DAVE DASH

DON'T BURN OUT THE NIGHT

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▸ Software engineer: del.icio.us, Mozilla

▸ Formerly early operations engineer at Pinterest

▸ Ops Consulting

DAVE DASH

DON'T BURN OUT THE NIGHT

LET'S MAKE ON CALL GREAT AGAIN

ON CALL AS A SYSTEM

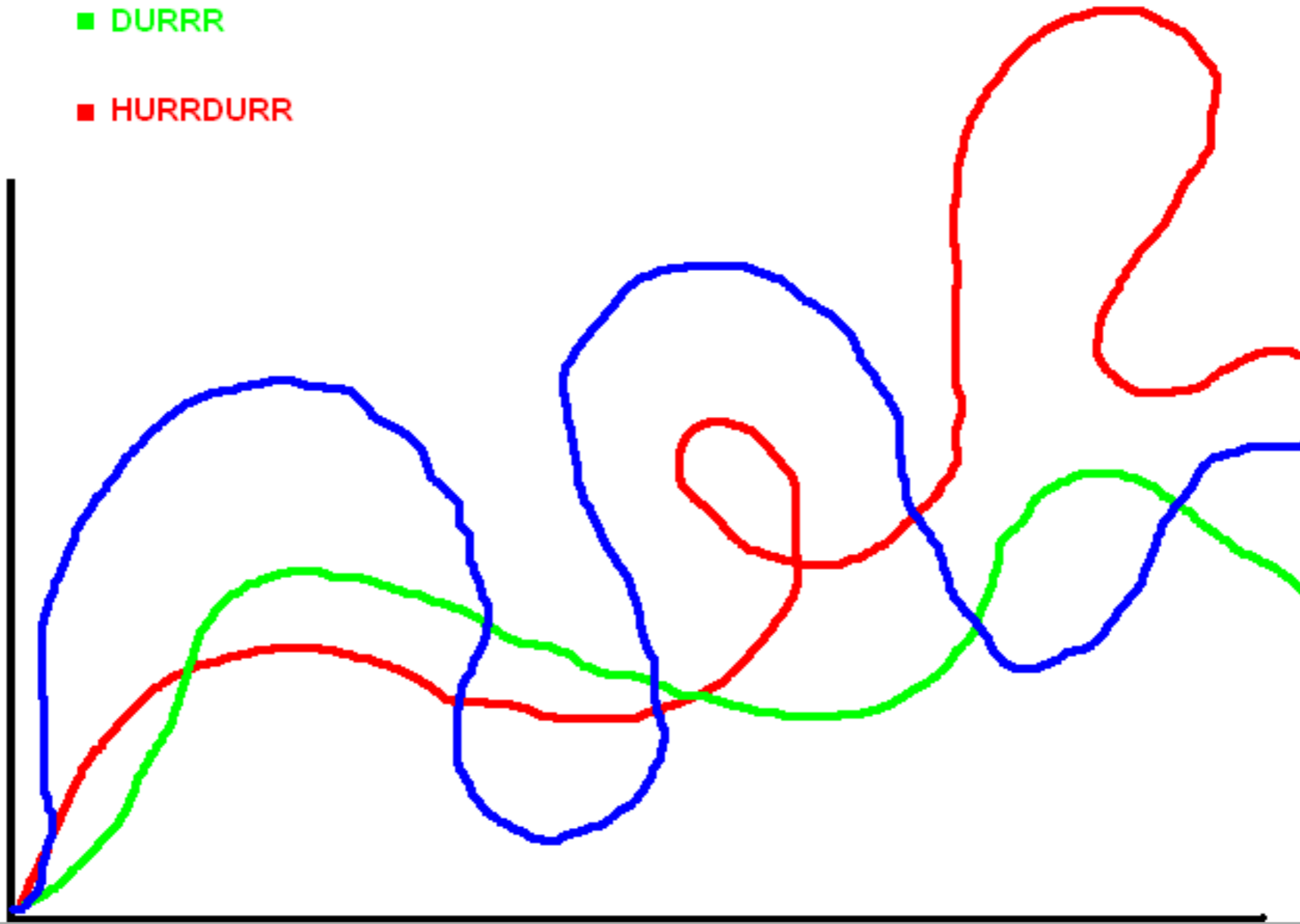# THE SYSTEM IS PEOPLE!

ON CALL AS A SYSTEM

PUT SOMEONE IN CHARGE

DURRR

HURRDURR

TRACK METRICS

FIX THINGS

DON'T EVER CHANGE

GOOD INTENTIONS DON'T SCALE

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▶ PUPPET RUNNING ON 1000S OF MACHINES

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▶ RESPONSE TIMES FOR WEB ARE SLOW

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▶ 20% ARE IDLE

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▶ RESPONSE TIMES FOR WEB ARE SLOW

▶ WE HAVE ENOUGH SERVERS

▶ THE GRAPHS... MOST CPUs ARE PEGGED AT 100%

▶ 20% ARE IDLE

▶ NGINX ISN'T RUNNING

GOOD INTENTIONS DON'T SCALE

GOOD INTENTIONS DON'T SCALE

▸ NGINX WAS RESTARTED ON THESE MACHINES (OOM?)

GOOD INTENTIONS DON'T SCALE

▸ NGINX WAS RESTARTED ON THESE MACHINES (OOM?)

▸ NGINX HAD A BAD CONFIG

GOOD INTENTIONS DON'T SCALE

▶ NGINX was restarted on these machines (OOM?)

▶ NGINX had a bad config

▶ New config came from puppet

GOOD INTENTIONS DON'T SCALE

▶ NGINX was restarted on these machines (OOM?)

▶ NGINX had a bad config

▶ New config came from puppet

▶ Last puppet checkin? 6:30pm

GOOD INTENTIONS DON'T SCALE

▶ NGINX was restarted on these machines (OOM?)

▶ NGINX had a bad config

▶ New config came from puppet

▶ Last puppet checkin? 6:30pm

▶ Nodes started slowly failing after people went home

GOOD INTENTIONS DON'T SCALE

GOOD INTENTIONS DON'T SCALE

▸ **Possible solutions**

GOOD INTENTIONS DON'T SCALE

▶ Possible solutions
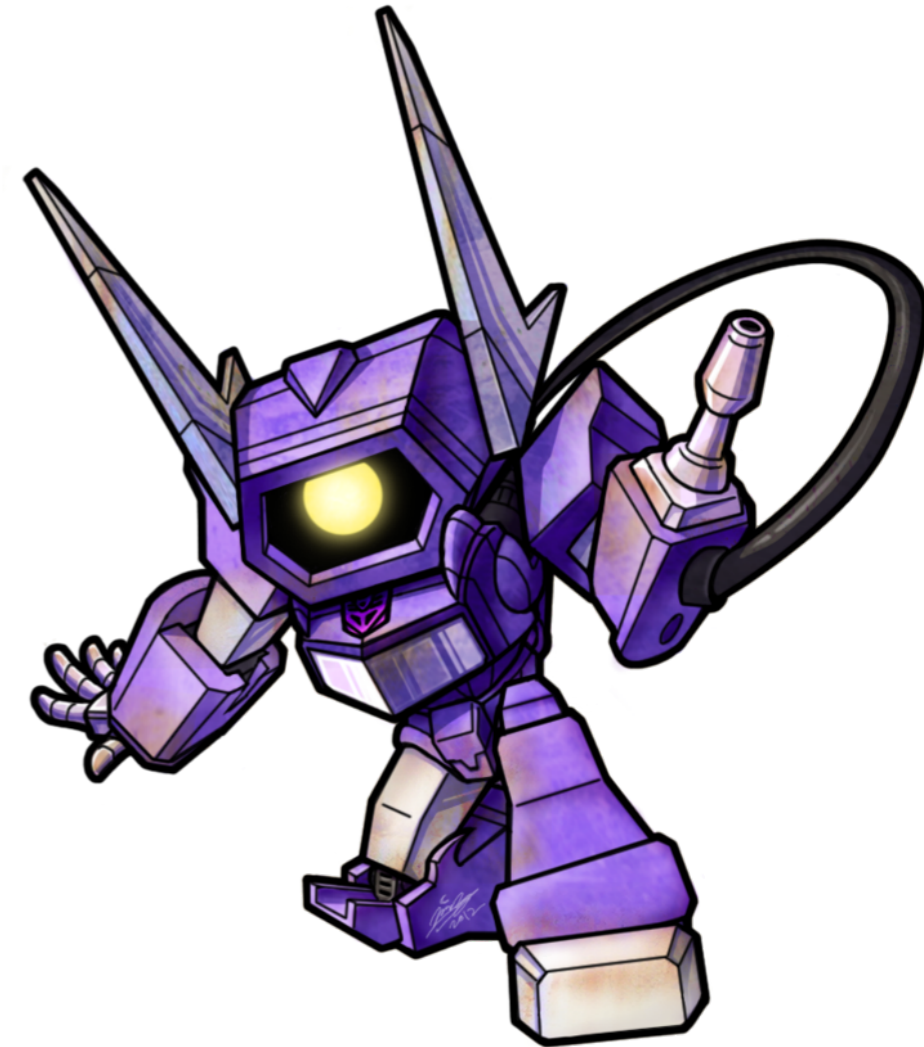
  ▶ More tests for puppet

GOOD INTENTIONS DON'T SCALE

▸ Possible solutions

  ▸ More tests for puppet

  ▸ Better puppet code reviews

GOOD INTENTIONS DON'T SCALE

▶ Possible solutions

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  ▶ Better alerting on puppet

GOOD INTENTIONS DON'T SCALE

▶ Possible solutions

  ▶ More tests for puppet

  ▶ Better puppet code reviews

  ▶ Better alerting on puppet

▶ logical solution

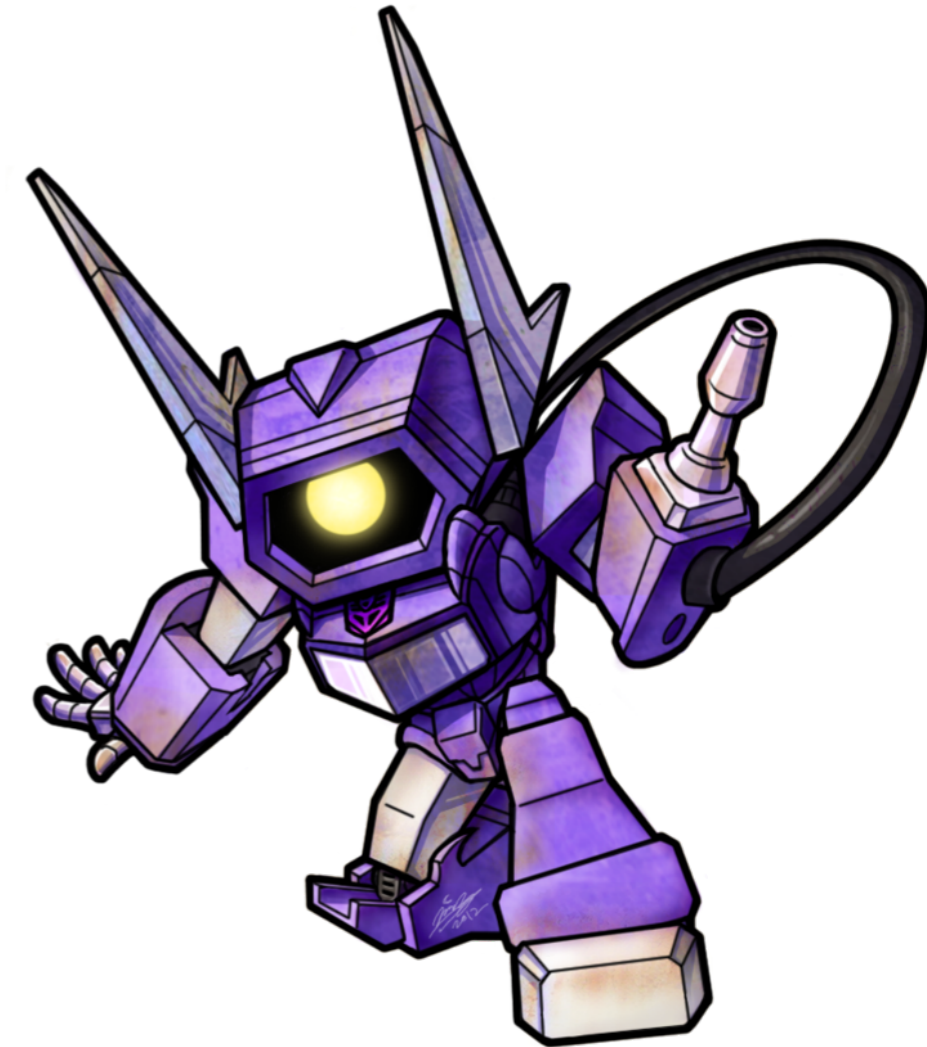# *GOOD INTENTIONS DON'T SCALE*

▶ Possible solutions

  ▶ More tests for puppet

  ▶ Better puppet code reviews

  ▶ Better alerting on puppet

▶ logical solution

  ▶ Stop running puppet at night

DON'T EVER CHANGE

CURB HEROISM

SOCIAL
NORMS

MARKET
NORMS

MARKET NORMS

TRAINING

The #1 Bestselling Operations Book

4TH EDITION

WHAT TO EXPECT®
WHEN YOU'RE
ON CALL

COMPLETELY NEW & REVISED

Running out of inodes on ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ /dev/xvda1

▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓,device:/dev/xvda1}

Service	Datadog (critical)
Current Status	Resolved
Urgency	High
Incident Key	f6ddeb7cf87b478ea60e0a3c9094d1d5
Incident Times	Open from Feb 29, 2016 at 3:13 PM to Feb 29, 2016 at 3:17 PM (for 4 minutes)

...ls

...tion

...g out of inodes on ▓▓▓▓▓▓▓▓▓▓▓▓▓▓'dev/xvda1 on {host:▓▓▓▓▓▓▓▓▓▓▓▓▓▓evice:/dev/xvda1}

tags	device:/dev/xvda1, env:prod, host:▓▓▓▓▓▓▓▓▓▓▓▓ monitor
org	▓▓▓▓▓▓▓▓▓▓
event_id	3230029088647289130
title	Running out of inodes on ▓▓▓▓▓▓▓▓▓▓▓▓ /dev/xvda1 on {host:▓▓▓

Manual ⬤

When Do Not Disturb is enabled calls and alerts that arrive while locked will be silenced, and a moon icon will appear in the status bar.

Scheduled ⚪

TRAINING

SCHEDULES

EMPATHY

PROACTIVE

TL;DR

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▶ **On call is a real service, give it an owner**

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▸ Don't do things at night unless you have to

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▸ Try paying people

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▸ Set expectations about on call and on callers

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▸ On call is a real service, give it an owner

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▸ Set expectations about on call and on callers

▸ Have a primary and a secondary

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▸ Have a primary and a secondary

▸ Keep noisy shifts small

TL;DR

▸ On call is a real service, give it an owner

▸ Don't do things at night unless you have to

▸ Try paying people

▸ Set expectations about on call and on callers

▸ Have a primary and a secondary

▸ Keep noisy shifts small

▸ Have empathy

LET'S MAKE ON
CALL GREAT
AGAIN

EMAIL

DD@DAVEDASH.COM

TWITTER

THANKS