

AVIATION APPLIED TO SRE



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**Aviate, navigate,
communicate.**



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Aviate, navigate, communicate.

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

Standard phraseology



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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 damndest to get them going again. I trust you are not in too much distress.”

https://en.wikipedia.org/wiki/British_Airways_Flight_9



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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



Debrief



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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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Thank you

ayounsi@wikimedia.org

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



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