Who am I

→ **Tech Lead @Staffbase**
→ **In software engineering since 2006**
→ **Java background**
→ **Fall in love with DevOps and SRE in 2016**
→ **Love and hate processes**
→ **Enjoy firefighting**

Staffbase

2,200
global customers

15m
employees reached

$1.1B
unicorn valuation

Gartner®
Recommendation rate of 96% on Gartner Peer Insights, with mentions in multiple guides

ISO 27001 Certified
Information Security Management System

Strong security standards and **99.9% system uptime**

G2 Leader — Enterprise WINTER 2023
Top ranked employee communications software on G2 for 2 yrs straight

ClearBox CHOICE 2023
OUTSTANDING IN 5 CATEGORIES

ClearBox 2023 Choice Award with **5 outstanding rankings**

Disambiguation

What is an incident?

An **event** that disrupts or reduces the quality of a service that requires an emergency response.

Disambiguation

When did we recover from an incident?

We recovered from an incident when there is no more disruption or reduction in the quality of the service.

Disambiguation

What is incident management?

The **process** to respond to an unplanned event or service interruption and restore the service to its operational state.

Source: Atlassian Incident Management Handbook

Disambiguation

Should I be afraid of incidents?

Incidents are not a bad thing, they should be treated as unscheduled investments in the quality of our product and happen when you embrace risk to move your product forward.

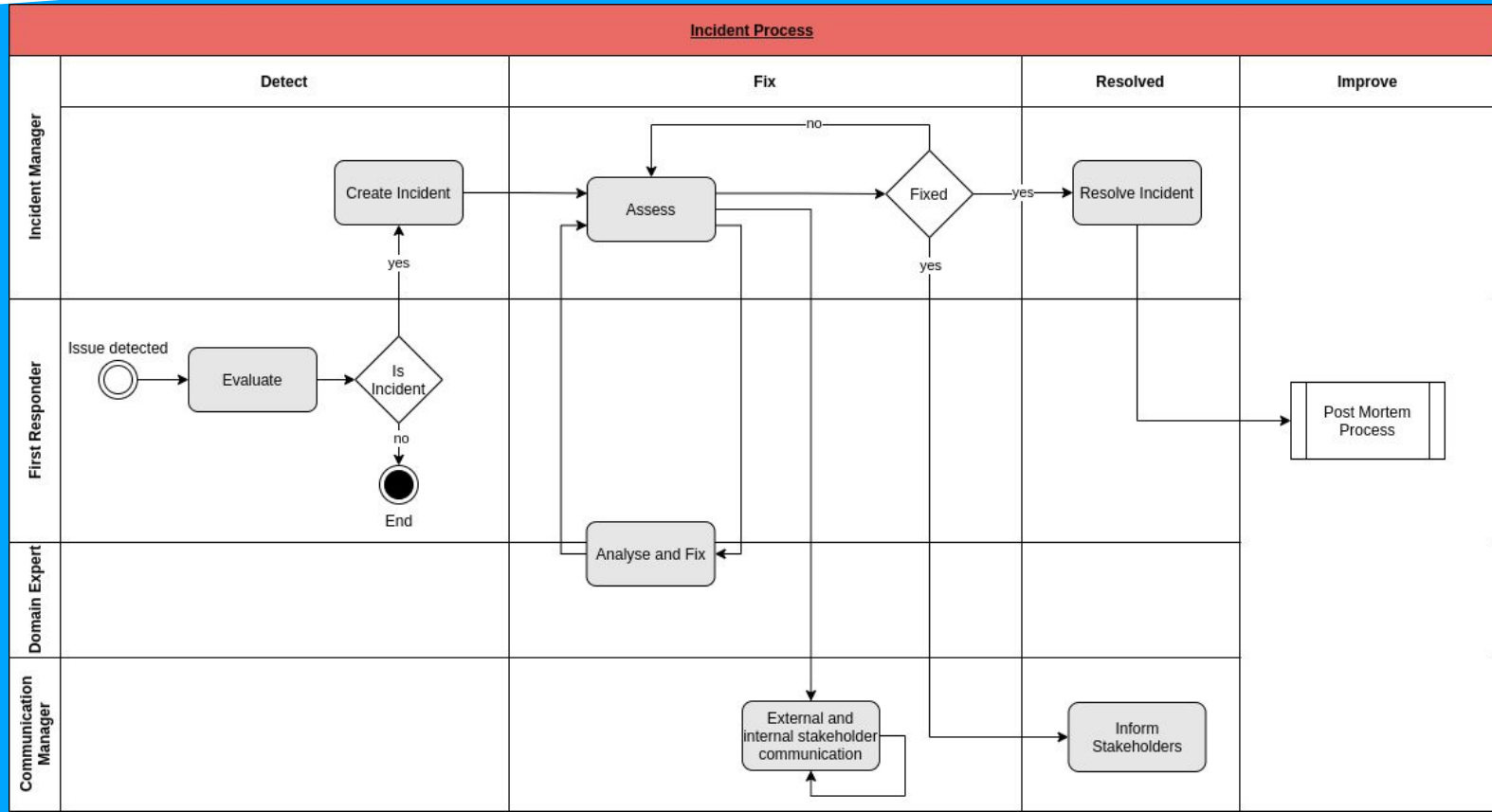# How do we want to respond

Staffbase and

INCIDENT MANAGEMENT

Where do we come from

→ **Responding reactive**
→ **Wild communication in Slack**
→ **Uncoordinated incident response**
→ **Haphazard postmortems**

Where are we now

Roles

First Responder

➔ First person who reacts to an incoming event (e.g. an alert)
➔ Can be everyone in the company
➔ Often the person on on-call duty or from 1st level support

Domain Expert

➔ Analysis and develops strategies to mitigate and solve the issue
➔ Could be more than one
➔ Appointed by the Incident Manager

Incident Manager

➔ Driver of the incident and a leadership role
➔ Evaluates and coordinate
➔ Empowered to take all measures necessary to resolve the incident
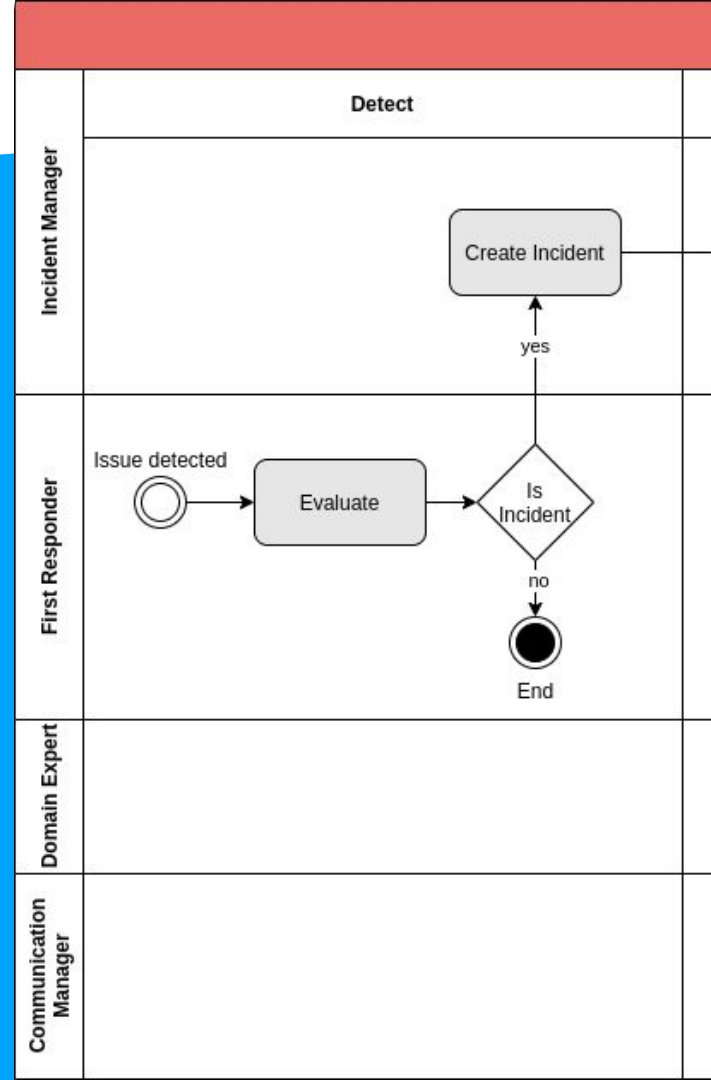
Communications Manager

➔ Should be a person familiar with customer-facing communications
➔ Responsible for writing and sending internal and external communications
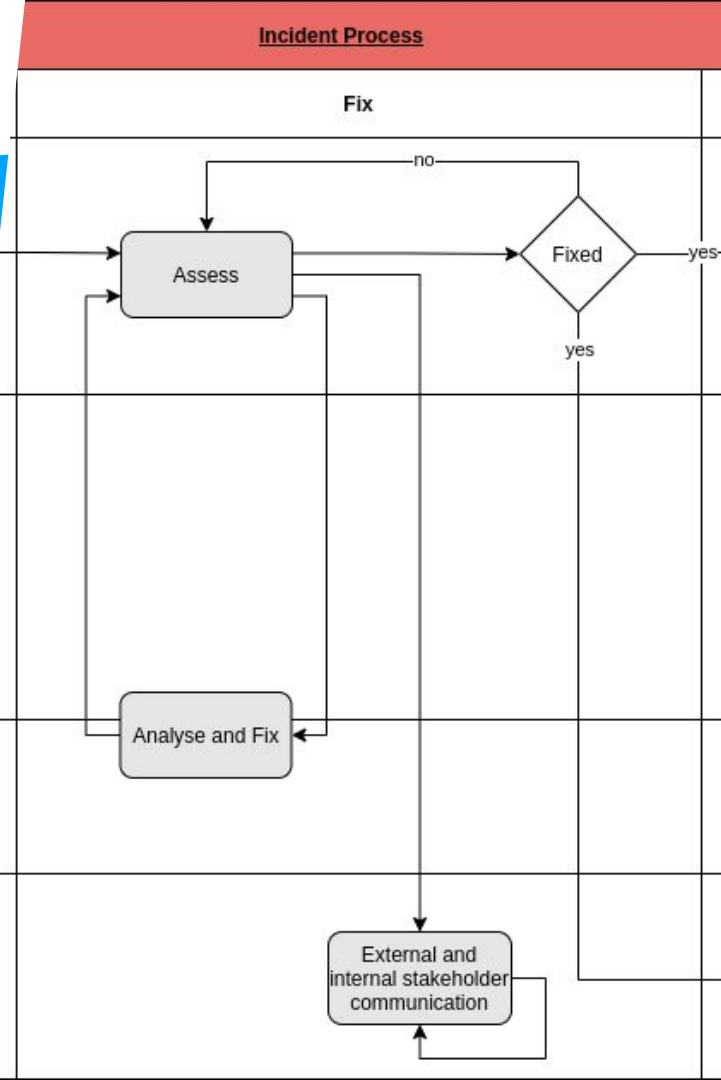➔ Appointed by the Incident Manager

Stages

Detect
➔ Evaluate input event
➔ Result: incident is created or the process ends

Stages

Fix

→ **Covers all the necessary actions to solve the incident**

→ **Iteratively until the incident is ready to resolve**

Incident Process

Fix

Assess

no

Fixed — yes

yes

Analyse and Fix

External and internal stakeholder communication

Stages

Resolved

→ Takes care of resolving the incident itself and informing all stakeholders

→ At the end of this stage, we are back to regular work

Improve

→ Ensures, that we're learning from our failures

→ Triggers the subsequent Postmortem Process

Resolved	Improve
Resolve Incident	
	Post Mortem Process
Inform Stakeholders	

yes →

Stages

Detect

➜ Evaluate input event
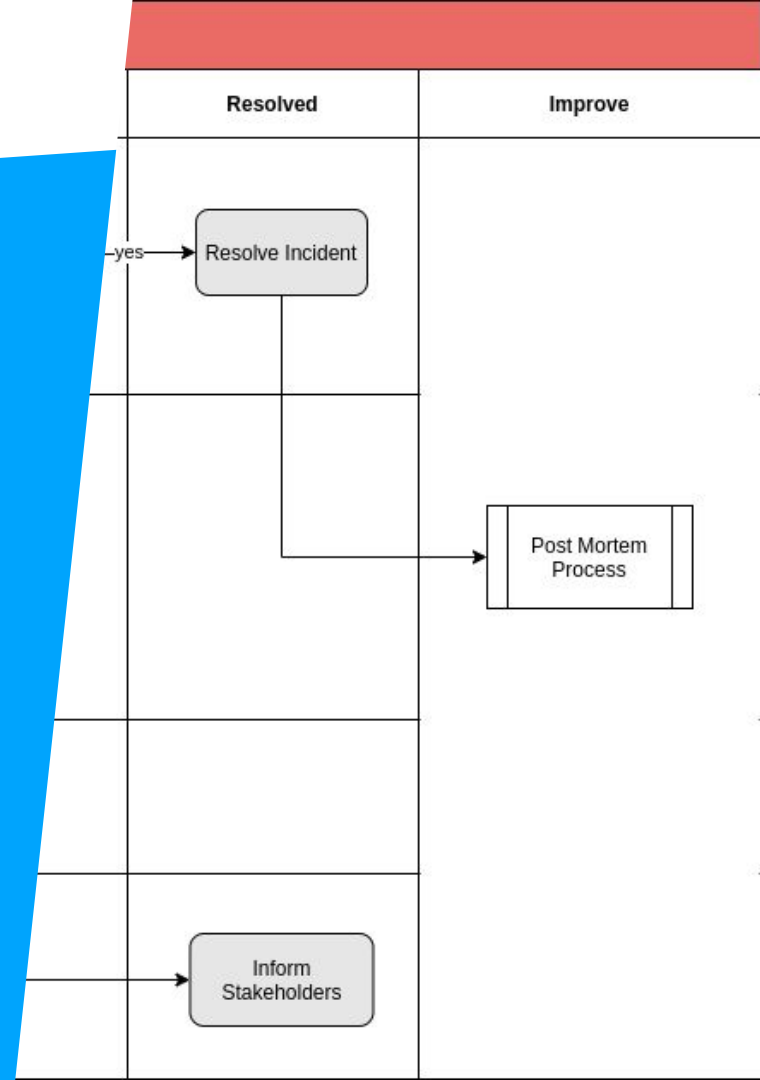➜ Result: incident is created or the process ends

Resolved

➜ Takes care of resolving the incident itself and informing all stakeholders
➜ At the end of this stage, we are back to regular work

Fix

➜ Covers all the necessary actions to solve the incident
➜ Iteratively until the incident is ready to resolve

Improve

➜ Ensures, that we're learning from our failures
➜ Triggers the subsequent Postmortem Process

Incident Management Stack

➜ VictoriaMetrics
➜ Pingdom

➜ **Opsgenie**
➜ **Statuspage**
➜ **Slack**
➜ **Google Meet**
➜ **Jira**
➜ **Alarm tool (internal)**

ATLASSIAN

Time for a demo

Staffbase and

POSTMORTEMS

Postmortem Steps

Preparation

- ➜ Incident Manager schedules a meeting with everyone involved during the incident
- ➜ Send preparation form
- ➜ Incident Manager prepares meeting based on gathered information

Meeting

- ➜ Happens asap (max 2 weeks)
- ➜ Timeboxed max 1.5h
- ➜ Collect and prioritize action items
- ➜ Jira items (linked to automatically created incident ticket)

Review & Publish

- ➜ Postmortem creation is semi-automated and includes a common template
- ➜ Git based review process
- ➜ Once PR is merged, the postmortem is published and available for everyone at Staffbase
- ➜ After the postmortem is published, the incident can be closed

Implement

- ➜ Every action item has an Owner (e.g. Product Manager, Tech Lead, ...)
- ➜ Important and urgent items has to be implemented within 6 weeks

External Communication

→ Information via <u>Statuspage</u>

→ Based on impact and criticality additional customer communication is done via other channels (for example Email)

[App/Intranet} - Technical difficulties with the US server
Incident Report for Staffbase

Resolved
The issue is resolved. We apologize for the inconvenience this has caused. Please get in touch with us at support@staffbase.com in case you're still having any problems. We're happy to help!
Posted 8 days ago. Aug 24, 2023 - 17:23 CEST

Update
Affected feature: Mobile App & Intranet

Our US server is experiencing technical difficulties, and as a result, some apps might be temporarily unavailable, or not all functionalities are fully operable. We are in close contact with our service provider, and our team is working on a solution.

We appreciate your patience and understanding and apologize for any inconvenience this may cause. In case you have any questions about this topic, please let us know at support@staffbase.com.
Posted 10 days ago. Aug 22, 2023 - 09:25 CEST

Monitoring
The issue has been identified and mitigated by our teams and media can be uploaded. We will continue monitoring the stability of the solution.
Posted 11 days ago. Aug 21, 2023 - 22:40 CEST

Investigating
Issue: Cannot upload media

We have received reports of some customers experiencing issues when uploading any media to their app/intranet sites. We will share more information soon.

We apologize for any inconvenience that may be caused. If you have any questions regarding this topic, please reach out to our support at support@staffbase.com.
Posted 11 days ago. Aug 21, 2023 - 20:52 CEST

This incident affected: Employee App & Front Door Intranet (US) (Core API (US) [SLA], Media API (US) [SLA], Web Application (US) [SLA], Videos in Rich Content (US)).

Internal Communication

➔ All postmortems are available for all employees via Backstage

➔ Chronological and searchable

INC-403: Media Upload to App/Intranet Experiencing Issues

Basic Information

Date:	2023-08-21
Product:	App&Intranet
Environments:	prod/us1
Incident Manager:	claudia.cooper@staffbase.com
Involved People:	Claudia Cooper, Meredith Camacho, Rufus Griffith, Lucie Archer, Alfred Chang, Everly Osborn, Elissa Carr, Jennie Miller, Douglas Barr
Slack Channel:	Link to Slack
Opsgenie Incident:	Link to Opsgenie

We're done...

ALMOST

Takeaways

→ **Establish a lightweight process**

→ **Define clear roles and responsibilities**

→ **Automate and standardize critical paths in your process**

→ **Setup clear paths of communication**

→ **Ensure a blameless culture**

→ **Learn and improve from your incidents**

Staffbase Is Growing – Grow with Us
staffba.se/join

Support your local fire department!

THANKS:)