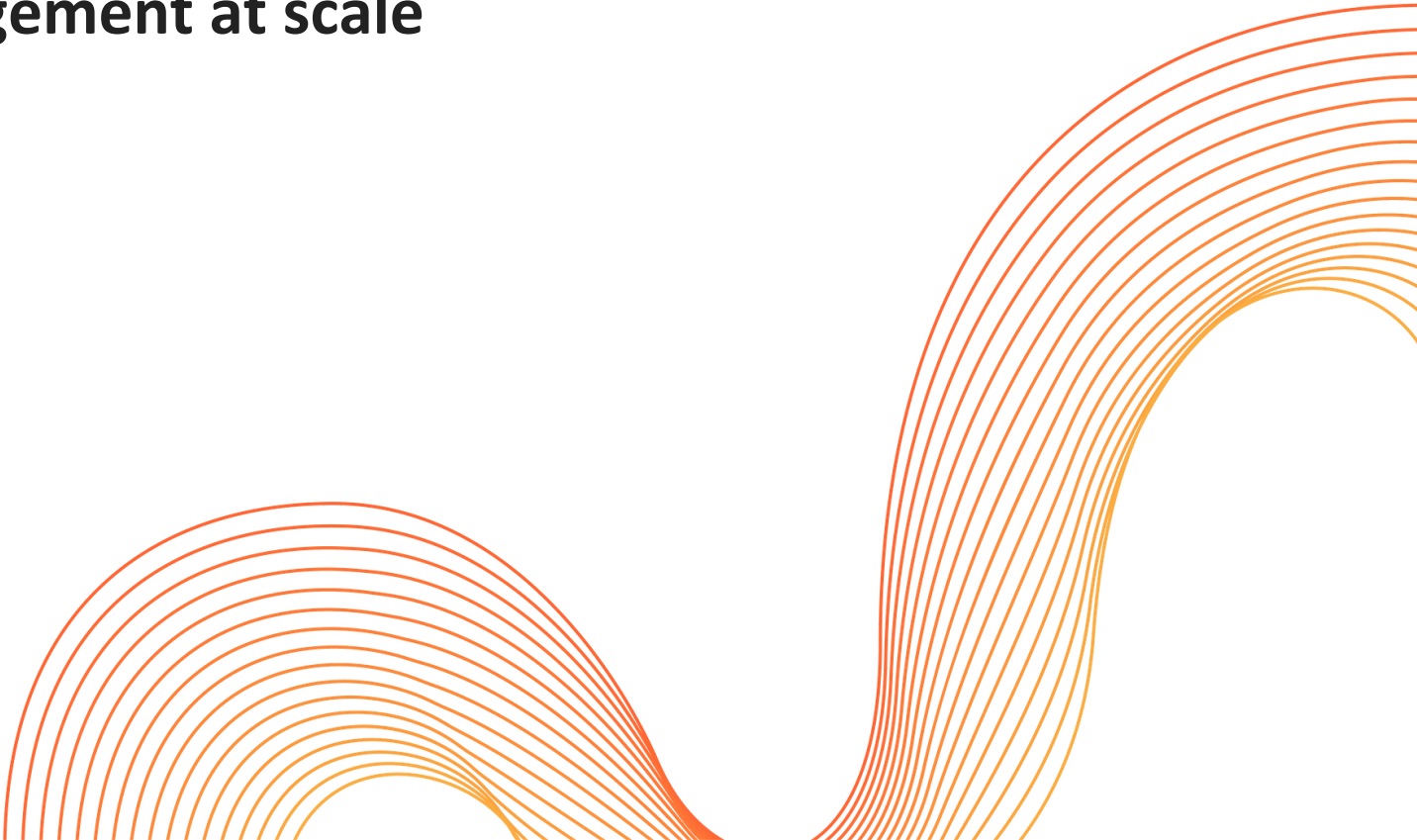


---

# Incident management at scale



# Who?

## Tom Strickx

- Principal Network Engineer @ Cloudflare
- Backbone Engineer
- I break things.  
A lot.



# Why?

Is Facebook down -  
crashing - wh-  
8th August  
A Cloudflare outage broke large swathes of the  
internet

issues of app and website

Discord, Shopify, Grindr, Fitbit, and Peloton users all reported issues  
By Jon Porter | @JonPorty | Jun 21, 2022, 3:34am EDT | 6 comments

 SIGN

The Register

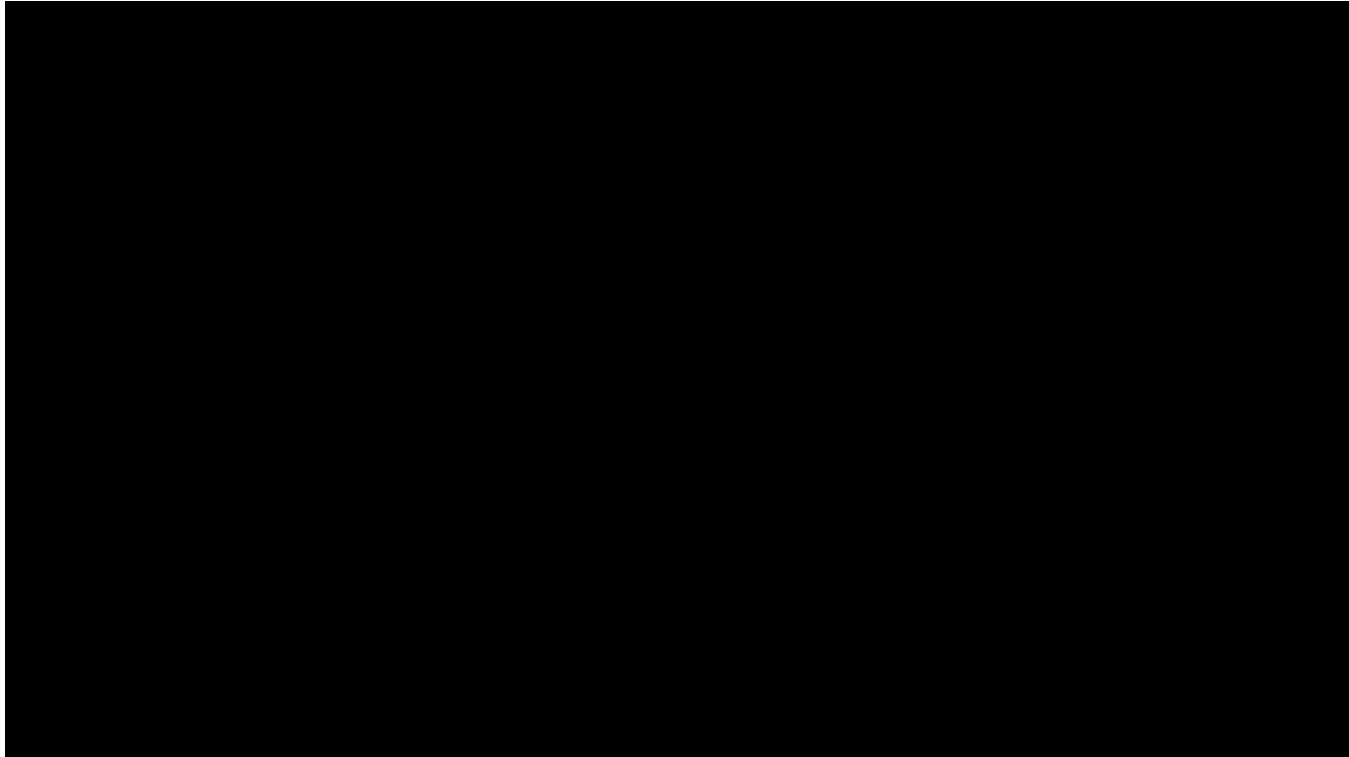


{\* SAAS \*}

## Microsoft Teams outage widens to take out M365 services, admin center

Remember: telephones exist, are handy for collaboration, and usually work

# What is incident management (at Cloudflare)



# Process



ITIL

~~ITIL~~

## Team



# Incident Commander



## Incident Commander

- All Engineering Managers
- Weekly rotation
- Follow the sun

---

## Process

Detection

---

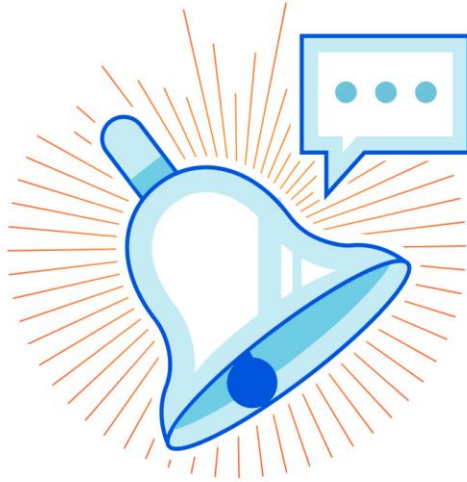
Mitigation  
Remediation

---

Reporting

---

# Detection

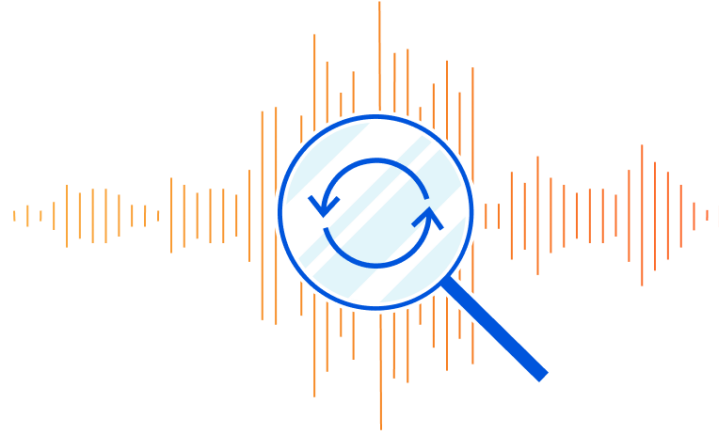


## Mitigation & Remediation





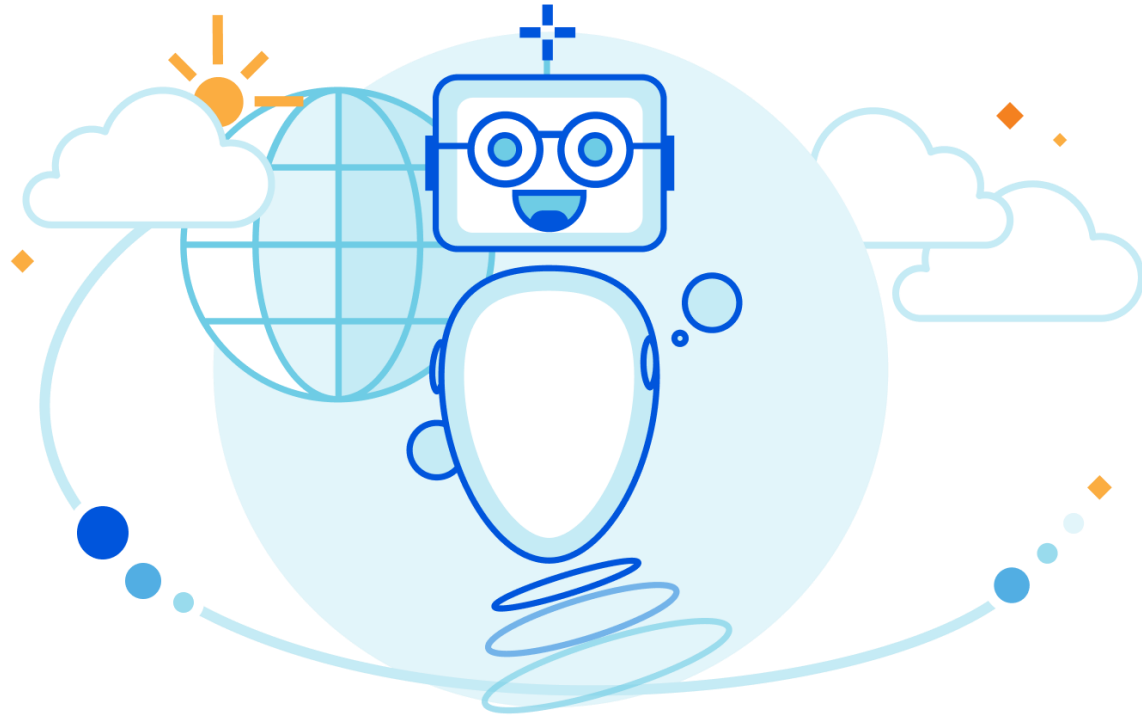
# Reporting



## Reporting

Respect.  
Tables.

# RespectTables




# Incident Board

2022-08-14 13:28 UTC Incident Management IC Cheat Sheet Google Chat Channel Past Incidents Feature Request

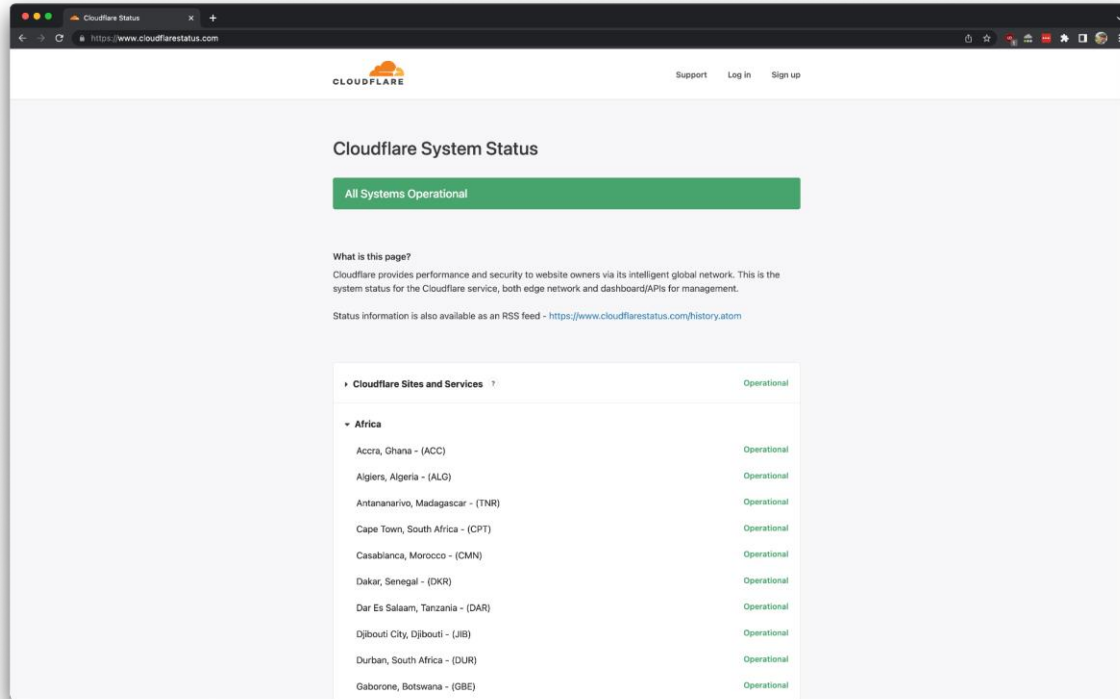
## Incidents Board

Incident	Priority	EM	Summary	Incident Start	Last Status Updated	Last Status Comment
No Active Incidents						

Showing 0 to 0 of 0 entries



# Cloudflare Status



The screenshot shows the Cloudflare System Status page in a browser. The page has a white header with the Cloudflare logo on the left and 'Support', 'Log in', and 'Sign up' links on the right. The main content area has a light gray background. At the top, it says 'Cloudflare System Status'. Below that is a green bar with the text 'All Systems Operational'. Underneath, there is a section titled 'What is this page?' with a brief description of Cloudflare's service and a link to an RSS feed. The bottom section is titled 'Cloudflare Sites and Services' and lists various global locations, all of which are marked as 'Operational'.

Cloudflare Sites and Services	Operational
<b>Africa</b>	
Accra, Ghana - (ACC)	Operational
Algiers, Algeria - (ALG)	Operational
Antananarivo, Madagascar - (TNR)	Operational
Cape Town, South Africa - (CPT)	Operational
Casablanca, Morocco - (CMN)	Operational
Dakar, Senegal - (DKR)	Operational
Dar Es Salaam, Tanzania - (DAR)	Operational
Djibouti City, Djibouti - (JIB)	Operational
Durban, South Africa - (DUR)	Operational
Gaborone, Botswana - (GBE)	Operational

## Cloudflare Status



```
~ $ host cloudflarestatus.com  
cloudflarestatus.com has address 35.201.124.30
```

## Cloudflare Status



```
~ $ whois -h rr.ntt.net 35.201.124.30
```

```
...
```

```
route:          35.201.64.0/18
descr:          RPKI ROA for 35.201.64.0/18 / AS396982
remarks:        This AS396982 route object represents routing data retrieved
                from the RPKI. This route object is the result of an automated
                RPKI-to-IRR conversion process performed by IRRd.
max-length:     18
origin:         AS396982
source:         RPKI # Trust Anchor: arin
```

---

## Review

- Once a week
- Walk through incident
- What could we do better



# Questions?

 @tstrickx

 @tstrickx@bsd.network