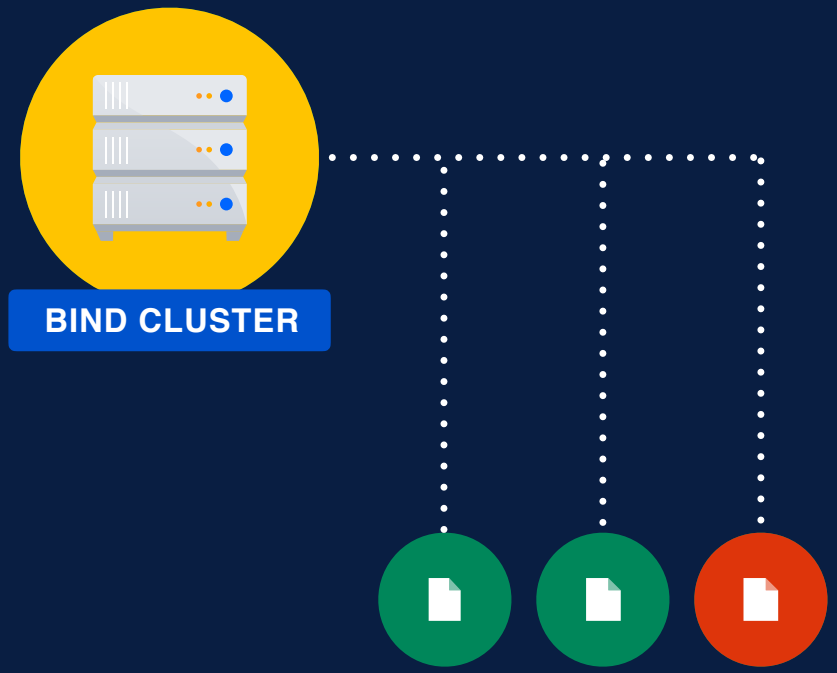
TICKET

Microservice
pages appropriate
incident manager



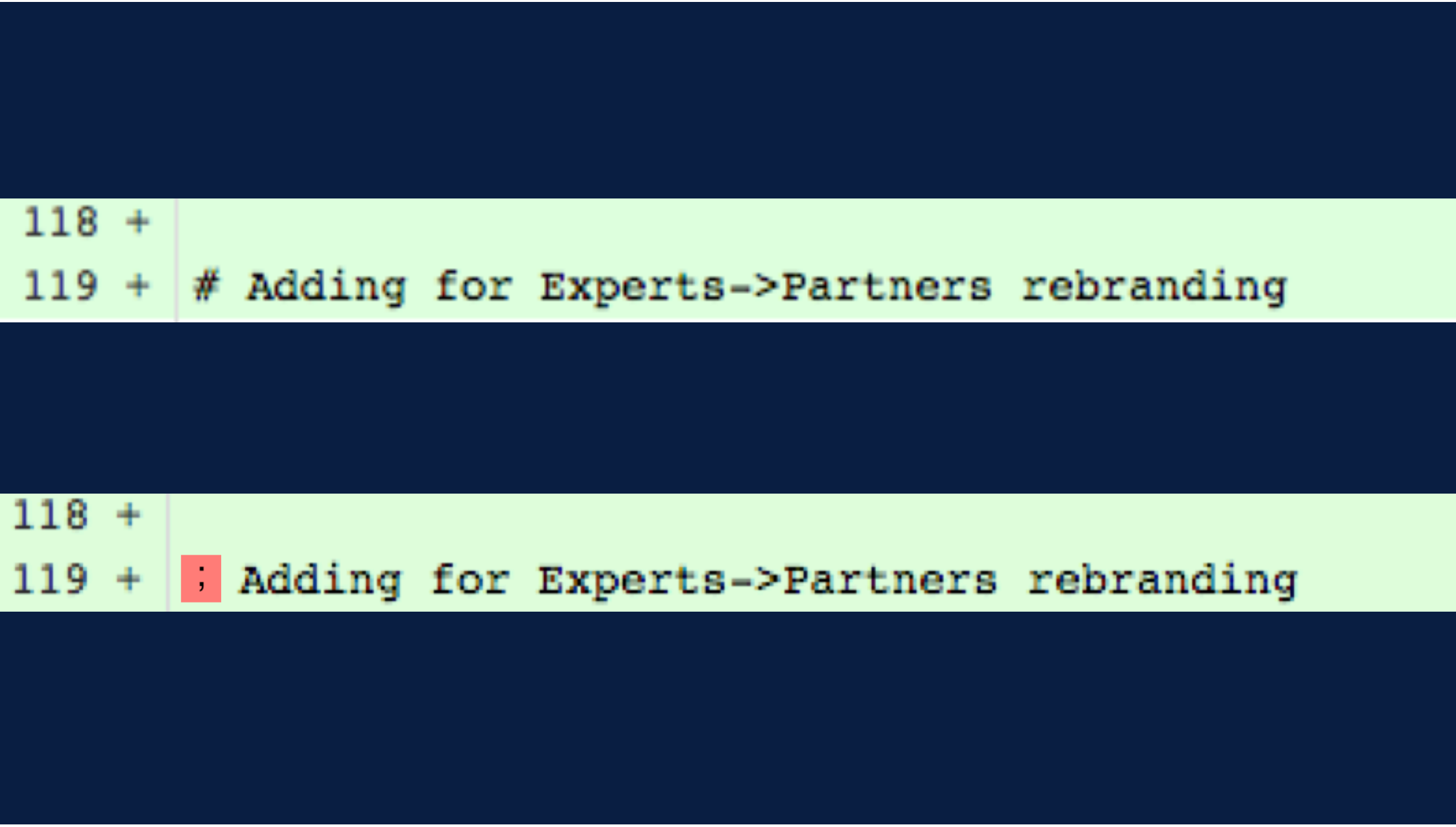
PAGER

Root Cause



Previous Question

is the comment character - even for bind conf
; is the comment character for zone files


118 +
119 + # Adding for Experts->Partners rebranding
118 +
119 + ; Adding for Experts->Partners rebranding

Preventing repeat incidents

Draft up postmortem in few days



Team lead agree on actions





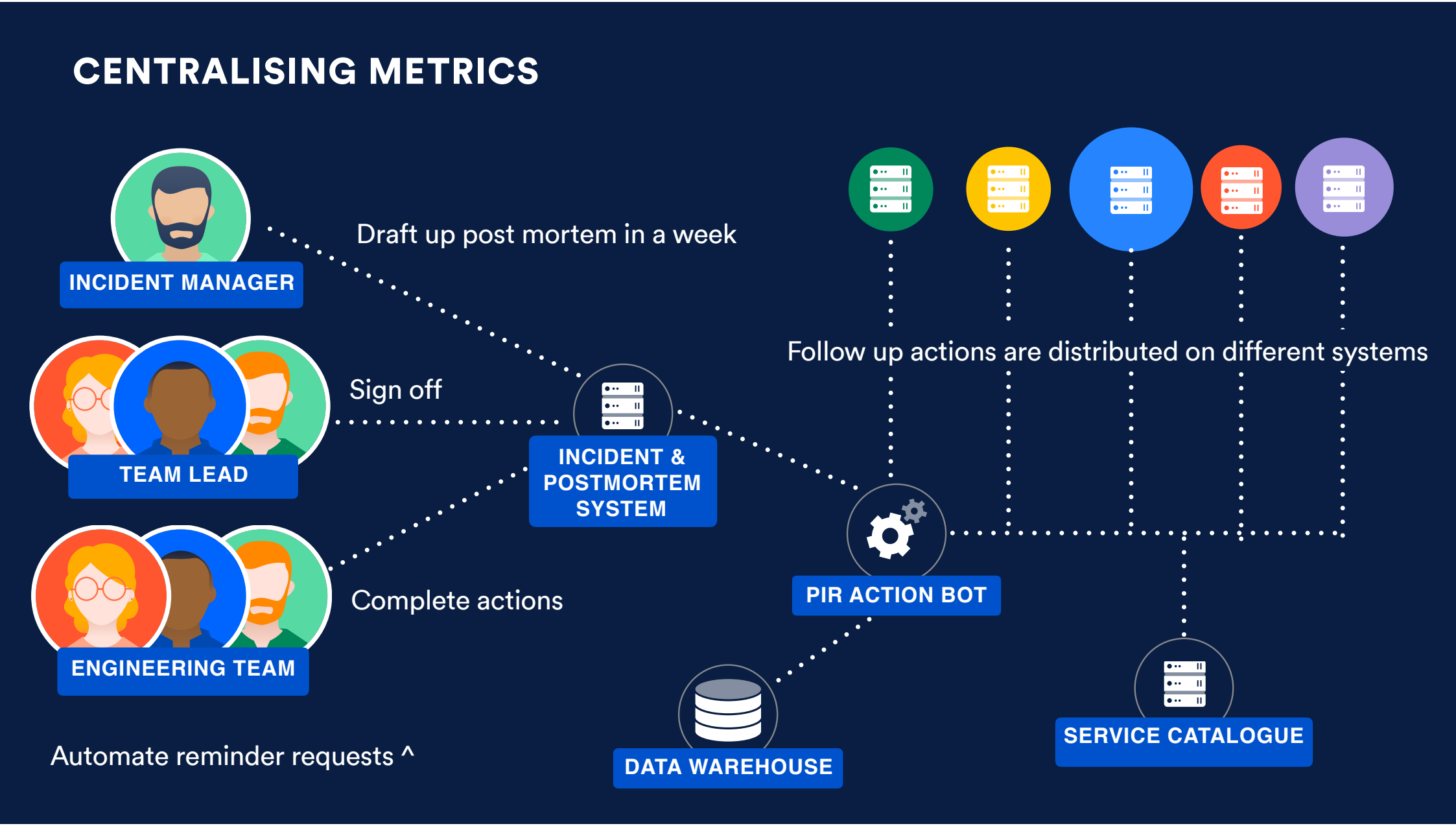
Implement fixes



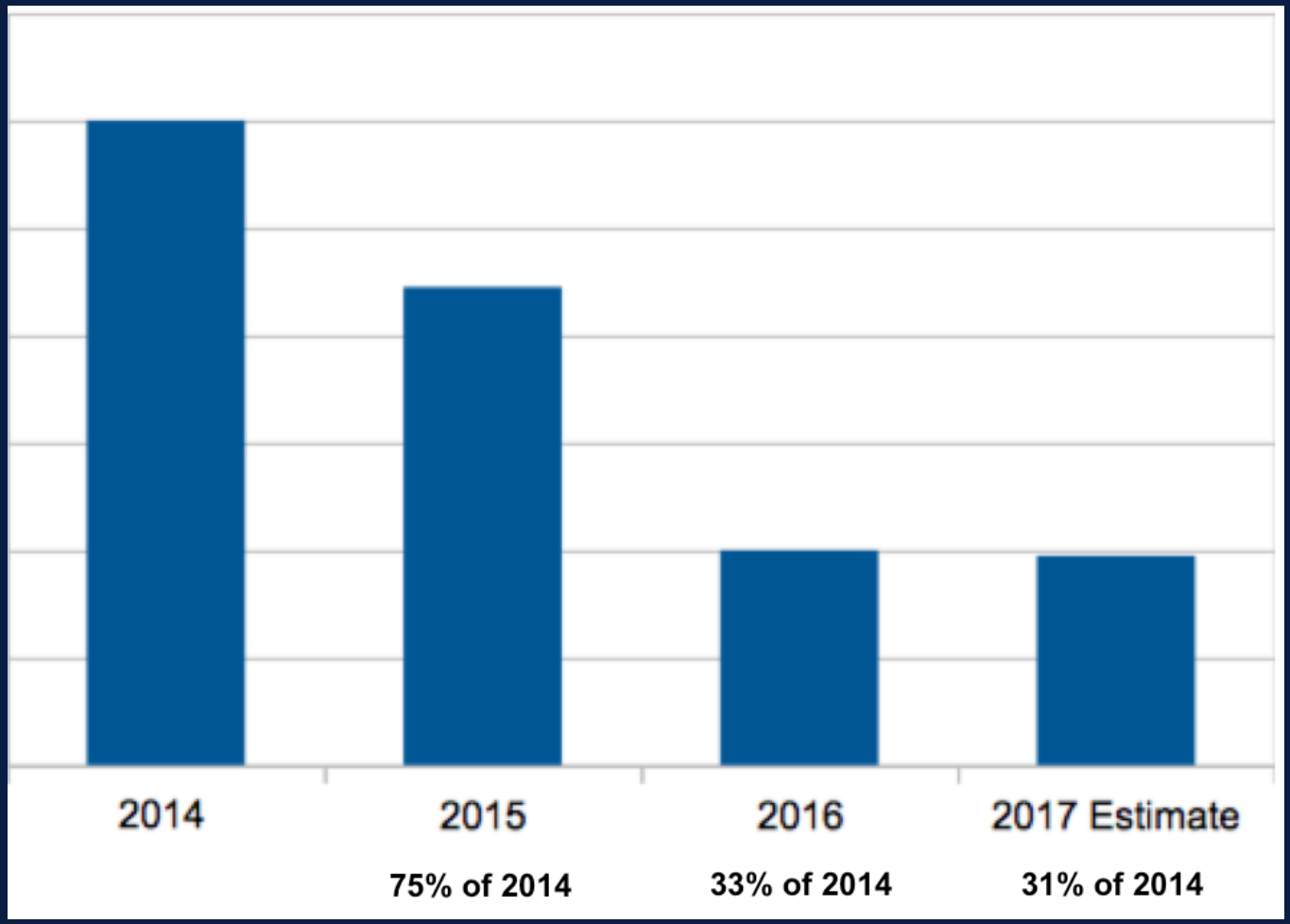
Applying this process to our case study

Deploy config in dev and reload bind
Two engineers sign off on each PR
Check that builds reported no error

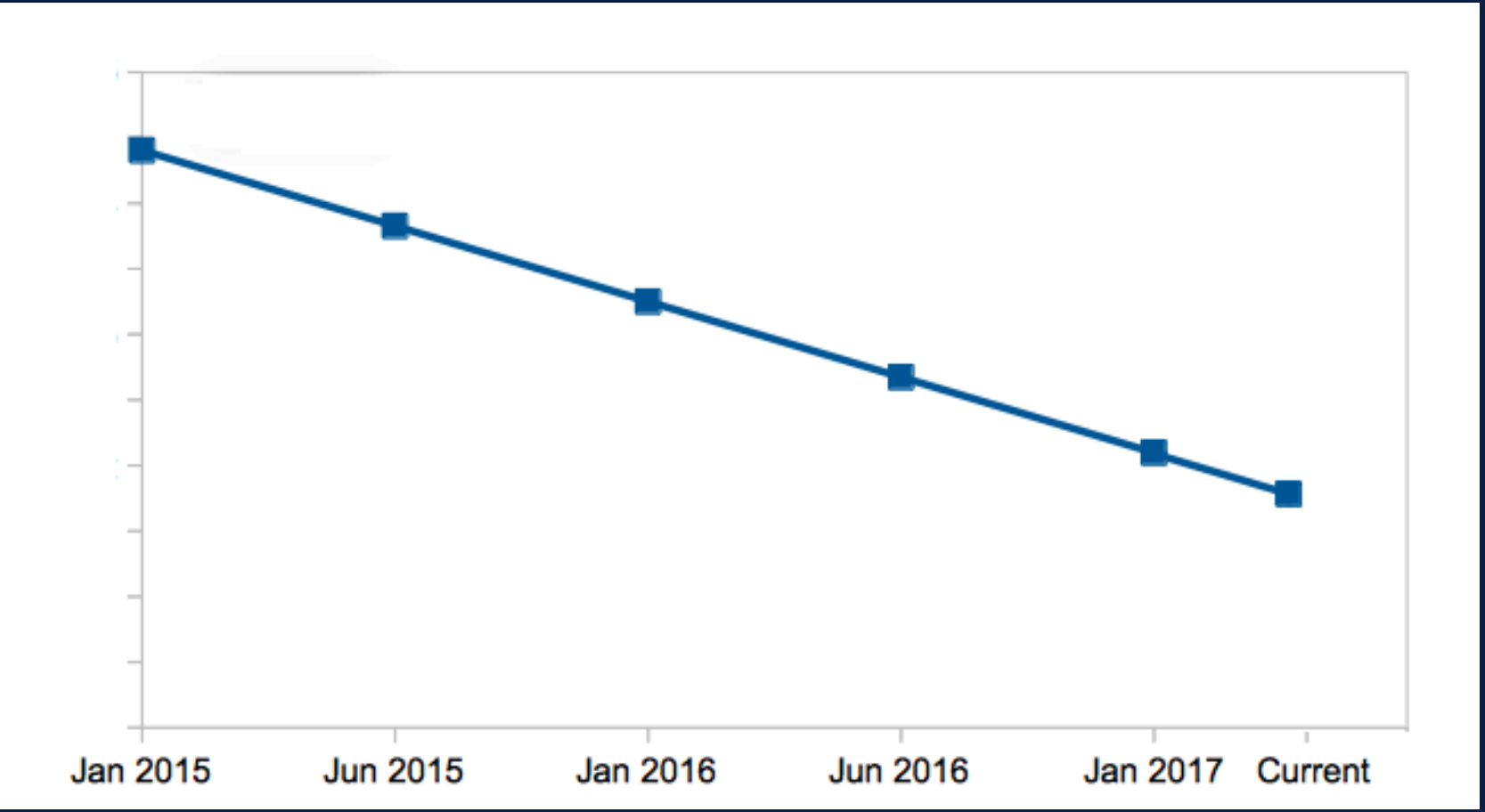
CENTRALISING METRICS



66% reduction in repeat incidents



33% reduction in median time to recover



Line of best fit

Takeaways

Having an incident process is good

Achieves reduction in mean time to recovery
Reduction in repeat incidents

Centralising metrics is essential

Automation makes it better

Thank you!

Questions?



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