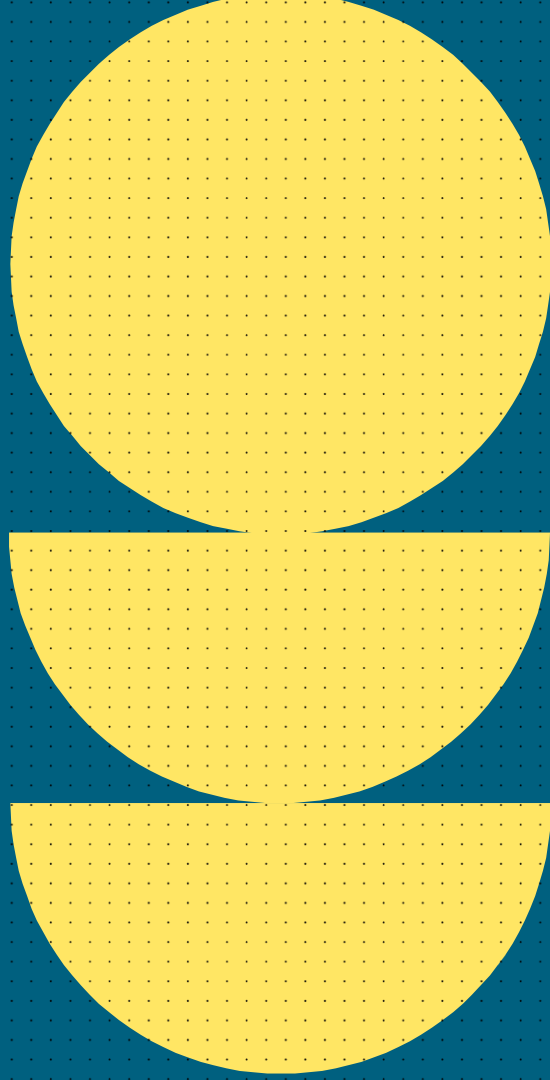
PagerDuty

Plan for Unplanned Work

Game Days with Chaos Engineering



PagerDuty

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pagerduty.com/careers

The Dilemma

We need to improve Incident Response
So we need to practice
Practice means more incidents
Practice means more incidents
imgflip.com

Game Days

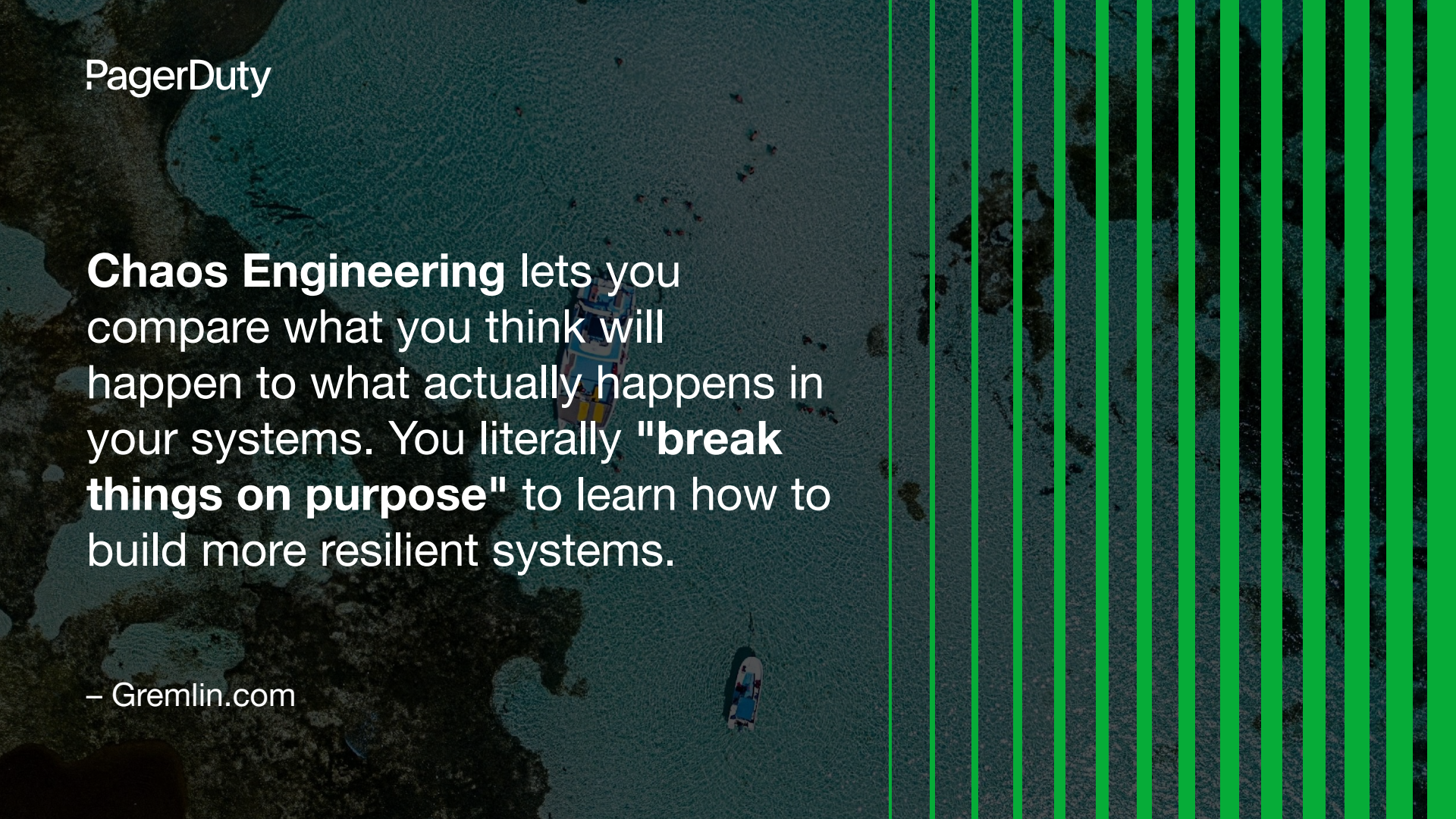
Failure Fridays

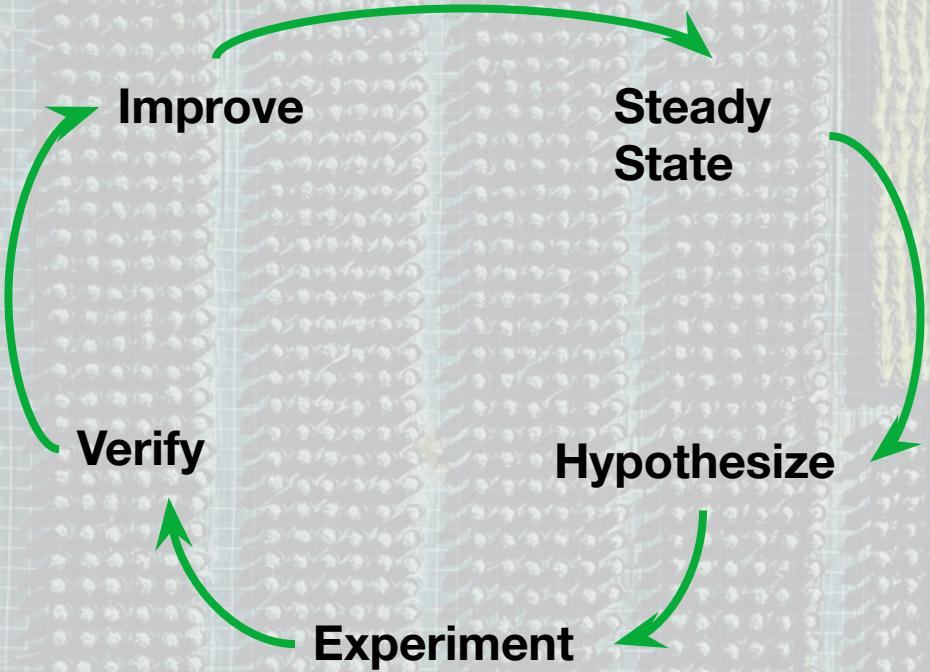
Failure Anydays

https://www.pagerduty.com/blog/failure-friday-at-pagerduty/

Photo by Brett Jordan on Unsplash

https://www.bartush.com/signage/how-neon-signage-can-help-businesses-attract-millennial-consumers/


PagerDuty
Chaos Engineering lets you compare what you think will happen to what actually happens in your systems. You literally **"break things on purpose"** to learn how to build more resilient systems.
– Gremlin.com

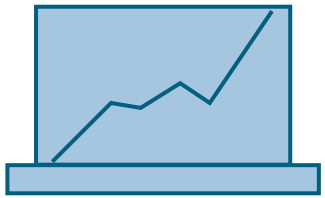


Use Chaos Engineering to validate your ecosystem

Be Intentional

Learn

Improve



Customer Focus

Prerequisites

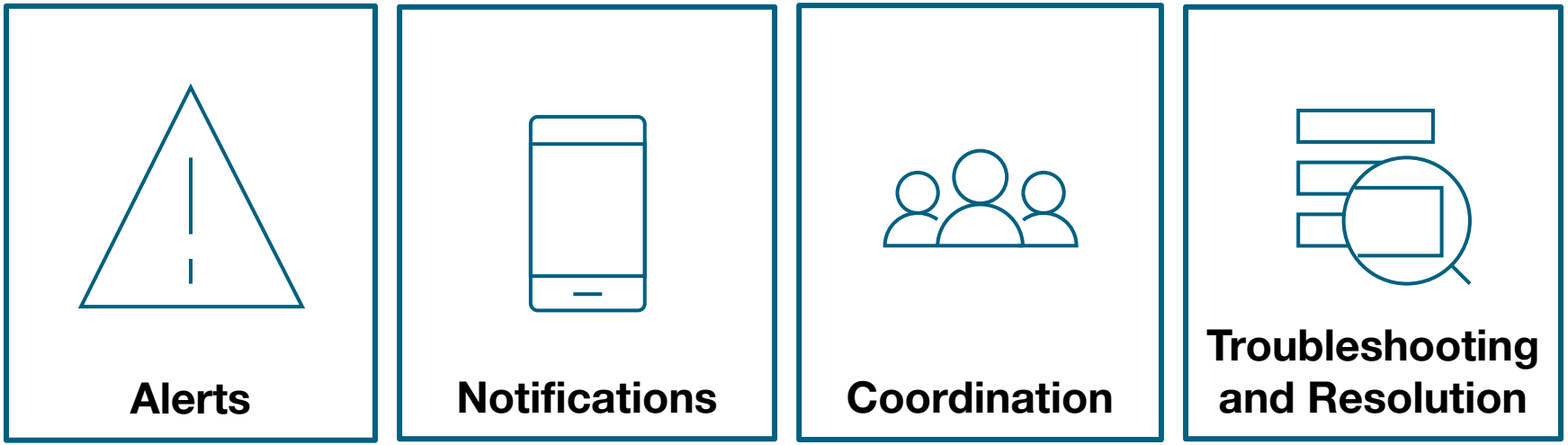
Incident Response

Replace **Chaos**
with **Calm**

Get **organized**

Be **explicit**

Testing IR During Game Days



officerurl APP 1:07 PM
FF is starting, follow along in #failure-friday

officerurl APP 1:31 PM
FF is over, catch up in #failure-friday

Set Goals

“Did we really fix X?”

“Customers reported Y, but we can’t duplicate in integration.”

“Could we withstand a DDOS to these key systems?”

Hypothesize

Scale up?

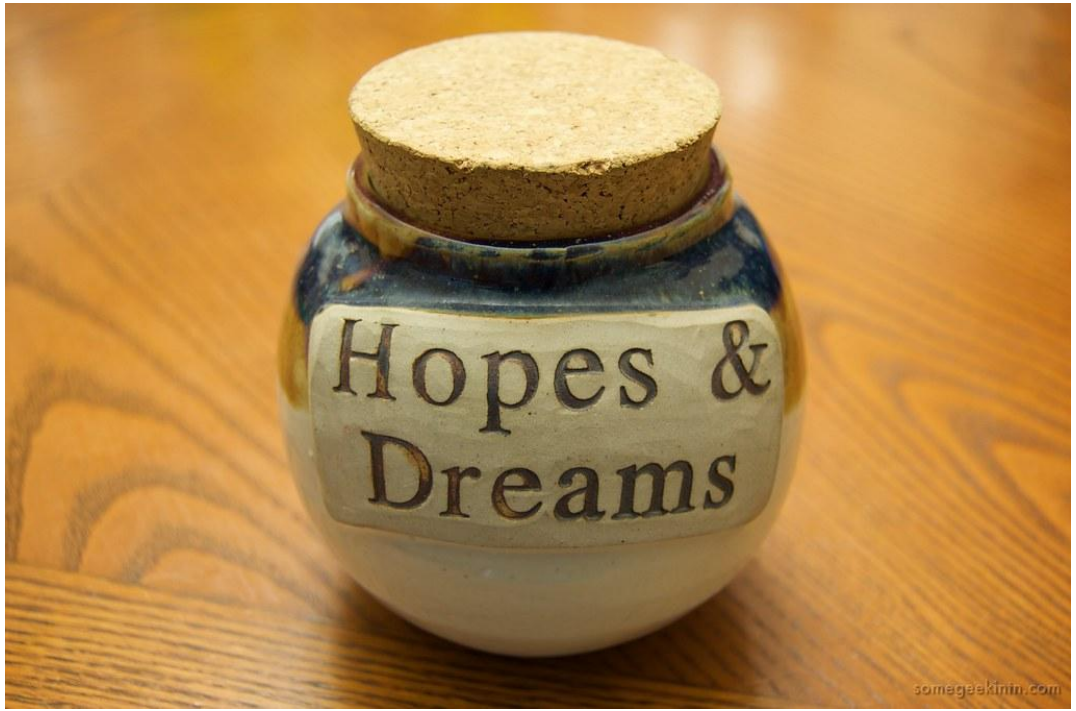
Fall over?

Slow down?

Graceful replacement?

What Actually Happened?

Were your dreams made reality? Or your darkest nightmares?



What Did You Learn

Talk About It

Improvements

Get your learning back into the **product cycle**

Revising and Revisiting SLOs

SLOs are **internal** tools!

You can **change** them if they no longer work **for you**!

Photo by Jonathan Kemper on Unsplash

Surprise!

When to Game Day?

When the system has been stable, and **SLOs** are **safe**!

Don’t blow out y

our **error budget** on testing.

When to NOT Game Day?

Summary

- Have a plan
- Be intentional
- Use what you learn

https://shopify.engineering/four-steps-creating-effective-game-day-tests

https://azure.microsoft.com/en-us/blog/advancing-resilience-through-chaos-engineering-and-fault-injection/

https://response.pagerduty.com

https://pageittothelimit.com