

There's No Place Like Production

Paige Cruz, Chronosphere



”

i test in prod







HELLO
my name is
PAIGE

pandemic

K8s migration

~80% dept attrition

CI/CD migration

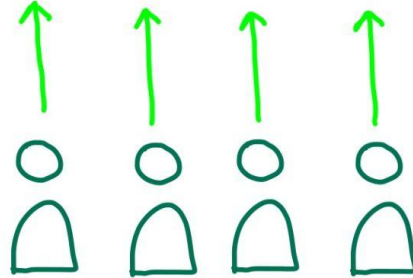
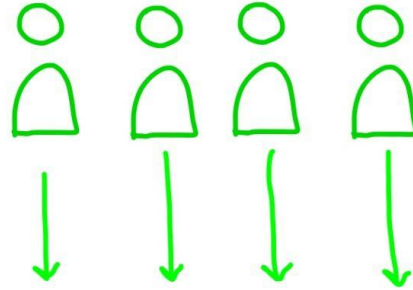
personal life stuff





A cannabis technology
platform providing
integrated solutions
for consumers and
businesses

consumers want to buy cannabis



customers want to sell cannabis

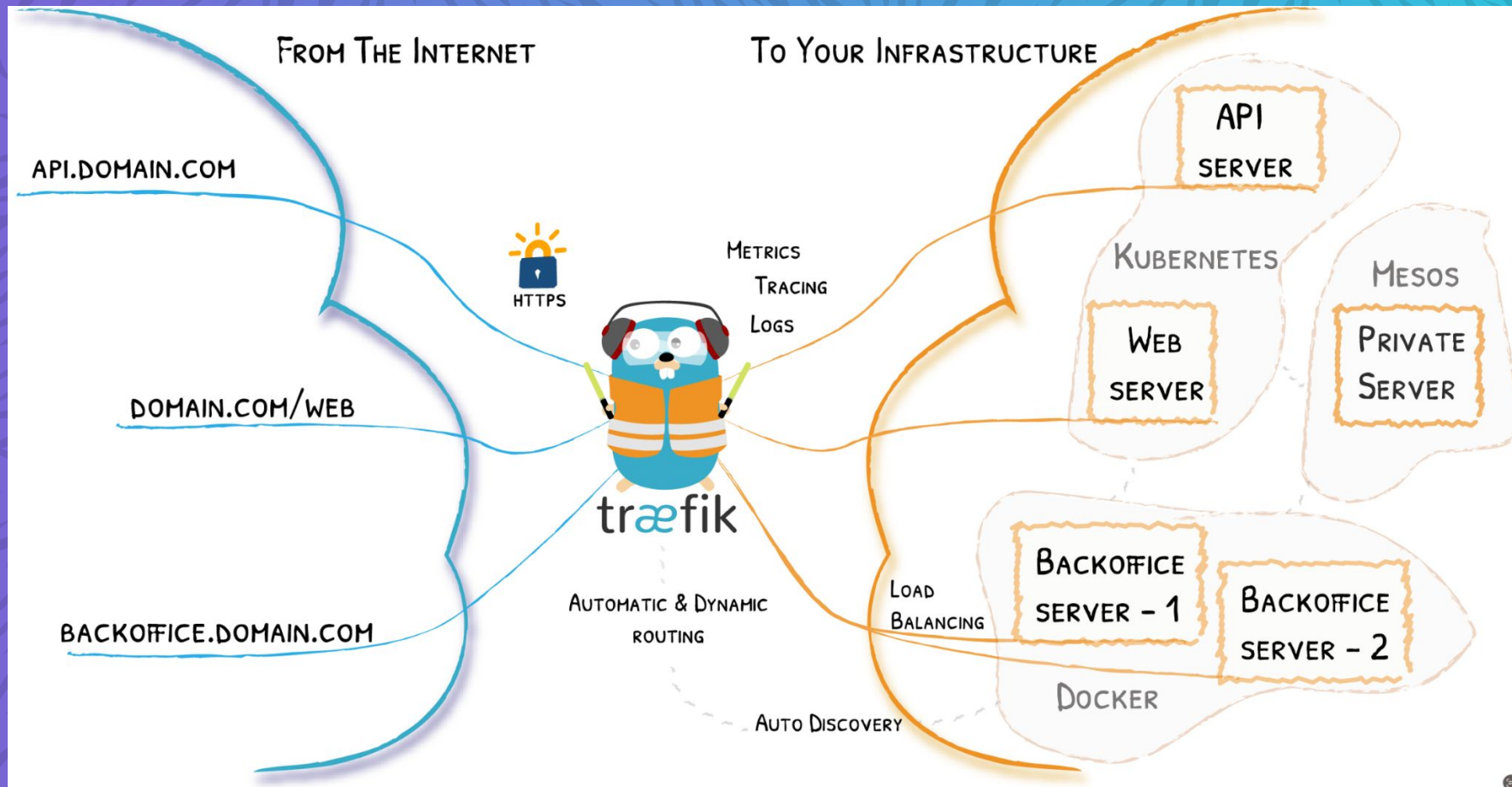
The Stack*



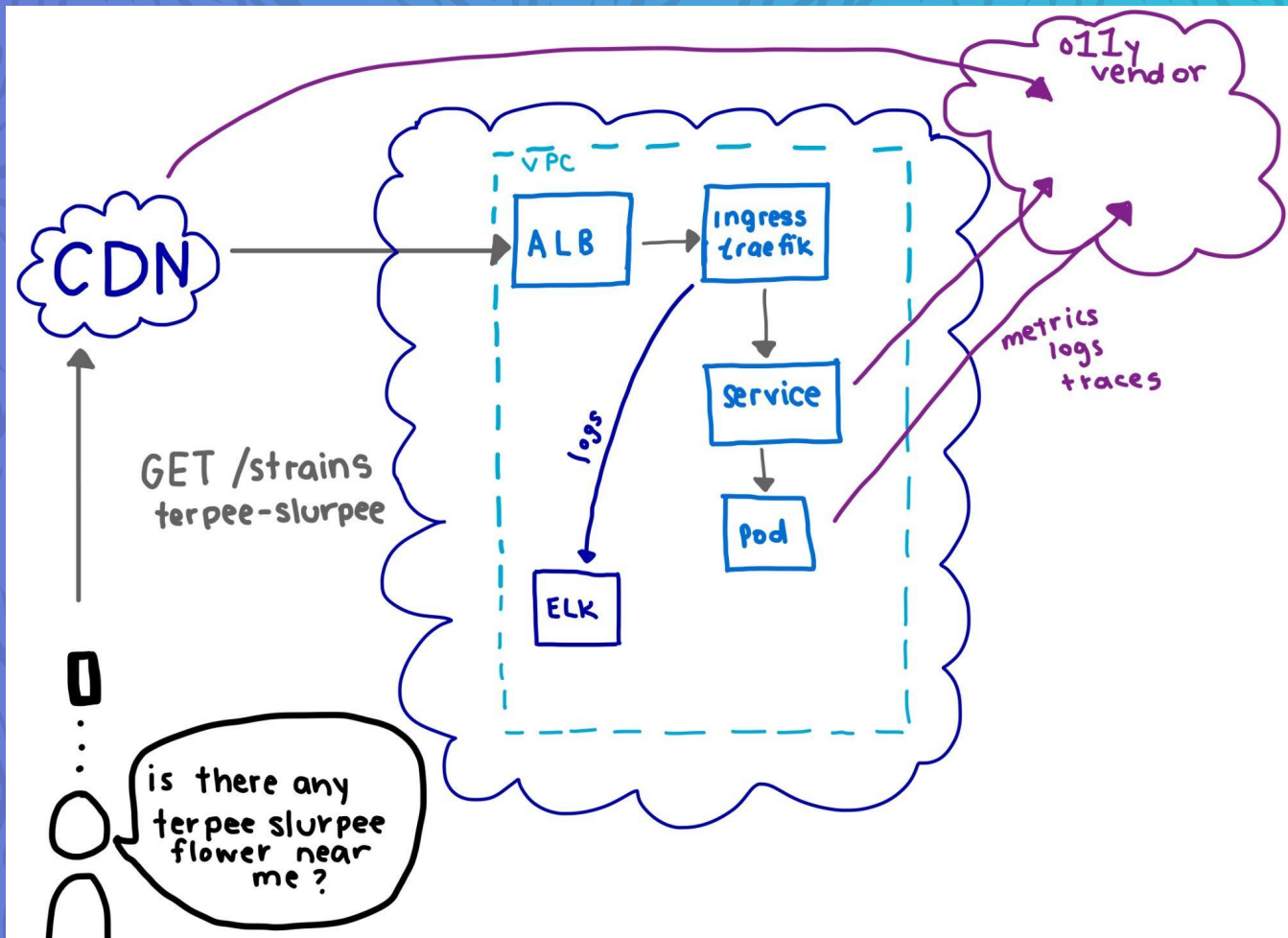
træfik







The Stack*



#justSREThings



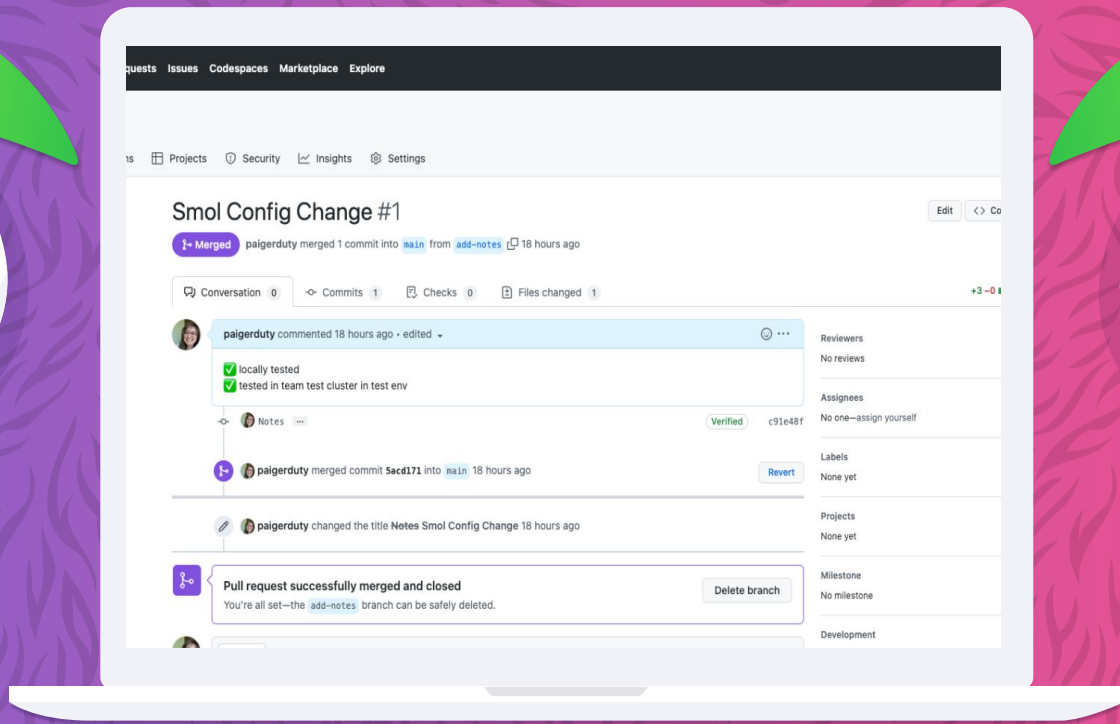
The Change



Foolproof Plan



- [X] traefik pr
- [X] test
- [X] add new deployment process
- [X] announce changes to acceptance/staging
- [X] let it bake
- [] schedule and find a quiet time to try it tomorrow in prod



Let's Ship It



Let's Ship It

ACCEPTANCE

STAGING

PROD



Let's Ship It

ACCEPTANCE

STAGING

PROD





S R E

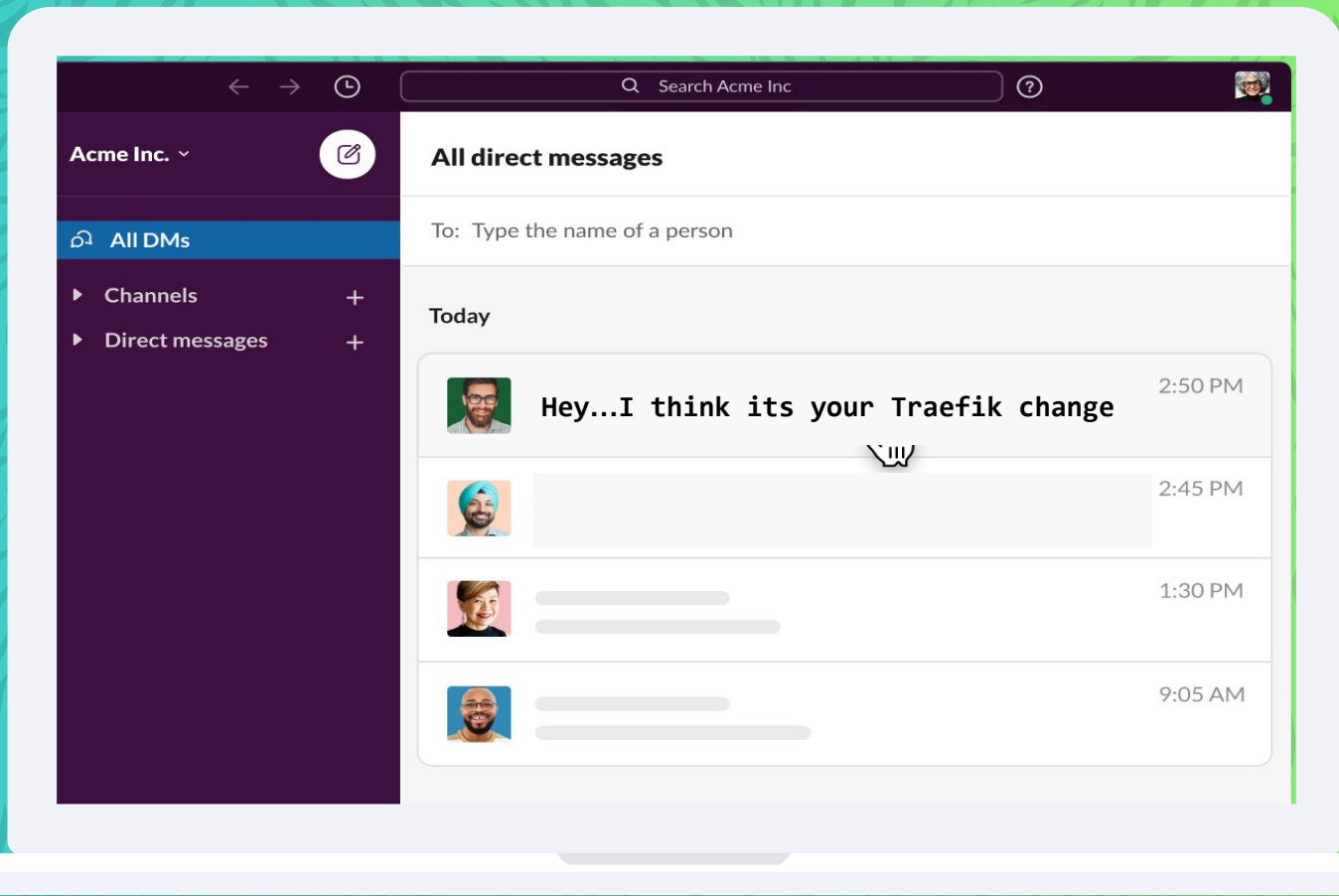
The Incident













Smol Config Change #1

Edit

<> Code

Merged

paigerduty merged 1 commit into `main` from `add-notes` 1 minute ago

Conversation 0

Commits 1

Checks 0

Files changed 1

+3 -0



paigerduty commented 1 minute ago • edited

✓ locally tested

✓ tested in team test cluster in test e

Notes



paigerduty merged co
1 minute ago

Revert

Reviewers

No reviews

Assignee

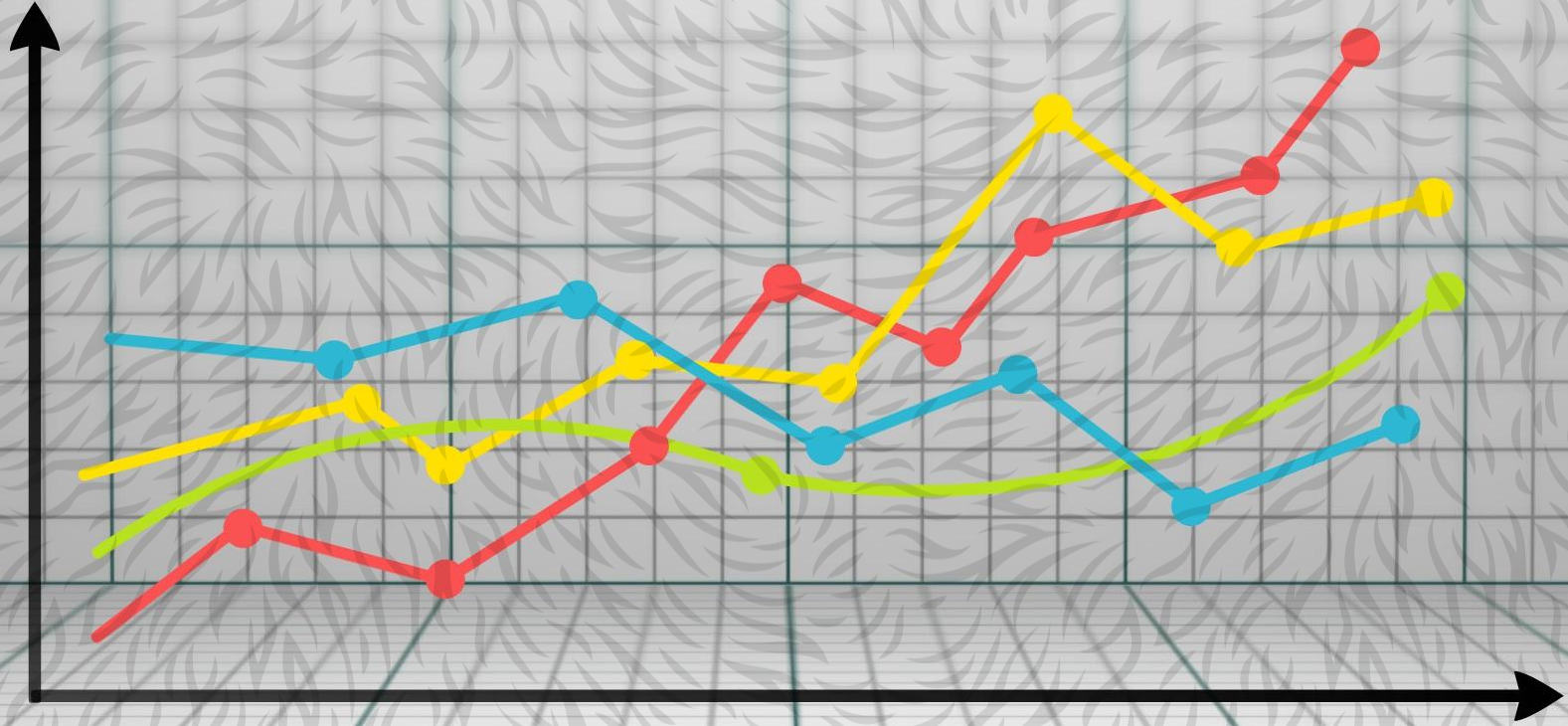
No assign yourself

Labels

None









Pssst. Hey I think
was really cool how
you handled
yourself during the
incident!

#hugops



amy nguyen

@amyngyn



COWORKER: we need to find the root cause asap

ME: *takes long drag* the root cause is that our processes are not robust enough to prevent a person from making this mistake

COWORKER: amy please not right now

11:38 AM · Dec 11, 2018



chronosphere

@paigerduty



The Next Day







To Company
From Paige

*no returns

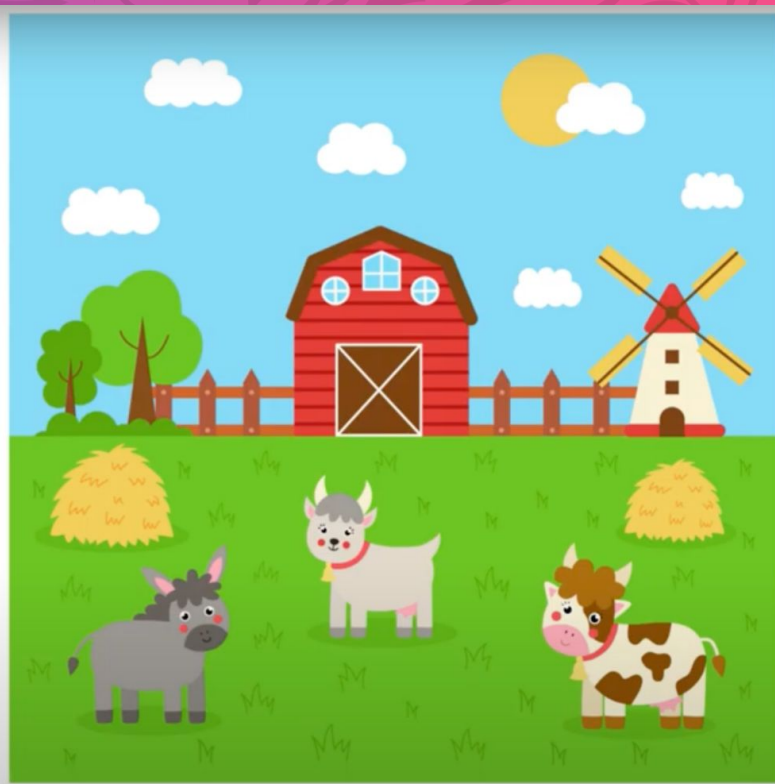


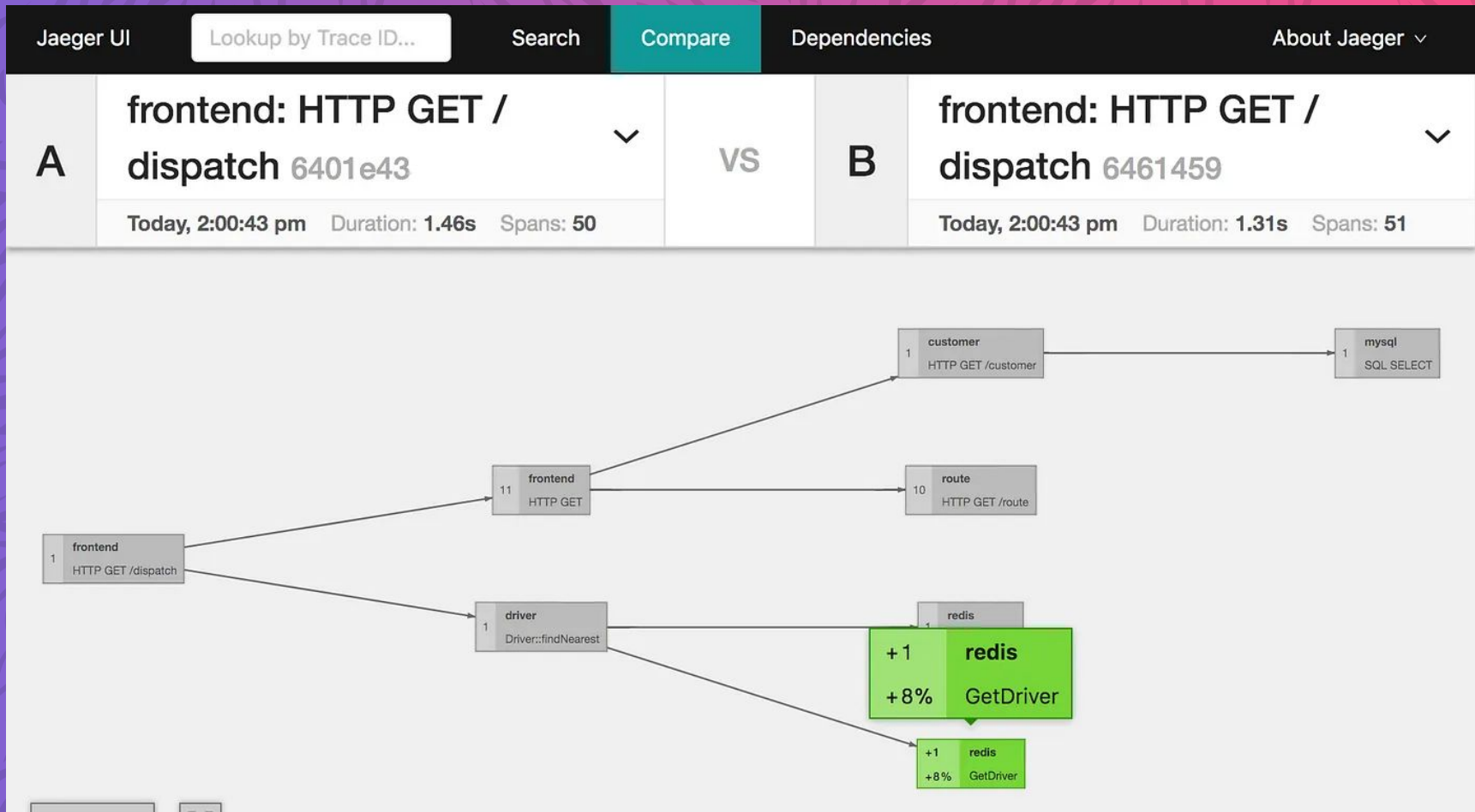
Get in betch, we're *learning* from this incident

~~post-mortem~~ Incident Review

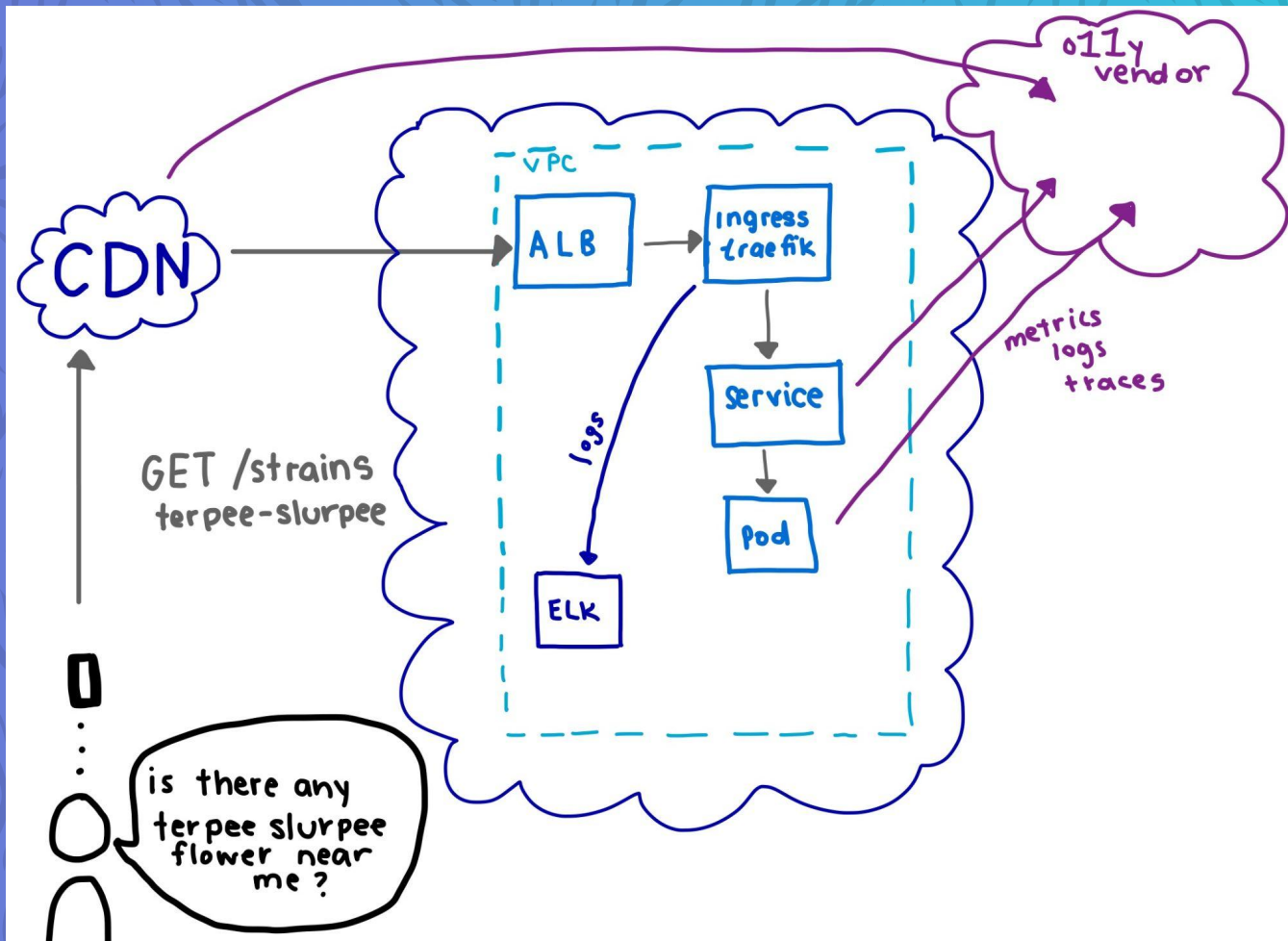


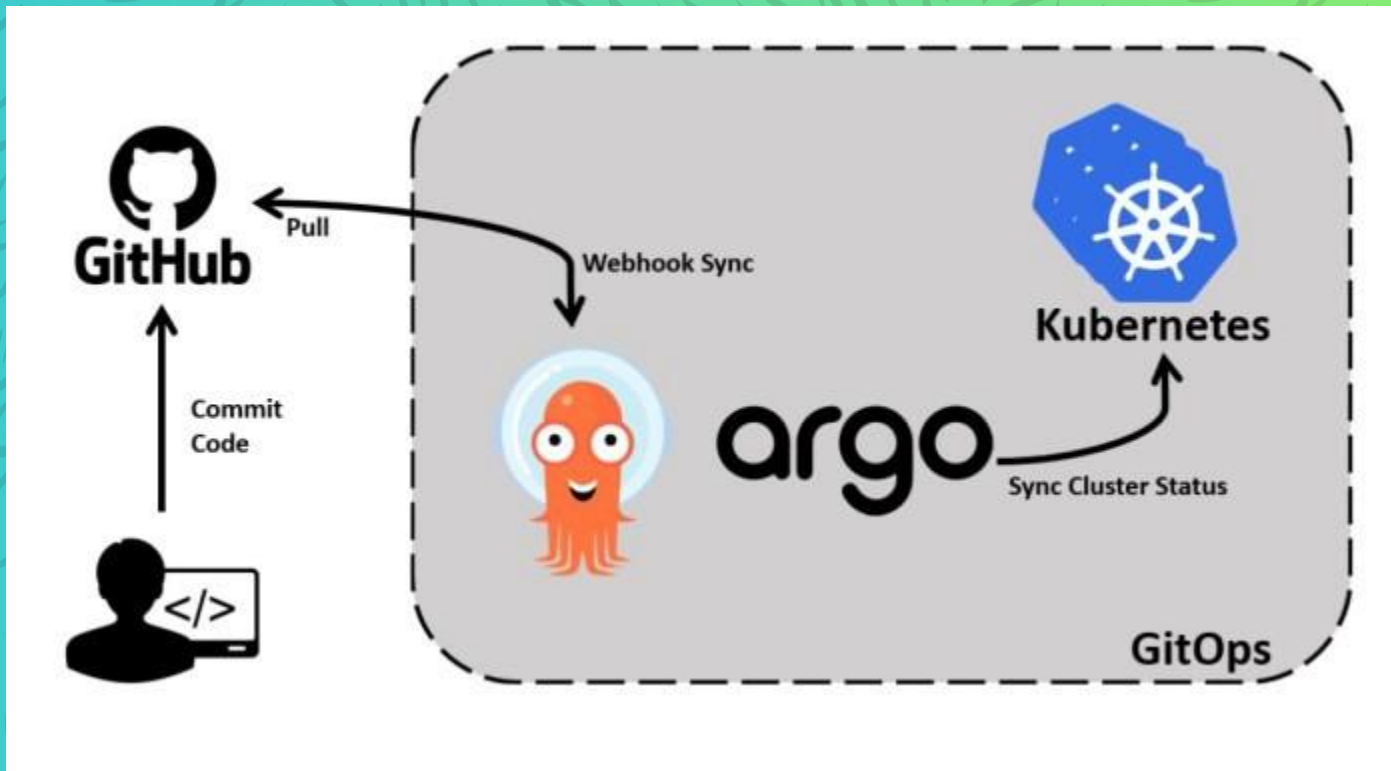
Spot the Differences: HARD MODE

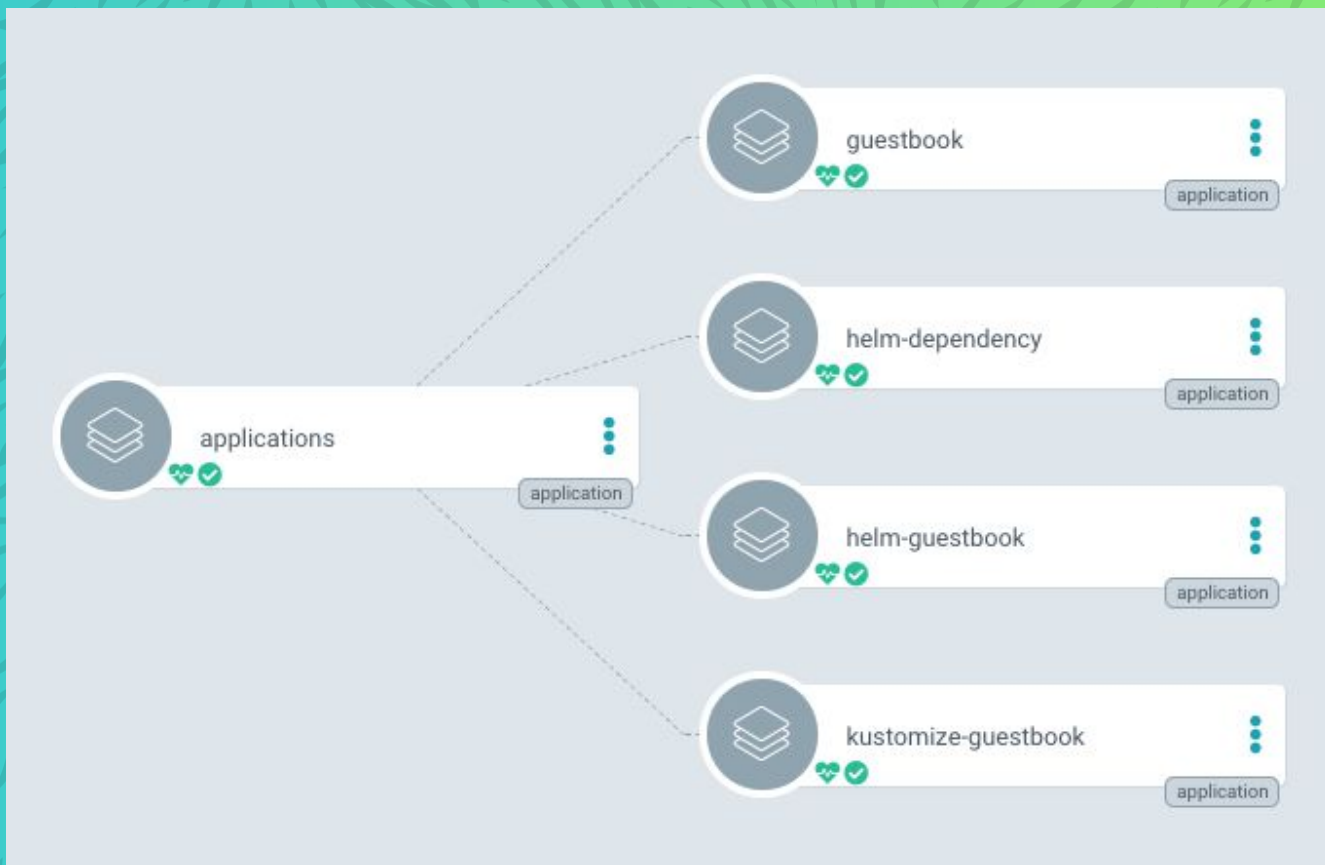


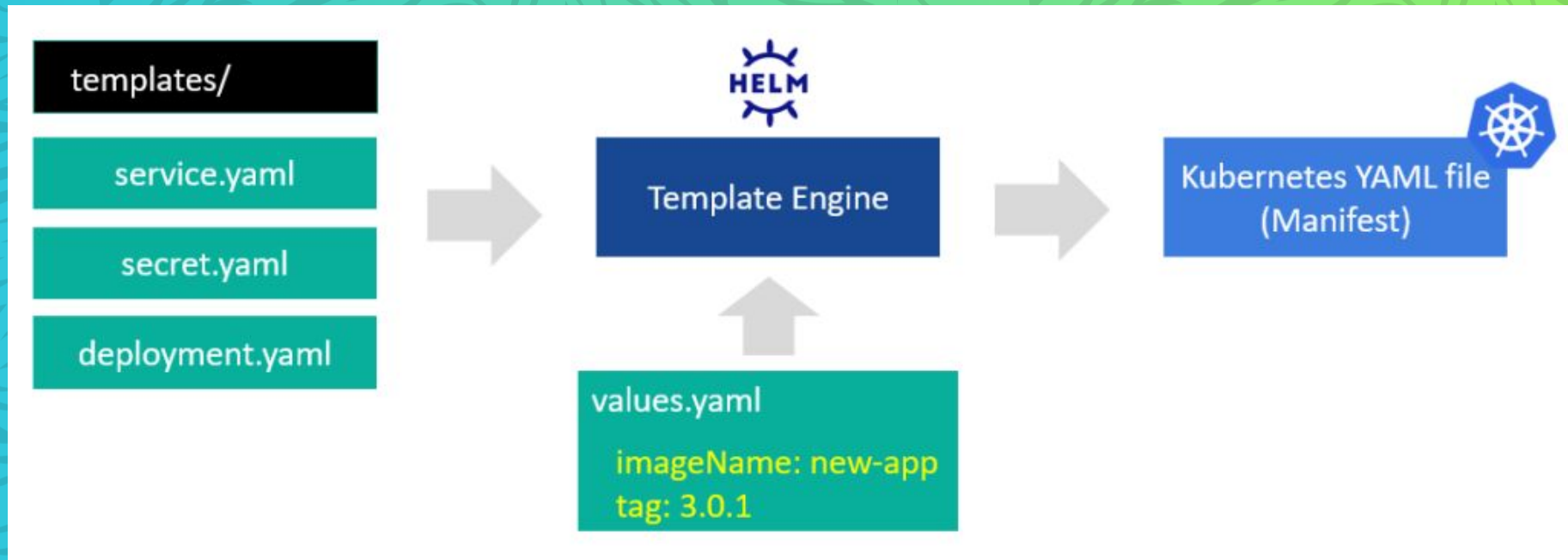


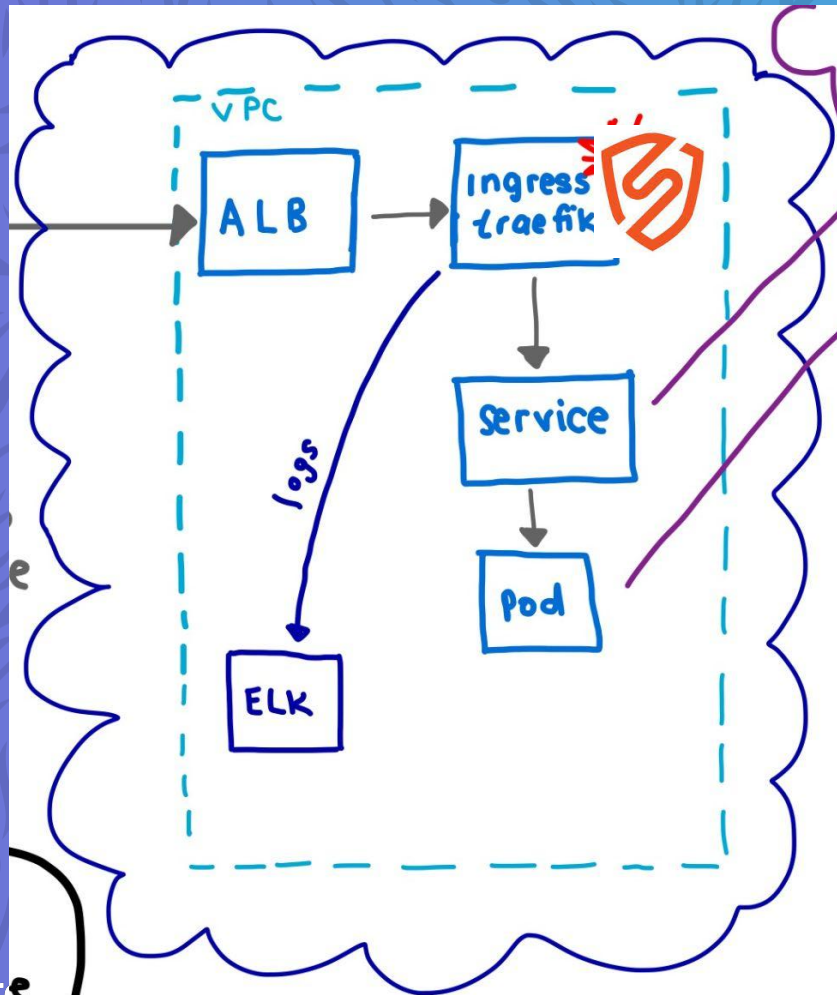
The Stack*















Learnings





The image shows five retro-style suitcases lined up against a dark, textured wall. Each suitcase has a colorful backpack on top. From left to right: a blue suitcase with a red backpack, a blue suitcase with a blue backpack, a grey suitcase with a teal backpack, a grey suitcase with an orange backpack, and a grey suitcase with a yellow backpack. The backpacks are all brown with leather straps and buckles. The suitcases are on wheels and have a ribbed texture. The text 'Incident Retro' is overlaid on the left side of the image.

Incident Retro

Incident Chapter
Retro BE



Incident Chapter
Retro BE

Chapter
FE



**Incident
Retro**

**Chapter
BE**

**Chapter
FE**

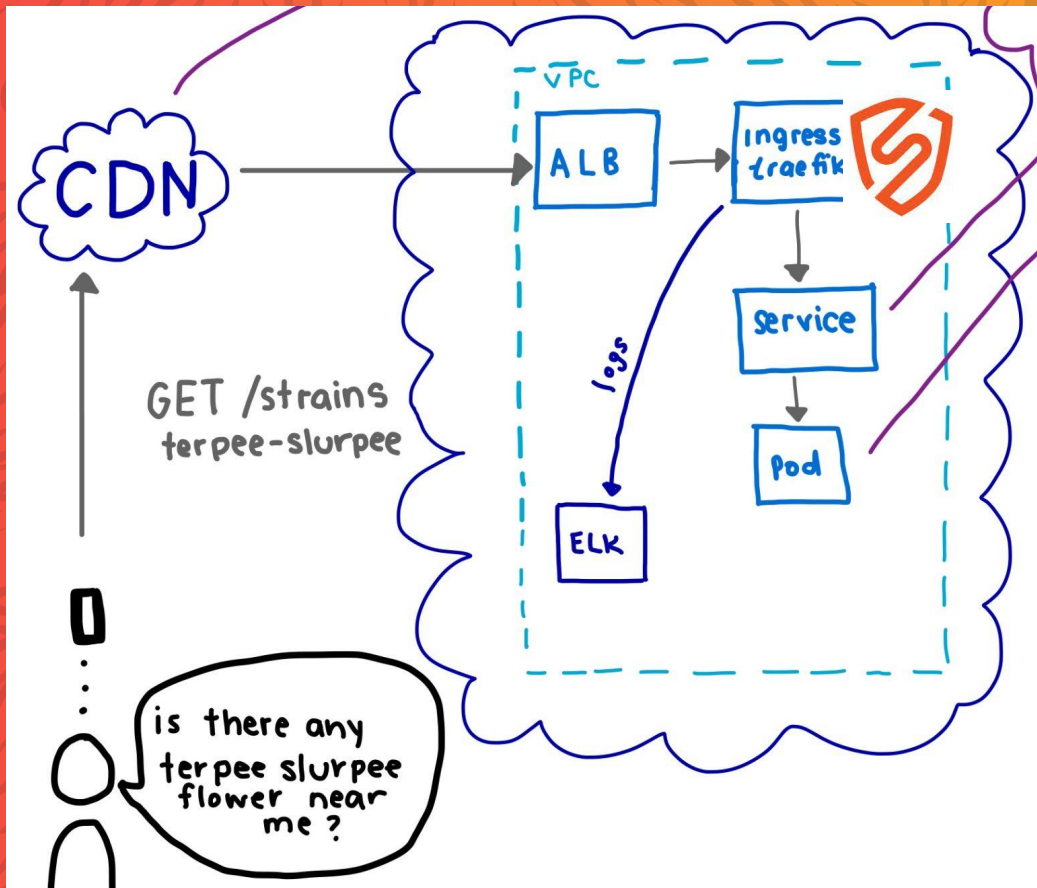
**SRE
Study
Time**





GO
Helm
K8s

Argo





Distributed tracing is failing, how can we save it?



Joel Groen on May 18th 2023

Blog

• CLOUD NATIVE / OBSERVABILITY

Available Telemetry



- Traces? Events? Logs?
- Instrumentation
- Querying
- Tags/Attrs

**SRE
CON** AMERICAS







“



we all test in prod

Thanks!

You can find me at:

- paigerduty
- @chronosphere.io
- @hachyderm.io
- Template by [SlidesCarnival](#)
- Images by [Unsplash](#), Pexels, Pixabay

