

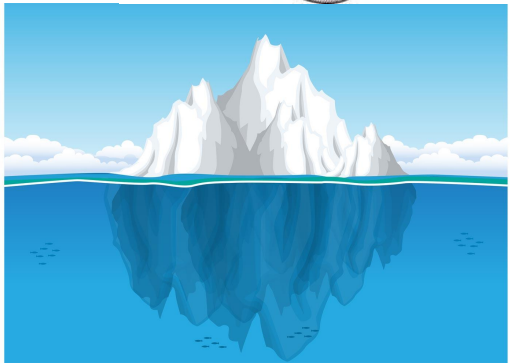
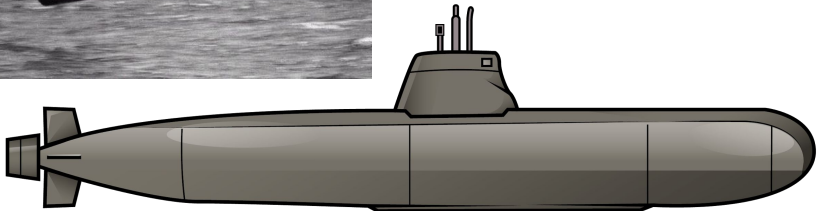
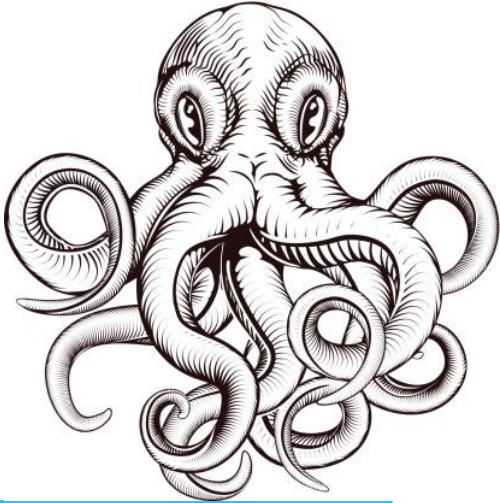
# It's the End of the World as We Know It

(and I Feel Fine)

Engineering for Crisis Response at Scale







- Heart disease
- Cancer
- Chronic lower respiratory disease
- Accidents
- Stroke
- Alzheimer's disease
- Diabetes
- Influenza and pneumonia
- Kidney disease
- Suicide

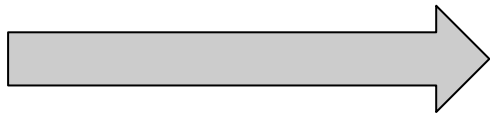
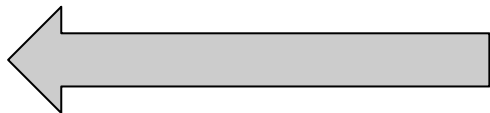
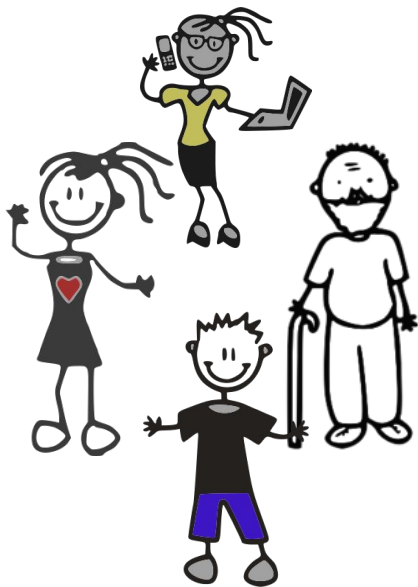




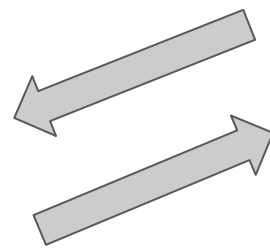
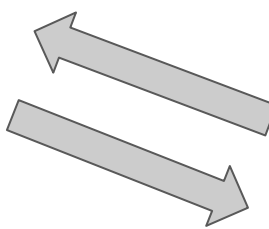
1

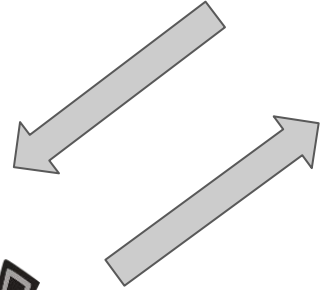
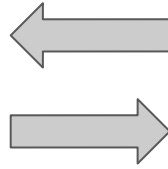
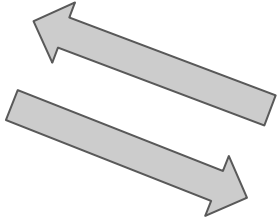
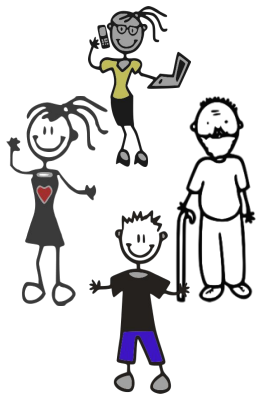
# Tighten the Customer Feedback Loop

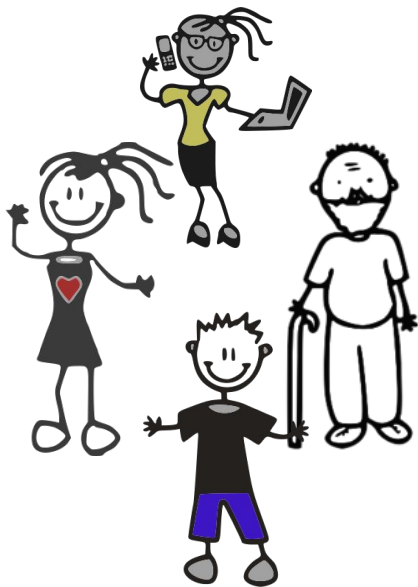
(Pain is good)

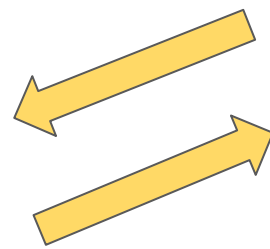
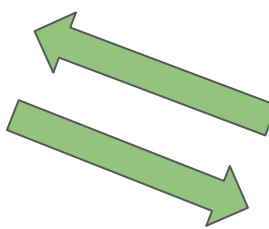


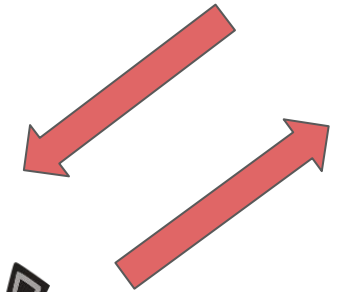
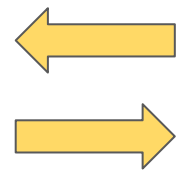
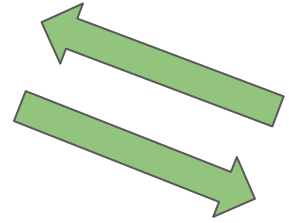
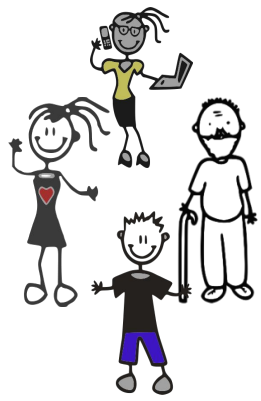










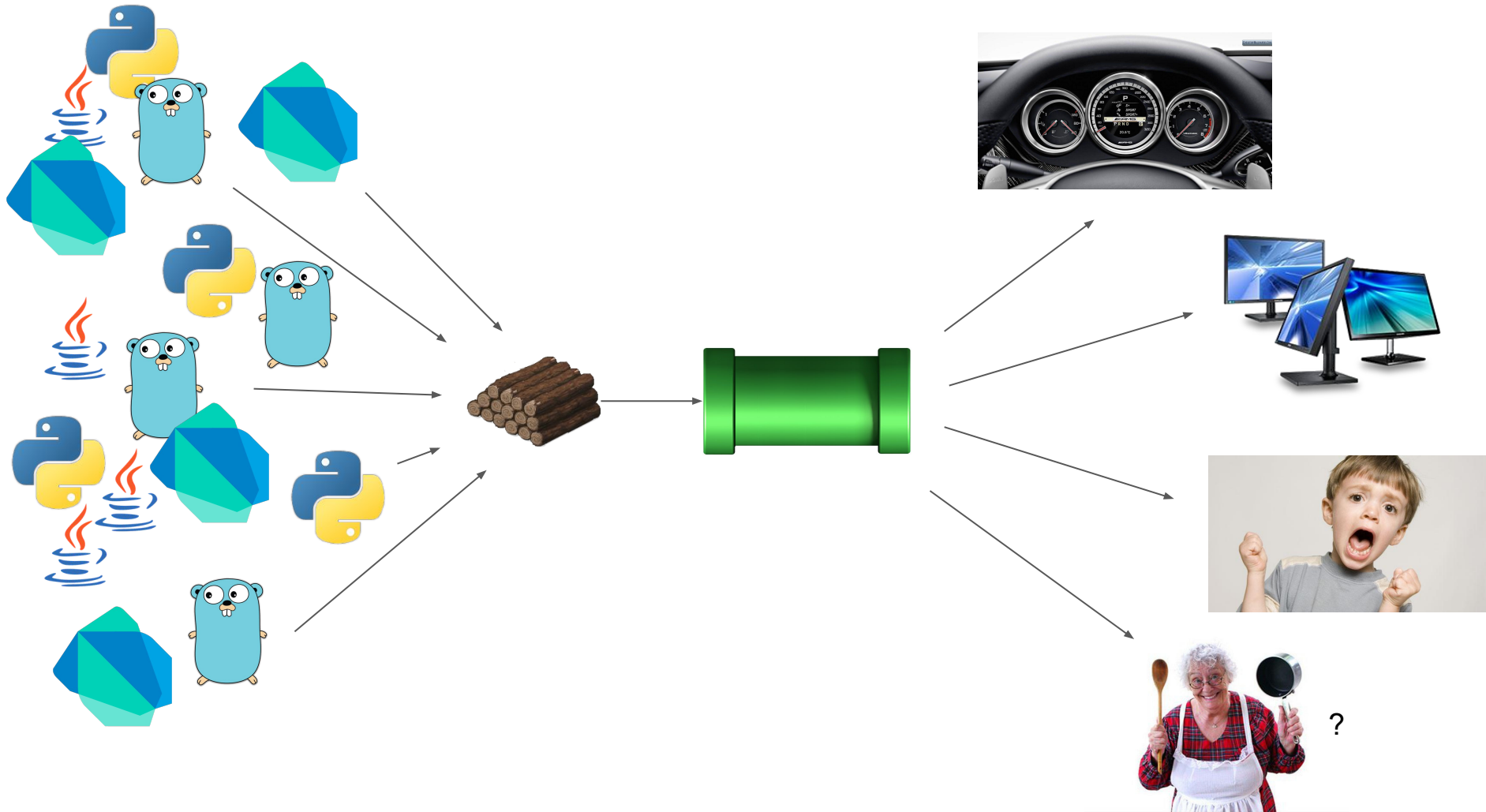


2

Reduce Your Reliance  
on Customer Reporting



Homogenize  
Logging Product



# Product Accountability

CONTEXT	TYPE	COUNT	CHANGE ?	SEVERITY ?	TAGS	LINK
---------	------	-------	----------	------------	------	------

▼ /iam/oauth2/v3.0/tokeninfo 51032 + 30841 ▲ 🔊 💬 🗑️ 👤 🔗

29294 21103 642 SumoLogic | Splunk | Logviewer Search

**COUNT:** 29294

**LAST SEEN:** 20:59:58 UTC

**VERSION:**  
v0-27-0--1226-9cc4f99

**MESSAGE:**  
ERROR Token expired.

Copy 📄 🔗

[Comments / Tickets](#) [Error History](#)

Add a JIRA ticket to silence this stack: IN-123 +

Add insight\_catch label

Send notification to HipChat Room ID: 2750752

**OMNI-2494: Remove tokeninfo exceptions** ✖

New

Add a comment and email users with mentions: @SteveVize 💬

Send notification to HipChat Room ID: 2750752

**Christiaan Grundling**

Spoke to Richard Klein, added OMNI-2494 that will hopefully suppress these from the errors

10/14/2016 13:35:22 UTC

[Subscribe](#) | [Mute](#)

> /iam/oauth2/v3.0/tokeninfo	InvalidAccessToken	<span>21741</span>	<span>+ 8910 ▲</span>		<span>🔊</span> <span>👤</span>	<span>🔗</span>
> /_queue/async/fetch_fetch.ssc_validation_result.ssc_validation_result.*	RequestAborted	<span>17246</span>	<span>+ 8531 ▲</span>	Low	<span>👤</span>	<span>🔗</span>
> /api/v1/supporting_documents/*.file*	PermissionDenied	<span>5083</span>	<span>+ 1528 ▲</span>	Low	<span>💬</span> <span>👤</span>	<span>🔗</span>
> /api/v1/supporting_documents/*.file*		<span>4988</span>	<span>+ 4953 ▲</span>		<span>🔊</span> <span>👤</span>	<span>🔗</span>
> /api/v1.0/fetch/sections/document_id/*	RequestAborted	<span>2700</span>	<span>+ 1449 ▲</span>	Low	<span>👤</span>	<span>🔗</span>
> /amf/pollingService/checkMessages	ExceededMemoryLimit	<span>2031</span>	<span>- 398 ▼</span>	Low	<span>👤</span>	<span>🔗</span>

CONTEXT	TYPE	COUNT	CHANGE ?	SEVERITY ?	TAGS	LINK
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29294 21103 642
51032 + 30841
🔔 🗨️ 🗑️ 👤 🔗

**COUNT:** 29294

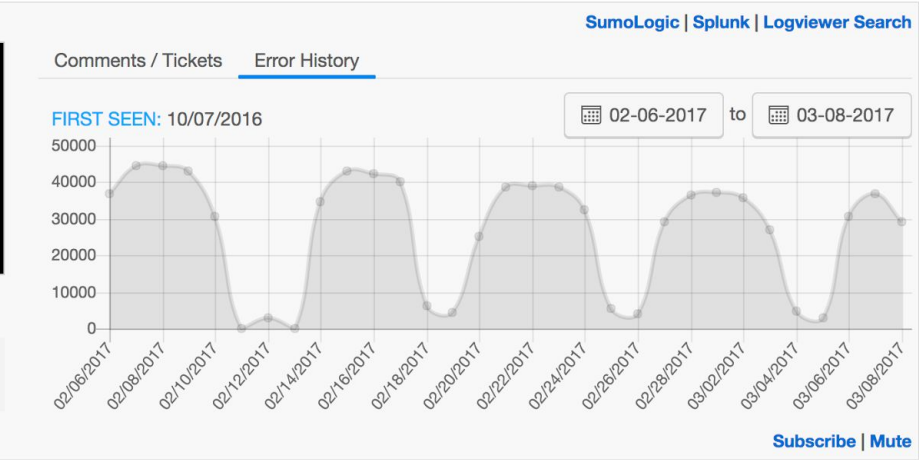
**LAST SEEN:** 20:59:58 UTC

**VERSION:**  
v0-27-0--1226-9cc4f99

**MESSAGE:**  
ERROR Token expired.

**Assigned Teams**

**OMNI (All Stacks)**  
christiaan.grundling@workiva.com 10/14/2016 05:08:42 UTC



> /iam/oauth2/v3.0/tokeninfo	InvalidAccessToken	21741	+ 8910		🔔 👤 🔗
> /_queue/async/fetch_fetch.ssc_validation_result.ssc_validation_result.*	RequestAborted	17246	+ 8531	Low	👤 🔗
> /api/v1/supporting_documents/*.file*	PermissionDenied	5063	+ 1528	Low	🗨️ 👤 🔗
> /api/v1/supporting_documents/*.file*		4988	+ 4953		🔔 👤 🔗
> /api/v1.0/fetch/sections/document_id/*	RequestAborted	2700	+ 1449	Low	👤 🔗
> /amf/pollingService/checkMessages	ExceededMemoryLimit	2031	- 398	Low	👤 🔗
> /amf/errorService/unhandledError		2008	+ 1942		🔔 🗨️ 🔗
> /api/v0.1/subscriptions/**	TransactionFailedError	1157	- 1217	Medium	👤 🔗

# Previous Cards

↻ Reload

START DATE	END DATE	TICKETS COUNT	
∨ 27 January 2017	10 February 2017	338	 View Details

TEAM	DEV ISSUES <sup>?</sup>	SUPP ISSUES <sup>?</sup>	TOTAL ISSUES (DESCENDING)	ROLLING AVERAGE <sup>?</sup>	INCREASE
Software Support Engineers (and placeholder for "Other") (SSE)	3	81 (39 Critical)	84	1.04	8.68%
Draft Elements (DE)	2	56 (31 Critical)	58	0.7	9.63%
Server Side Composition/Translations (SSC)	8 (4 Critical)	14 (10 Critical)	22	0.54	12.10%
Tables (Flex and Datatables) (DT)	3	6 (1 Critical)	9	0.35	-3.39%
Annotations (ATEAM)	2	11 (4 Critical)	13	0.31	-0.45%
Document Services Analysis and Lifecycle (DS)	1	22 (12 Critical)	23	0.3	7.79%
Workspaces (WORK)	2 (1 Critical)	5 (1 Critical)	7	0.21	0.75%
Text (TEXT)	1 (1 Critical)	8 (4 Critical)	9	0.21	-2.75%
XBRL Lifecycle (XL)	1	15 (8 Critical)	16	0.2	12.67%
The Filing Team (FAP)	0	10 (3 Critical)	10	0.2	-6.79%
Binders (BINDERS)	2	12 (5 Critical)	14	0.13	52.24%
Certifier (CERT)	1	3 (2 Critical)	4	0.11	1.05%
Hypertext (HY)	0	5 (1 Critical)	5	0.11	-7.69%
GRC Product Line (GRC)	4 (1 Critical)	9 (1 Critical)	13	0.09	560.00%

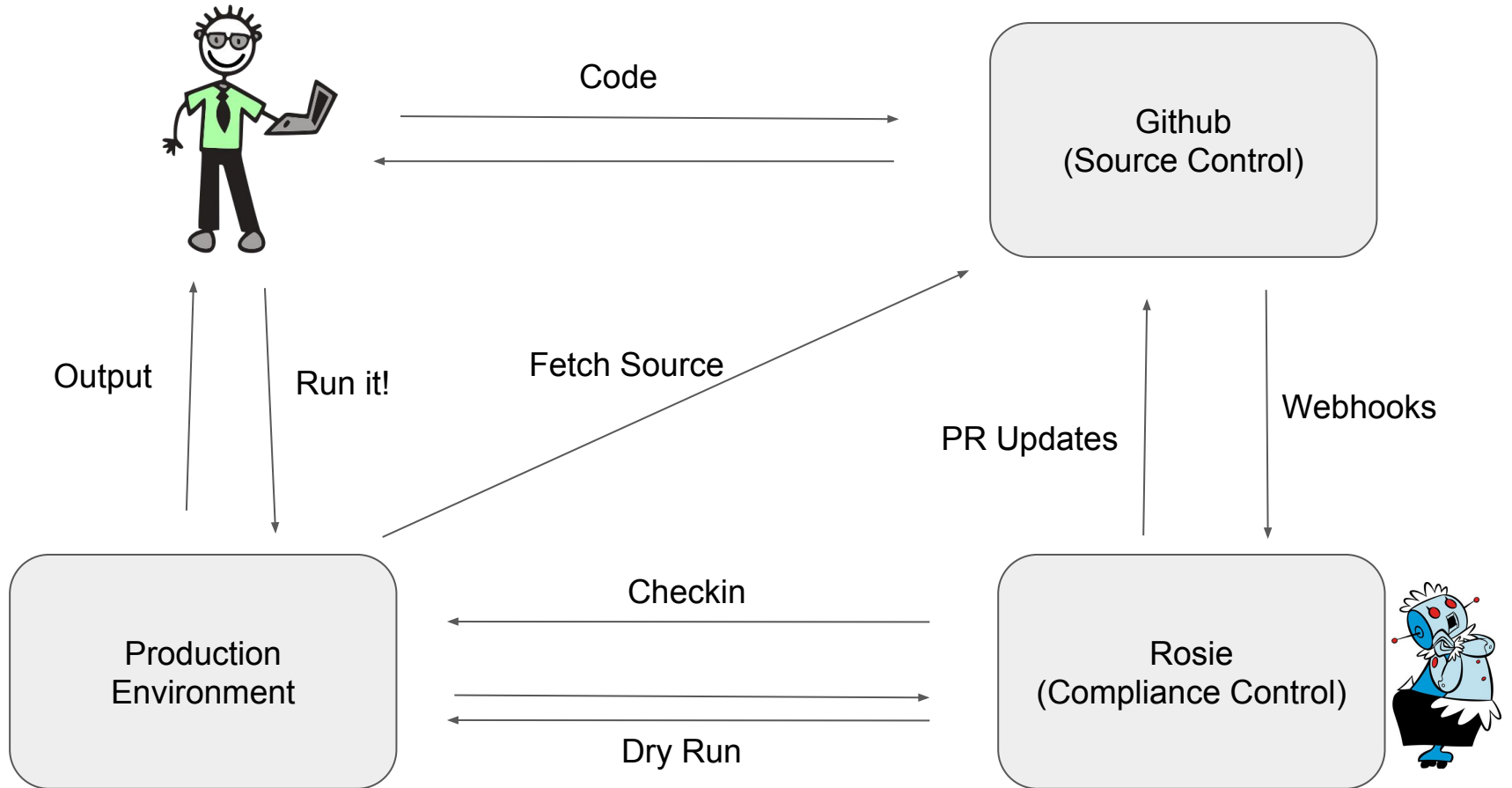


**Maintain your alerts**

3

# Terminal is Not Your Friend





1. Tighten the Customer Feedback Loop
2. Reduce Your Reliance on Customer Feedback
3. Stop Using Terminal in Production



Q(&A)