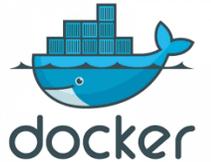


PARISTESTCONF



Benoît Maggi



Benoît Maggi

10 000 000 servers calls / jour
80 000 sites/apps mesurés

piano

Dev Ops

- Code
- Test
- Déploiement
- Production
- Monitoring

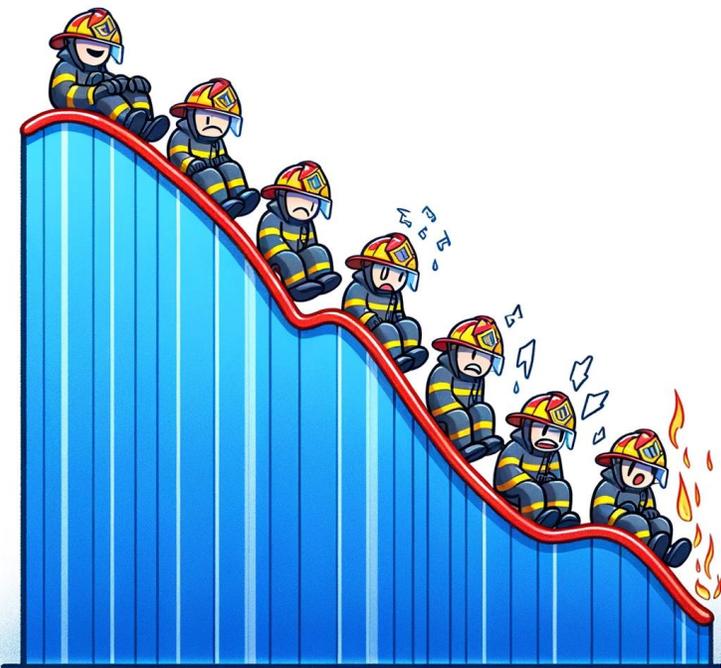
Scrum Master

- Agilité
- Coordination
- Animation









Post Mortem

L'objectif d'un postmortem est d'identifier la cause profonde d'un incident pour en réduire sa récurrence



+



Faits

Analyse

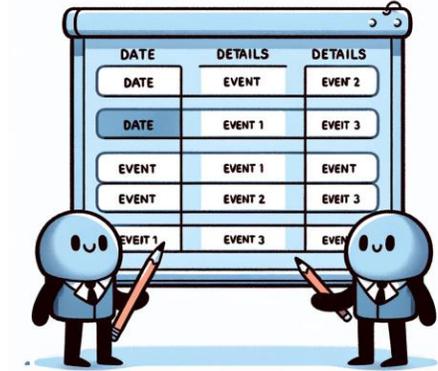
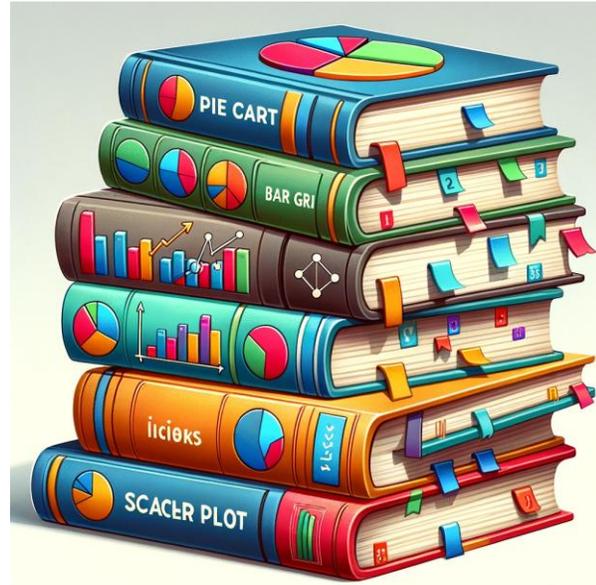
Actions

Communication

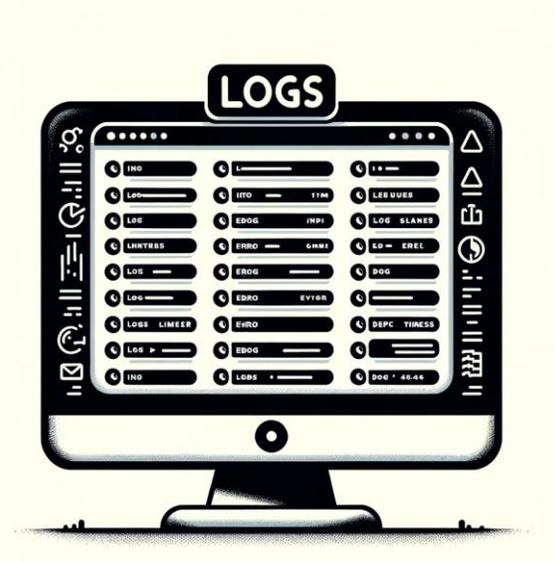
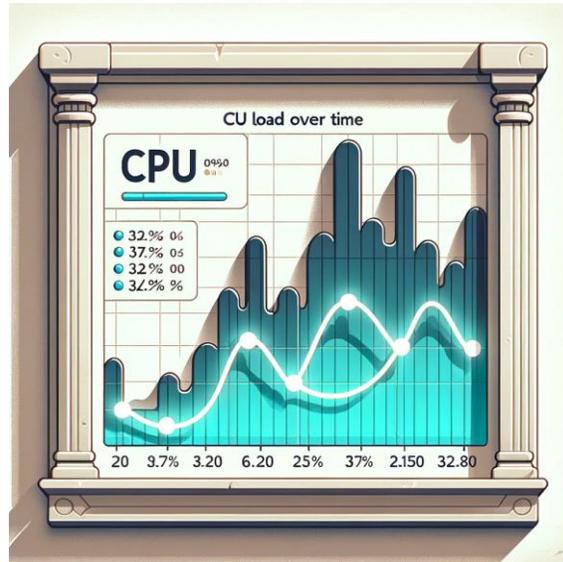




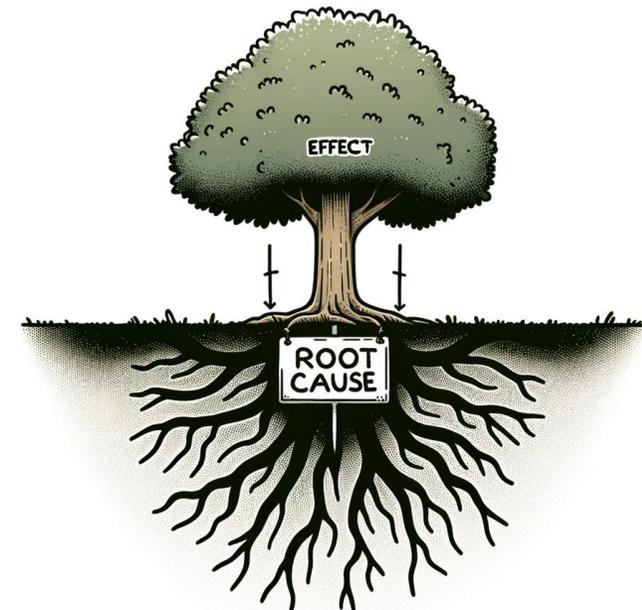
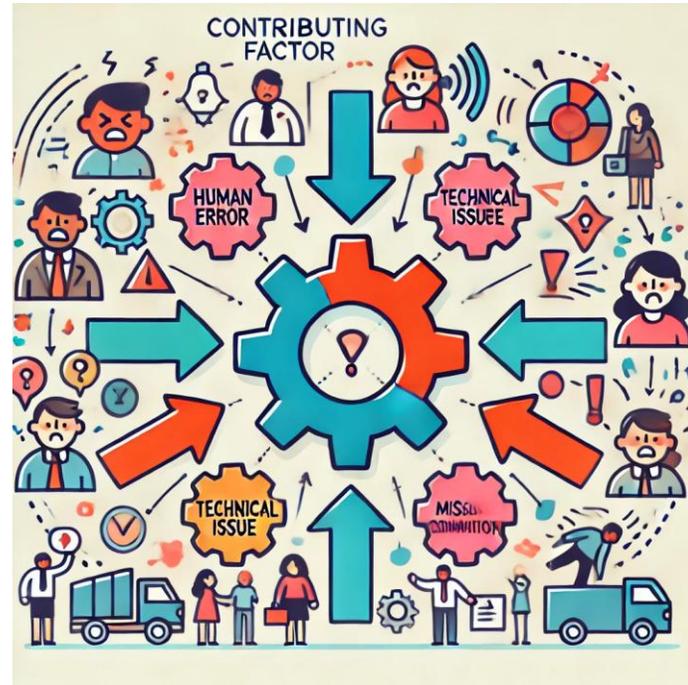
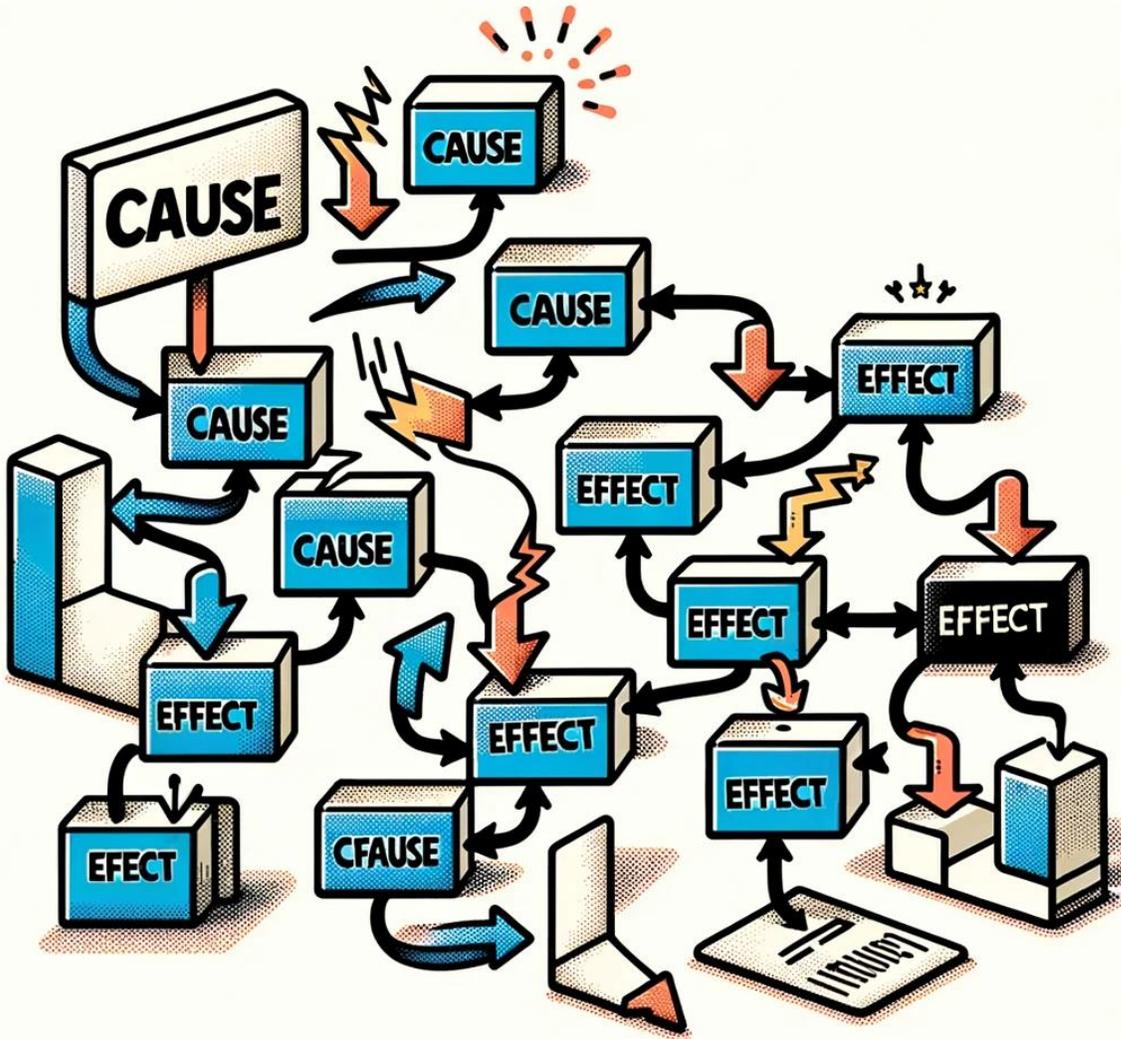
Faits



Quand - Quoi
Timeline



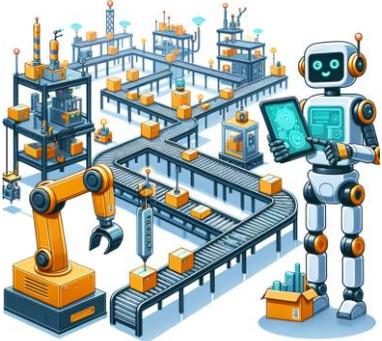
Analyse



Actions



Corriger



Automatiser



Outilier



Informer



Tester

Communication

Qualité
&
Relation Client



Management



Responsible Produit



Préparation
Animation
Suites

Préparation



24h - 72h



Astreintes



Equipes



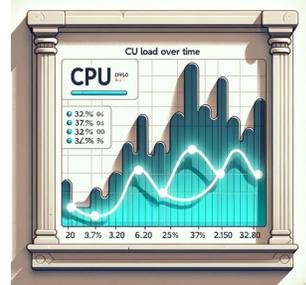
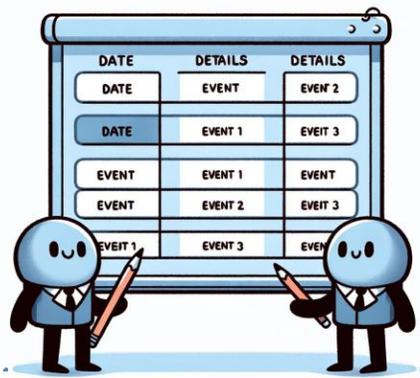
Responsable
Produit



Management

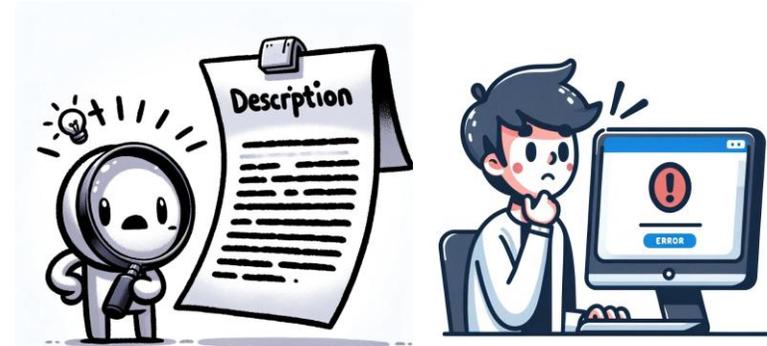
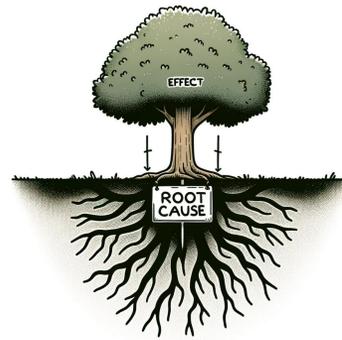
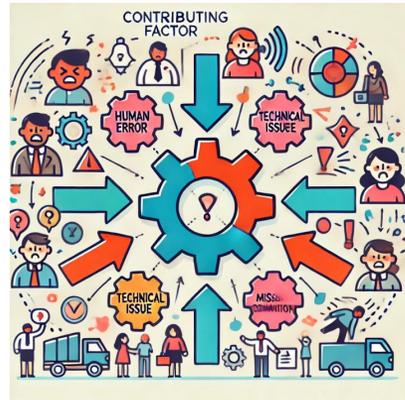
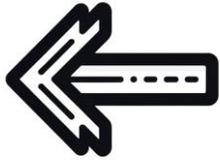
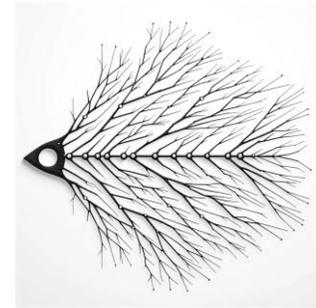
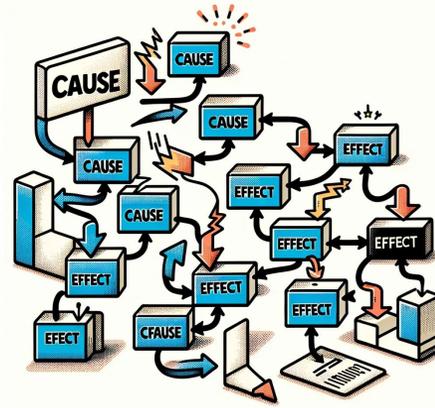
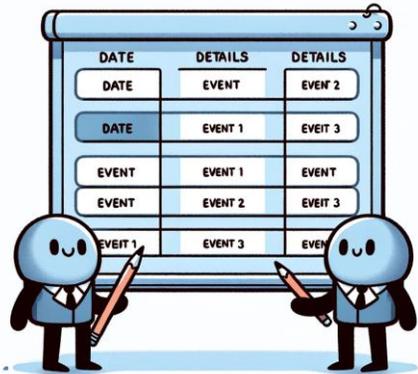


Qualité & Relation Client



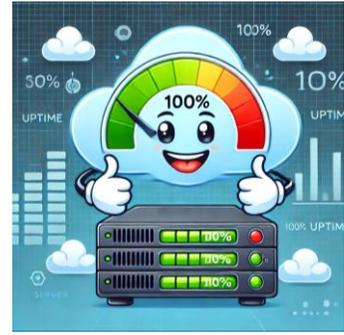
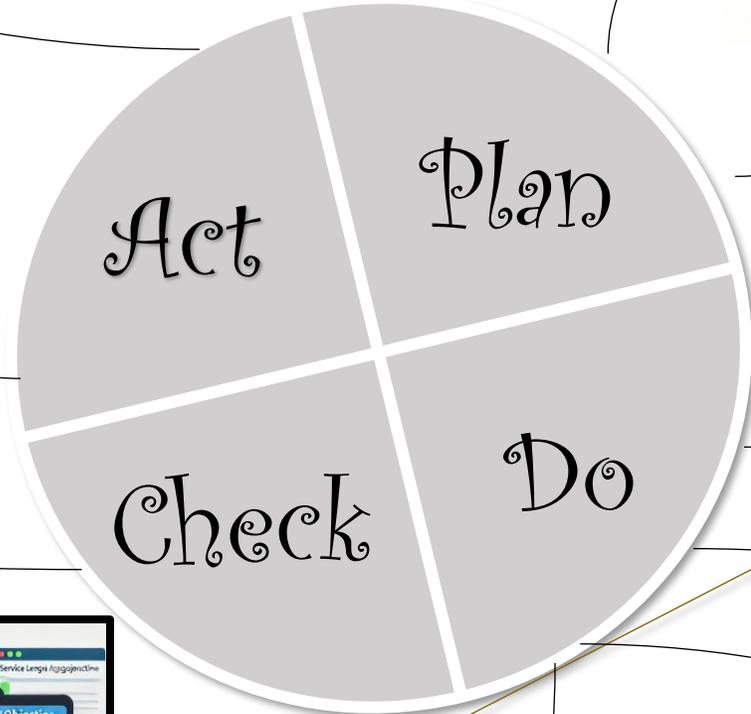


Animation



Suites





Synthèse

- Identifier la cause profonde d'un incident pour réduire sa récurrence
- Document :
 - Faits : Time Line, Données, Non Négociable
 - Analyse : Cause<->Effet, Facteurs Contributif, Cause Principale
 - Actions : Corriger, Automatiser, Outiller, Formaliser, Tester
 - Communication : Description, Impact Client, Métriques
- Rétrospective :
 - Préparation : 24-72h, Partie Prenantes & Equipes, Timeline
 - Animation : Blameless, 5 Pourquoi, Ishikawa diagramme
 - Suites : Action dans les équipes, Communication aux clients
- Participe au processus global d'amélioration en continue
 - Métriques : Nombre d'incidents, MTTR, Change Failure Rate
 - Standard : SLA / SLO

