AVIATION APPLIED TO SRE

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ARZHEL YOUNSI

Wikimedia's network engineer since 2017
Private pilot since 2016

Aviate, navigate, communicate.

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- Keep your services running
- Don't let the outage grow

Standard phraseology

Standard phraseology

- Don't assume people have the same definitions
- The more exhaustif the better
- If unsure, ask to clarify

Know your airplane

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Know your airplane

- Know your systems
- And what interacts with it
- Don't hesitate to contact the service experts

Don't panic

"Ladies and gentlemen, this is your captain speaking. We have a small problem. All four engines have stopped. We are doing our damnedest to get them going again. I trust you are not in too much distress."

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Don't panic

- Take a breath
- Practice
- Document
- Get help

Checklists

Deaths after surgery in Scotland have dropped by more than a third, research suggests.

A study indicated a 37% decrease since 2008, which it attributed to the implementation of a safety checklist.

April 2019 - https://www.bbc.com/news/uk-scotland-47953541

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Checklists

- Routine work
- Emergencies
- Improve
- Automate

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Debrief

Debrief

2019 [edit | edit source]

- 0110-WDQS
- 0115-PDU-fuses-blown
- 0117-RESTBase-Parsoid
- 0122-maps
- 0208-logstash-mediawiki
- 0211-varnish
- 0213-PAWS
- 0213-cloudvps
- 0214-labsdb1005
- 0220-irc-outage
- 0228-eventbus extension and logstash
- 0301-proton

- 0308-maps
- 0313-MW API App Servers and EventGate
- 0320-ORES
- 0321-acmechief
- 0327-elasticsearch
- 0327-gerrit
- 0328-commons
- 0402-0401KafkaJumbo
- 0407-Zotero
- 0413-elasticsearch
- 0415-maps
- 0416-varnish
- 0417-Jobqueue

- 0423-varnish
- 0425-prometheus
- 0503-varnish
- 0506-zuul
- 0507-opcache
- 0509-puppet
- 0521-RESTBase
- 0529-NFS-keystone
- 0603-eqiad-port-saturation
- 0603-maps
- 0604-blubberoid
- 0606-wikibase

https://wikitech.wikimedia.org/wiki/Incident_documentation

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F O U N D A T I O N

Thank you

ayounsi@wikimedia.org

- Aviate
- Use standard phraseology
- Know your airplane
- Don't panic
- Use checklists
- Debrief

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