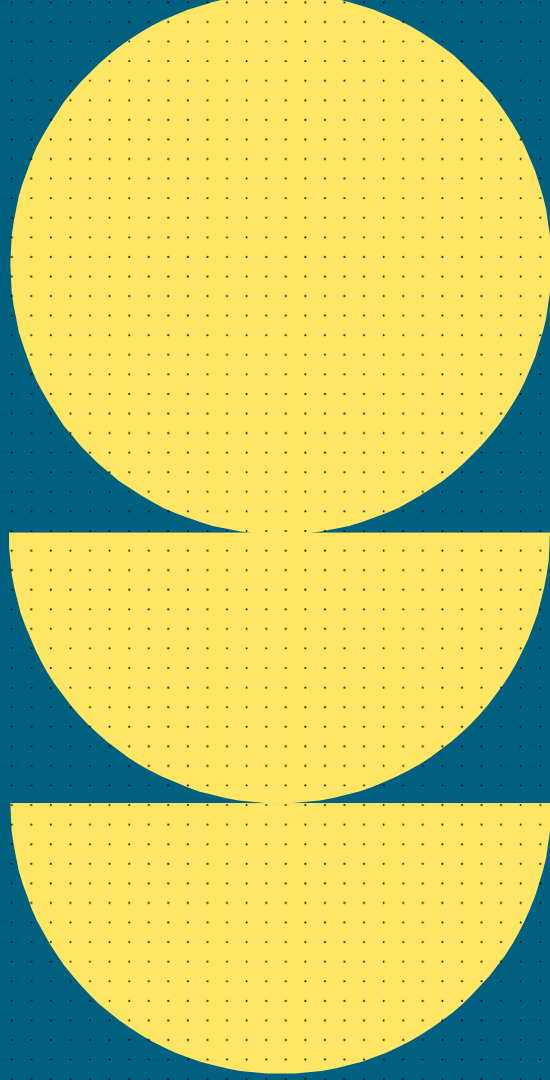


PagerDuty

Plan for Unplanned Work

Game Days with Chaos Engineering



PagerDuty



Mandi Walls

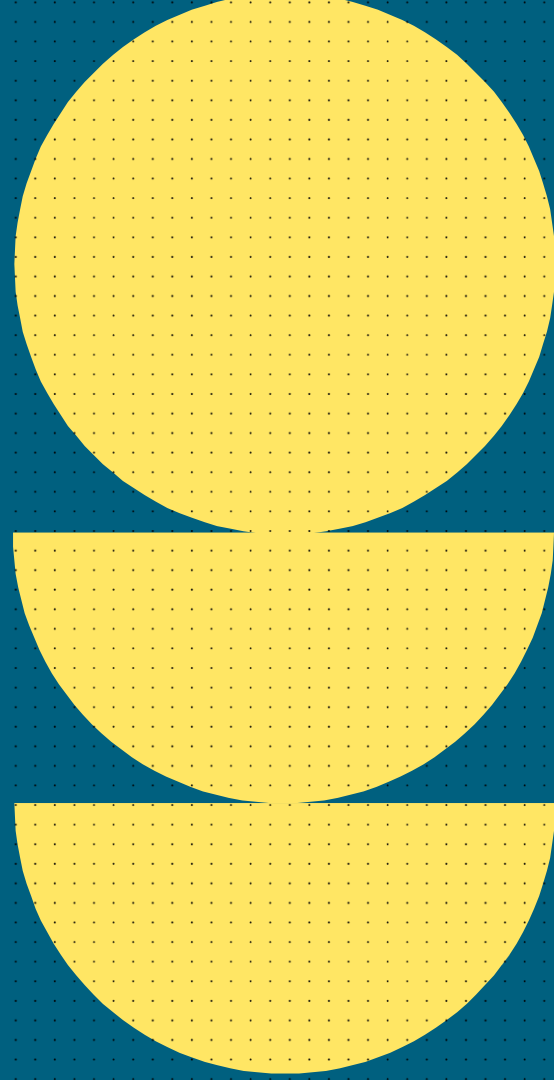
DevOps Advocate

PagerDuty

@LNXCHK

mwalls@pagerduty.com

pagerduty.com/careers



The Dilemma



Game Days

Failure Fridays
Failure Anydays



<https://www.pagerduty.com/blog/failure-friday-at-pagerduty/>

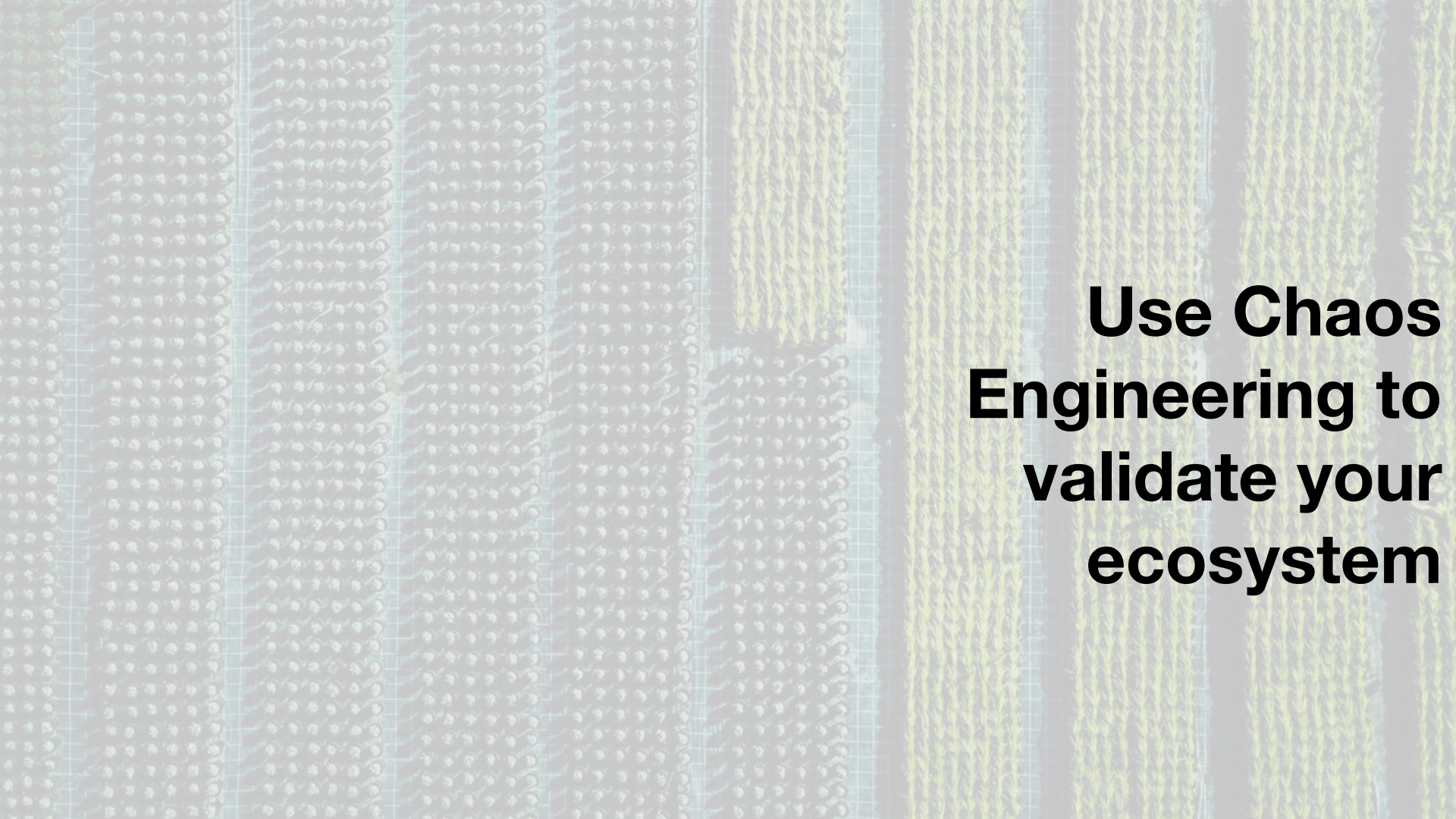
Create
WITH PURPOSE
Experiment
WITH MEANING

An aerial photograph of a small boat on a body of water, with a series of vertical green bars on the right side of the image. The text is overlaid on the left side of the image.

PagerDuty

Chaos Engineering lets you compare what you think will happen to what actually happens in your systems. You literally "**break things on purpose**" to learn how to build more resilient systems.

– Gremlin.com



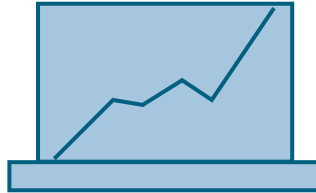
**Use Chaos
Engineering to
validate your
ecosystem**

Be Intentional

Learn



Improve



**Customer
Focus**



Prerequisites



Incident Response

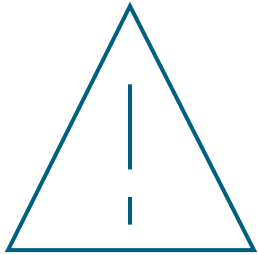
Replace **Chaos**
with **Calm**

Get **organized**

Be **explicit**



Testing IR During Game Days



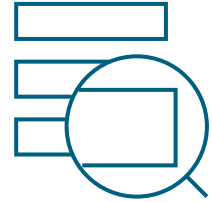
Alerts



Notifications



Coordination



**Troubleshooting
and Resolution**

Set Goals

“Did we really fix X?”

“Customers reported Y, but we can't duplicate in integration.”

“Could we withstand a DDOS to these key systems?”



Hypothesize

Scale up?

Fall over?

Slow down?

Graceful replacement?



What Actually Happened?

Were your dreams made reality? Or your darkest nightmares?

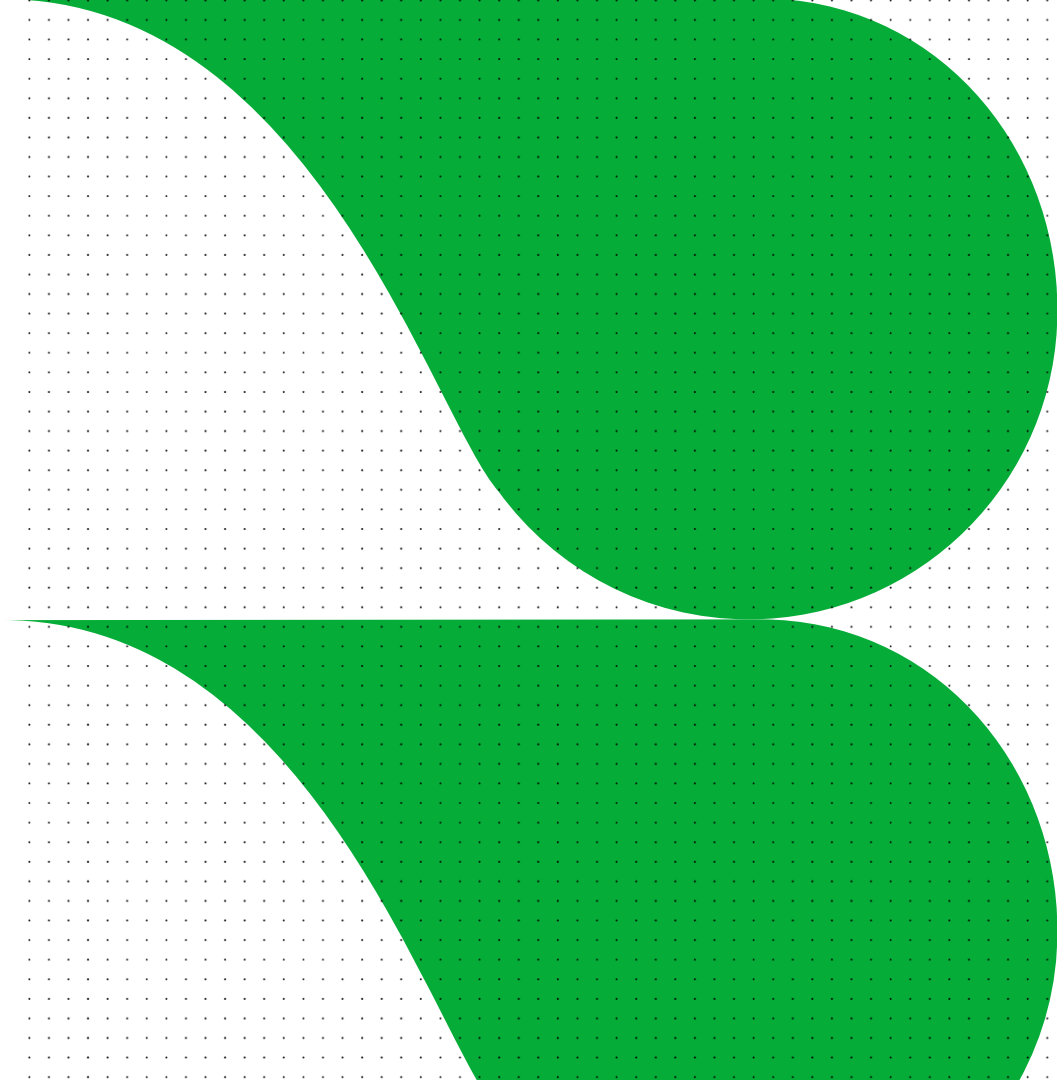


What Did You Learn

Talk About It

Improvements

Get your
learning back
into the
product cycle



Surprise!



When to Game Day?

When the system has been stable, and **SLOs** are **safe!**

Don't blow out your **error budget** on testing.



officerurl APP 1:07 PM

F7 is starting, follow along in [#failure-friday](#)



officerurl APP 1:31 PM

F7 is over, catch up in [#failure-friday](#)

When to NOT Game Day?



Summary

- Have a plan
- Be intentional
- Use what you learn

<https://shopify.engineering/four-steps-creating-effective-game-day-tests>

<https://azure.microsoft.com/en-us/blog/advancing-resilience-through-chaos-engineering-and-fault-injection/>

[**https://response.pagerduty.com**](https://response.pagerduty.com)

[**https://pageittothelimit.com**](https://pageittothelimit.com)