"Findings From the Field: 2 Years of Learning From Incidents" by John Allspaw

Hosted By
Adarsh S.

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THU, NOV 19 · 5:00 PM EST
"Findings From the Field: 2 Years of Learning From Incidents" by John Allspaw

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🕐 Thursday, November 19, 2020
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AGENDA:
5:00pm - Talk + Q&A
5:45pm - Socialize

Title: Findings From the Field: Two Years of Learning From Incidents

Speaker: John Allspaw

Abstract:
In the past two years, we have had the opportunity to observe and explore the real nitty-gritty of how organizations handle, perceive, value, and treat the incidents that they experience. While the size, type, and character of these companies vary wildly, we have observed some common patterns across them.
This talk will outline these patterns we've discovered and explored, some of which run counter to traditional beliefs in the industry, some of which pose dilemmas for businesses, and others that point to undiscovered competitive advantages that are being "left on the table."
These patterns include:
A mismatch between leadership's views on incidents and the lived experience that engineers have with them.
Learning from incidents is given low organizational priority, and the quality and depth of the results reflect this.
"Fixing" rather than "learning" - the main focus of post-incident activity is repair.
Engineers learn from incidents in unconventional ways that are largely hidden from management (and therefore unsupported).

Speaker Bio:

John Allspaw has worked in software systems engineering and operations for over twenty years in many different environments. John's publications include the books The Art of Capacity Planning (2009) and Web Operations (2010) as well as the foreword to "The DevOps Handbook."
His 2009 Velocity talk with Paul Hammond, "10+ Deploys Per Day: Dev and Ops Cooperation" helped start the DevOps movement.

John served as CTO at Etsy, and holds an MSc in Human Factors and Systems Safety from Lund University.

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700

Adarsh S. 1,638 days ago ⋯

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https://www.youtube.com/watch?v=cPogq9Q16V4 and deck here:
https://drive.google.com/file/d/17iy869K-0yyOFQFicZlTU19zEjDaSUbg/view?usp=sharing

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Andrew P. 1,637 days ago ⋯

Thank you for sharing, and for putting on the event...and of course thanks to John for the presentation!

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Jeff S. 1,639 days ago

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