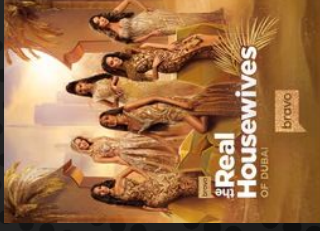


What The Real Housewives Taught Me About Running Postmortems

Paige Cruz, Bravoholic
dev advocate @ Chronosphere



The Real Housewives Universe



Kyle's Version



*Why would they
film you solo in
Hawaii?*

Camille's Version

*Why would they
be interested in
filming **you**
without Kelsey?*





**She Said,
She Said**





-(ツ)-



What Viewers See



What Housewives See



The Retro



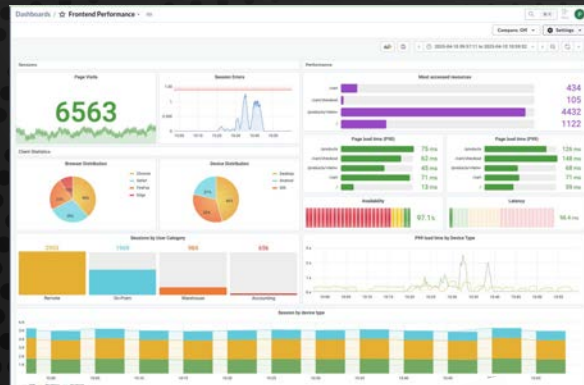
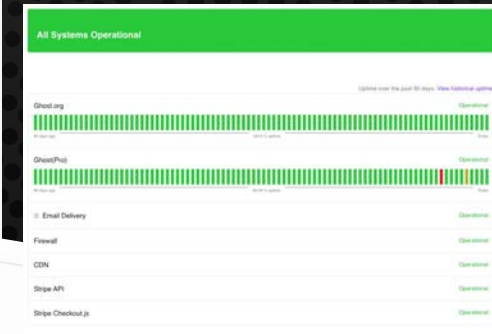
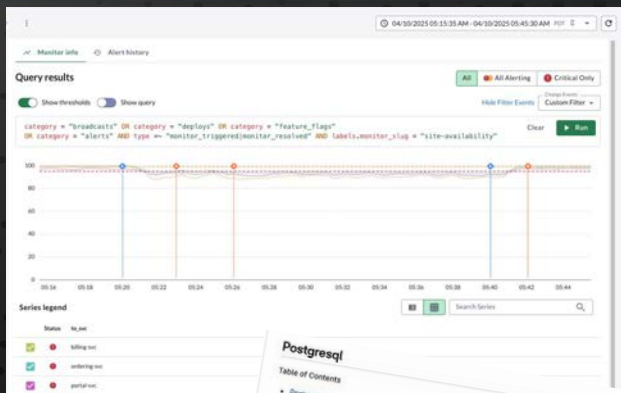
The Real
Housewives
OUT OF CONTEXT



1

**Bring
Receipts**

Receipts



Postgresql

Table of Contents

- Postgresql
 - Find out which table a given toast belongs to
 - Get a list of all active queries
 - Get a list of slow queries (more than 1 second)
 - Get a list of queries that are waiting
 - Run pgbadger in the primary database server
 - Triggering a Failover
 - Setting up Secondaries
 - Rebuild a corrupt index

Find out which table a given toast belongs to

Run this query

```
select n.nspname, c.relname
from pg_class c
inner join pg_namespace n on c.relnamespace = n.nid
where reltoastrelid = c
select oid
from pg_class
where relname = 'pg_toast_16528'
and relnamespace = (SELECT n2.oid FROM pg_namespace n2 WHERE n2.nspname = 'pg_toast');
```

postgres | relname
postgres | merge_request_diffs
(1 row)

Get a list of all active queries

```
SELECT pid, state, age(clock_timestamp(), query_start) as duration, query
FROM pg_stat_activity
WHERE query != 'idle' AND query NOT LIKE 'pg_stat_activity' AND state != 'idle'
ORDER BY age(clock_timestamp(), query_start) DESC;
```

Get a list of slow queries (more than 1 second)

```
SELECT pid, state, age(clock_timestamp(), query_start) as duration, query
FROM pg_stat_activity
WHERE query != 'idle' AND query NOT LIKE 'pg_stat_activity' AND state != 'idle' AND age(clock_timestamp(), query_start) > 1
ORDER BY age(clock_timestamp(), query_start) DESC;
```

Timeline of events

November 12, 2024

8:20 AM UTC

Network issues between Cloudflare's Singapore (SGR) and Ashburn (IAD) data centers begin.

8:59 AM UTC

Canva engineering is alerted to a decrease in search traffic of more than 20% and a high severity incident is raised and engineers start investigating.

9:08 AM UTC

API Gateway starts begin failing due to memory exhaustion, leading to a full collapse.

9:29 AM UTC

8:47 AM UTC

A new software version for the Canva editor is deployed, triggering a new request for updated static assets. Users connecting through the Singapore POP have issues fully loading Canva's editor.

9:07 AM UTC

Network issues resolved, but the backlog of queued requests result in a spike of 1.5 million requests per second to the API Gateway.

9:09 AM UTC

Multiple alerts relating to the API Gateway triggered. The incident is upgraded to the highest severity.

Huh!
Its so interesting how automation
meant to *help* our systems
sometimes ends up
hindering them



How we mitigated the incident

During the incident, we focused on stabilizing Canva's systems as quickly as possible, while minimizing further disruption to users. Below is an outline of our key mitigation steps:

- **Scaling API Gateway tasks:** As API Gateway tasks were terminated, our autoscaling policies attempted to spawn new tasks as replacements. These new tasks became overwhelmed by the ongoing traffic spike and were marked unhealthy and were promptly terminated. We attempted to work around this issue by scaling the desired task count manually. Unfortunately, it didn't mitigate the issue of tasks being overwhelmed.
- **Traffic blocking at the CDN level:** At 9:29 AM UTC, we added a temporary Cloudflare firewall rule to block traffic at the CDN. This prevented any traffic reaching the API Gateway, allowing new tasks to start and the system to become overwhelmed with incoming requests. We later redirected canva.com to our status page to inform users that we were experiencing an incident.



Home - Canva



canva.com





2

Feelings &
Facts

All Of The Feels



What **prevented** the situation from worsening?

Which aspects of our response are you **proud** of?

Countering The **Negativity** Bias

Where did we get **lucky**?





3

**Facilitation
Is A Skill**



Psychological Safety

RHOSLC: HEATHER'S FEAT SCREEN TIME



SEASON RANK

#4 — 0

EPISODE RANK

#5 ▼ -1

AVG EPISODE SCREEN TIME

5:30

TOTAL SEASON SCREEN TIME

33:00

SEASON RANK CHANGE



SEASON FEATURED SCREEN TIME



Balancing The Airtime

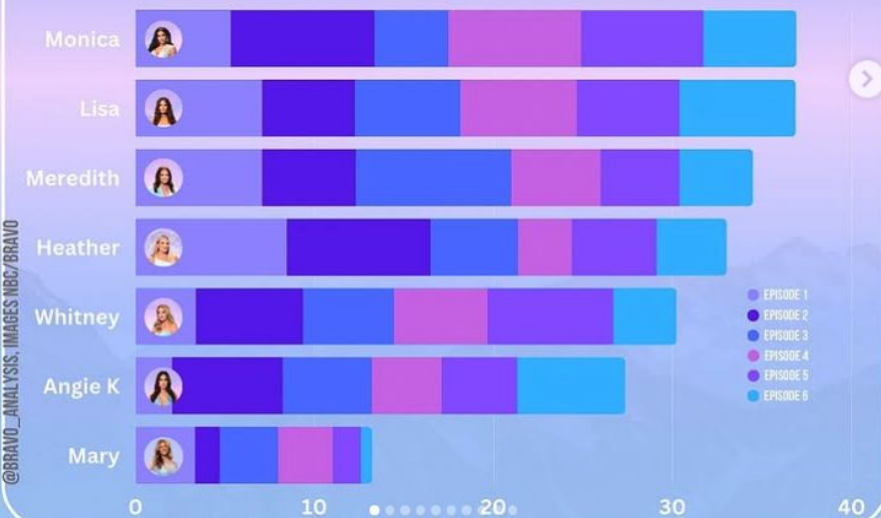
@BRAVO_AN

Balance The Airtime

RHOSLC: SEASON SCREEN TIME



Total Featured Screen Time



@BRAVO_ANALYSIS, IMAGES NBC/BRAVO



Focus
on
the *how*
not
the *why*





4

The Meeting *Before* the Meeting

One on One SRE

Amy Tobey
GitHub



<https://www.usenix.org/conference/srecon19americas/presentation/tobey>

What **surprised** you most
about this incident?



bravo

Were you able to access
the **support** you needed
during the response?



Did our
tools and documentation
serve you **effectively**?



Did you practice **self-care**
during and after
the incident?



kafkapocalypse



5

**Let. The.
Mouse. Go.**



You Aren't Allison Dubois

aka
psychic





6

Timebox It



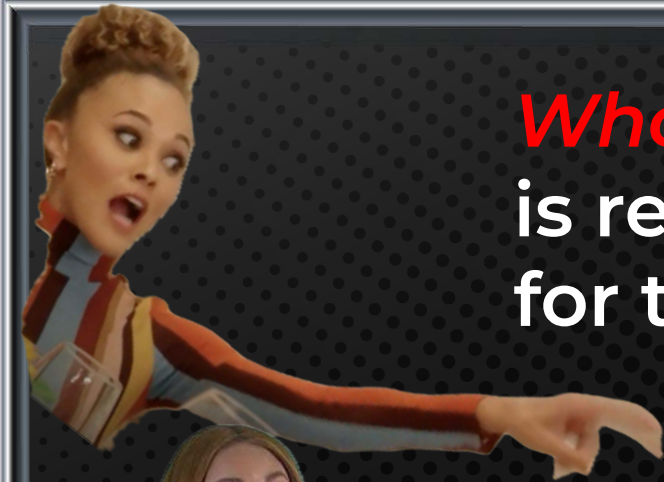
I'm done



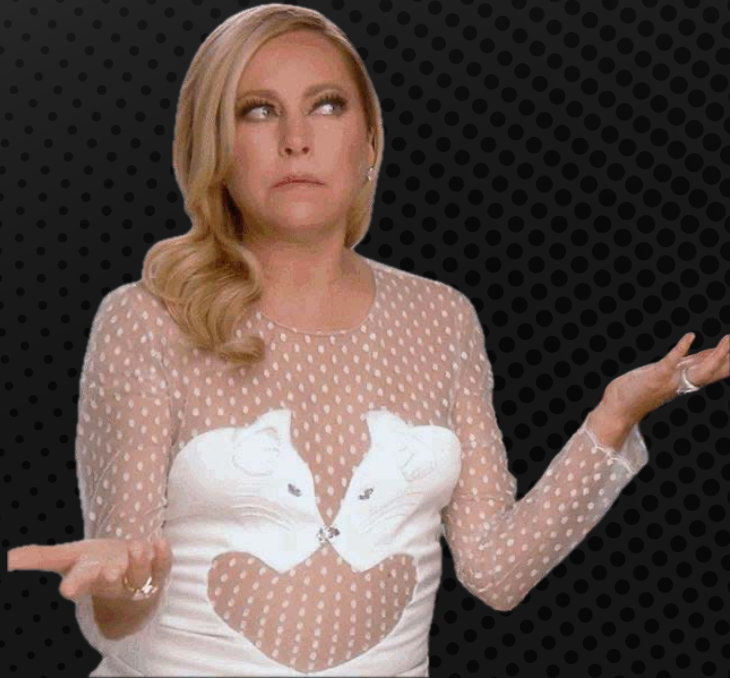
7

**Avoid
The
Blame
Game**

Who
is responsible
for the incident?



What is responsible for the incident?



Stop Blaming

Create a restorative just culture

Sidney Dekker

Remember that nobody came to work to do a bad job. People didn't *make* bad choices; they probably *had* bad choices. And your organization has a gigantic role in having handed them those.





📺 E! News
The Biggest Real Housewives ...



📺 Yahoo
Andy Cohen screams ...



📺 Collider
Real Housewives ...



📺 Orange County Register
Orange County Register



📺 E! News
The Biggest Real Housewives ...



📺 Vulture
Real Housewives of Miami Reunion ...



📺 E! News
The Biggest Real Housewives ...



📺 People.com
Kathy Hilton Admits Filming 'Intens...



📺 E! News
Kim Visited Part 2 of the RHO...



📺 Daily Mail
Real Housewives Of New Jersey: And...



📺 Reality Tea
Real Housewives of New York Season 15 ...



📺 foolish watcher
Real Housewives of New Jersey' Reun...



📺 The New York Times
The Real Housewives of New York...



📺 B-Side Blog
REAL HOUSEWIVES OF OC RE...



📺 Peacock
Real Housewives of Miami Reunion ...



📺 CBS 8
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Real Housewives Reunion Moments



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RHOSLC Season 5 Reunion Trailer: S...







OFF CALL
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AGENCY
SHARING

SRE
ENGINEERING

RELIABILITY
IS FOR EVERYBODY

SLOs
PUTS ON CONSTRAINTS

GUIDES

1996 STARTED ON: PAGER
YO, WHAT'S UP

SCHOOL OF HARD KNOCKS
LEARNED FROM THE

MODERN TOOLS
NEED DISCIPLINE & RESPONSIBILITY

META
YOU HAVE ACCESS TO THE ENGINEERING TEAM

UPDATED DOCUMENTATION

MAKE HOLIDAYS FAIR

TOIL
NEED DATA FOR DECISION MAKING

STORYTELLING
TRACK YOUR TIME TYPE OF WORK

UNPLANNED WORK

YOUR SETTING MONEY ON FIRE

2 YEARS AGO LAID OFF PAGED FROM A MONITORING SYSTEM I NO LONGER MANAGE

ON-CALL ROTATION NEW
FIGHT OR FLIGHT NORMAL

ON-CALL FOR NOOBS
CAN YOU ACCESS WHAT YOU NEED

ON-CALL IS FOR MAKING PRODUCTION BETTER
ASK FOR HELP

AUTOMATION OF SYSTEM TO REMOVE PEOPLE FROM ON CALL SYSTEM
SEE SOMETHING DO SOMETHING

INCIDENT MANAGER ON-CALL

AS A LEADER: MODEL THE BEHAVIOR HANG OUT IN THE ROTATION

UNKNOWN UNKNOWN

MIND'S EYE CREATIVE

offcall.simplecast.com