

5 High-Profile Outages What can we learn?

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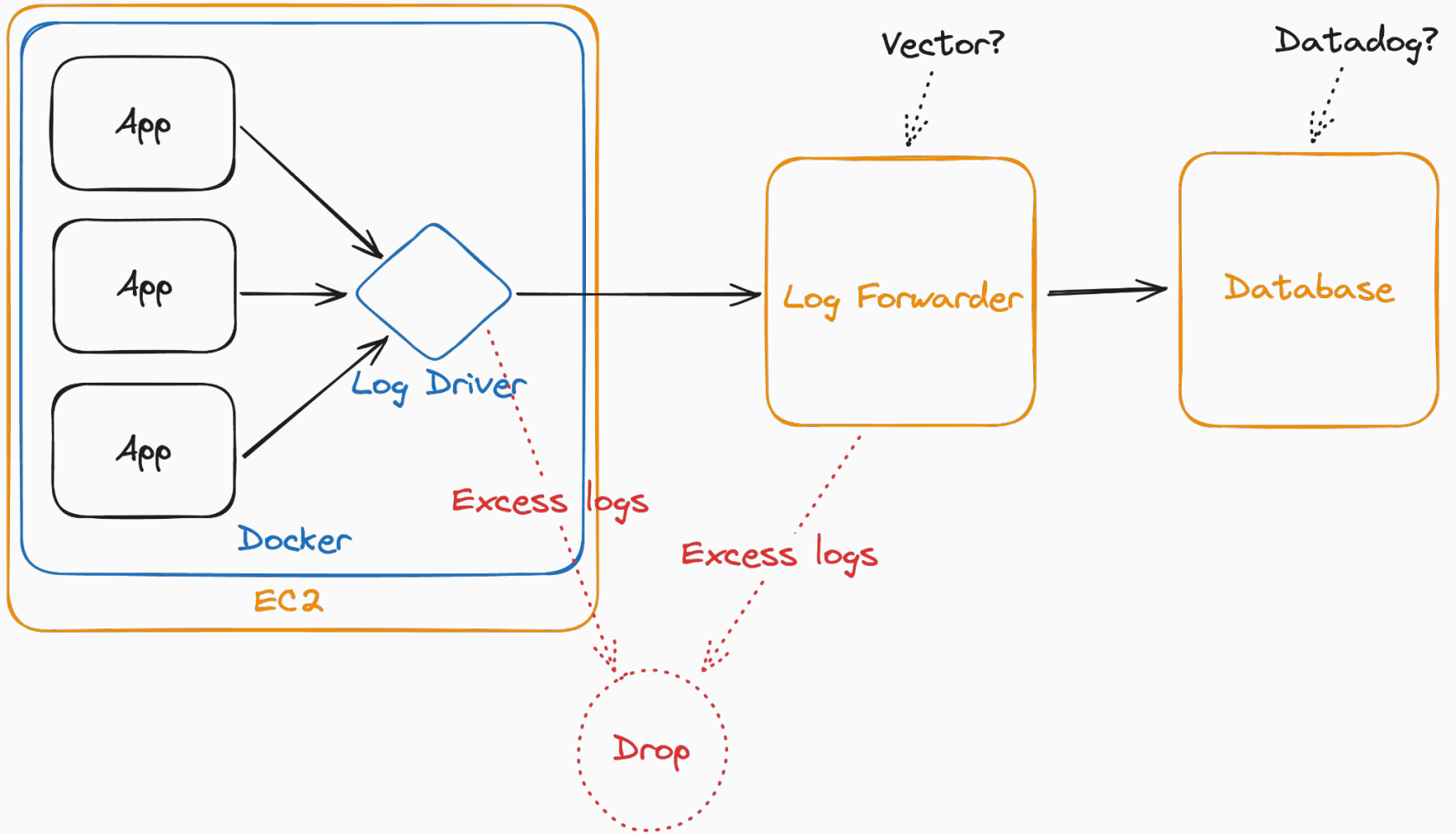
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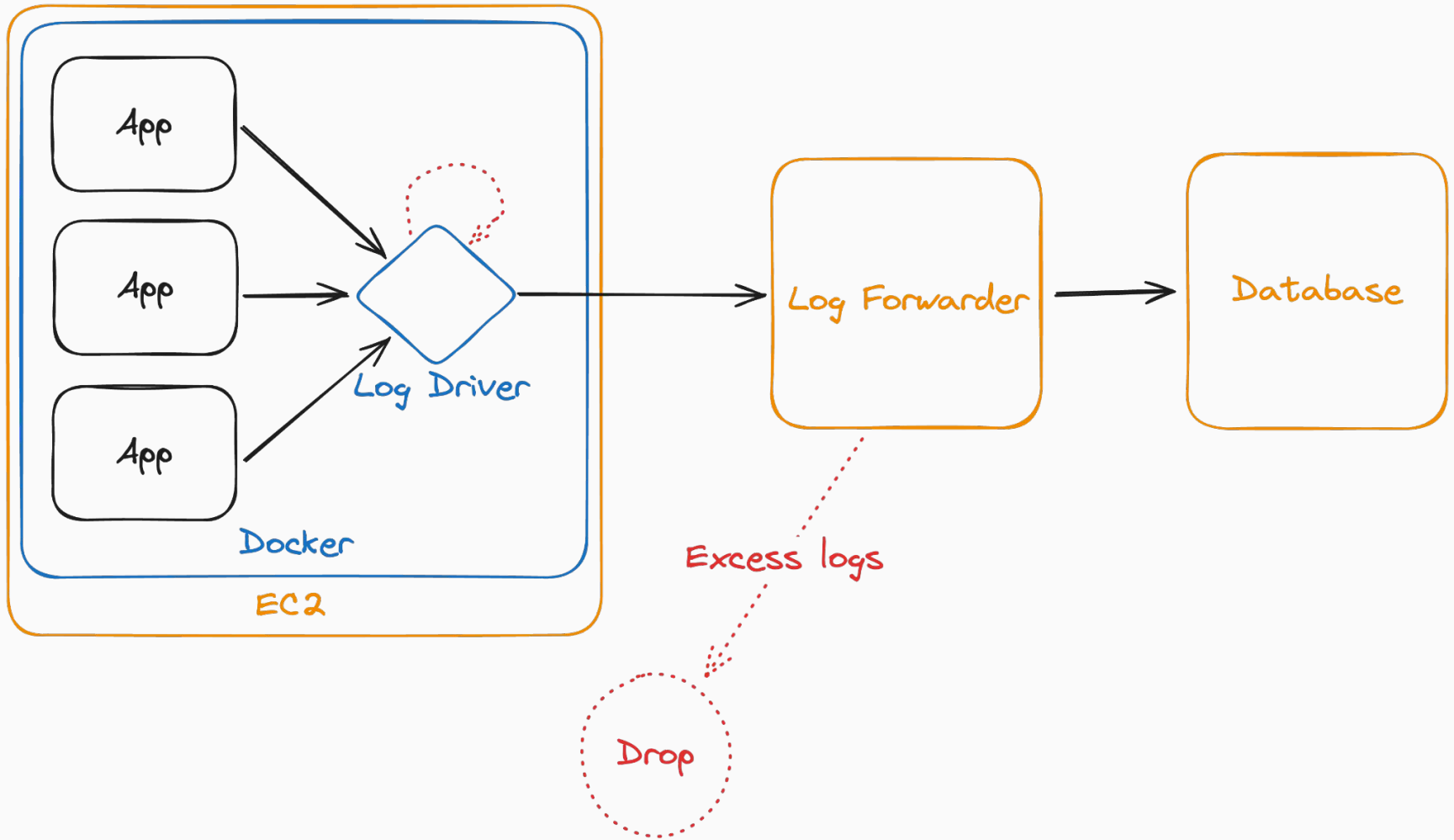
Klarna, Skyscanner, Linear, Reddit & Loom

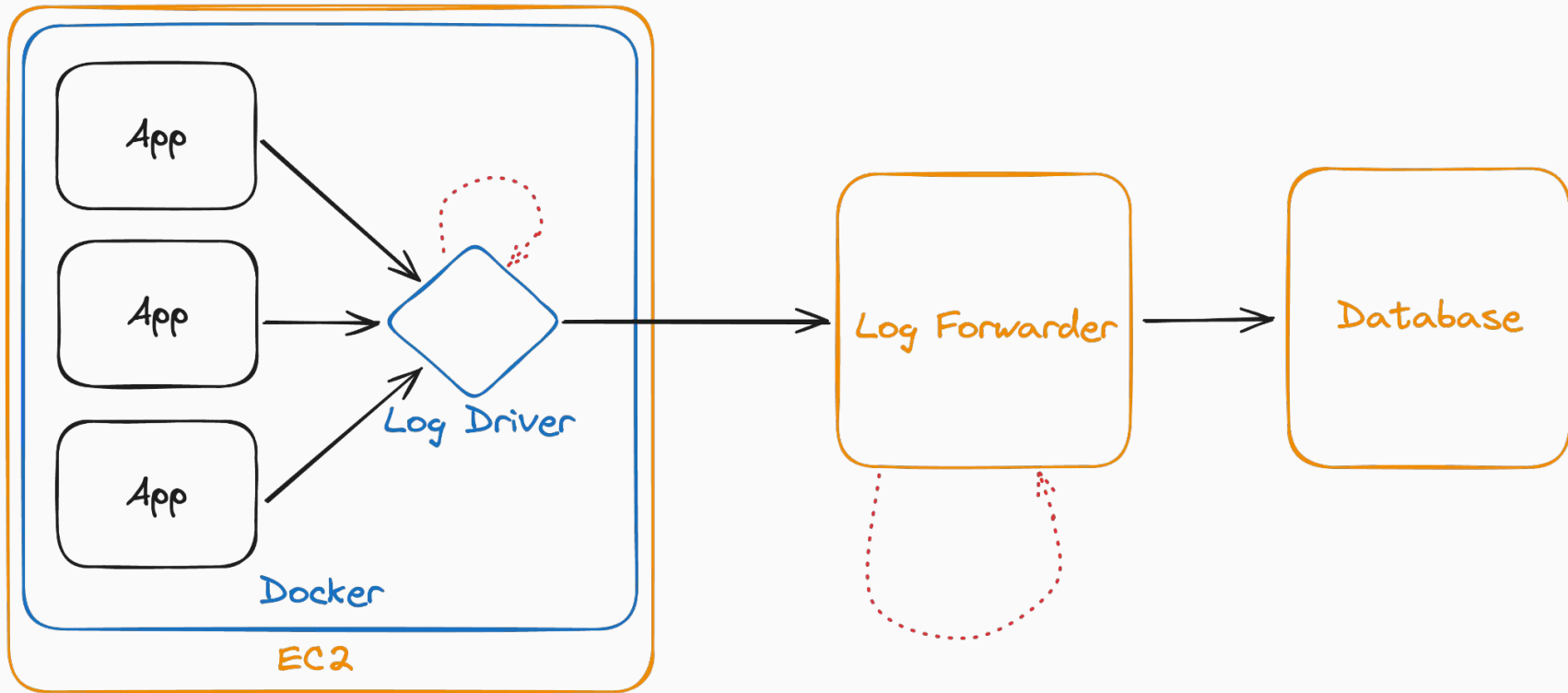
Klarna.

Episode 1: The Phantom Logjam

- Klarna are a flexible payments platform with 150 million customers and > 20,000 partner stores
- Slowdown noticed at 8:30am
- Checkout, payments and app were down for nearly 8 hours



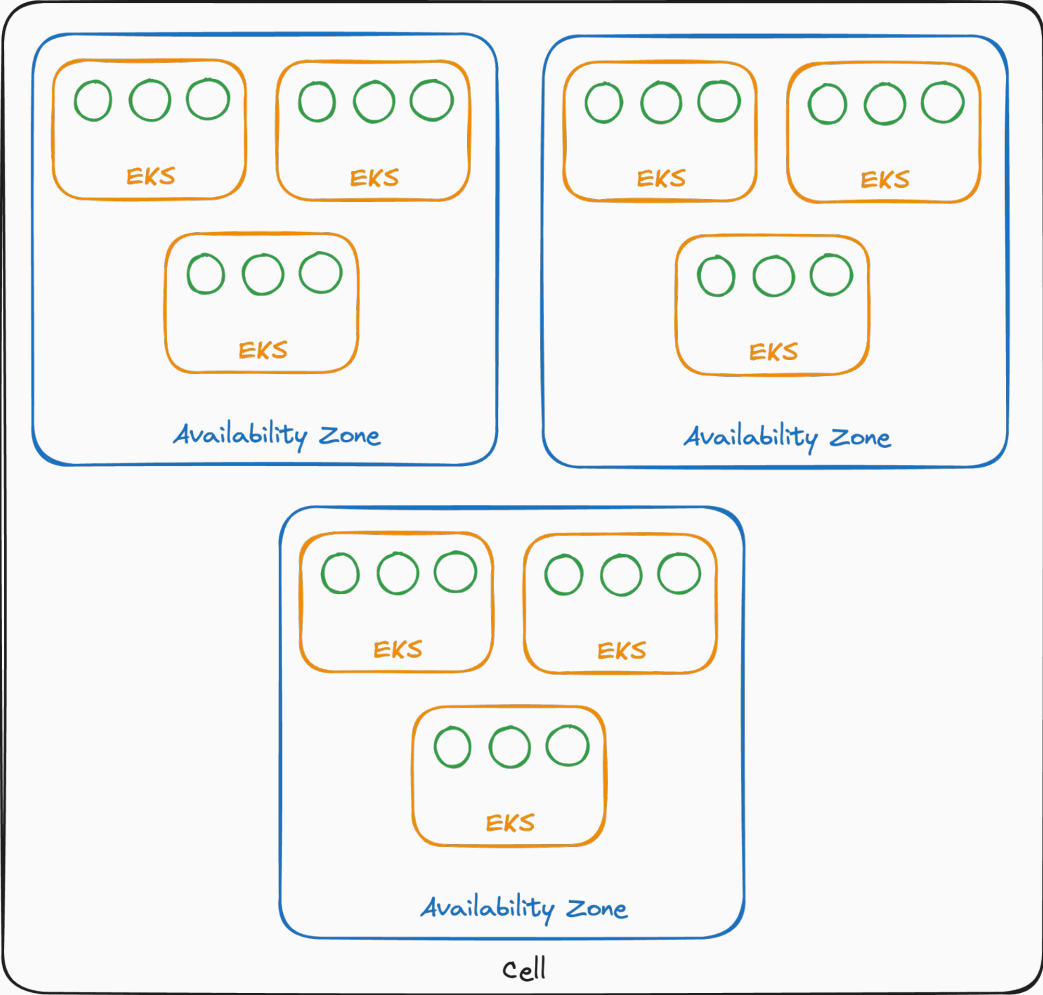




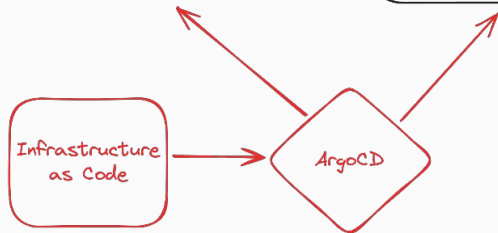
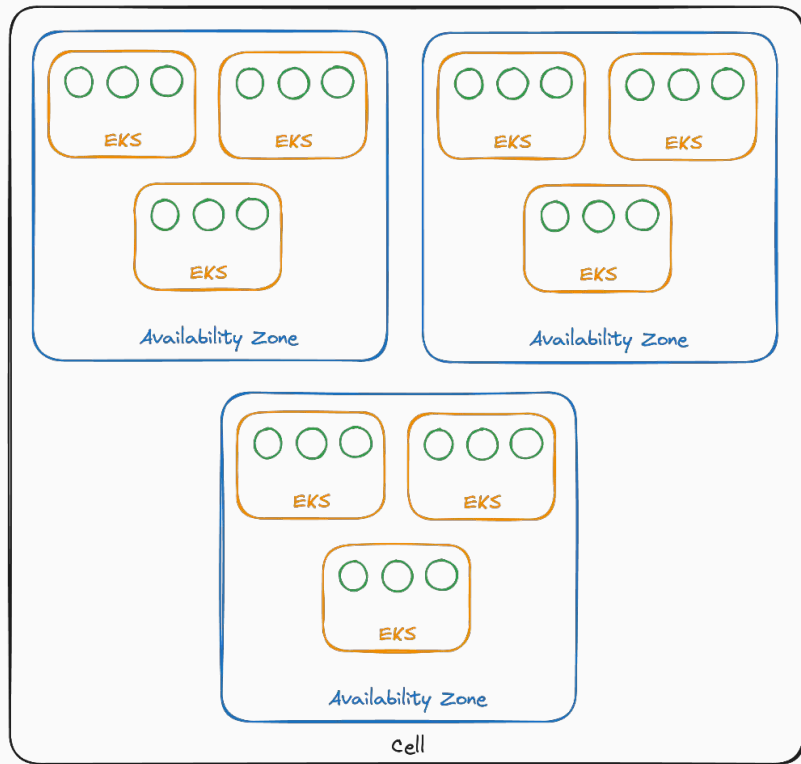
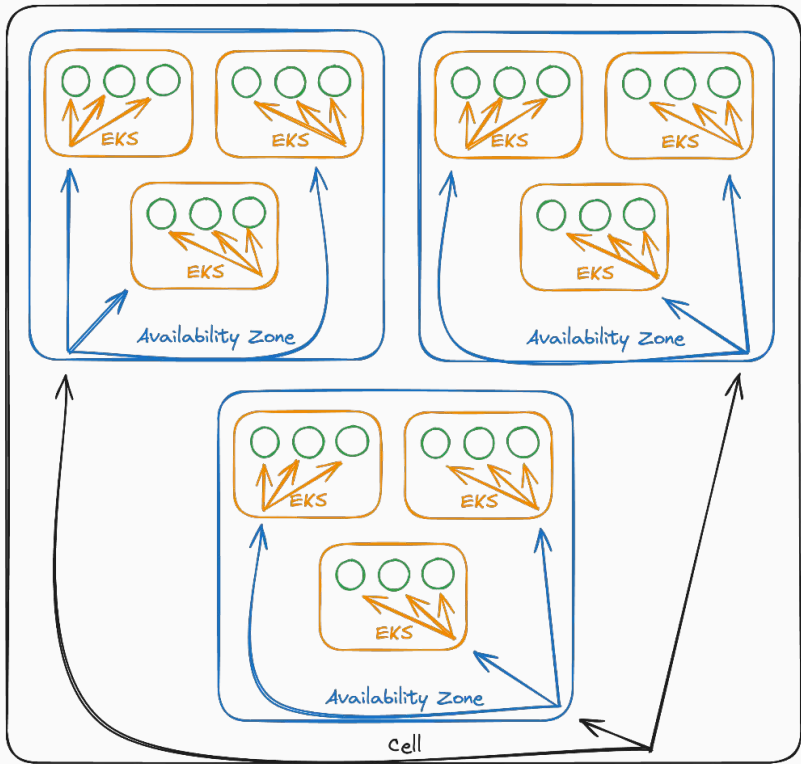


Episode 2: Attack of the git clones

- It is a search aggregator and travel agency based in Edinburgh, Scotland. Used by 100 million people per month
- On the 25th of August, 2021 they had a four-and-a-half hour full global outage, the website, the app, everything went down




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37 - cell: {{ default $cluster.name $cluster.unique_name }}  
+ cell: $cluster.name
```

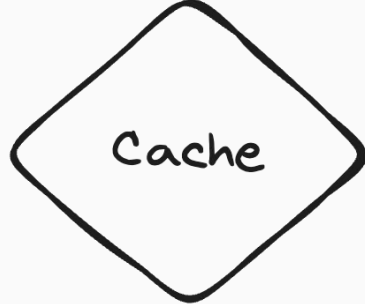
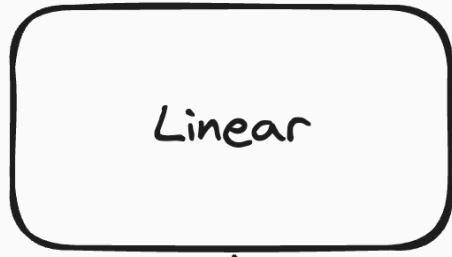




Linear

Episode 3: Revenge of the Database

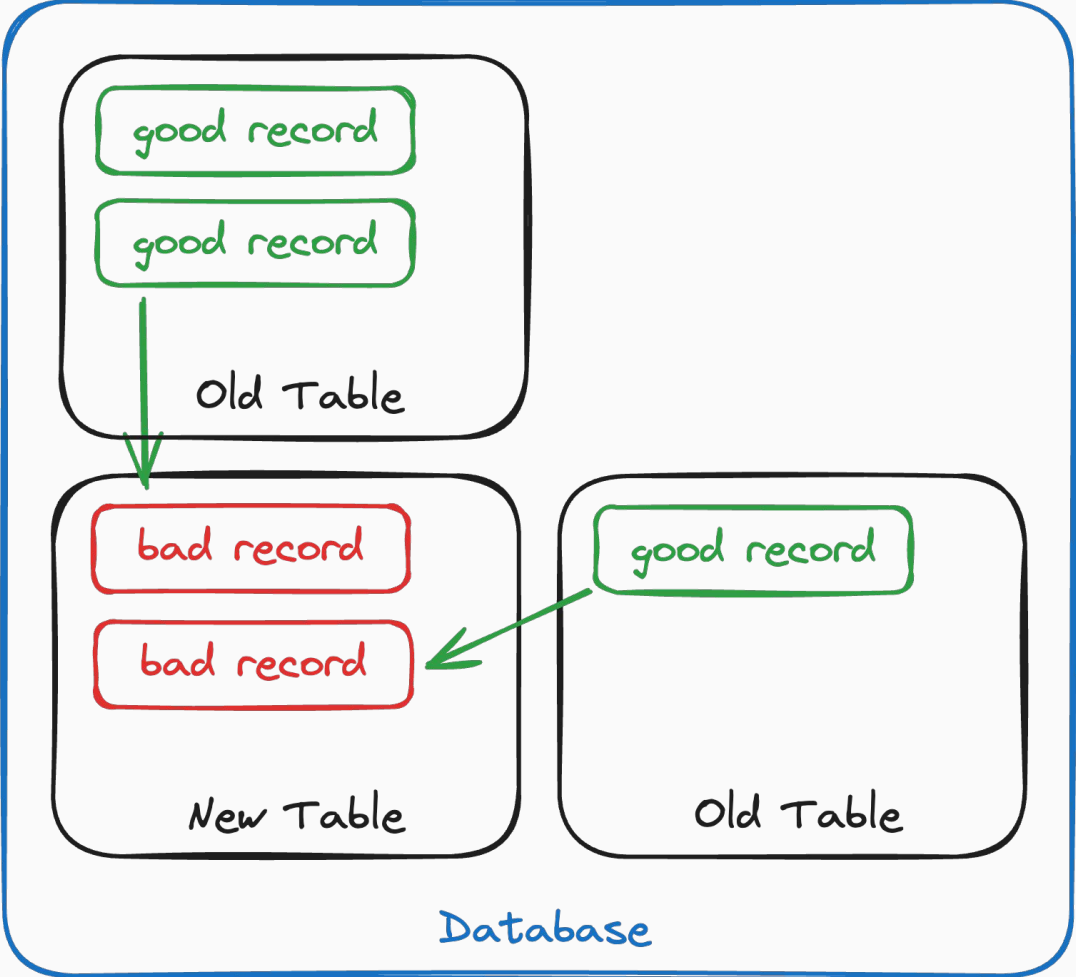
- Linear is a ticketing system for development teams
- On the 24th of Jan 2024 Linear started noticing strange notifications in their app
- Two hours later the app was put into maintenance mode
- Data was lost and restore took >48hrs



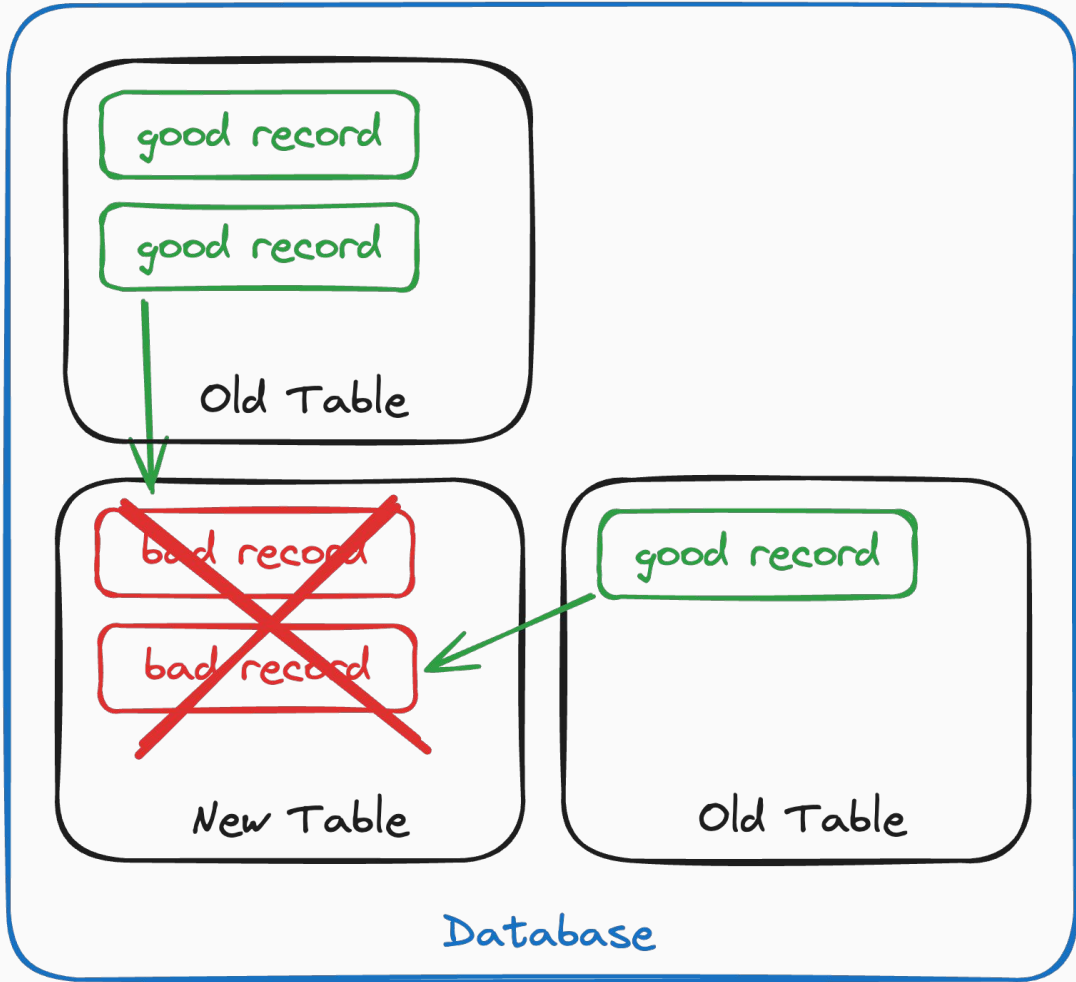
Linear

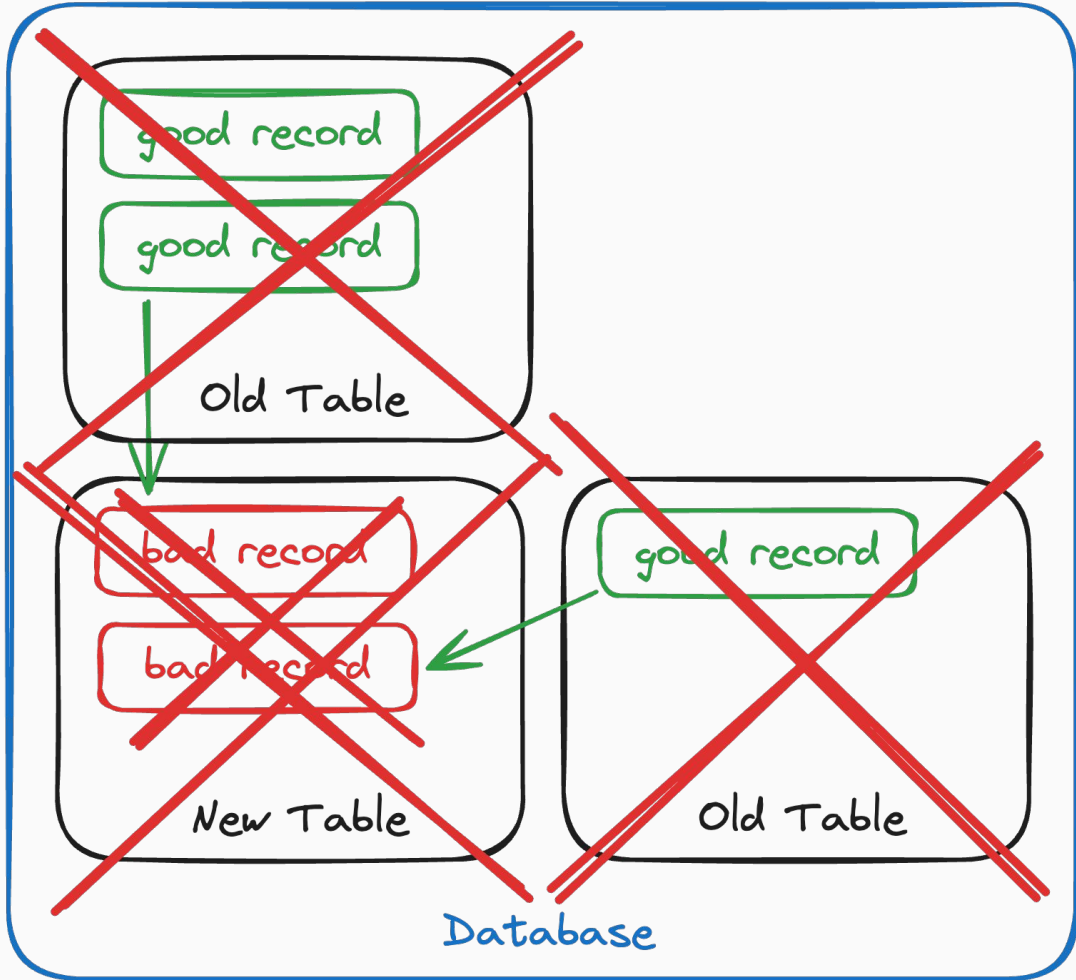
Cache

Database



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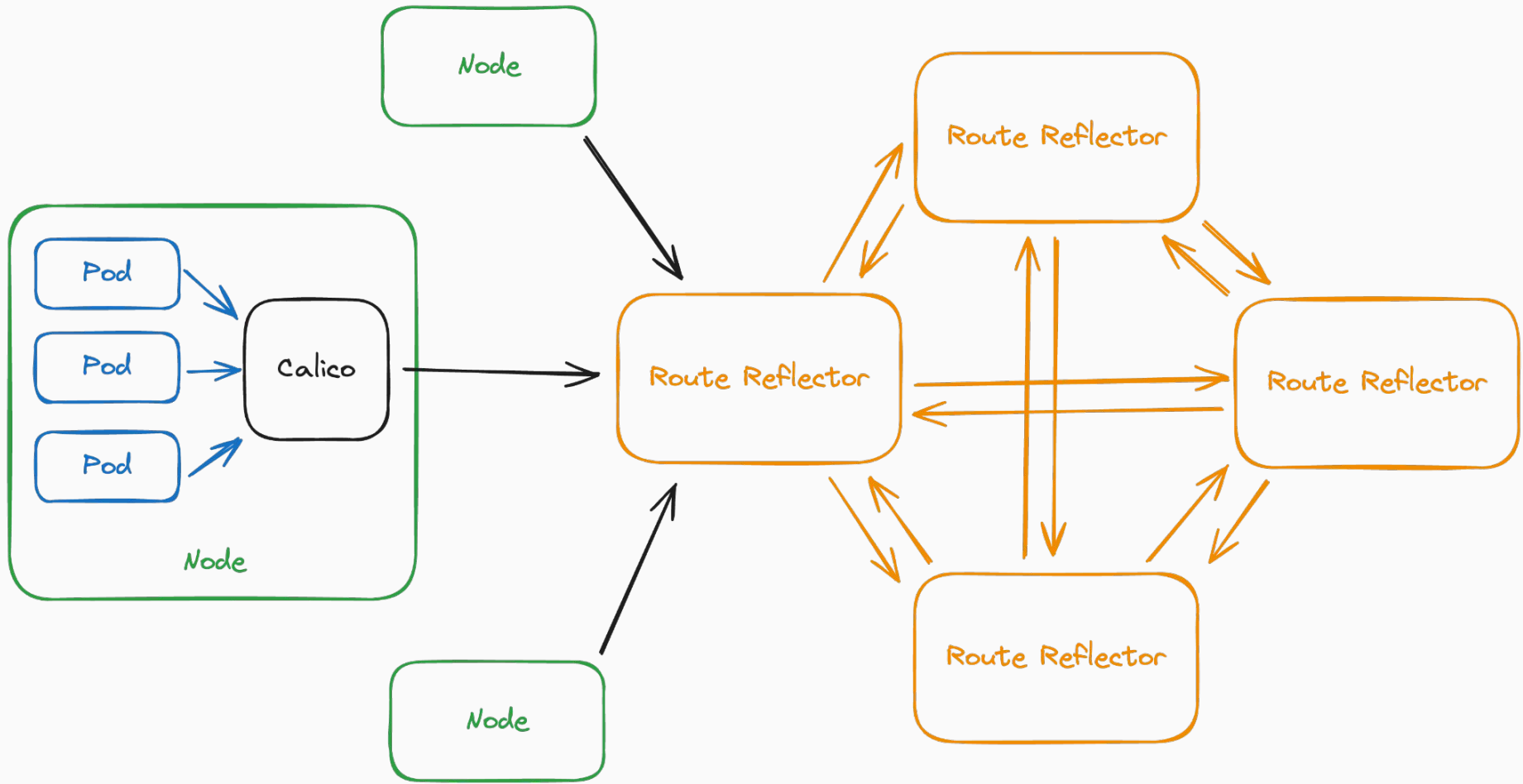
Episode 4: A Snoo Hope

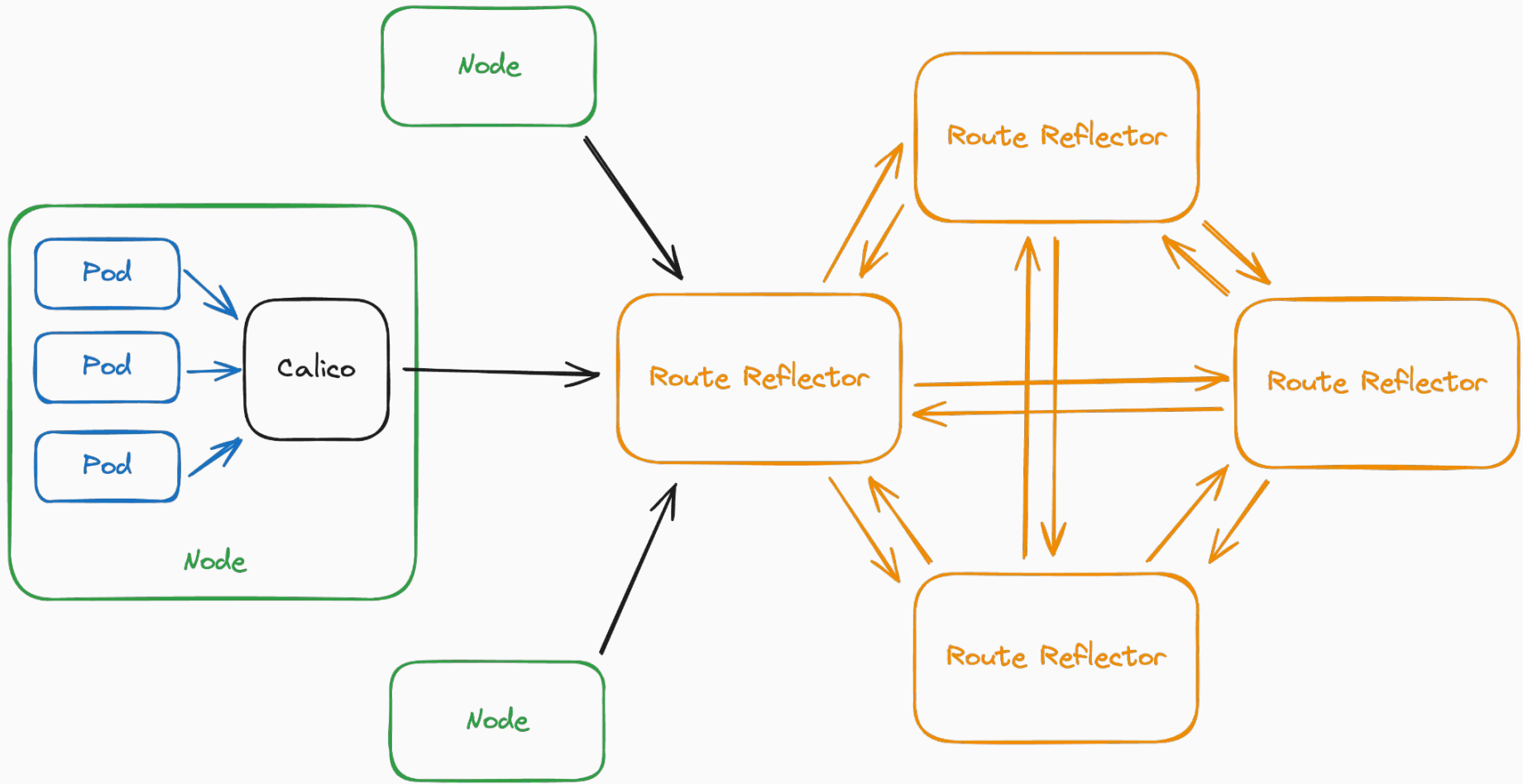
- Reddit: The front page of the internet
- On Pi day Reddit was completely down for 314 minutes

Kubernetes

k8s

kubern-netes

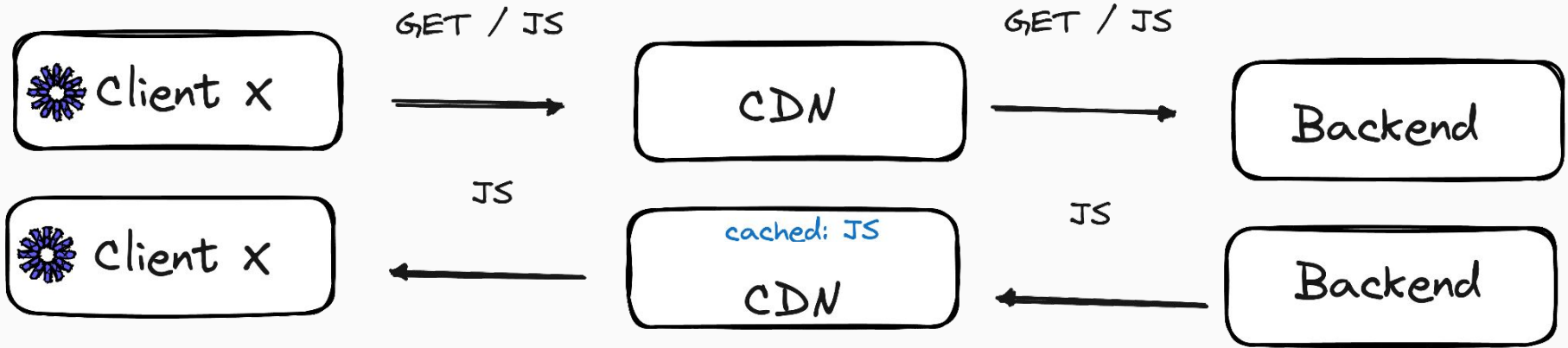


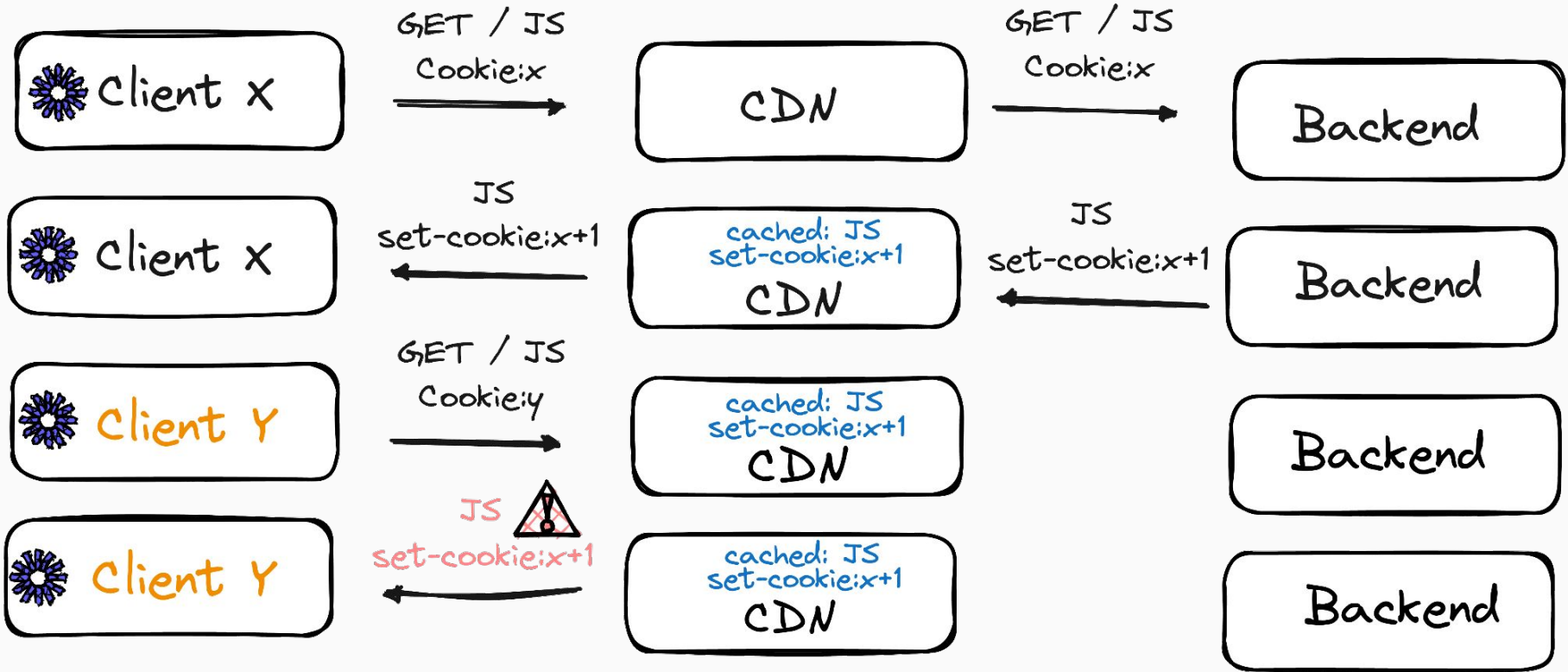




Episode 5: The Header Strikes Back

- A platform for recording and sharing short videos
- People began to be logged in to other people's accounts
- Soon everyone was logged into someone else's account
- They had to pull the plug on the whole platform



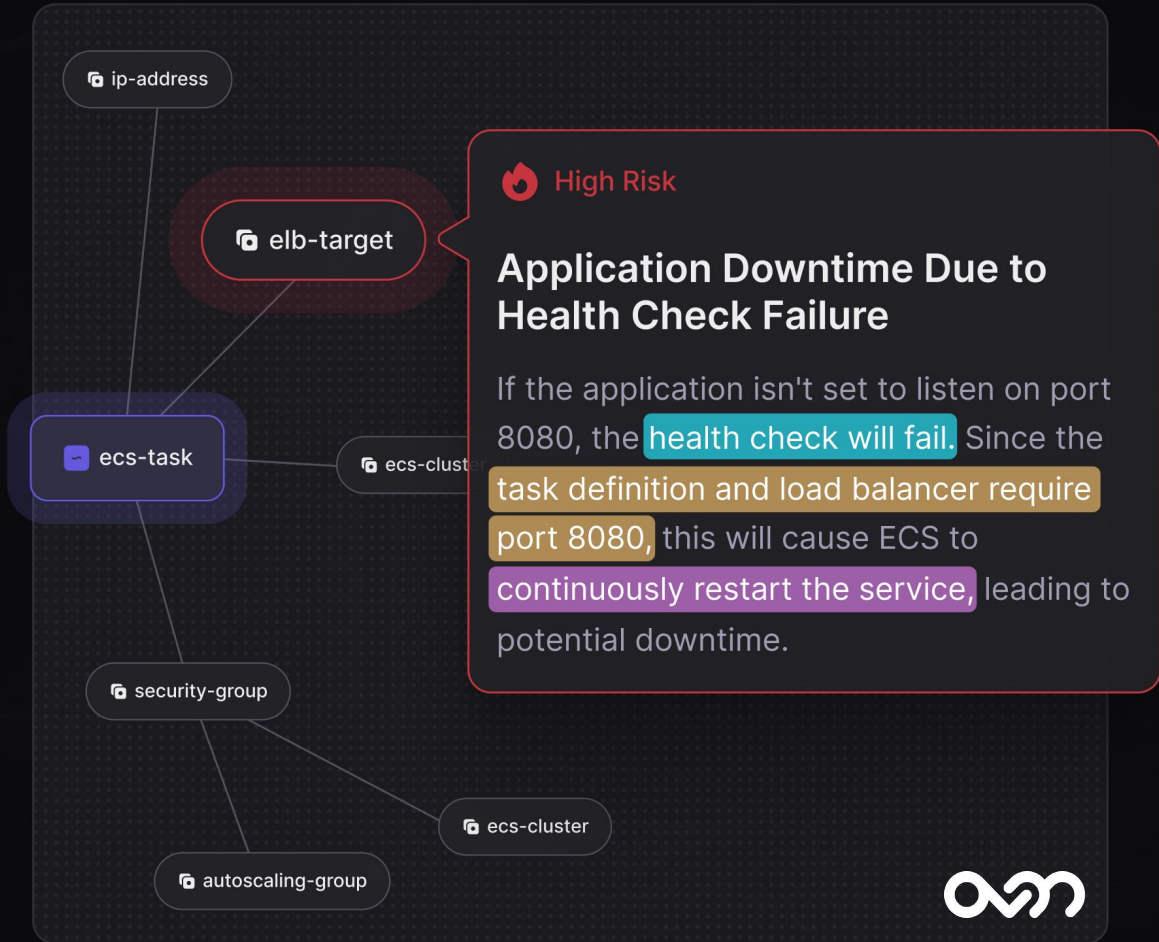


What can we
learn?

1. Complex Interactions
2. Latent Vulnerabilities
3. Multiple Contributing Factors
4. Surprise Element
5. Unforeseen System Behaviour

We need a new way

- Understand dependencies automatically
- Take into account the context of a change
- Automatically determine the most important risks



The STELLA Report

- Started as an informal workshop in NYC
- Category 4 storm trapped them there
- Became a 2 day workshop
- Brilliant report on how humans cope with complexity



Woods DD. STELLA: Report from the SNAFUcatchers Workshop on Coping With Complexity. Columbus, OH: The Ohio State University, 2017.

Thanks

Contact

