

Games SRE Play to Improve Incident Response

Who is Austin?

- Recovering Amazonian
- Has caused many production outages 🥲
- Has learned a lot about resolving incidents 😅
- Exploring OpsDrills teams can play for intentional practice

Prerequisites

For Improving At Incident Response

- Have an Incident Management framework
 - Need a framework? response.pagerduty.com is a good start
- Train everyone on the framework
- Practice incident management through playing games

Foundational factors for SRE teams

SRE Cultural Elements

- Psychological Safety
 - Take risks, Be vulnerable, Blameless culture, Growth culture
- Team Cohesion
 - Timely feedback cycles, Shared responsibility, Shared goal
- Team Resilience
 - Incident Response, Monitoring / Observability, Automation

Core Incident Response

Skills

- Curiosity
- Problem Solving
- Communication
- Delegation
- Coordination

Knowledge

- Azure - Cosmos DB
- Kubernetes - kubectl
- AWS - Kinesis
- GCP - Firebase

Poor Performance leads to longer MTTR



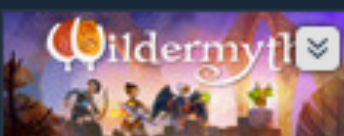



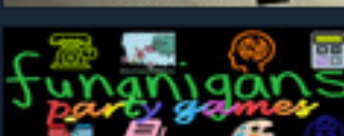
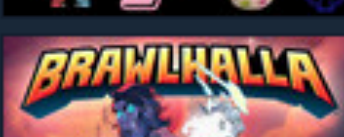




Lost Revenue and Lost Customer Trust

- Mean Time To Restore - MTTR
 - Lots of other Rs used such as Recovery, Resolution, Remediation, etc
- Incident Response Anti-patterns
 - By-stander effect, Blame Game
 - In-efficient SMEs due to
 - Missing or out of date Runbooks
 - Poor Team Cohesion

How do we grow a SRE culture?

- Games!
- Re-defining games (Drills, Runbooks, and Gamedays oh my!)



	The Jackbox Party Pack 7	Oct 14, 2020		\$29.99
	Wilderness	Jun 15, 2021		\$24.99
	The Jackbox Party Pack 3	Oct 17, 2016		\$24.99
	Funanigans: Party Games	Sep 27, 2020		\$9.99
	Brawlhalla	Oct 17, 2017		Free to Play
	The Jackbox Party Pack 6	Oct 16, 2019		\$29.99
	Selfie Games [TV]: A Multiplayer Couch Party G...	Aug 17, 2018		Free

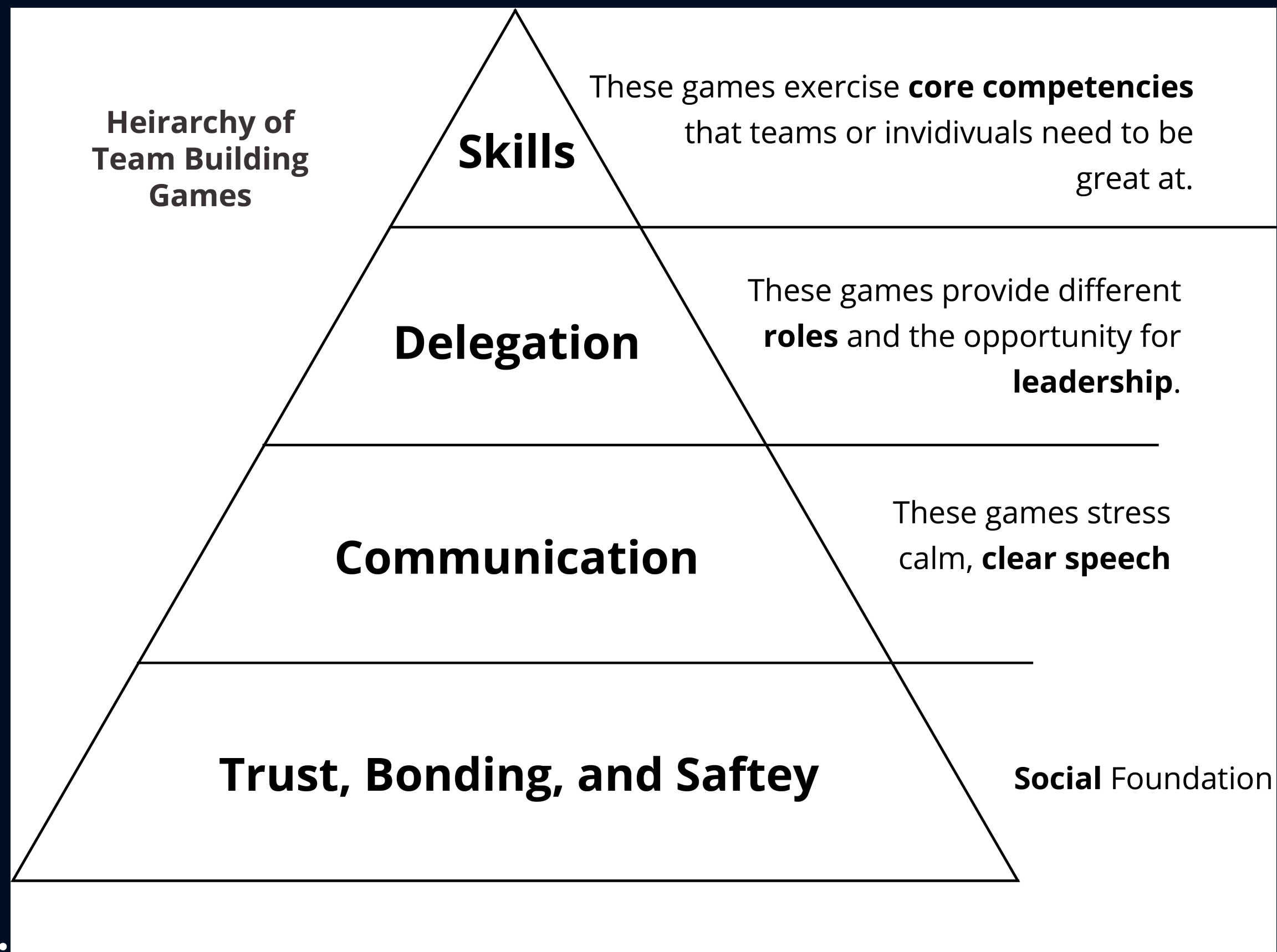
Intentional Practice

What do other disciplines do?

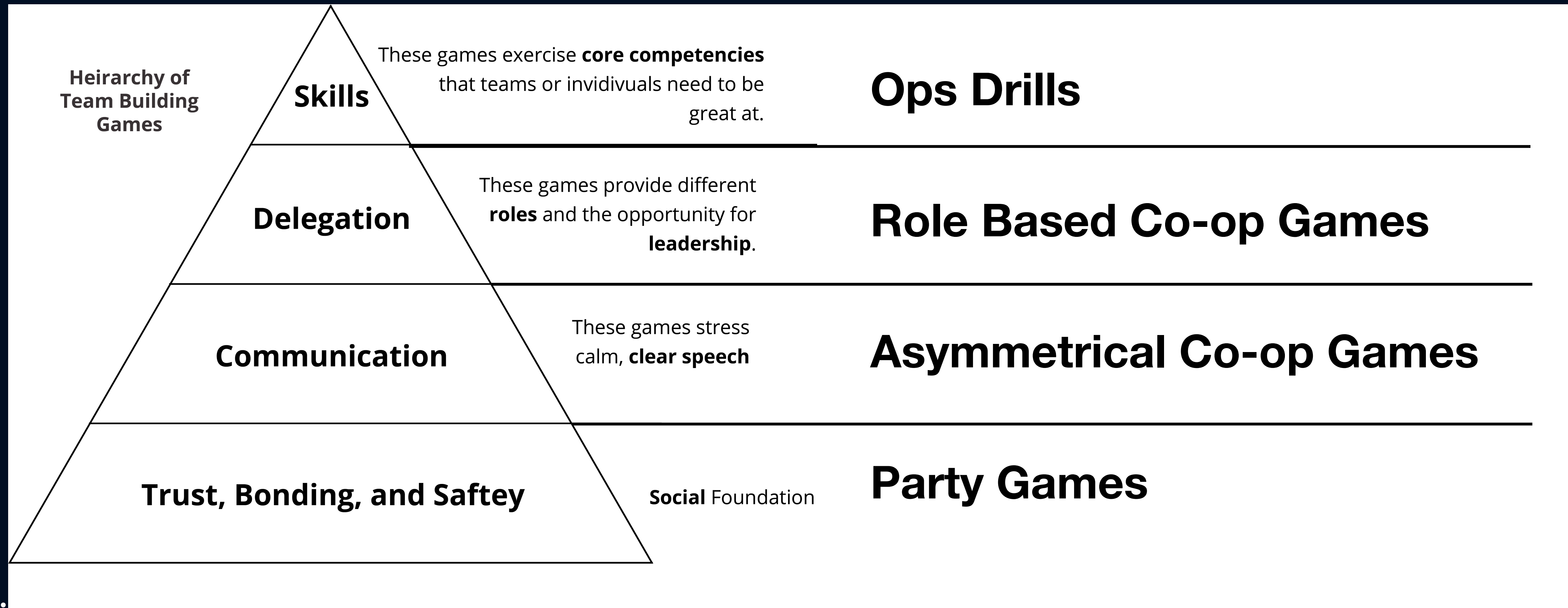
- Sports teams do drills on isolated skills
- Fire departments do drills - controlled burns, entering burning structures
- CyberSecurity teams play Capture the Flag (CTF)



Hierarchy of Incident Response Concepts



Types of Games to Play to Improve at Each Level



Party Games

Trust, Bonding, and Safety - Social Foundation



Asymmetrical Co-op Games

Communication - Calm, clear directions



Role Based Co-op Games

Delegation - Chef delegating tasks



Ops Drills

Skills & SME Knowledge specific to your teams and business

- Tabletop Exercises
- Firedrills
- Chaos Testing
- Gamedays



CREDITS

Photography & Game Art Credits

Soccer - Jeffrey F Lin <https://unsplash.com/photos/XUsMIX04wvc>

Firefighters - by Hush Naidoo Jade

CTF - from <https://www.cylab.cmu.edu/research/software-security.html>

Jackbox - <https://www.jackboxgames.com/presskit/>

Keep Talking - <http://www.keeptalkinggame.com/presskit/>

Overcooked - <https://www.ghosttowngames.com/press/>

Cafe Mox - <https://www.moxboardinghouse.com/>

Steam Store - <https://store.steampowered.com/>

Board Game Arena - <https://BoardGameArena.com>

So, Go Play More Games 😊

Questions and Discussion

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