



# Emily Ruppe, Recovering Incident Commander



Smasher of DBs. First of her name. ...  
@dbsmasher

Little known fact.. @ruppehill is the  
Bob Ross of incident reviews.

tweetbot for Mac



## Next steps

In order to prevent these types of incidents from occurring in the future,

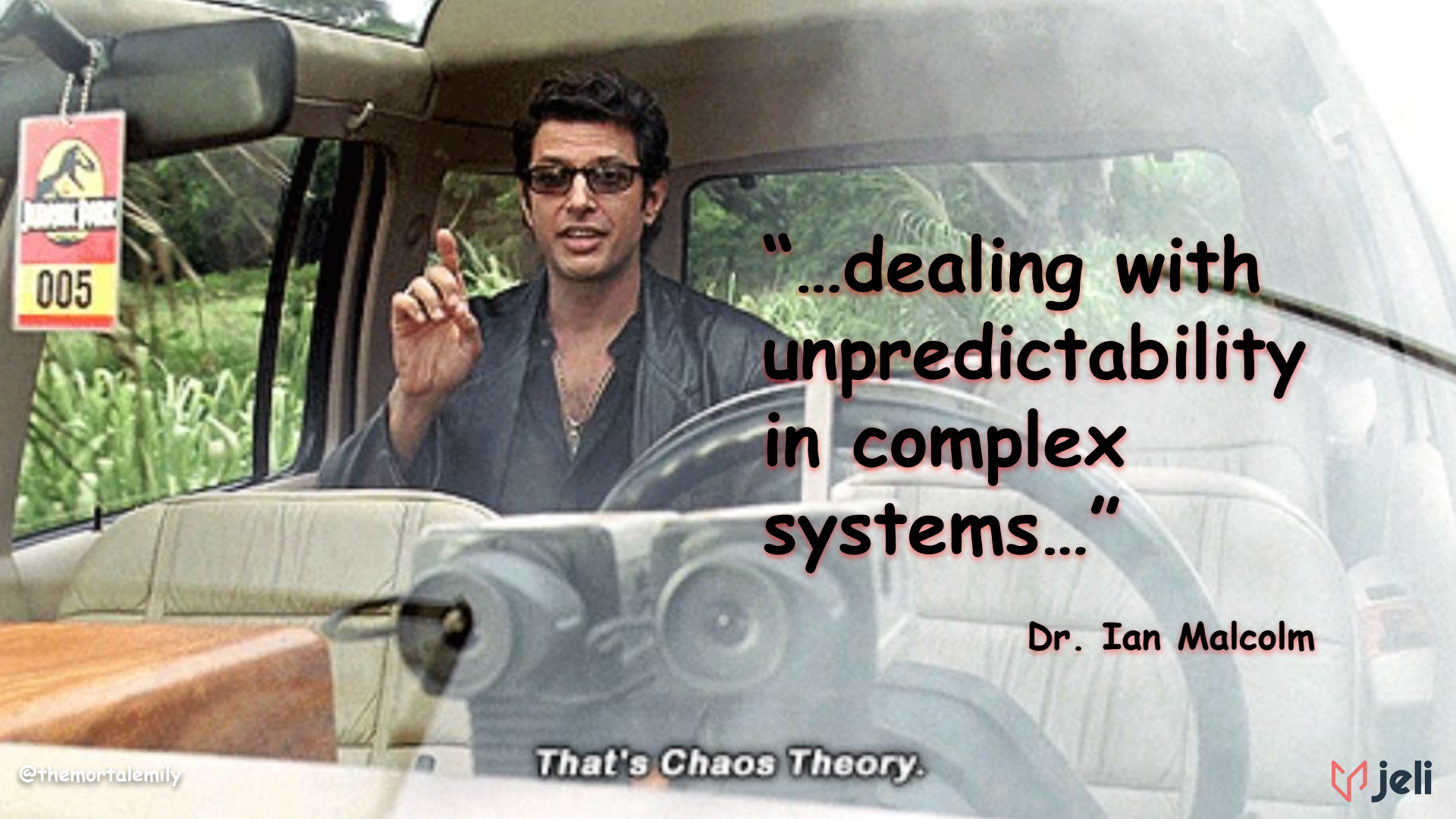
**and what we're doing to prevent this in the future.**

outage.

and we've put in several mitigations to prevent it from happening again.

The outage has been root caused and the mitigation fully deployed, with two forms of safeguards protecting against the issue happening in the future.

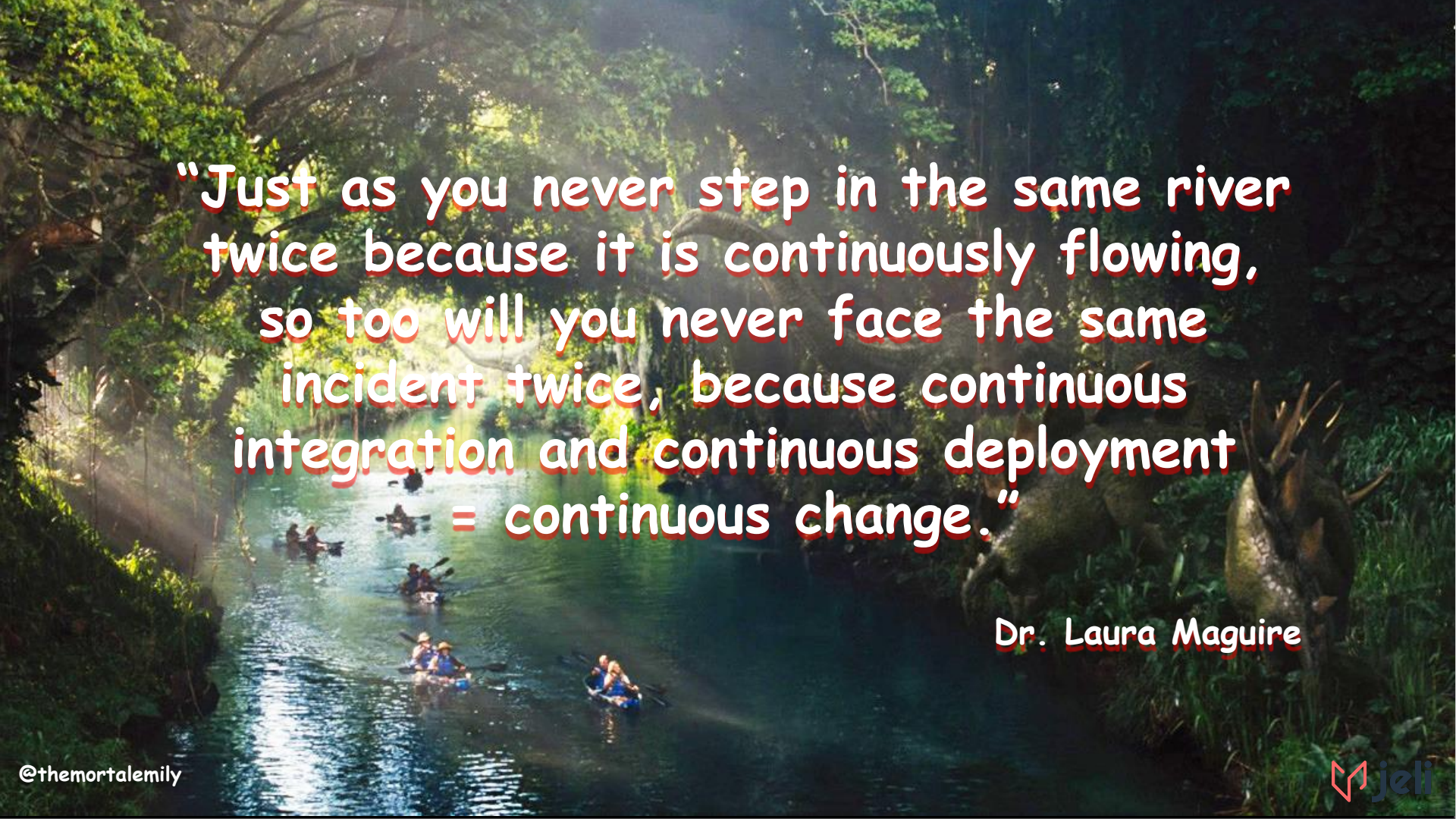
collectively doing everything we can to prevent a similar outage from ever happening

A still from the movie Jurassic Park showing Dr. Ian Malcolm in the driver's seat of a vehicle. He is wearing a dark jacket and glasses, gesturing with his right hand. A Jurassic Park license plate with the number 005 is visible on the left. The background shows a lush jungle.

**“...dealing with  
unpredictability  
in complex  
systems...”**

**Dr. Ian Malcolm**

**That's Chaos Theory.**



**"Just as you never step in the same river twice because it is continuously flowing, so too will you never face the same incident twice, because continuous integration and continuous deployment = continuous change."**

**Dr. Laura Maguire**



evolving  
sociotechnical systems

A STEVEN SPIELBERG FILM



1993

An Adventure  
65 Million Years In The Making.

UNIVERSAL PICTURES PRESENTS AN AMBLIN ENTERTAINMENT PRODUCTION SAM NEILL LAURA DERN JEFF GOLDBLUM  
AND RICHARD ATTENBOROUGH "JURASSIC PARK" BOB PECK MARTIN FERREIRO B.B. WONG SAMUEL L. JACKSON WAYNE KNIGHT  
JOSEPH MAZZELLO ARIANA RICHARDS EXECUTIVE PRODUCERS STAN WINSTON PRODUCED BY DENNIS MUEHL AND SUPERVISOR PHIL TIPPETT  
SPECIAL EFFECTS MICHAEL LANTIER MUSIC BY JOHN WILLIAMS COSTUME DESIGNER MICHAEL KATHI EXECUTIVE PRODUCERS PETER JACK CARTER PHOTOGRAPHER DEAN CUNDEY, A.S.C.  
BASED ON THE BOOKS BY MICHAEL CRICHTON SCREENPLAY BY MICHAEL CRICHTON AND DAVID KOEPP DIRECTED BY STEVEN SPIELBERG  
SPECIAL VISUAL EFFECTS BY ROB ROY AND GUY WILSON PRODUCED BY STEVEN SPIELBERG A UNIVERSAL PICTURE

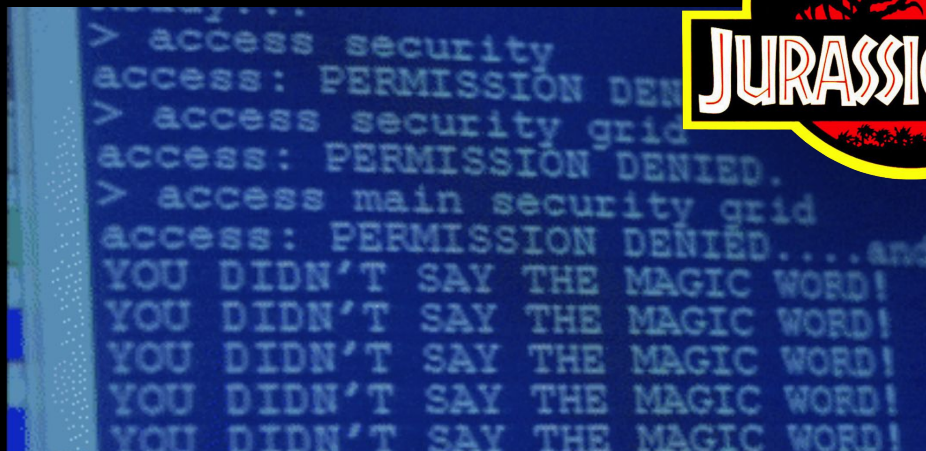
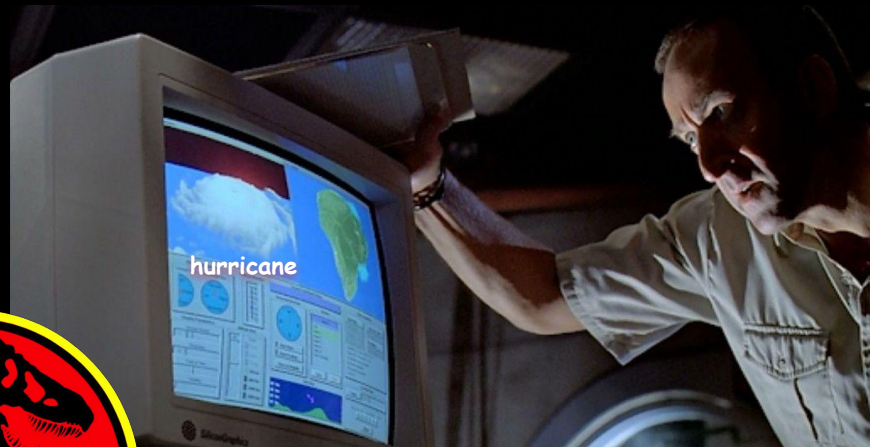
@themortalemily



2015

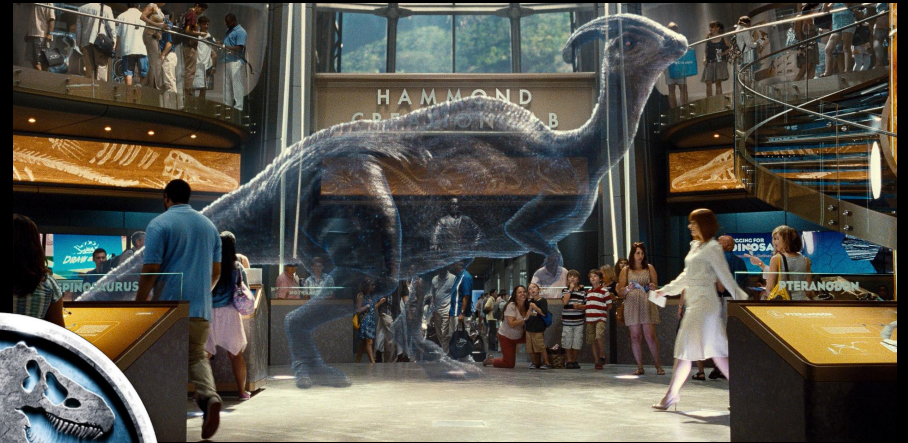
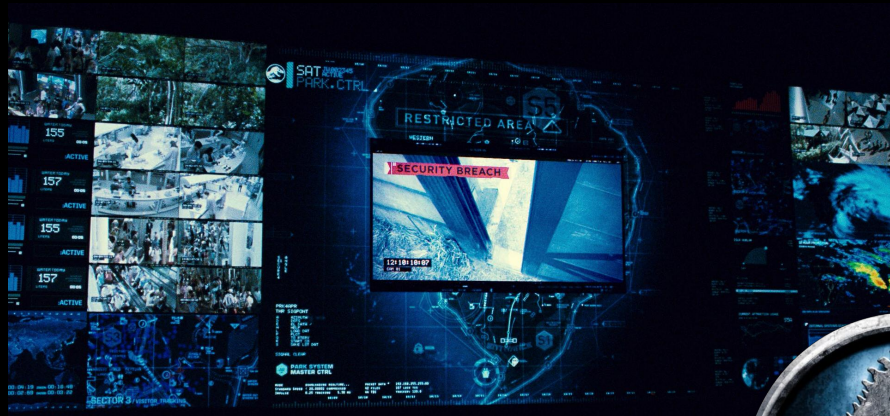
THE PARK IS OPEN  
JUNE 12

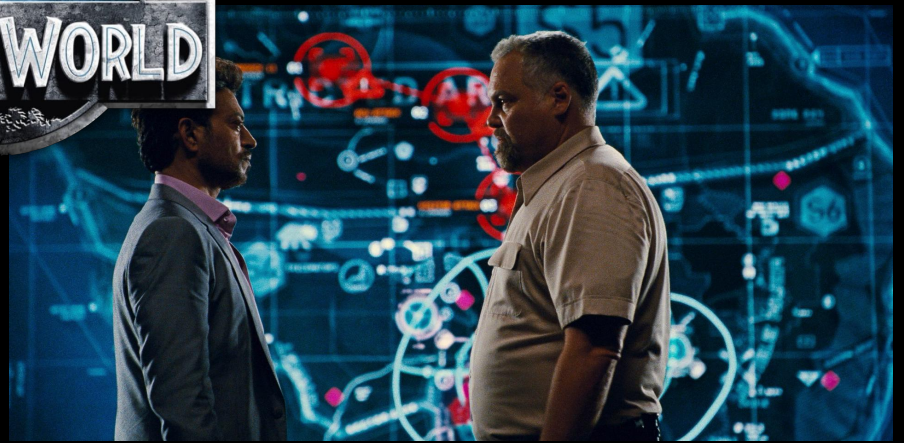
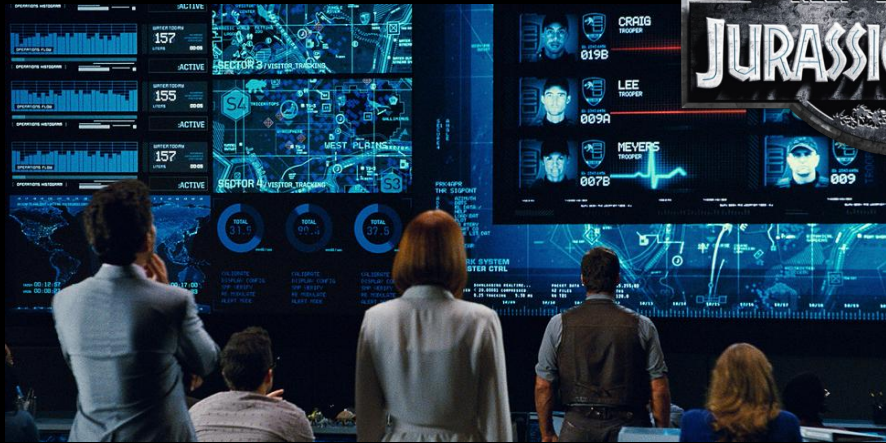
jeli

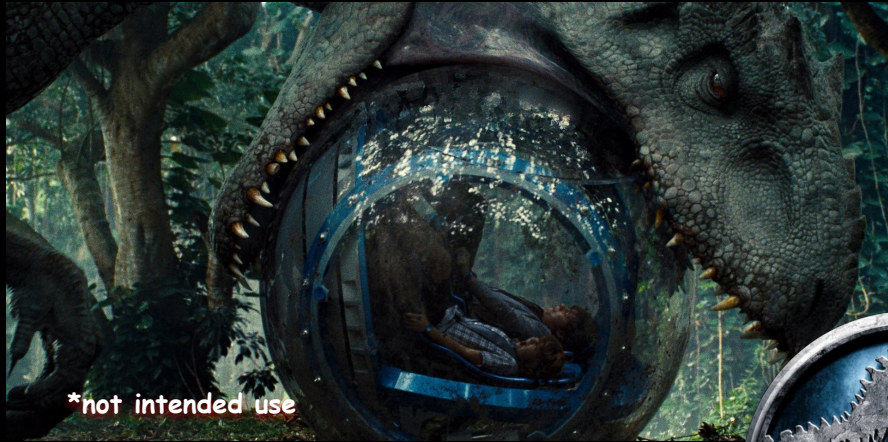










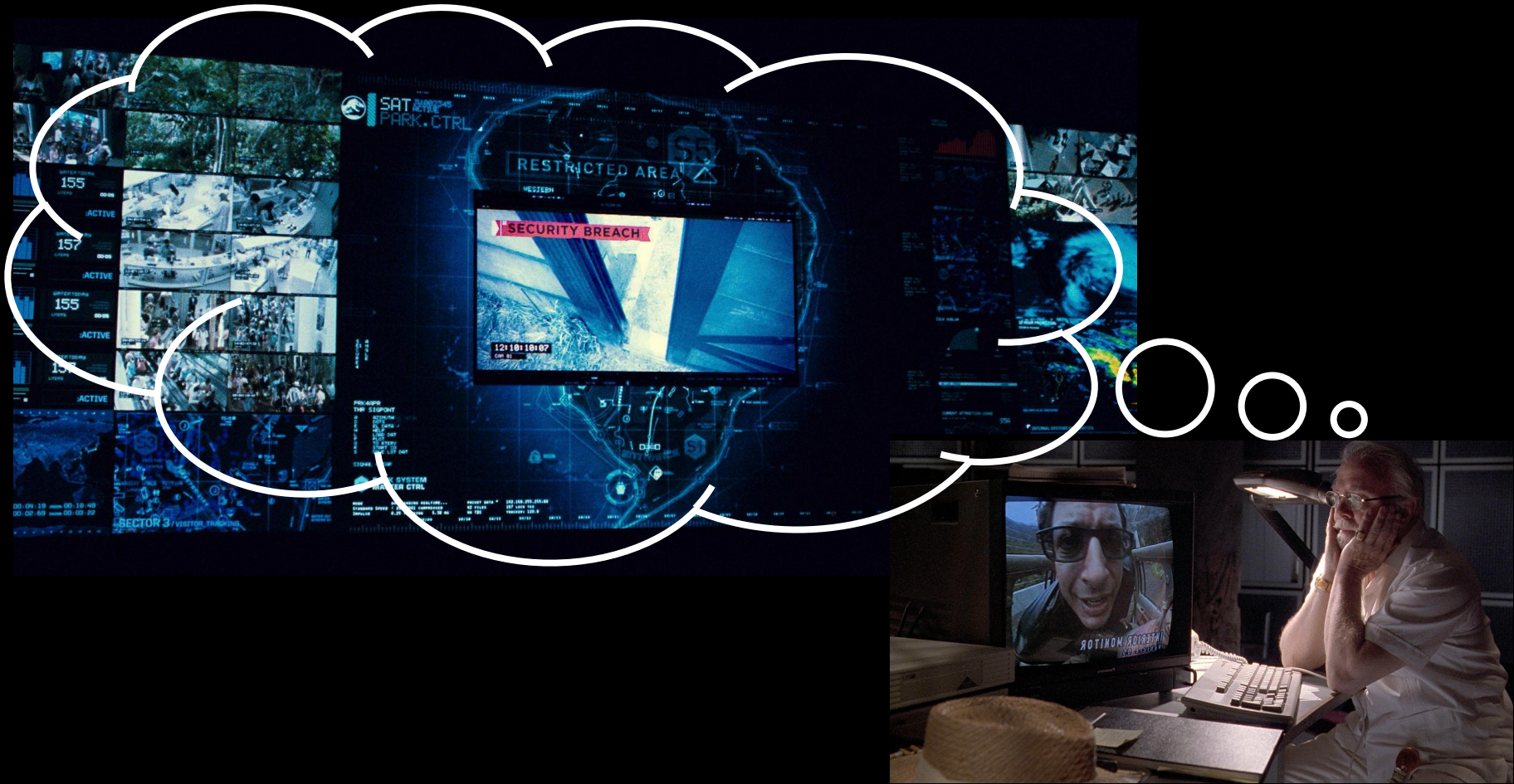


\*not intended use



oop



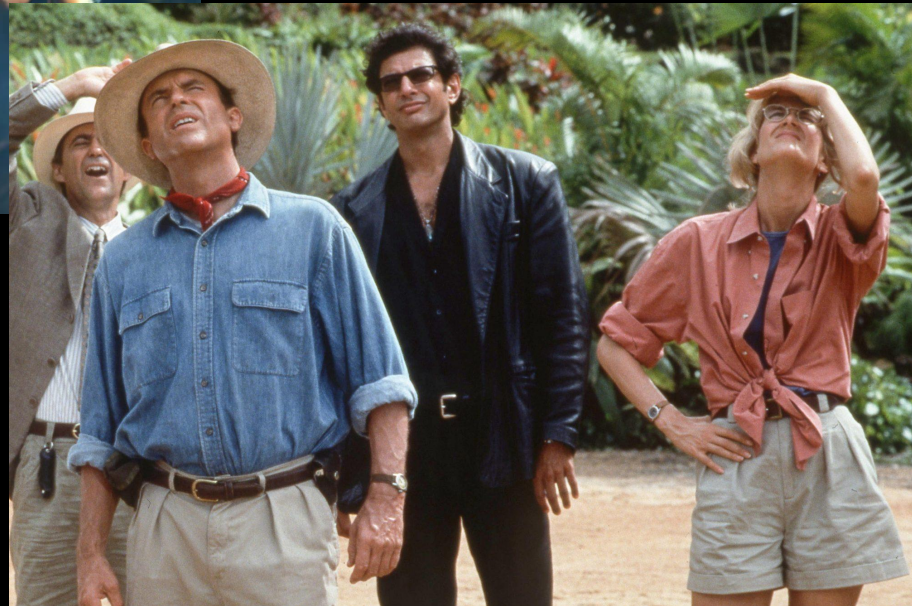




is there still only one woman in that command room?



is that man smoking inside?





fancy new feature

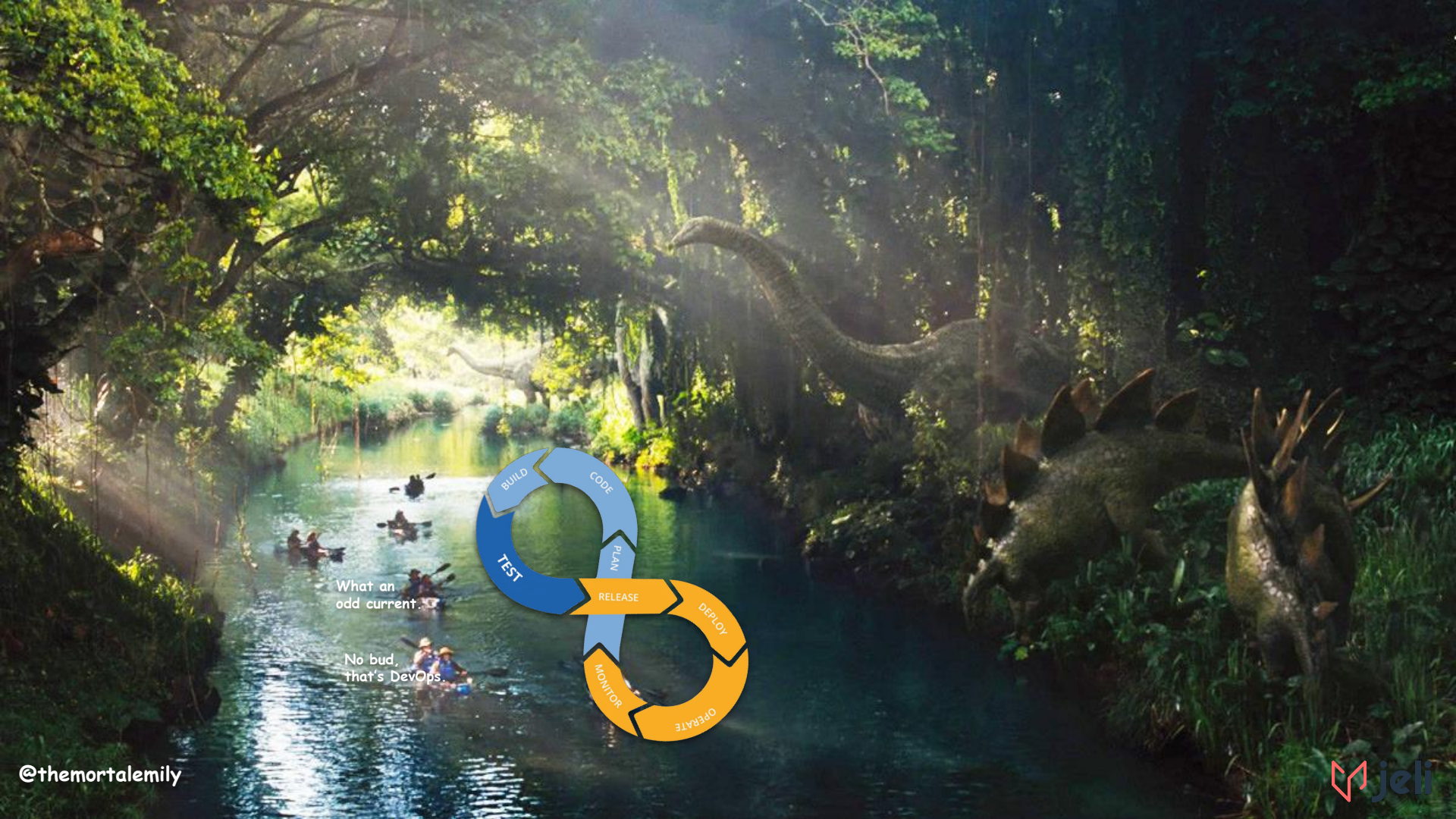
capacity that wasn't a problem until  
the new feature

alert that wasn't a problem until the  
new feature

process that wasn't a problem until  
the new feature

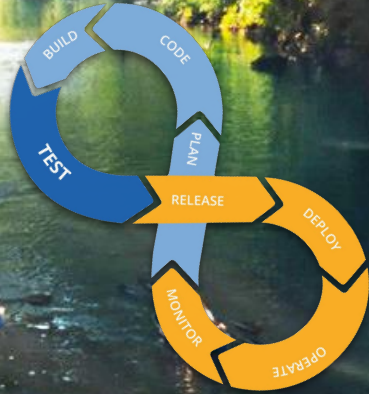
old piece of code that wasn't a bug  
until the new feature





What an  
odd current.

No bud,  
that's DevOps.



ddos

dns

This is definitely  
a repeat incident!

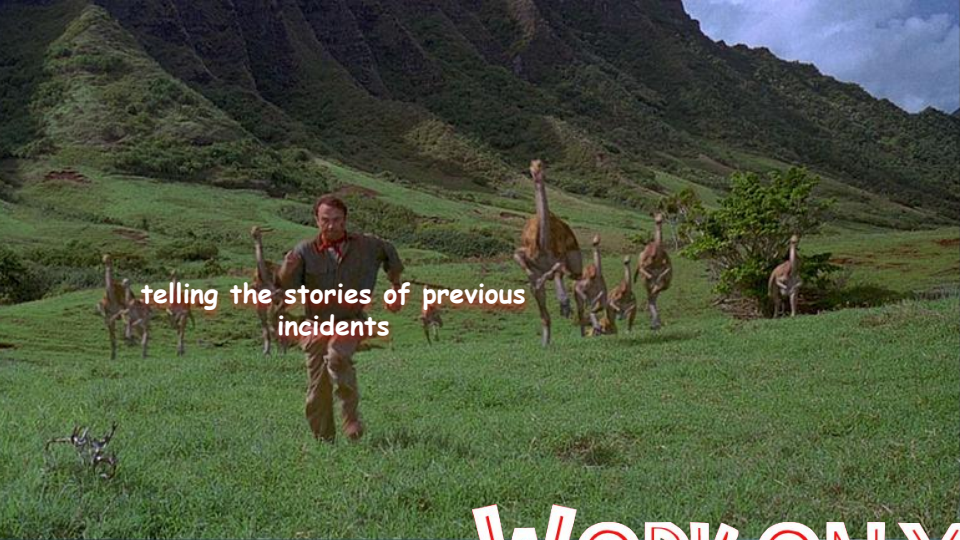
tls cert

It's not the  
same incident!  
We're different  
people!

And technically this  
is a different  
island of loose  
dinosaurs!

us east 1

dc on  
fire



telling the stories of previous incidents



knowing who to page

creating psychological safety

team building activities

being blame aware

# WORK ON YOUR CARDIO



@themortalemily

switching aws regions

gamedays



understanding how system alerts equate to customer impact

simplifying severities





surprise



we're back baby

Insights from the Past = Options in the Future



Insights from the Past = Options in the Future

A man with dark, curly hair, wearing black-rimmed glasses and a black leather jacket, is shown in a laboratory or office environment. He has a slightly concerned or thoughtful expression. In the background, another person in a white lab coat is visible, and there are various pieces of equipment, including a large desk lamp and a tissue box. The scene is lit with cool, blue-toned lights.

Incidents, uh, find a way.

# Questions?

