Plan for Unplanned Work

Game Days with Chaos Engineering
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The Dilemma

We need to improve Incident Response

So we need to practice

Practice means more incidents

Practice means more incidents
Game Days

Failure Fridays
Failure Anydays

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

Experiment with meaning.
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

- Monitoring and Telemetry
- Response Process
- Workflows
- Evaluate and Improve
Incident Response

Replace **Chaos** with **Calm**
Get **organized**
Be **explicit**
Testing IR During Game Days

- Alerts
- Notifications
- Coordination
- Troubleshooting and Resolution

Examples of alerts and notifications:

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

2. officerurl APP 1:31 PM
   
   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**!
Surprise!
When to Game Day?

When the system has been stable, and SLOs are safe!
Don’t blow out your 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://response.pagerduty.com
https://pageittothelimit.com