

Don't Forget the Humans

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Introductions



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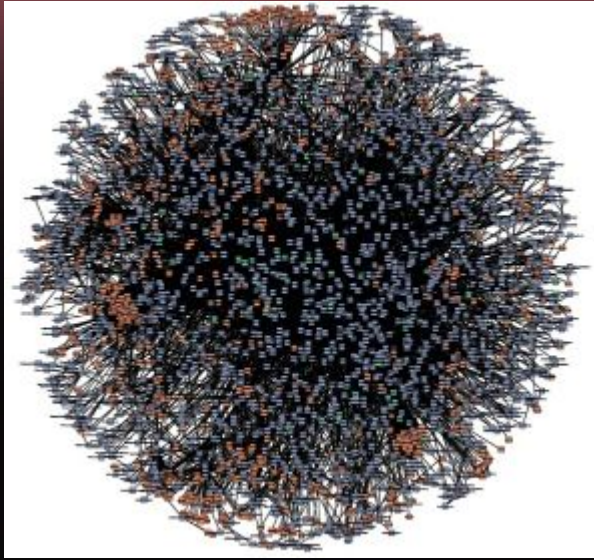
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@julie_gund

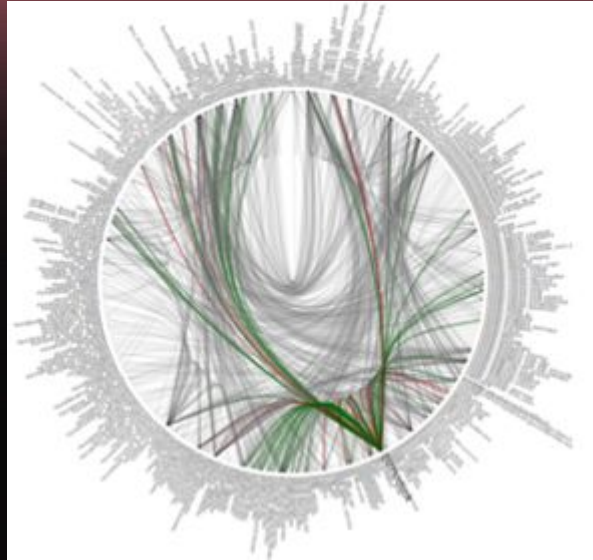
An increase in the push for reliability

Reliability: The ability of a workload to perform its intended function **correctly** and **consistently** when it's expected to.

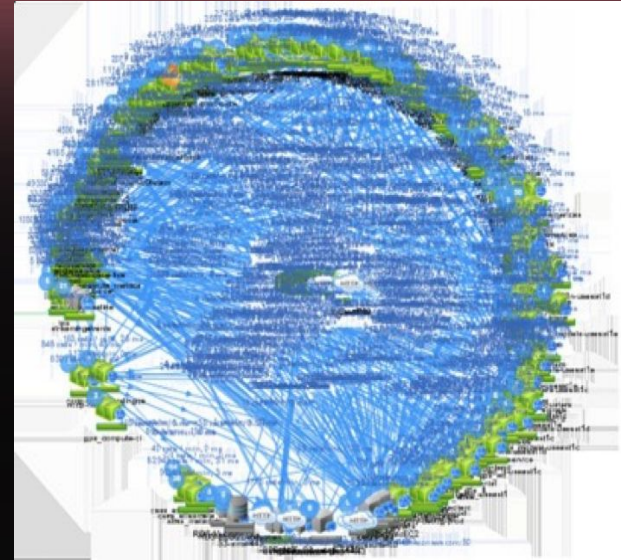
Systems are Complex



Amazon



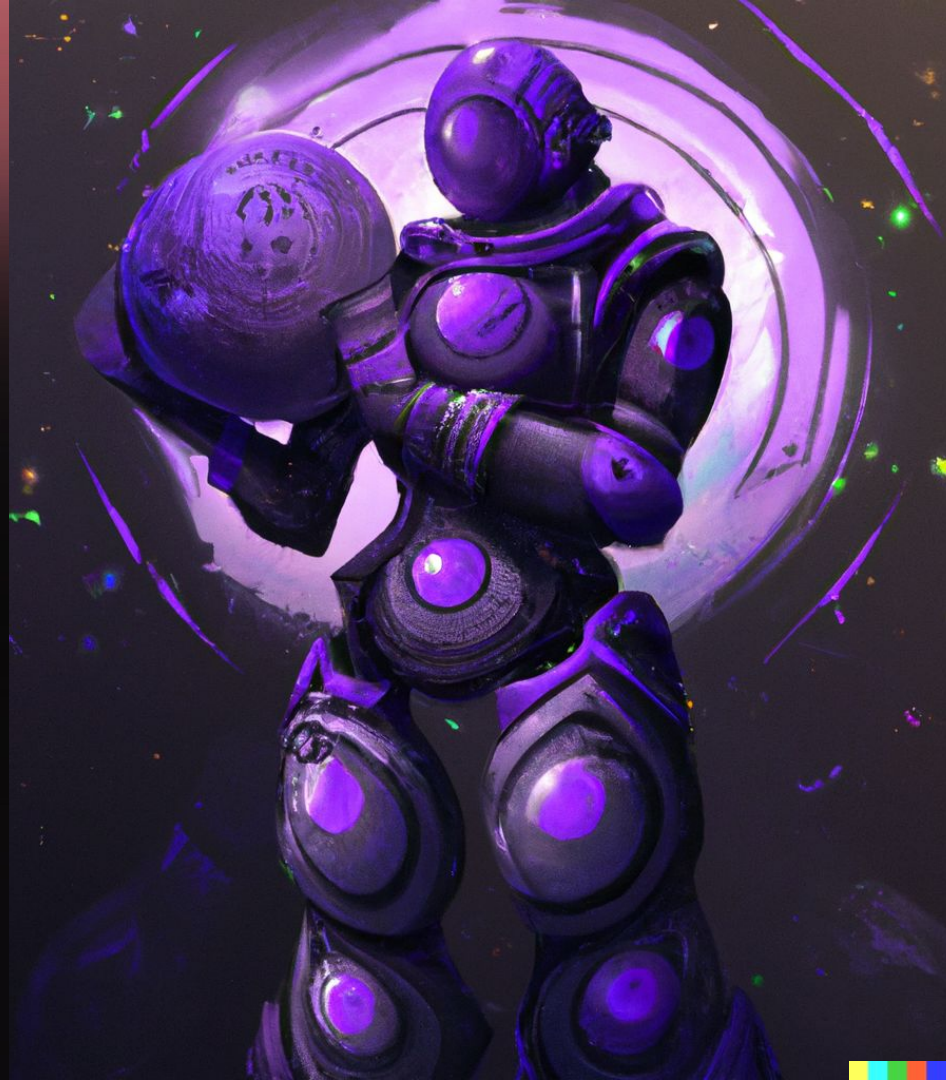
Twitter



Netflix

Reliability...

- Safety
- Economic Impact
- Quality of Life
- Security
- Environmental Impact
- Reputation



Principles of System Reliability

- **Automatically recover from failure**

Principles of System Reliability

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- **Test recovery procedures**

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- **Scale horizontally**

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- **Stop guessing at capacity**

Principles of System Reliability

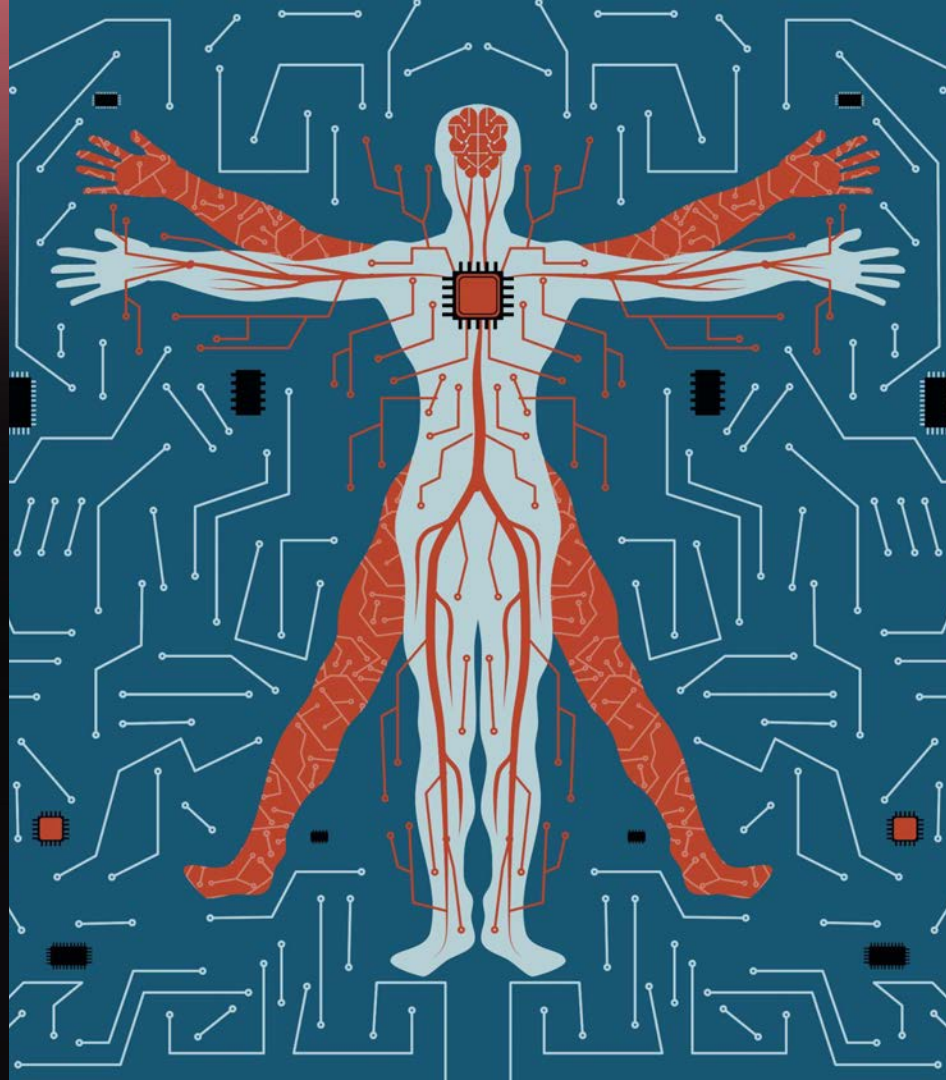
- Automatically recover from failure
- Test recovery procedures
- Scale horizontally
- Stop guessing at capacity
- **Manage change through automation**



Humans have **built-in**
systems

Human Systems are Complex

- Circulatory
- Respiratory
- Muscular
- Digestive
- Nervous
- Many Others...



“Failures are a given and everything will eventually fail over time.”

- **Werner Vogels**
CTO, Amazon.com



Incident Response in Technical Systems

Incident response is an **organized** approach to addressing and managing an incident

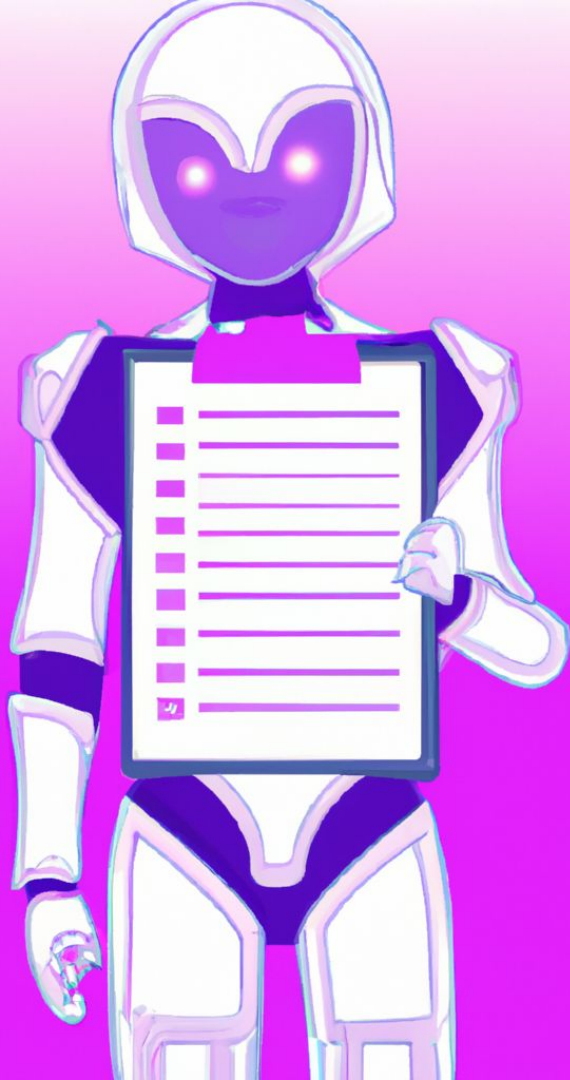
Incident Response in Technical Systems

- Prepare
- Detect
- Assess
- Respond
- Resolve
- Recover
- Learn



Incident Response in Humans

- **Life Happens!**
 - Develop a personal incident plan
 - Monitor the signals
 - Determine the severity
 - Mobilize the right people
 - Take the necessary steps to respond
 - Focus on recovery
 - Reflect



The goal of Incident Response is to handle the situation in a way that limits damage and reduces recovery time and costs.

Burnout In Tech

burnout

burnout

burnout

Burnout In Tech

What is burnout?:

The "**state of mental and physical exhaustion** caused by one's professional life"

- Freudenberger

Burnout In Tech

Burnout is not depression, but it can lead you there.

2 in 5

**tech workers
show a high risk
of burnout
excessive stress,
exhaustion and a
broken work-life
balance.**



Burnout Warning Signs:

- Exhaustion
- Loss Of Concentration
- Lack Of Motivation
- Alienation
- Frustration
- Physical Symptoms
- Substance Abuse
- Self Esteem

Observability in Technical Systems

Observability is the practice of **understanding our systems**. This leverages high quality telemetry data, tools, techniques and allows us to **start new processes/practices** to **act upon these insights**.

Observability in Humans

Our body has senses to observe the world around us, but this data is not stored and analyzed for us and it's biased due to our perception, or lack of personal insight.



Observability in Humans

- Increase your Insight
 - Wearables
 - Habits
 - Journal
 - Planning Ahead



Capacity Planning in Technical Systems

- Do you have enough infrastructure provisioned?
- Do you have enough staff on-call?
- Have you done load testing and/or chaos engineering?

Capacity Planning in Humans

Humans also have **maximum capacity**. This can be physical, emotional, financial, awareness and educational.

Blameless Culture in Technical Systems

The goal of the postmortem is to understand the **systemic factors** leading to the incident and identify **actions that can improve the resiliency** of the affected system

Blameless Culture in Humans

- Humans are Humans
- Humans will fail, it's unavoidable
- Practice **kindness**
blamelessness to yourself
and others around you

Moving from Reactive to Proactive in Technical Systems

What are you **doing now** to make sure
you are **reliable tomorrow** and the day
after?

Moving from Reactive to Proactive in Humans

What are you doing to build human connection?

What are you doing to maintain human connection?

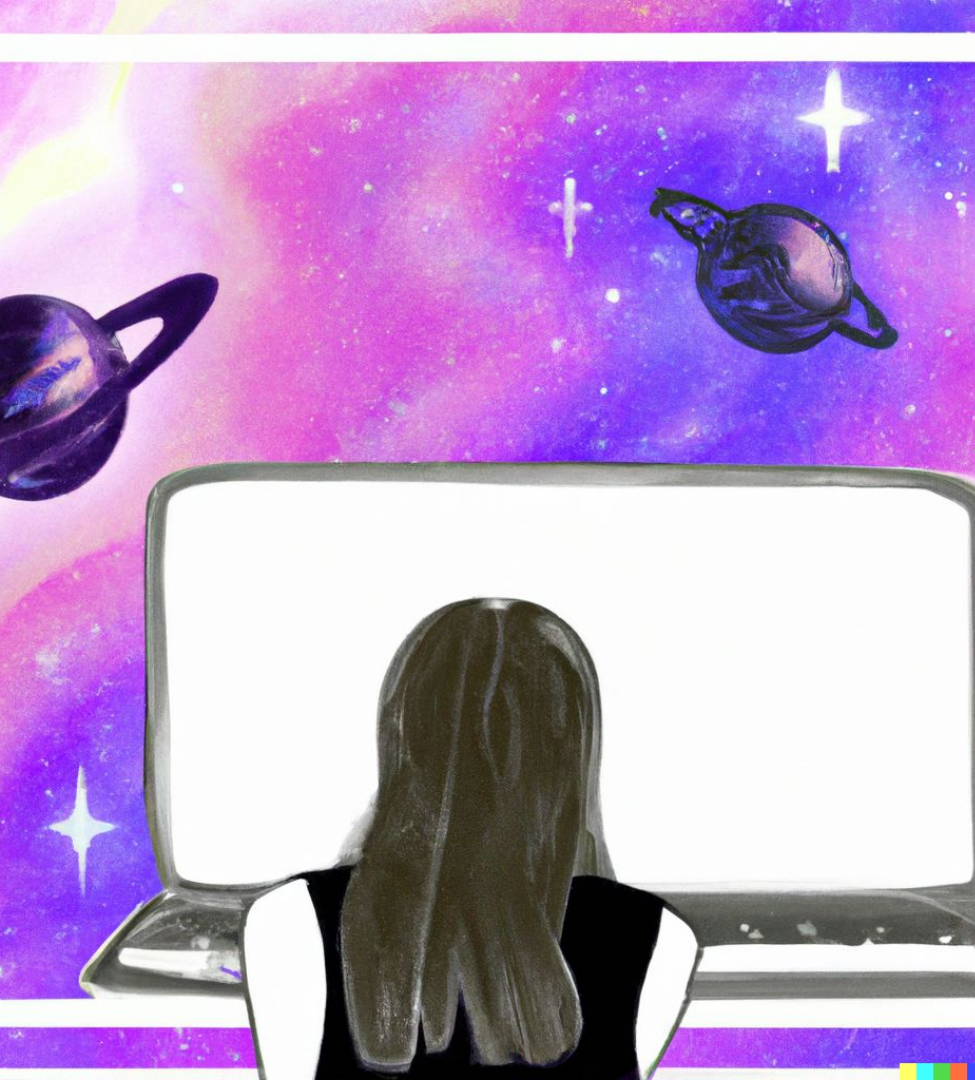


Moving from Reactive to Proactive in Humans

Are you defining goals?

Are you working towards them?

Who is in your personal board of directors?



Moving from Reactive to Proactive in Humans

Prospection: The action of looking forward into the future.



kubectl apply -f humans.yaml

```
● ● ●  
apiVersion: v1  
kind: Human  
metadata:  
  name: Ana Margarita and Julie  
spec:  
  containers:  
    - name: speakers  
      image: conf42  
      ports:  
        - containerPort: 80
```

Self Care Tips

- Check in with yourself, often.
- Burnout Survey: burnoutindex.yerbo.co/
- Check in on your team mates
- Treat Yo Self: Get a massage, book a vacation with loved ones
- Unplug: Turn off social media, the news, technology
- Set deadlines (start small and be flexible with yourself)

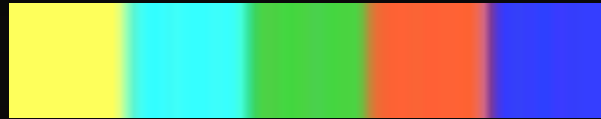
Resources

- Apps like Calm, Headspace
- Open Sourcing Mental Health: www.osmihelp.org
- National Alliance on Mental Illness: www.nami.org
- Affording Care: www.openpathcollective.org
- National Suicide Prevention Lifeline: 1-800-273-8255 | **988**
- Trevor Lifeline (LGBTQI+ Under 25) : 1-866-488-7386
- Trans Lifeline: 1-877-565-8860

It's OK to ask for help

We're all Humans, BE KIND.

**Not all images were created by humans,
thanks DALL-E.**



✨ Humans Reconnected ✨

