We live in an always on services world powered by software.

INCIDENTS

The cost of downtime is substantial, ..$1 million a year for mid-size company over $60 million for a large enterprise.

Matthias Machowinski, Research Director at IHS Inc.

DEVELOPERS

IT OPERATIONS

Incident management requires

DEV & IT OPS

to work better together

INCIDENT RESPONSE TO A MAJOR OUTAGES

Detect + Communicate	Respond + Investigate	Resolve +	Learn + Improve
• Classification	• Investigation	• Recover	• Learning
• Prioritization	• Collaboration	• Verify	• Sharing
• Coordination	• Document	• Resolve	• Reporting
• Communication	• Troubleshooting	• Document	• KPI

Mean Time to Recovery (MTTR)

ALERT FATIGUE AND CHALLENGES

IMPROVE ALERT & INCIDENT COORDINATE ACROSS TEAMS

Detect   Respond   Recovery

Amazon CloudWatch

New Relic

Google Stackdriver
Monitoring

services & applications

user report incidents

Alerts

Opsgenie

SMS

Jira Service Desk

IT OPS

DEV

Opsgenie

Incident and On-call Management with OpsGenie

Incident and On-call Management with OpsGenie

Incident and On-call Management with OpsGenie

Incident and On-call Management with OpsGenie

IT Team West ⌄

On-call

Integrations

Heartbeats

Services

Members

Roles

Policies

Conferences

Activity stream

Actions

Teams / IT Team West

On-call

Save view

Routing rules

Add routing rule   •••

↕ IF • tags contains "critical"
    OR tags contains "P1"
    OR tags contains "urgent"
    AND routing time is between 17:00 - 06:00
    THEN route the alert to IT Team West Urgent Escalation

↕ ELSE IF • tags contains "informational"
    AND actions contains "info"
    AND priority is equal to "P5"
    THEN route the alert to No One

↕ ELSE IF • priority is equal to "P4"
    THEN route the alert to IT Team West Standard escalation

ELSE • route alerts to   [IT Team West Standard escalation   ⌄]

Escalation policies

Add escalation   •••

↕ IT Team West Standard escalation   ⌄

⏱ 0 m   ▪——— On call users in IT West Primary Schedule, if not acknowledged

⏱ 10 m   ▪——— On call users in IT West Backup Schedule, if not acknowledged

⏱ 20 m   ▪——— All members of IT Team West, if not acknowledged

On-call

Save view

Routing rules

Add routing rule •••

IF • tags contains "critical"

OR tags contains "P1"

OR tags contains "urgent"

AND routing time is between 17:00 - 06:00

THEN route the alert to **IT Team West Urgent Escalation**

ELSE IF • tags contains "informational"

AND actions contains "info"

AND priority is equal to "P5"

THEN route the alert to **No One**

ELSE IF • priority is equal to "P4"

THEN route the alert to **IT Team West Standard escalation**

ELSE • route alerts to   IT Team West Standard escalation ▾

Escalation policies

Add escalation •••

⇅ IT Team West Standard escalation ⌄

0 m ▮ ---------- On call users in **IT West Primary Schedule**, if not acknowledged

10 m ▬▬▬▬ ---------- On call users in **IT West Backup Schedule**, if not acknowledged

30 m ▬▬▬▬▬▬▬ ---------- All members of **IT Team West**, if not acknowledged

90 m ▬▬▬▬▬▬▮▮▮▬▬ ---------- Next user in **IT West Primary Schedule**, if not acknowledged

⇅ IT Team West Urgent Escalation ›

ELSE IF   tags contains "informational"

AND actions contains "info"

AND priority is equal to "P5"

THEN   route the alert to **No One**

ELSE IF   priority is equal to "P4"

THEN   route the alert to **IT Team West Standard escalation**

ELSE   route alerts to | IT Team West Standard escalation   ▼ |

Escalation policies

Add escalation   •••

IT Team West Standard escalation   ▼

0 m   On call users in **IT West Primary Schedule**, if not acknowledged

10 m   On call users in **IT West Backup Schedule**, if not acknowledged

30 m   All members of **IT Team West**, if not acknowledged

90 m   Next user in **IT West Primary Schedule**, if not acknowledged

IT Team West Urgent Escalation   ›

On-call schedules

Add schedule   •••

IT West Backup Schedule   (-04:00) EDT Eastern Time (US & Canada)   ● ▼

| Today | ‹ | › | **Mar 9 - Mar 22** | | 1 Day | 1 Week | 2 Weeks | 1 Month | | Calendar | Timeline |

| Rotations   **+ Add rotation** |

| | 3/9 Mo | 3/10 Tu | 3/11 We | 3/12 Th | 3/13 Fr | 3/14 Sa | 3/15 Su | 3/16 Mo | 3/17 Tu | 3/18 We | 3/19 Th | 3/20 Fr | 3/21 Sa | 3/22 Su |

IT Team West Standard escalation ⌄

⏱	0 m ▪	On call users in **IT West Primary Schedule**, if not acknowledged
⏱	10 m	On call users in **IT West Backup Schedule**, if not acknowledged
↻	30 m	All members of **IT Team West**, if not acknowledged
⏱	90 m	Next user in **IT West Primary Schedule**, if not acknowledged

↕ IT Team West Urgent Escalation ›

On-call schedules

Add schedule ···

↕ **IT West Backup Schedule** (-04:00) EDT Eastern Time (US & Canada) ● ⌄

Today	‹ ›	**Mar 9 - Mar 22**		1 Day	1 Week	2 Weeks	1 Month	Calendar	Timeline

Rotations   **+ Add rotation**

	3/9 Mo	3/10 Tu	3/11 We	3/12 Th	3/13 Fr	3/14 Sa	3/15 Su	3/16 Mo	3/17 Tu	3/18 We	3/19 Th	3/20 Fr	3/21 Sa	3/22 Su
⠿ Primar... ✎	J Ethan Z.		Amir K.	Darren H.		Jason C.		Ethan Z.		Amir K.		Darren H.		Jason C.	Ethan Z.

Overrides   **+ Add override**   **Take on-call for an hour**

	3/9 Mo	3/10 Tu	3/11 We	3/12 Th	3/13 Fr	3/14 Sa	3/15 Su	3/16 Mo	3/17 Tu	3/18 We	3/19 Th	3/20 Fr	3/21 Sa	3/22 Su

Final schedule

	3/9 Mo	3/10 Tu	3/11 We	3/12 Th	3/13 Fr	3/14 Sa	3/15 Su	3/16 Mo	3/17 Tu	3/18 We	3/19 Th	3/20 Fr	3/21 Sa	3/22 Su
Primary Rotatio...			AK	Darren H.		Jason C.		Ethan Z.		Amir K.		Darren H.		Jason C.	Ethan Z.

↕ **IT West Primary Schedule** (-04:00) EDT Eastern Time (US & Canada) ● ›

DEMO

Jira
Service
Desk

Opsgenie

Jira
Software

NEW RELIC
TRIGGERS
OPSGENIE ALERT
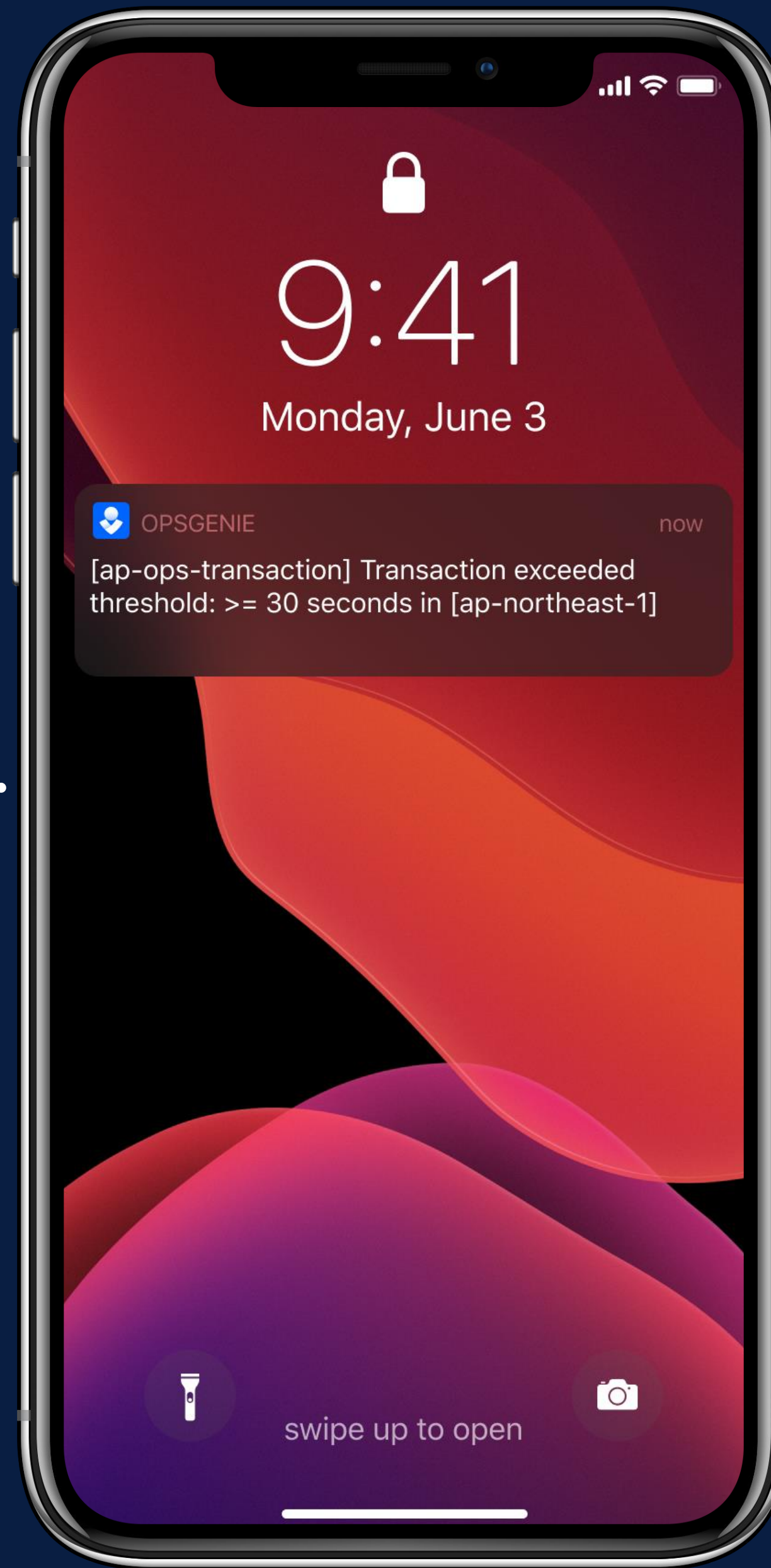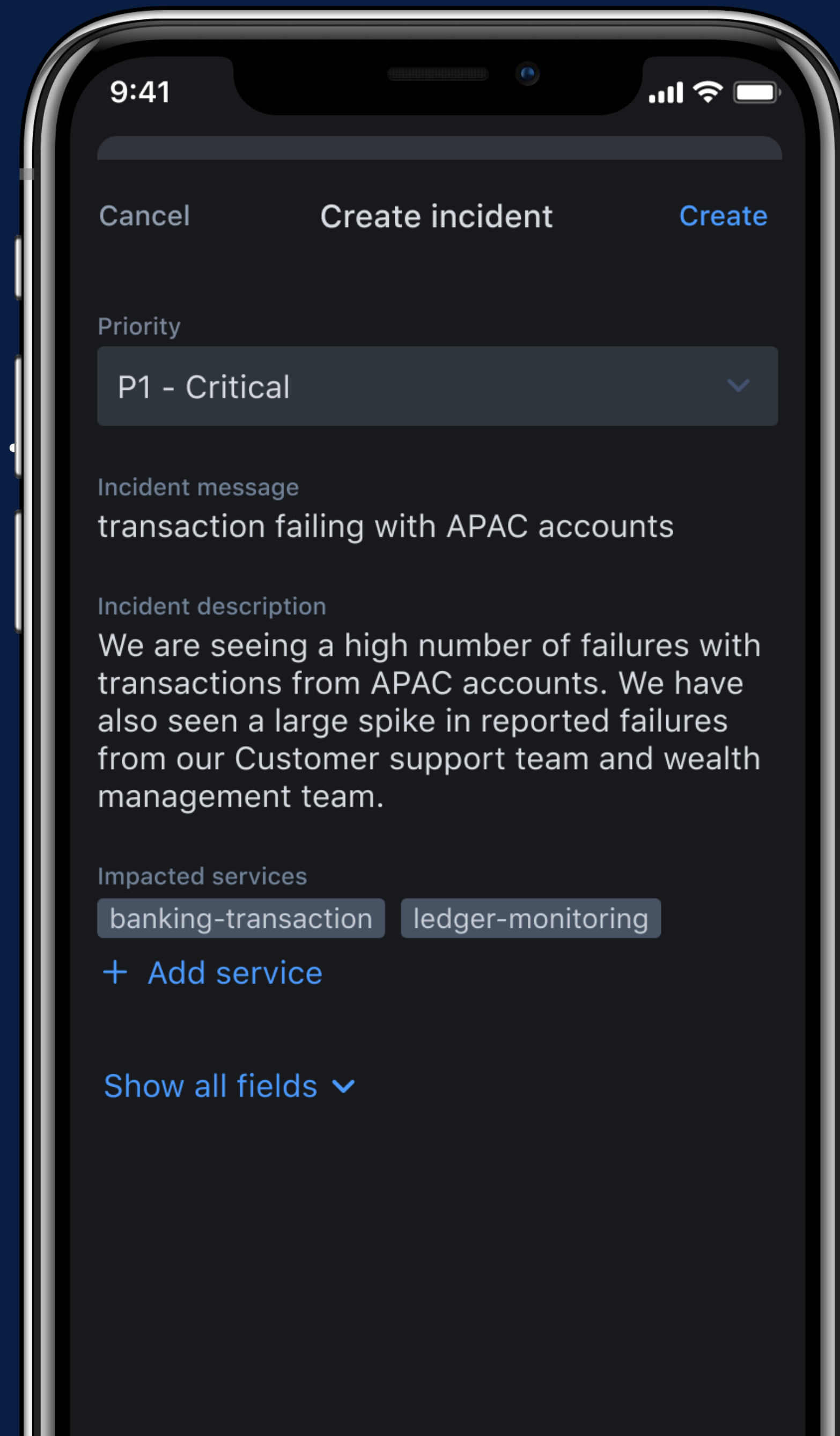
RESPONDERS
SEE THE DETAILS
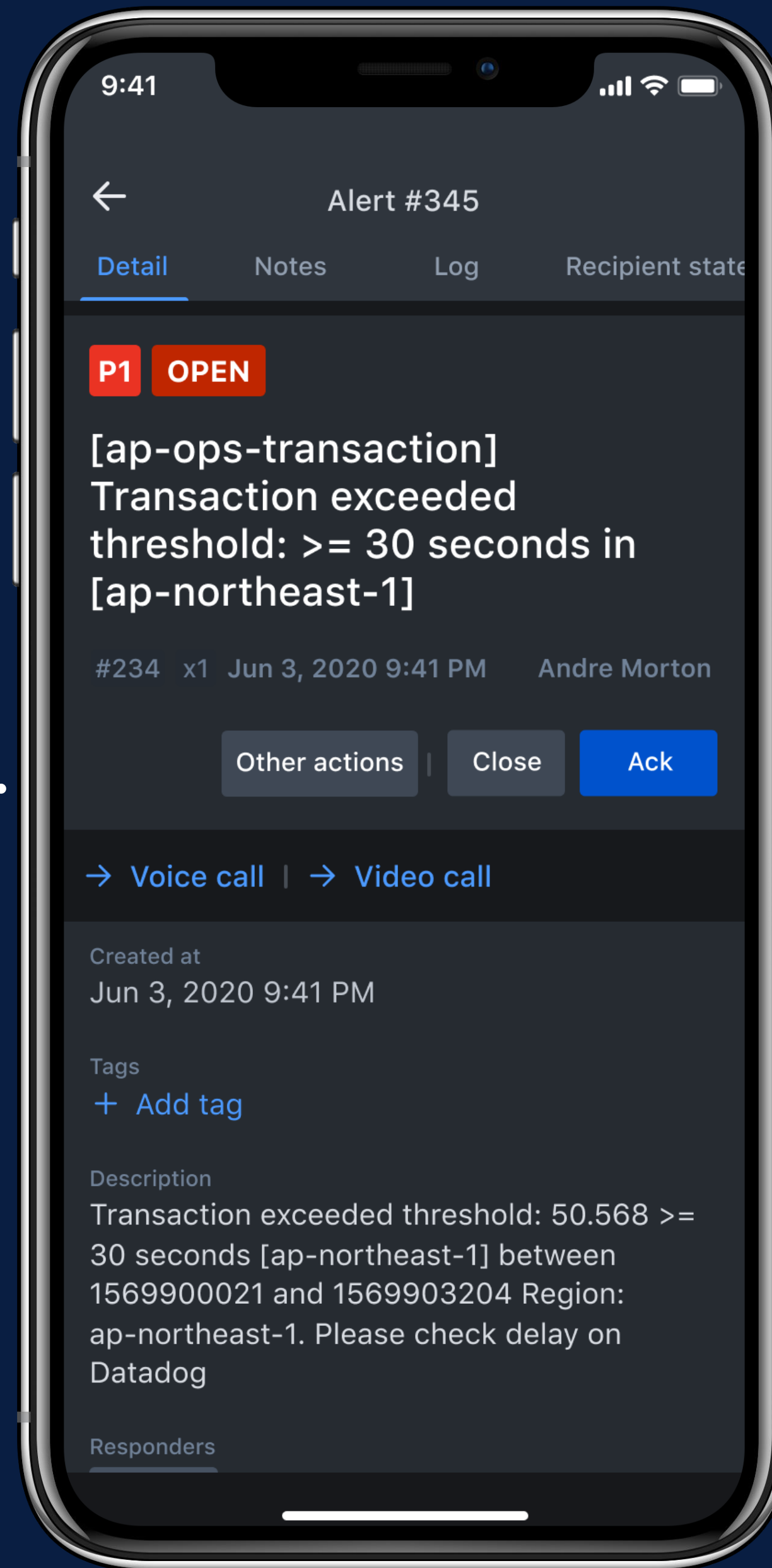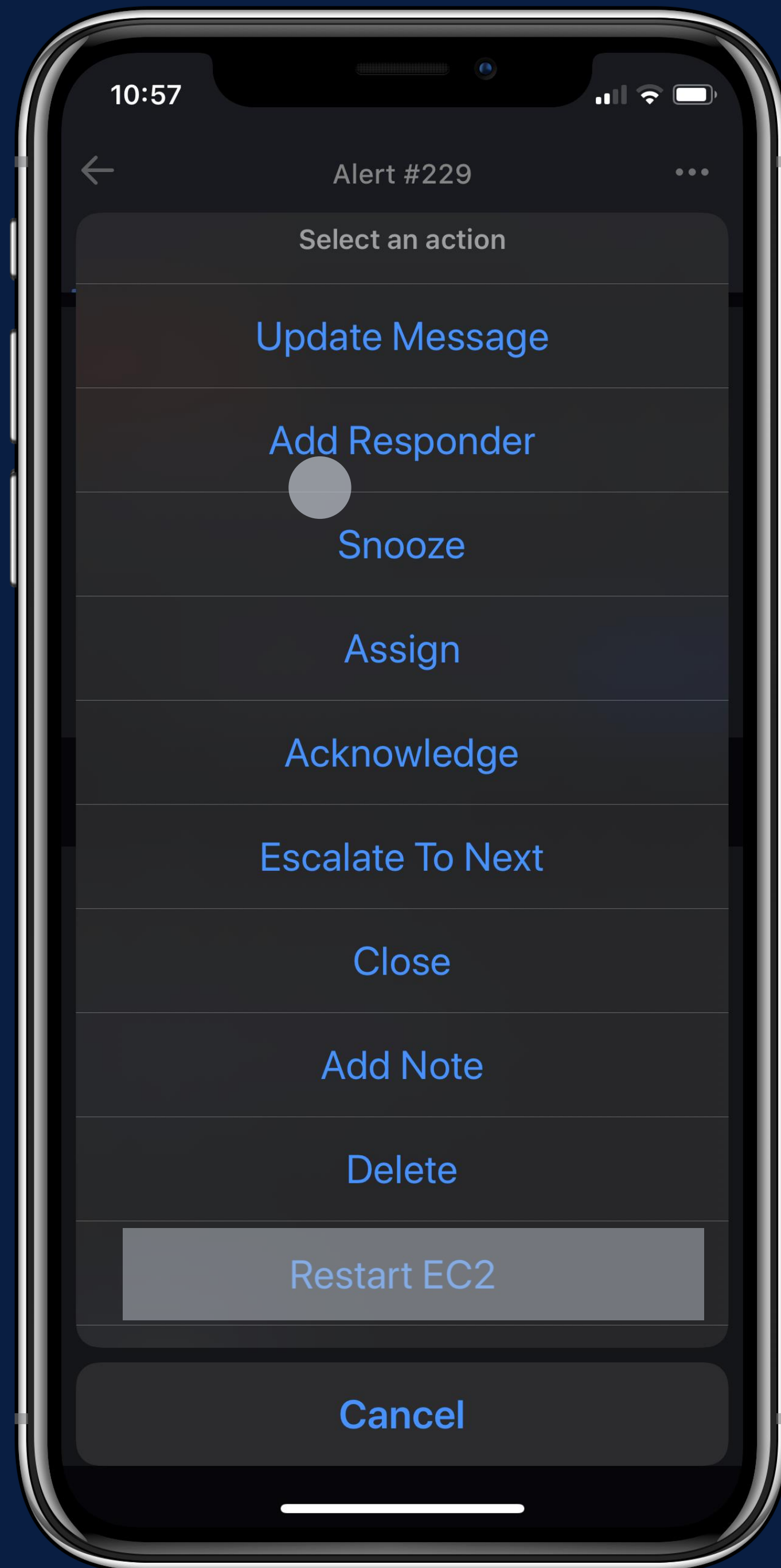
CREATES A
MAJOR INCIDENT

Cancel   Create incident   Create

Priority

P1 - Critical   ⌄

Incident message
transaction failing with APAC accounts

Incident description
We are seeing a high number of failures with
transactions from APAC accounts. We have
also seen a large spike in reported failures
from our Customer support team and wealth
management team.

Impacted services
banking-transaction   ledger-monitoring

+ Add service

Show all fields ⌄

ALL TEAMS ARE NOTIFIED

OPSGENIE   now

Transactions failing with APAC accounts

Incident List / INC-46

P1 ⌄   Jun 3 2020 9:41 PM
Transaction failing with APAC accounts

Transactions   +

OPEN ⌄   ...

IMPACT DURATION   ELAPSED TIME
15M   2M

Description

We are seeing a high number of failures with transactions from APAC accounts. We have also seen a large spike in reported failures from our Customer support team and wealth management team.

⌄ **Impacted services**   + Add impacted service

| 🔲 banking-transaction | 5 related services | 👥 50 Cent |
| 🔲 ledger-monitoring | 3 related services | 👥 Alextrasza |

⌄ **Potential causes**

You can investigate changes of the impacted services to find possible root causes.

[Investigate]

> **Extra properties**

+ Add extra property

⌄ **Linked issues**

+ Create issue   🔗 Link issue

Details   Timeline

COMMUNICATIONS

Incident command center

Enter session

Slack channel

🔳 #INC_46

Stakeholder communication

Status page

ASSOCIATED ALERTS

See alerts (2)

RESPONDERS   + Add responder

👥 50 Cent
Responder team   AWARE

👥 Customer Support
Responder team   AWARE

ledger-monitoring	3 related services	👥 Alextrasza

∨ Potential causes

You can investigate changes of the impacted services to find possible root causes.

Investigate

> Extra properties   + Add extra property

∨ Linked issues   + Create issue   🔗 Link issue

relates to

🔲 PLT-23	Add transaction Q-processor	⏫ 👤	TO DO

∨ Linked customer requests   🔗 Link request

🔺 RD-121	Customer transaction failure is happening	👤	IN PROGRESS

> **Postmortem**   Required ✅⚪   Assign a due date

ASSOCIATED ALERTS

See alerts (2)

RESPONDERS   + Add responder

👥	50 Cent Responder team	AWARE
👥	Customer Support Responder team	AWARE
👤	Aliza Leary Incident Commander	AWARE
👤	Fran Perez Communications Officer	
👤	Jie Yan Song *Assign a role*	

ledger-monitoring   3 related services   👥 Alextrasza

Potential causes

You can investigate changes of the impacted services to find possible root causes.

Investigate

> Extra properties   + Add extra property

ASSOCIATED ALERTS

See alerts (2)

RESPONDERS   + Add responder

v Linked issues   + Create issue   🔗 Link issue

relates to

| | PLT-23 | Add transaction Q-processor | | TO DO |

v Linked customer requests

Cust

Cancel   Link

| 🔺 | RD-121 | Customer transaction failure is happening | | IN PROGRESS |

> **Postmortem**   Required ✅   Assign a due date

50 Cent
Responder team   AWARE

Customer Support
Responder team   AWARE

Aliza Leary
Incident Commander   AWARE

Fran Perez
Communications Officer

Jie Yan Song
Assign a role

ledger-monitoring   3 related services   👥 Alextrasza

Stakeholder communication

Status page

∨ Potential causes

You can investigate changes of the impacted services to find possible root causes.

Investigate

> Extra properties   **+ Add extra property**

∨ Linked issues   **+ Create issue**   🔗 **Link issue**

relates to

🟧 PLT-23   Add transaction Q-processor   ⏫ 👤 TO DO

∨ Linked customer requests

┌──┐
│ Cust ⚪   │
└──┘

         RD-121   Customer account is not updating after transaction

         RD-128   Japanese customer is reporting slow transaction

         RD-234   Customer can't log in

                                        Cancel   Link

                                              👤 IN PROGRESS

> Postmortem   Required 🟢   Assign a due date

ASSOCIATED ALERTS

See alerts (2)

RESPONDERS   **+ Add responder**

👥 50 Cent   AWARE
    Responder team

👥 Customer Support   AWARE
    Responder team

👤 Aliza Leary   AWARE
    Incident Commander

👤 Fran Perez
    Communications Officer

👤 Jie Yan Song
    Assign a role

Assign a due date

banking-transaction   3 related services   50 Cent

ledger-monitoring   3 related services   👥 Alextrasza

Stakeholder communication

Status page

ASSOCIATED ALERTS

See alerts (2)

RESPONDERS   ＋ Add responder

∨ **Potential causes**

You can investigate changes of the impacted services to find possible root causes.

Investigate

> **Extra properties**   ＋ Add extra property

∨ **Linked issues**   ＋ Create issue   🔗 Link issue

relates to

🟥 PLT-23   Add transaction Q-processor   ≫   👤   TO DO

∨ **Linked customer requests**

Customer account is not updating after transaction

⚪   Cancel   **Link**

🟥 RD-121   Customer transaction failure is happening   👤   IN PROGRESS

> **Postmortem**   Required ✅   Assign a due date

👥 50 Cent
Responder team   AWARE

👥 Customer Support
Responder team   AWARE

Aliza Leary
Incident Commander   AWARE

Fran Perez
Communications Officer

Jie Yan Song
Assign a role

ledger-monitoring   3 related services   👥 Alextrasza

∨ **Potential causes**

You can investigate changes of the impacted services to find possible root causes.

[Investigate]

ASSOCIATED ALERTS

[See alerts (2)]

> **Extra properties**   + **Add extra property**

∨ **Linked issues**   + **Create issue**   🔗 **Link issue**

relates to

🟥 PLT-23   Add transaction Q-processor   ≫ 👤 TO DO

∨ **Linked customer requests**   🔗 **Link request**

🟧 RD-121   Customer transaction failure is happening   👤 **IN PROGRESS**

🟧 RD-123   Customer account is not updating after transaction   👤 **IN PROGRESS**

> **Postmortem**   Required 🟢   Assign a due date

RESPONDERS   + **Add responder**

👥 50 Cent   AWARE
    Responder team

👥 Customer Support   AWARE
    Responder team

👤 Aliza Leary   AWARE
    Incident Commander

👤 Fran Perez
    Communications Officer

👤 Jie Yan Song
    Assign a role

banking-transaction · 3 related services · 50 Cent

| ledger-monitoring | 3 related services | 👥 Alextrasza |

Stakeholder communication

Status page

⌄ Potential causes

You can investigate changes of the impacted services to find possible root causes.

Investigate

ASSOCIATED ALERTS

See alerts (2)

RESPONDERS   + Add responder

> Extra properties   + Add extra property

👥 50 Cent
   Responder team   AWARE

👥 Customer Support
   Responder team   AWARE

⌄ Linked issues

| relates to ⌄ | 🔷 Platform ⌄ | 🔲 ⌄ What needs to be done |

Cancel   Create and link   •••

relates to

| 🔲 PLT-23 Add transaction Q-processor | ⌃⌃ 👤 TO DO |

Aliza Leary
Incident Commander   AWARE

Fran Perez
Communications Officer

Jie Yan Song
Assign a role

⌄ Linked customer requests   🔗 Link request

| 🔺 RD-121 Customer transaction failure is happening | 👤 IN PROGRESS |
| 🔺 RD-123 Customer account is not updating after transaction | 👤 IN PROGRESS |

> Postmortem   Required ✅   Assign a due date

| ledger-monitoring | 3 related services | 👥 Alextrasza |

∨ **Potential causes**

You can investigate changes of the impacted services to find possible root causes.

Investigate

ASSOCIATED ALERTS

See alerts (2)

∨ **Extra properties**

➕ Add extra property

RESPONDERS   ➕ Add responder

👥 **50 Cent**   AWARE
Responder team

👥 **Customer Support**   AWARE
Responder team

∨ **Linked issues**

| relates to ⌄ | 📒 Platform ⌄ | ⬜ ⌄ What needs to be done |

blocks

is duplicated by

duplicates

is caused by

causes

relates to

follow-up task

Cancel   Create and link   •••

Q-processor   ⏫ TO DO

🔗 Link request

...saction failure is happening   IN PROGRESS

...ount is not updating after transaction   IN PROGRESS

Aliza Leary   AWARE
Incident Commander

Fran Perez
Communications Officer

Jie Yan Song
Assign a role

∨ **Postmortem** Required ✅

Assign a due date

banking-transaction   3 related services   50 Cent

ledger-monitoring   3 related services   Alextrasza

Stakeholder communication

Status page

∨ **Potential causes**

You can investigate changes of the impacted services to find possible root causes.

Investigate

ASSOCIATED ALERTS

See alerts (2)

> **Extra properties**   + **Add extra property**

RESPONDERS   + **Add responder**

∨ **Linked issues**

relates to ∨	🚢 Platform ∨	▢ ∨ What needs to be done

Cancel   Create and link   •••

relates to

| ⬤ PLT-23 Add transaction Q-processor | ⤒ | | TO DO |

∨ **Linked customer requests**   🔗 **Link request**

| 📄 RD-121 | Customer transaction failure is happening | | IN PROGRESS |
| 📄 RD-123 | Customer account is not updating after transaction | | IN PROGRESS |

> **Postmortem**   Required 🟢

50 Cent
Responder team   AWARE

Customer Support
Responder team   AWARE

Aliza Leary
Incident Commander   AWARE

Fran Perez
Communications Officer

Jie Yan Song
Assign a role

Assign a due date

ledger-monitoring
3 related services
👥 Alextrasza

Potential causes

You can investigate changes of the impacted services to find possible root causes.

Investigate

> Extra properties
\+ Add extra property

Linked issues

| relates to ▾ | 🟦 Platform ▾ | 🟦 ▾ What needs to be done |

Cancel   Create and link   •••

Recent projects

🤖 IT Operations

🏔 iOS App

All projects

🟥 Finance Service Desk

🧸 Beyond Gravity

🟪 Financial Month End

🏔 Portfolio Management

relates to

🟥 PLT-23 Add trans   ⏫ 👤 TO DO

Linked customer req

🔗 Link request

🟥 RD-121   Custom ...ning   👤 IN PROGRESS

🟥 RD-123   Custom ...r transaction   👤 IN PROGRESS

> Postmortem   Required ✅   Assign a due date

Sidebar content:

🔴 #INC_4G

Stakeholder communication

Status page

ASSOCIATED ALERTS

See alerts (2)

RESPONDERS   \+ Add responder

👥 50 Cent
Responder team   AWARE

👥 Customer Support
Responder team   AWARE

Aliza Leary
Incident Commander   AWARE

Fran Perez
Communications Officer

Jie Yan Song
Assign a role

banking-transaction | 5 related services | 👥 50 Cent

ledger-monitoring | 3 related services | 👥 Alextrasza

Stakeholder communication

Status page

ASSOCIATED ALERTS

See alerts (2)

RESPONDERS   + Add responder

50 Cent
Responder team   AWARE

Customer Support
Responder team   AWARE

Aliza Leary
Incident Commander   AWARE

Fran Perez
Communications Officer

Jie Yan Song
Assign a role

> ## Potential causes

You can investigate changes of the impacted services to find possible root causes.

Investigate

> Extra properties   + Add extra property

> ## Linked issues

relates to ▾	🟦 Platform ▾	🔲 ▾	What needs to be done

Cancel   Create and link   •••

🔴 Bug
🔖 Story
🔲 Task
⚡ Epic

relates to

🔴 PLT-23   Add transaction Q-processor   ⏫   👤   TO DO

> ## Linked customer requests   🔗 Link request

🔺 RD-121   Customer transaction failure is happening   👤   IN PROGRESS

🔺 RD-123   Customer account is not updating after transaction   👤   IN PROGRESS

> Postmortem   Required 🟢   Assign a due date

banking transaction   3 related services   50 Cent

| 🗄 ledger-monitoring | 3 related services | 👥 Alextrasza |

∨ **Potential causes**

You can investigate changes of the impacted services to find possible root causes.

Investigate

ASSOCIATED ALERTS

See alerts (2)

RESPONDERS   ➕ **Add responder**

> **Extra properties**   ➕ **Add extra property**

👥 50 Cent
Responder team   **AWARE**

👥 Customer Support
Responder team   **AWARE**

∨ **Linked issues**

| relates to ∨ | 🛥 Platform ∨ | ⬛ ∨ Run loadbalancer tests on APAC servers |

Cancel   Create and link   •••

Aliza Leary
Incident Commander   **AWARE**

Fran Perez
Communications Officer

relates to

| ⬛ PLT-23 | Add transaction Q-processor | ≫ | 👤 | TO DO |

Jie Yan Song
Assign a role

∨ **Linked customer requests**   🔗 **Link request**

| 🔺 RD-121 | Customer transaction failure is happening | 👤 | **IN PROGRESS** |
| 🔺 RD-123 | Customer account is not updating after transaction | 👤 | **IN PROGRESS** |

> **Postmortem**   Required ✅   Assign a due date

ledger-monitoring | 3 related services | 👥 Alextrasza

Potential causes

You can investigate changes of the impacted services to find possible root causes.

Investigate

> Extra properties   + Add extra property

Linked issues

| relates to ⌄ | 🏝 Platform ⌄ | ⬡ ⌄ Run loadbalancer tests on APAC servers |

Cancel   **Create and link**   • • •

relates to

⬡ PLT-23 Add transaction Q-processor   ⌃ 👤 TO DO

Linked customer requests   🔗 Link request

🟥 RD-121 Customer transaction failure is happening   👩 IN PROGRESS

🟥 RD-123 Customer account is not updating after transaction   👩 IN PROGRESS

> Postmortem   Required ✅⚪   Assign a due date

ASSOCIATED ALERTS

See alerts (2)

RESPONDERS   + Add responder

👥 50 Cent
Responder team   AWARE

👥 Customer Support
Responder team   AWARE

👩 Aliza Leary
Incident Commander   AWARE

👨 Fran Perez
Communications Officer

👩 Jie Yan Song
Assign a role

| banking-transaction | 3 related services | 🎧 50 Cent |

| ▦ ledger-monitoring | 3 related services | 👥 Alextrasza |

Stakeholder communication

Status page

ASSOCIATED ALERTS

See alerts (2)

RESPONDERS   + Add responder

👥 **50 Cent**   AWARE
   Responder team

👥 **Customer Support**   AWARE
   Responder team

Aliza Leary   AWARE
   Incident Commander

Fran Perez
   Communications Officer

Jie Yan Song
   Assign a role

⌄ **Potential causes**

You can investigate changes of the impacted services to find possible root causes.

Investigate

> **Extra properties**   + Add extra property

⌄ **Linked issues**   + Create issue   🔗 Link issue

relates to

| 🟧 PLT-23 | Add transaction Q-processor | = | TO DO |
| 🟧 PLT-24 | Run loadbalancer tests on APAC servers | ⌃⌃ 👤 | TO DO |

⌄ **Linked customer requests**   🔗 Link request

| 🟥 RD-121 | Customer transaction failure is happening | 👤 | IN PROGRESS |
| 🟥 RD-123 | Customer account is not updating after transaction | 👤 | IN PROGRESS |

> **Postmortem**   Required 🟢   Assign a due date

Opsgenie

BitBucket

Opsgenie   **Incident**   Alert   Who is on-call?   Team ⌄   Service ⌄   Analytics   Settings

Incident List / INC-46

P1 ⌄   Jun 3, 2020 9:41 PM
Transaction failing with APAC accounts

Transactions +

OPEN ⌄ •••

IMPACT DURATION   ELAPSED TIME
15M   2M

Description

We are seeing a high number of failures with transactions from APAC accounts. We have also seen a large spike in reported failures from our Customer support team and wealth management team.

⌄ **Impacted services**   **+ Add impacted service**

| 🗂 banking-transaction | 5 related services | 👥 50 Cent |
| 🗂 ledger-monitoring | 3 related services | 👥 Alextrasza |

⌄ **Potential causes**

You can investigate changes of the impacted services to find possible root causes.

Investigate

> **Extra properties**   **+ Add extra property**

Details   Timeline

COMMUNICATIONS

Incident command center

Enter session

Slack channel

#INC_46

Stakeholder communication

Status page

ASSOCIATED ALERTS

See alerts (2)

RESPONDERS   **+ Add responder**

👥 50 Cent
   Responder team   AWARE

👥 Customer Support   AWARE

atlassian.com/opsgenie

Transaction failing with APAC accounts

Production ⌄

Deployment history

‹ Jun 2, 10:00 PM - Jun 3, 10:00 PM ›   24 hours ⌄

› banking-transaction

› ledger-monitoring

10 AM   1 AM   4 AM   7 AM   10 AM   1 PM   4 PM   7 PM   10 PM

● Successful deployments   ▼ Failed deployments   ▬ Incidents   ● Contains potential cause

---

SUCCESS   Deployment #29

5fe9b3d [PB-1453] Transaction queue added

12   File changed

Jun 3 2020 - 08:10 PM

Environment

ap-northeast-1

Select deployment

⟨/⟩ transaction-processor

3 Commits added

   5fe9b3d [PB-1453] Transaction queue added
   Jun 3 2020 - 01:43 PM

   49d4f3d [DH-2312] Stream event processor

1 Commits removed

   5fe9b3d [PB-1453] Credit entity refactored
   Jun 3 2020 - 01:43 PM

Cancel   Add potential causes
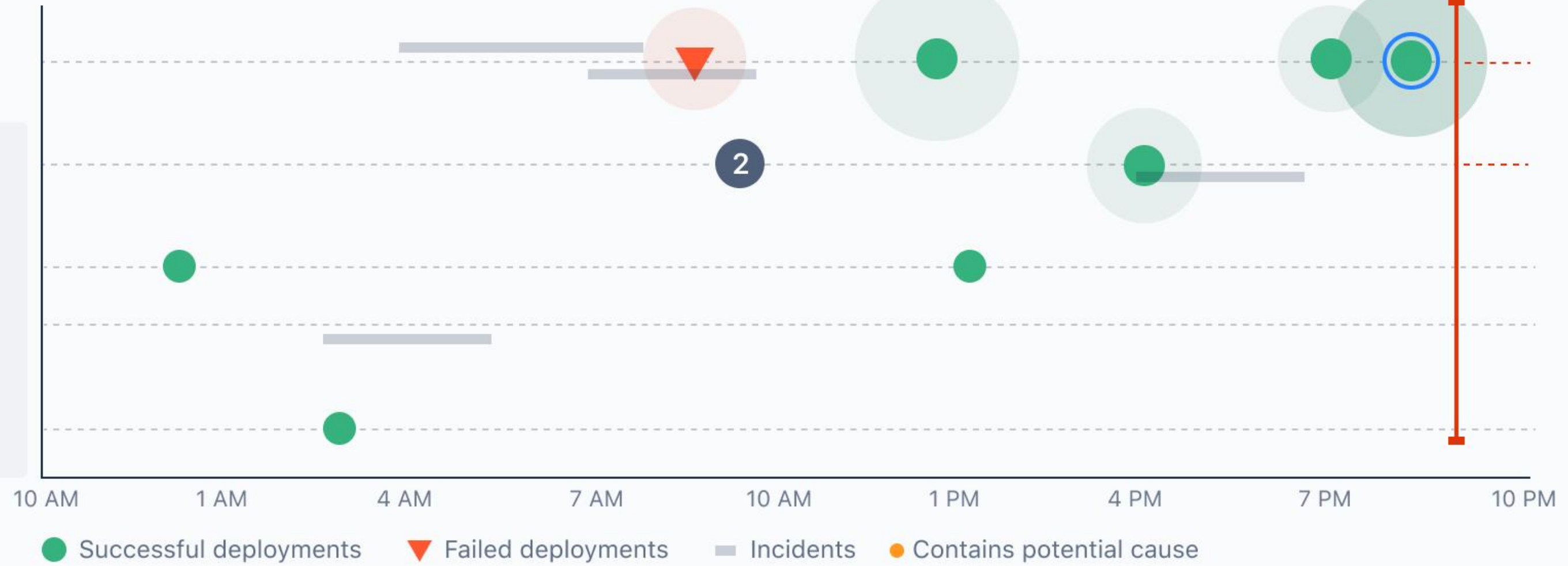
Transaction failing with APAC accounts

Production ⌄

Deployment history

> banking-transaction

∨ ledger-monitoring

Depends on

account-ledger

datadog-monitoring

Contains

monitoring-alerts

2

10 AM   1 AM   4 AM   7 AM   10 AM   1 PM   4 PM   7 PM   10 PM

● Successful deployments   ▼ Failed deployments   — Incidents   ● Contains potential cause

---

SUCCESS Deployment #29   12 File changed

5fe9b3d [PB-1453] Transaction queue added   Jun 3 2020 - 08:10 PM

Environment
ap-northeast-1

Cancel   Add potential causes

Transaction failing with APAC accounts

Production ⌄

Deployment history

‹ Jun 2, 10:00 PM - Jun 3, 10:00 PM ›   24 hours ⌄

› banking-transaction

› ledger-monitoring

2

10 AM   1 AM   4 AM   7 AM   10 AM   1 PM   4 PM   7 PM   10 PM

● Successful deployments   ▼ Failed deployments   ▬ Incidents   ● Contains potential cause

SUCCESS **Deployment #29**   12   File changed

5fe9b3d [PB-1453] Transaction queue added   Jun 3 2020 - 08:10 PM

Environment

ap-northeast-1   Select deployment

‹/› transaction-processor

3 Commits added   **1 Commits removed**

⌥ 5fe9b3d [PB-1453] Transaction queue added   ⌥ 5fe9b3d [PB-1453] Credit entity refactored
Jun 3 2020 - 01:43 PM   Jun 3 2020 - 01:43 PM

⌥ 49d4f3d [DH-2312] Stream event processor

Cancel   Add potential causes

Transaction failing with APAC accounts
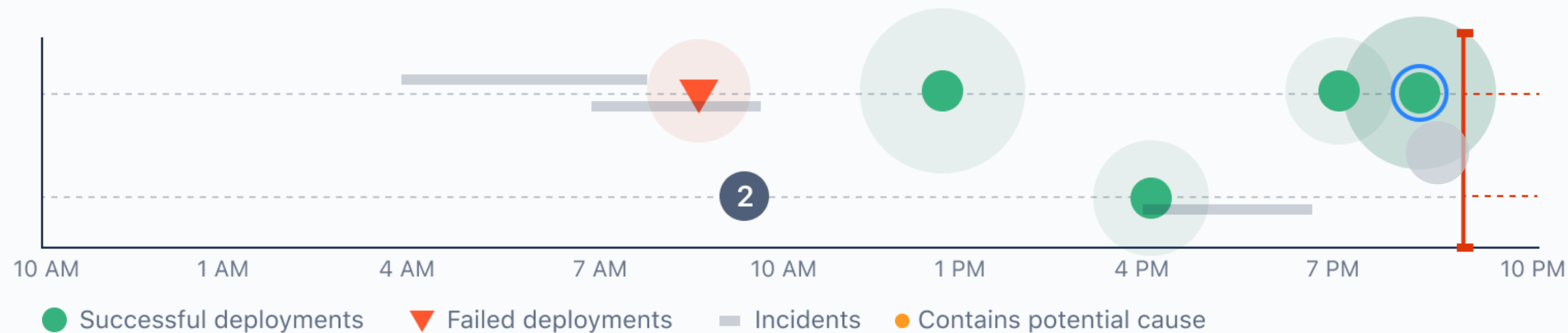
Production ⌄

Deployment history

‹ Jun 2, 10:00 PM - Jun 3, 10:00 PM ›   24 hours ⌄

› banking-transaction

Deployments #29
12 File changed

› ledger-monitoring

2

10 AM   1 AM   4 AM   7 AM   10 AM   1 PM   4 PM   7 PM   10 PM

● Successful deployments   ▼ Failed deployments   ▬ Incidents   ● Contains potential cause

---

SUCCESS **Deployment #29**

12 File changed

5fe9b3d [PB-1453] Transaction queue added

Jun 3 2020 - 08:10 PM

Environment

ap-northeast-1

⟨⟩ transaction-processor

3 Commits added

1 Commits removed

⎇ **5fe9b3d** [PB-1453] Transaction queue added
Jun 3 2020 - 01:43 PM

⎇ **5fe9b3d** [PB-1453] Credit entity refactored
Jun 3 2020 - 01:43 PM

⎇ **49d4f3d** [DH-2312] Stream event processor

Cancel   Add potential causes

atlassian.com/opsgenie

Transaction failing with APAC accounts

Production ⌄

Deployment history

‹ Jun 2, 10:00 PM - Jun 3, 10:00 PM ›   24 hours ⌄

› banking-transaction

› ledger-monitoring

2

10 AM   1 AM   4 AM   7 AM   10 AM   1 PM   4 PM   7 PM   10 PM

● Successful deployments   ▼ Failed deployments   ▬ Incidents   ● Contains potential cause

---

SUCCESS   **Deployment #29**

5fe9b3d [PB-1453] Transaction queue added

Environment
ap-northeast-1

12   File changed

Jun 3 2020 - 08:10 PM

Select deployment

⟨⟩ transaction-processor

3 Commits added

⎇ **5fe9b3d** [PB-1453] Transaction queue added
Jun 3 2020 - 01:43 PM

⎇ **49d4f3d** [DH-2312] Stream event processor

1 Commits removed

⎇ **5fe9b3d** [PB-1453] Credit entity refactored
Jun 3 2020 - 01:43 PM

Cancel   Add potential causes

atlassian.com/opsgenie

Transaction failing with APAC accounts

Production ⌄

Deployment history

‹ Jun 2, 10:00 PM - Jun 3, 10:00 PM›   24 hours ⌄

› banking-transaction

› ledger-monitoring

2

10 AM   1 AM   4 AM   7 AM   10 AM   1 PM   4 PM   7 PM   10 PM

● Successful deployments   ▼ Failed deployments   ▬ Incidents   ● Contains potential cause

---

SUCCESS **Deployment #29**   12 File changed

5fe9b3d [PB-1453] Transaction queue added   Jun 3 2020 - 08:10 PM

Environment
ap-northeast-1

⟨/⟩ transaction-processor

3 Commits added   **1 Commits removed**

⎇ **5fe9b3d** [PB-1453] Transaction queue added   ⎇ **5fe9b3d** [PB-1453] Credit entity refactored
   Jun 3 2020 - 01:43 PM   Jun 3 2020 - 01:43 PM

⎇ **49d4f3d** [DH-2312] Stream event processor

---

1 deployment selected   Cancel   **Add potential causes**

Opsgenie   **Incident**   Alert   Who is on-call?   Team ⌄   Service ⌄   Analytics   Settings

Incident List / INC-46

P1 ⌄   Jun 3, 2020 9:41 PM
Transaction failing with APAC accounts
Transactions +

⟳   **RESOLVED ⌄**   •••

IMPACT DURATION   ELAPSED TIME
15M   2M

Postmortem   ●   Required
Assign a due date

No postmortem has been created yet.

Create postmortem

The post-incident analysis report is available here.

Description

We are seeing a high number of failures with transactions from APAC accounts. We have also seen a large spike in reported failures from our Customer support team and wealth management team.

⌄ **Impacted services**   + Add impacted service

| banking-transaction | 5 related services | 👥 50 Cent |
| ledger-monitoring | 3 related services | 👥 Alextrasza |

Details   Timeline

COMMUNICATIONS

Incident command center

Enter session

Slack channel

#INC_46

Stakeholder communication

Status page

ASSOCIATED ALERTS

See alerts (2)

RESPONDERS   + Add responder

👥 50 Cent
Responder team   **AWARE**

👥 Customer Support   **AWARE**

Opsgenie   Incident   Alert   Who is on-call?   Team ⌄   Service ⌄   Analytics   Settings

Analytics / Postmortems

Transaction failing with APAC accounts

Draft ⌄   •••

Executive summary

We saw a high number of failures with transactions from APAC accounts after security patching. We also saw a large spike in reported failures from our Customer support team and wealth management team.

Impact was in production, affecting wealth management customers.

Leadup

Describe the circumstances that led to this incident

Fault

Describe what failed to work as expected

Detection

Describe how the incident was detected

Root causes

Run a 5-whys analysis to understand the true causes of the incident

Mitigation and resolution

What steps did you take to resolve this incident?

Details   Timeline

POSTMORTEM OWNER

Jeff Leary

INCIDENT

INC-46   Transaction failing with APAC customers.

PRIORITY

P1   Critical

AFFECTED SERVICES

banking -transaction   ledger-monitoring

COMMAND CENTER SESSIONS

SRE team room, 3 June 2020 9:43 PM

INCIDENT DURATION

1 hour 20 minutes

Opsgenie   Incident   Alert   Who is on-call?   Team ⌄   Service ⌄   Analytics   Settings

Analytics / Postmortems

Transaction failing with APAC accounts

Draft ⌄   •••

Export to Confluence

Delete postmortem

Executive summary

We saw a high number of failures with transactions from APAC accounts after security patching. We also saw a large spike in reported failures from our Customer support team and wealth management team.

Impact was in production, affecting wealth management customers.

Details   Timeline

POSTMORTEM OWNER

Jeff Leary

Leadup

An security patching update to our legacy s17 transaction system was scheduled and updated on March 20.

INCIDENT

INC-46   Transaction failing with APAC customers.

Fault

The patch affected parts of the s17 transaction hub.

PRIORITY

P1   Critical

Detection

Wealth management support reported transactions failures at 10:17pm

AFFECTED SERVICES

banking -transaction   ledger-monitoring

Root causes

5-whys analysis to understand the true causes of the incident:
1) Wealth management support reported transactions failures at 10:17pm

2)Transaction failures started due to failed connectivity from the s17 transaction hubs.

COMMAND CENTER SESSIONS

SRE team room, 3 June 2020 9:43 PM

INCIDENT DURATION

1 hour 20 minutes

atlassian.com/confluence

Confluence

Home | Spaces ▾ | Pages ▾ | People ▾ | Apps ▾ | **Create**

Search /

Bancly Inc / ... / Postmortems   🔒 📎   🔗 2 Jira links   ✏️ ⭐ 👁 **Share** •••

Transaction failing with APAC accounts

Created by Jeff Leary
Last updated Jun 3, 2020 • 📈 Analytics

Status	**IN REVIEW**
Incident issue	INC-46
Incident started	3 Jun 2020 9:41 PM (UTC +8)
Incident ended	3 Jun 2020 11:47 PM (UTC +8)
Time to resolve	1 hour 56 minutes
Severity	1 Critical
Incident manager	👤 Jeff Leary
Affected services	Banking -transaction

Executive summary

We saw a high number of failures with transactions from APAC accounts after security patching. We also

DevOps Performance Reports

1m ago · Viewer Time Zone ⌄
Europe - Istanbul ⚙

▸ FILTERS   Date **is in the past 1 months**   Comparison Date **is in the past 6 months**   Deployment Environment **is any value**

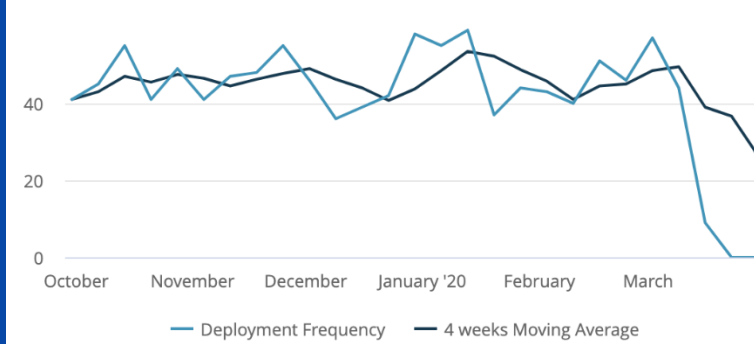## 39.00 / week
Deployment Frequency
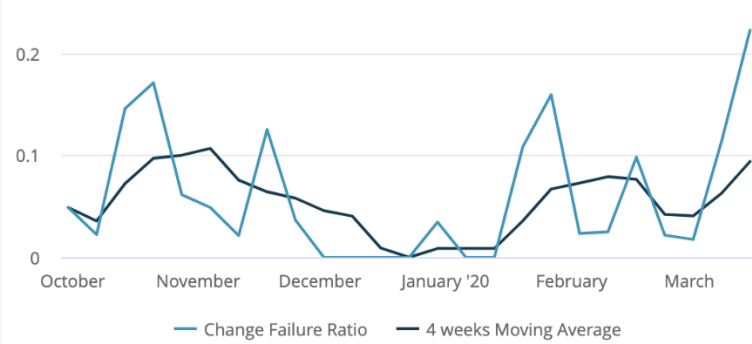
▼ 17.02%

0.12
Change Failure Ratio

▲ 92.13%

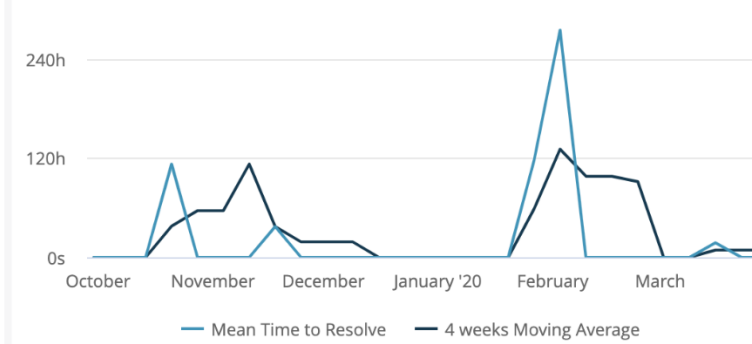## 5h 53m 11s
Mean Time to Resolve Incidents

▼ 88.18%

Frequency Trends

— Deployment Frequency   — 4 weeks Moving Average

Change Failure Trends

— Change Failure Ratio   — 4 weeks Moving Average

Time to Resolve Trends

— Mean Time to Resolve   — 4 weeks Moving Average

117
Deployments

▼ 37.77%

14
Incidents

▲ 25.37%

60
Alerts
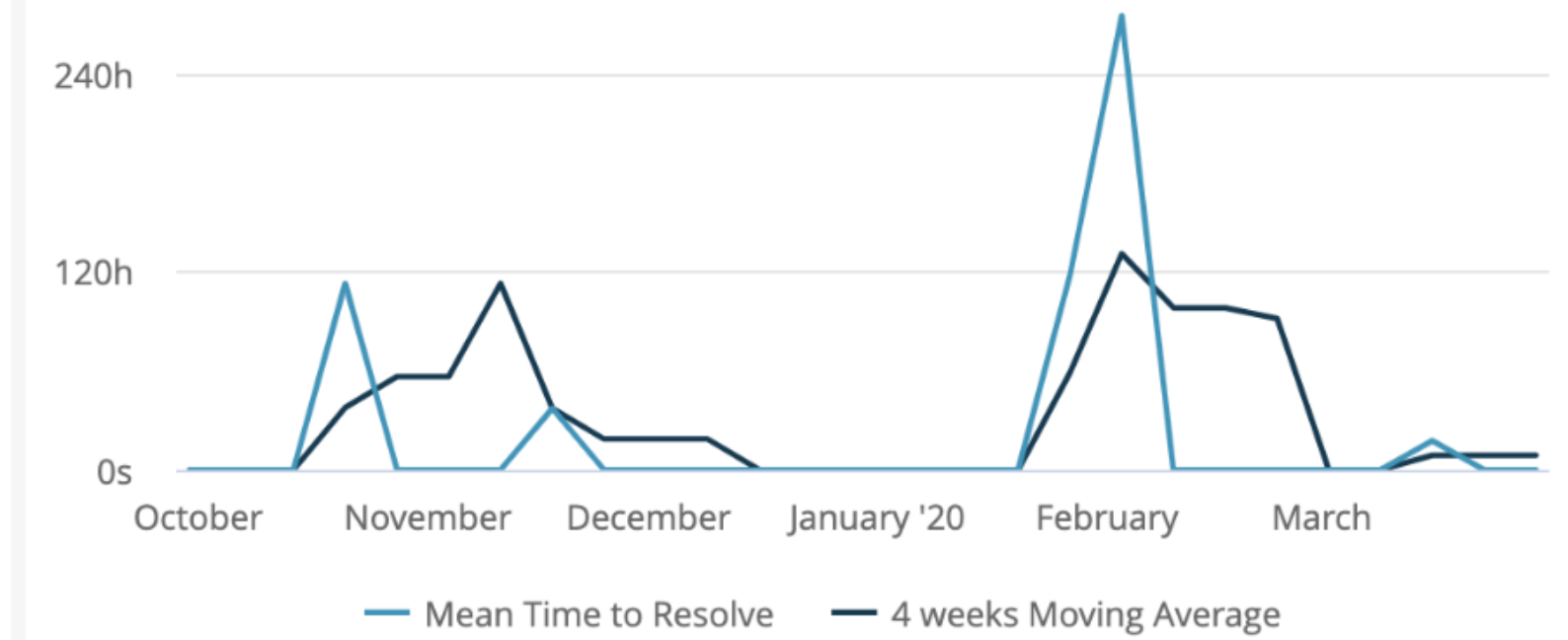
▼ 43.22%

Deployments vs Failures

Deployment vs File Changes

117
Deployments

▼ 37.77%

14
Incidents

▲ 25.37%

60
Alerts

▼ 43.22%

Deployments vs Failures

Legend: ● Deployments — ○ # of Incidents — ○ # of Alerts

Deployment vs File Changes

Legend: ● Deployments — ○ median — ○ max
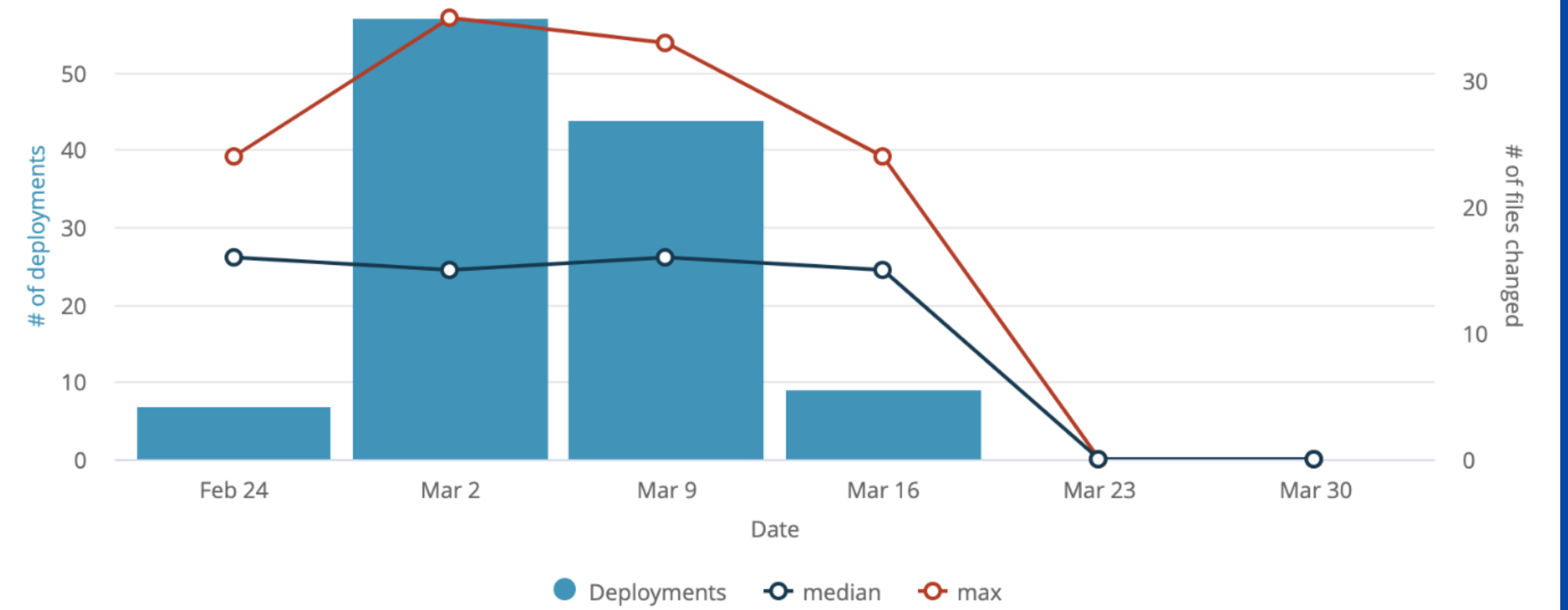
Service Health vs Team Reaction

Legend: ● Service Health ● Team Reaction

Opsgenie

Slack

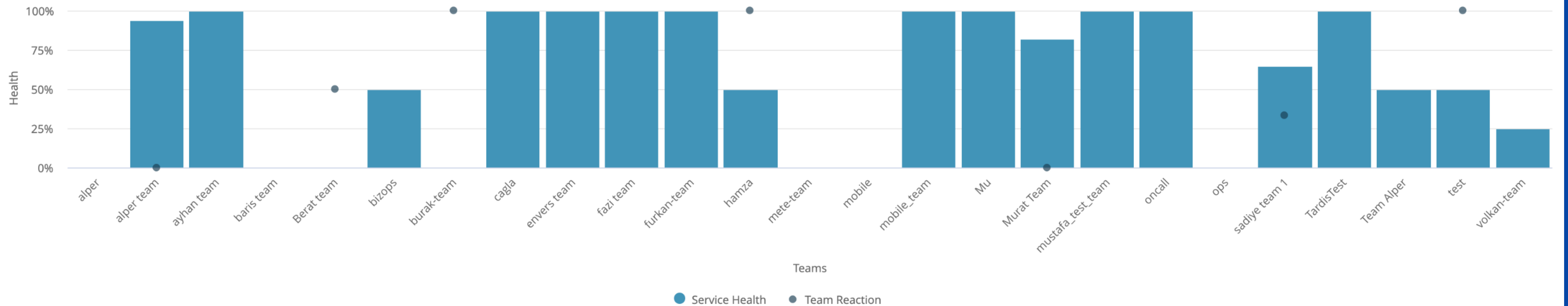Opsgenie

Incident   Alert   Who is on-call?   Team ⌄   Service ⌄   Analytics   Settings

Incidents / #71

P2 ⌄   Mar 12, 2020 9:50 AM

We are currently experiencing SQL Server problems, many customers are impacted. Portal is slow to load.

P1   SQLserver   customerfacing   id:gateway   paymentportal   +

Open ⌄   ···

IMPACT DURATION   ELAPSED TIME
0H 0M 43S   0H 0M 43S

Description

At 10:00 a.m. UTC our monitoring tools pointed to an issue with the payment portal. Customers have also reported problems with the portal loading slowly, or failing to load at all via the Service Desk.

Impacted service

⊟ SQL Server   👥 Kates DevOps Team

⌄ **Extra properties**   + Add extra property

No extra property is given for this incident yet.

Add extra property

⌄ **Postmortem** Required ✔◯

Postmortem reports can be created for Resolved or Closed incidents.

Assign a due date

Details   Timeline

COMMUNICATIONS

Conferences

Incident Command Center

Stakeholder communication

Status Page

Slack channel

Create Slack channel

ASSOCIATED ALERTS

See alerts

RESPONDERS   + Add responder

👥 Kates DevOps Team
   Owner team

👥 Payments platform team
   Responder team

👥 Application Team
   Responder team

Incidents / #71

P2 ˅   Mar 12, 2020 9:50
We are curr

P1   SQLserve

Associated alerts

☐ Select   Close all

☐ #1703 x1 P3 [JIRAservicedesk] Customers reporting sign-in portal not working   Mar 12, 2020 9:30 AM ACK'ED

☐ #1702 x1 P1 [Datadog] [Triggered] id-gatekeeper - prod - 500s anomaly detection   Mar 12, 2020 9:27 AM ACK'ED

Close

IMPACT DURATION   ELAPSED TIME
0H 19M 35S   0H 19M 35S

Description

At 10:00 a.m. UTC our mo
loading slowly, or failing t

Impacted service

🗄 SQL Server   👥 Kates DevOps Team

Stakeholder communication

Status Page

Slack channel

Create Slack channel

˅ **Extra properties**

No extra property is given for this incident yet.

Add extra property

+ Add extra property

ASSOCIATED ALERTS

See alerts

˅ **Postmortem** Required 🟢

Postmortem reports can be created for Resolved or Closed incidents.

Assign a due date

RESPONDERS   + Add responder

Kates DevOps Team
Owner team

Payments platform team
Responder team

Application Team
Responder team

Mar 12, 2020 9:50 AM

P2 ⌄

We are currently experiencing S̶Q̶ oad.

IMPACT DURATION
0H 0M 43S

ELAPSED TIME
0H 0M 43S

P1 SQLserver customerfacing id:gat

Description

At 10:00 a.m. UTC our monitoring tools pointed to an is
loading slowly, or failing to load at all via the Service D

Impacted service

🗄 SQL Server   👥 Kates DevOps Team

Create Slack channel

You're creating a new channel in **Bancly** workspace. We'll invite all incident responders and post all incident updates on this channel.

Channel name

INC-71-SQL-PaymentPortal

Channel description

Dealing with open incident INC-71, customers unable to load or slow to load payment portal. Opened 4.12.20 at 11:52 ET

Cancel   **Create**

Details   Timeline

COMMUNICATIONS

Conferences

Incident Command Center

Stakeholder communication

Status Page

Slack channel

Create Slack channel

ASSOCIATED ALERTS

See alerts

⌄ **Extra properties**   + Add extra property

No extra property is given for this incident yet.

Add extra property

⌄ **Postmortem** Required ●○   Assign a due date

Postmortem reports can be created for Resolved or Closed incidents.

RESPONDERS   + Add responder

👥 **Kates DevOps Team**
   Owner team

👥 **Payments platform team**
   Responder team

👥 **Application Team**
   Responder team

#inc-71-sql-paymentportal
👤 2 | 📌 0

Jump to... ⟨ ⟩

⠿ Apps

Channels ⊕
  # app-team
  # aws-advocates
  # b-sreops
  # bancly-announcements-r...
  🔒 change-mgmt
  # change-release
  # commerce-sre
  # general
  # inc-71-sql-paymentpo
  # it-help-disturbed
  # on-call
  # platform
  # pm-announcements
  🔒 qa-private
  # random
  # software
  # sre-social

Direct Messages
  ♥ Slackbot
  ● Kate (you)
  ○ Charles
  ○ Emma
  ○ JC
  ○ Jeff
  ● Mark
  ○ Samir Kafel

＋ Invite people

Recent Apps
  ○ Opsgenie
  ＋ Install Google Calenda
  ＋ Install Google Drive
  ＋ Add more apps

📞 ℹ️ ⚙️   🔍 Search   @ ☆ ⋮

#inc-71-sql-paymentportal

Opsgenie `APP` 11:53 AM

❗ **INC-71** - We are currently experiencing SQL Server problems, many customers are impacted. Portal is slow to load.

Priority: P2   **Status:**   Open

Teams: **Services:**
[Kates DevOps Team, Application Team,   [SQL Server]
Payments platform team]

Last updated:
March 12th 11:51:23 AM

Description:
At 10:00 a.m. UTC our monitoring tools pointed to an issue with the payment portal. Customers have also reported problems with the portal loading slowly, or failing to load at all via the Service Desk.

[Add responder]   [Send Status Update]   [⋯]

| Add stakeholder |
| Resolve incident |
| Close incident |
| Update Priority |

You are viewing **#inc-71-sql-paymentportal**
Created by Opsgenie on March 12th, 2020

🔔

#inc-71-sql-paymentportal
☆ | 👥 5 | 🔗 0 | ✏️ Add a topic

🔍 Search   @   ☆   ⋮

Today

Apps

[Kates DevOps Team, Application Team,   [SQL Server]
Payments platform team]

Last updated:
March 12th 11:51:23 AM

Channels ⊕

app-team

aws-advocates

b-sreops

bancly-announcements-r...

🔒 change-mgmt

change-release

commerce-sre

general

inc-71-sql-paymentportal

it-help-disturbed

on-call

platform

pm-announcements

🔒 qa-private

random

software

sre-social

Description:
At 10:00 a.m. UTC our monitoring tools pointed to an issue with the payment portal.
Customers have also reported problems with the portal loading slowly, or failing to load at
all via the Service Desk.

[Add responder] [Send Status Update] [⋯]

Kate 11:54 AM
joined #inc-71-sql-paymentportal.

Kate 11:58 AM
@robert

👁 Only visible to you

Slackbot 11:58 AM
OK! I've invited @robert to this channel.

robert 11:58 AM
was added to #inc-71-sql-paymentportal by Kate.

Kate 11:58 AM
Hi Robert! Thanks for joining, although you're not an official responder for this incident we could really use your assistance since Jeff is OOO.

Opsgenie APP 11:59 AM
Message delivery to incident timeline is successful

Kate 12:00 PM
@Mark the team rolled out a change last night according to the release calendar. Can you please check the logs?

Direct Messages ⊕

💚 Slackbot

🟢 Kate (you)

⚪ Brennan

⚪ Charles

⚪ Emma

⚪ JC

⚪ Jeff

🟢 Mark

🟢 robert

⚪ Samir Kafel

Mark 12:01 PM
On it

Kate 12:01 PM
@robert in the event that the change was responsible, we need to get the rollback plan ready. Can you get your team on that?

robert 12:02 PM
Sure thing @Kate, we'll see what rollback options there are now.
✔️ 1

➕ Invite people

Mark 12:03 PM
I do see an anomaly in the logs. Will further investigate and get back to you.

Recent Apps

⚪ Opsgenie

robert 12:05 PM
We'll need a hotfix for any changes made after the restore point, so that will take some time before we can actually start the rollback

Jot something down

Follow message
You'll be notified about any replies

Copy link

Mark unread   U

Remind me about this   ›

Pin to channel   P

Delete message   delete

🔷 Add to Incident Timeline Opsgeni...

More message actions...   ⧉

P2 ˅

Mar 12, 2020 9:50 AM

We are currently experiencing SQL Server problems, many customers are impacted. Portal is slow to load.

P1 SQLserver customerfacing id:gateway paymentportal +

Open ˅ ...

IMPACT DURATION **0H 7M 0S** ELAPSED TIME **0H 7M 0S**

Description

At 10:00 a.m. UTC our monitoring tools pointed to an issue with the payment portal. Customers have also reported problems with the portal loading slowly, or failing to load at all via the Service Desk.

Impacted service

SQL Server 👥 Kates DevOps Team

˅ **Extra properties** + Add extra property

No extra property is given for this incident yet.

Add extra property

˅ **Postmortem** Required ✅

Assign a due date

*Postmortem reports can be created for Resolved or Closed incidents.*

| Details | **Timeline** |

Add Entry ⛉ Filter

● 11:55 · Responder alert acked · Kate L

#1706 We are currently experiencing SQL Server problems, many customers are impacted. Portal is slow to load.

● 11:53 · Slack channel created · Kate L

⬡ inc-71

● 11:50 · Alert associated · Kate L

#1702 [Datadog] [Triggered] id-gatekeeper - prod - 500s anomaly detection

● 11:50 · Alert associated · Kate L

#1703 [JIRAservicedesk] Customers reporting sign-in portal not working

● 11:50 · Responder teams added · Kate L

Application Team Payments platform team

Kates DevOps Team

● 11:50 · Incident opened · Kate L

Atlassian's approach to Incident Response
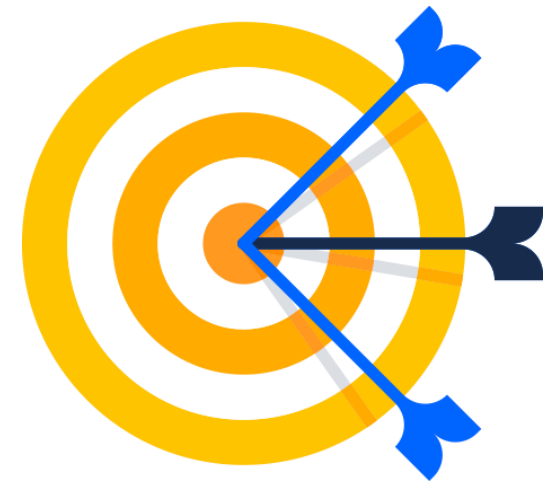
Fast MTTR
Establish an incident game plan that expedites response to major outages

Effective Communications
Gain trust and improve customer comms during service disruptions

Open Team Collaboration
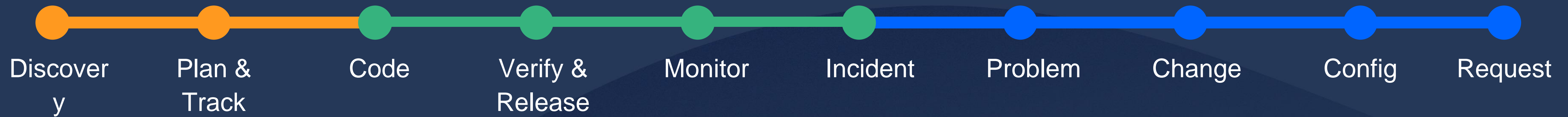Leverage open work, knowledge sharing & ChatOps

Continuous Improvement
Leverage Post Incident Reviews to learn from major outages

Jira Service Desk

Opsgenie

Atlassian,
Unleash the potential of every team

Discovery — Plan & Track — Code — Verify & Release — Monitor — Incident — Problem — Change — Config — Request

Agile | **DevOps** | **ITSM & IT Operations**

Jira Align   Jira Software   Bitbucket   Statuspage   Jira Service Management