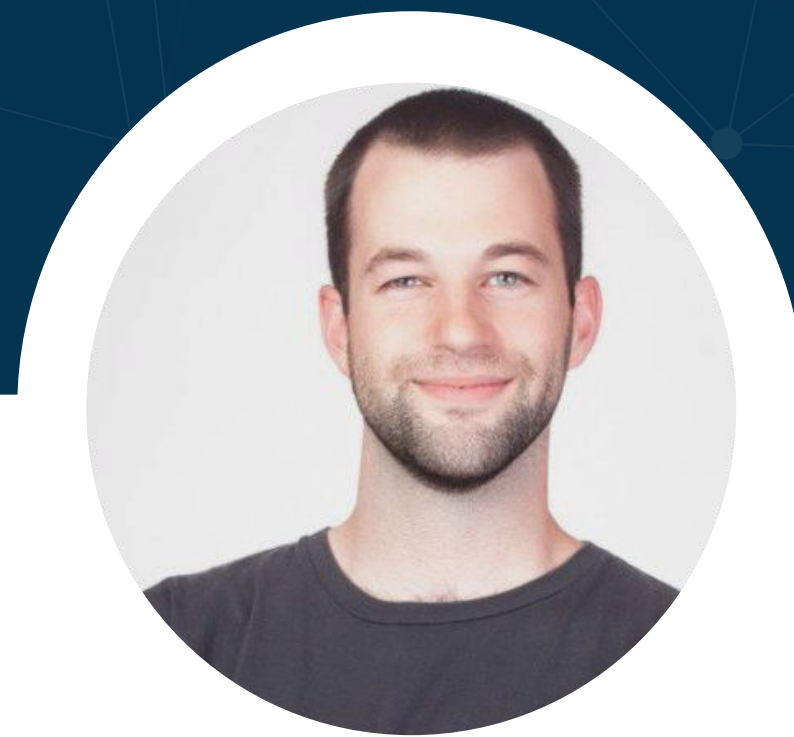


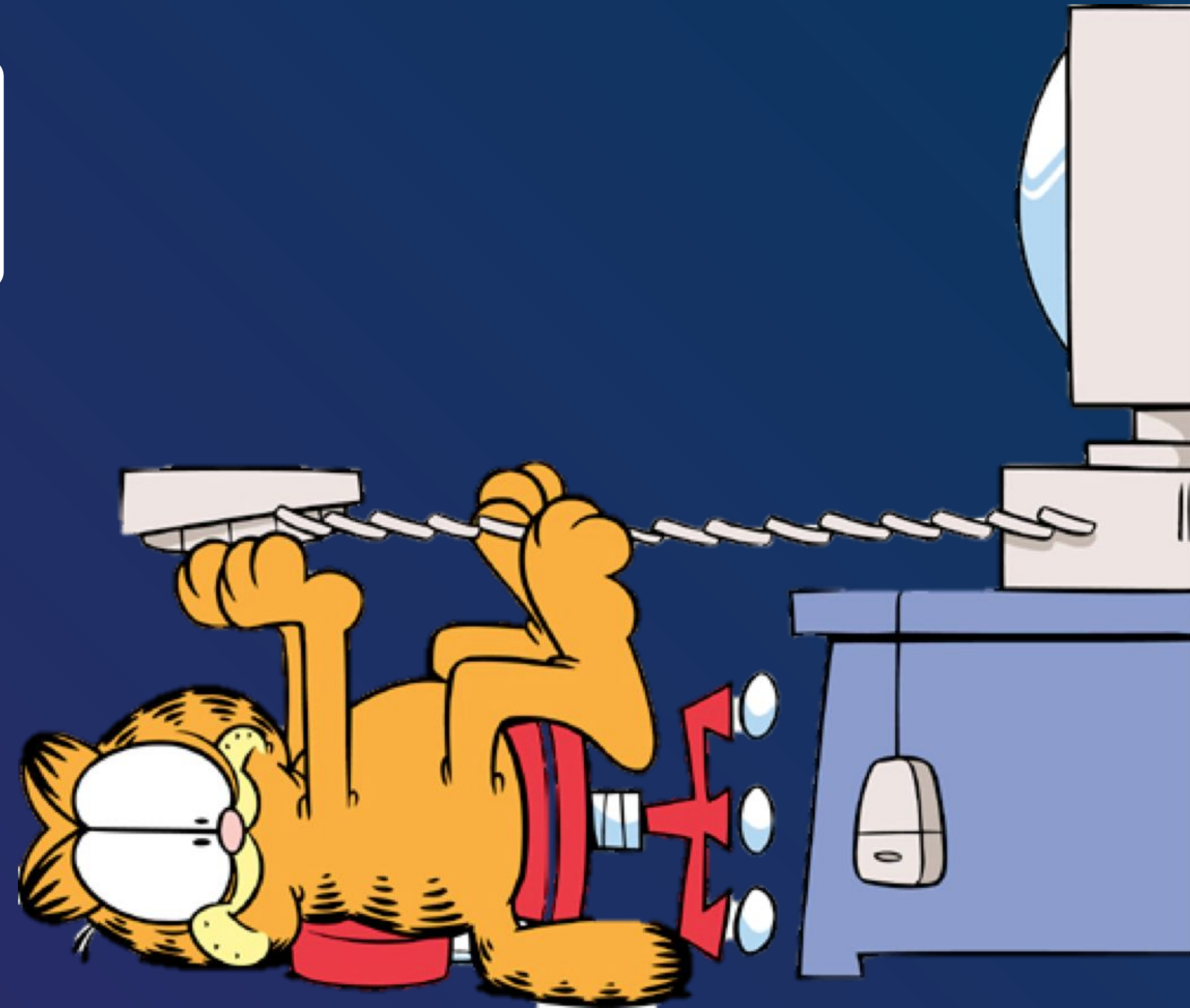
# Every Day Is Monday in Operations



**Ben Purgason**

Sr. Manager, Site Reliability Engineering

# Every Day Is Monday in Operations





Everyday is Monday In Operations

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# Betting Against the Odds



“Never tell me the odds” - Ben



# Betting Against the Odds

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- 1 System Issue Resolved; 233 engineering hours per day saved
- No matter how hard to find, the code doesn't lie.
- We didn't know about a change that directly affected our system - and it cost us.



Site Up





Scaling Strategy? Retirement.

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You don't scale past a deacom.



# Scaling Strategy? Retirement.

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- Never give up. You only have one way to go, forward.
- I assumed that we already had all available people helping.
- We entered fix-forward hell based on that assumption.





What Gets Measured Gets Fixed

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TS3

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Every Day. Every Incident.



# TS3

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- What we measured incentivized the fast and accurate creation of GCNs.
- There was no smoking gun. Our shitshow was built from minor issues.
- When you don't want to look at a problem is when you need to the most.



You are Only as Good as Your  
Lieutenants

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# Scale or Fail

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What is success, anyway?



# Scale or Fail

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- Culture of empowerment
- I do NOT scale.
- You only have 24 hours in a day, like everyone else.



Don't Assume Anything

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We are Throttling!

—

Are we talking about cars?





# We are Throttling!

- Ask the simple questions. They're cheap.
- We make assumptions. Enumerate them. Challenge them.
- Lack of data leads to assumptions.



# In Summary

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- 2 Axioms: realities of the world
- 8 Axioms: how we navigate the world
- [EveryDayIsMondayInOperations.com](http://EveryDayIsMondayInOperations.com)

# The Five (Starter) Axioms

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Site Up

Every Day Is Monday  
in Operations

Don't Assume Anything



What Gets Measured  
Gets Fixed

You are Only as Good  
as Your Lieutenants

**Linked **

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