



These were the days **before** Chaos Engineering...

**Systems**

**People**

**Future**

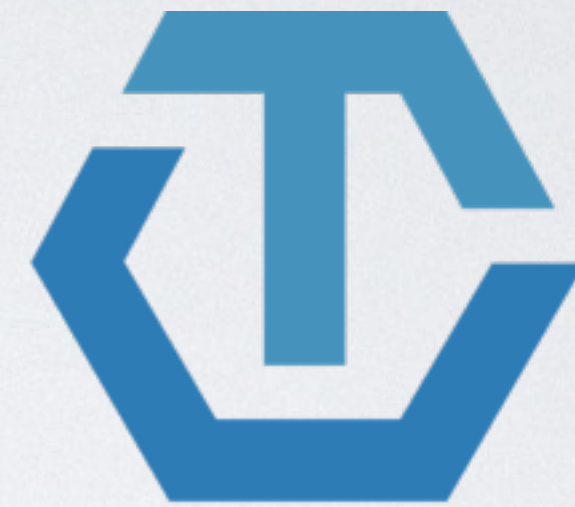
# ABOUT ME



**NETFLIX**

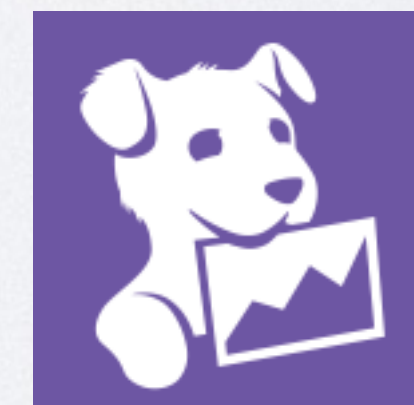


Technical Advisory



OPENTRACING

**pagerduty**



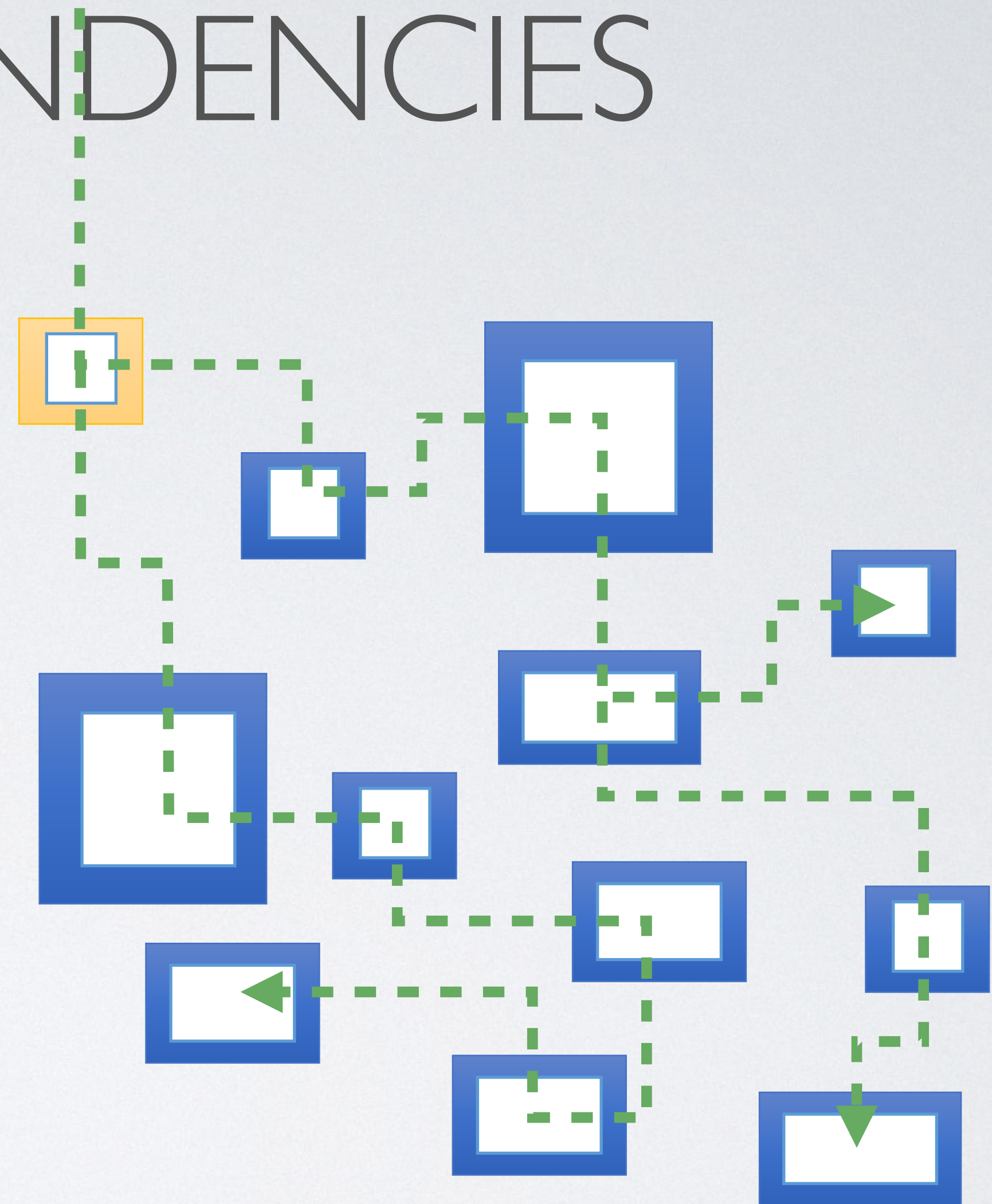
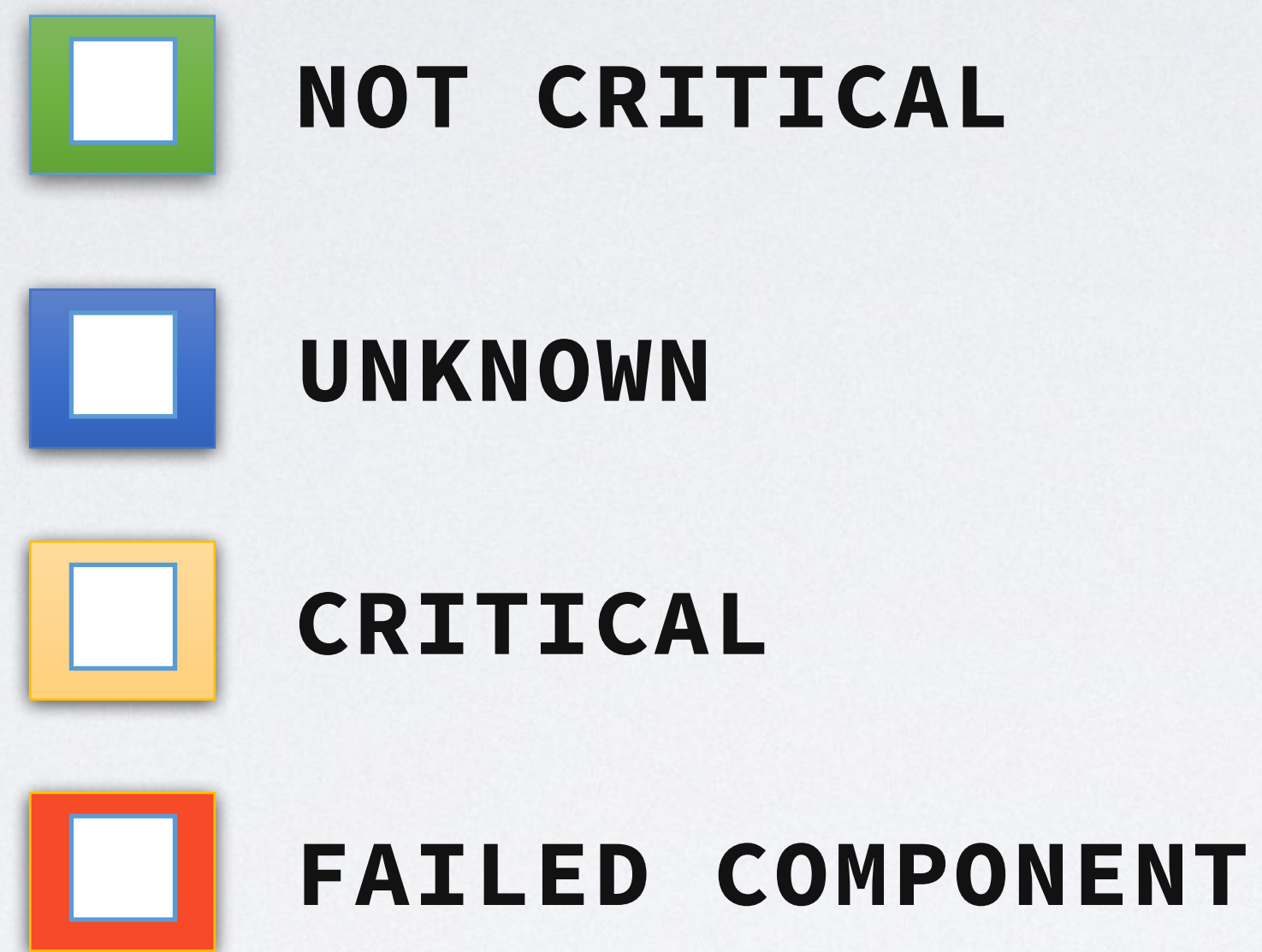
**Systems**

# Failure happens


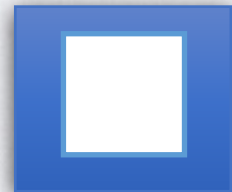
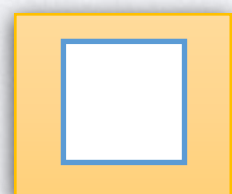
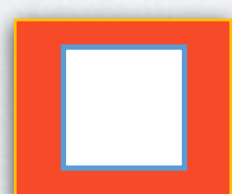
...more services more failures

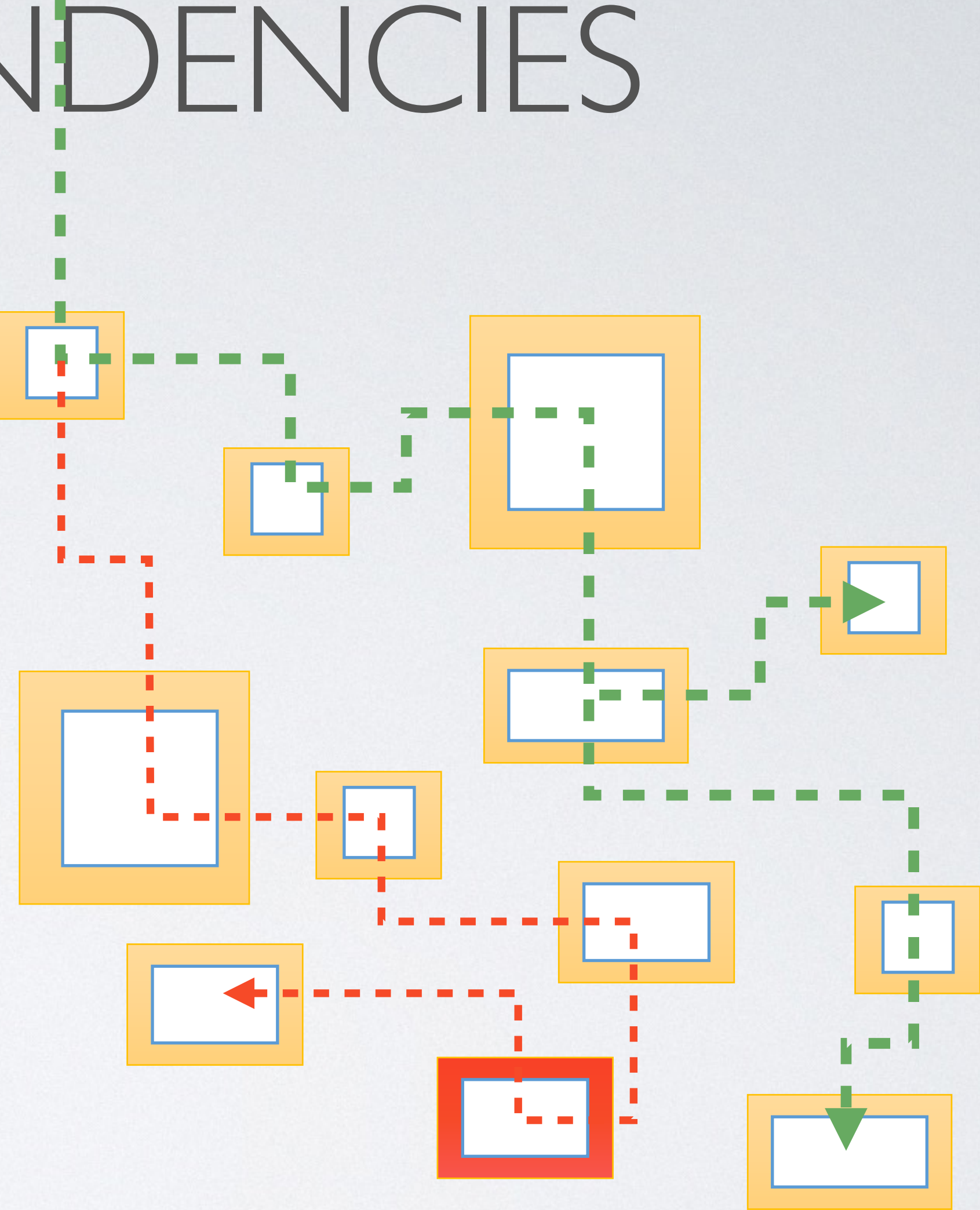


# CRITICAL DEPENDENCIES



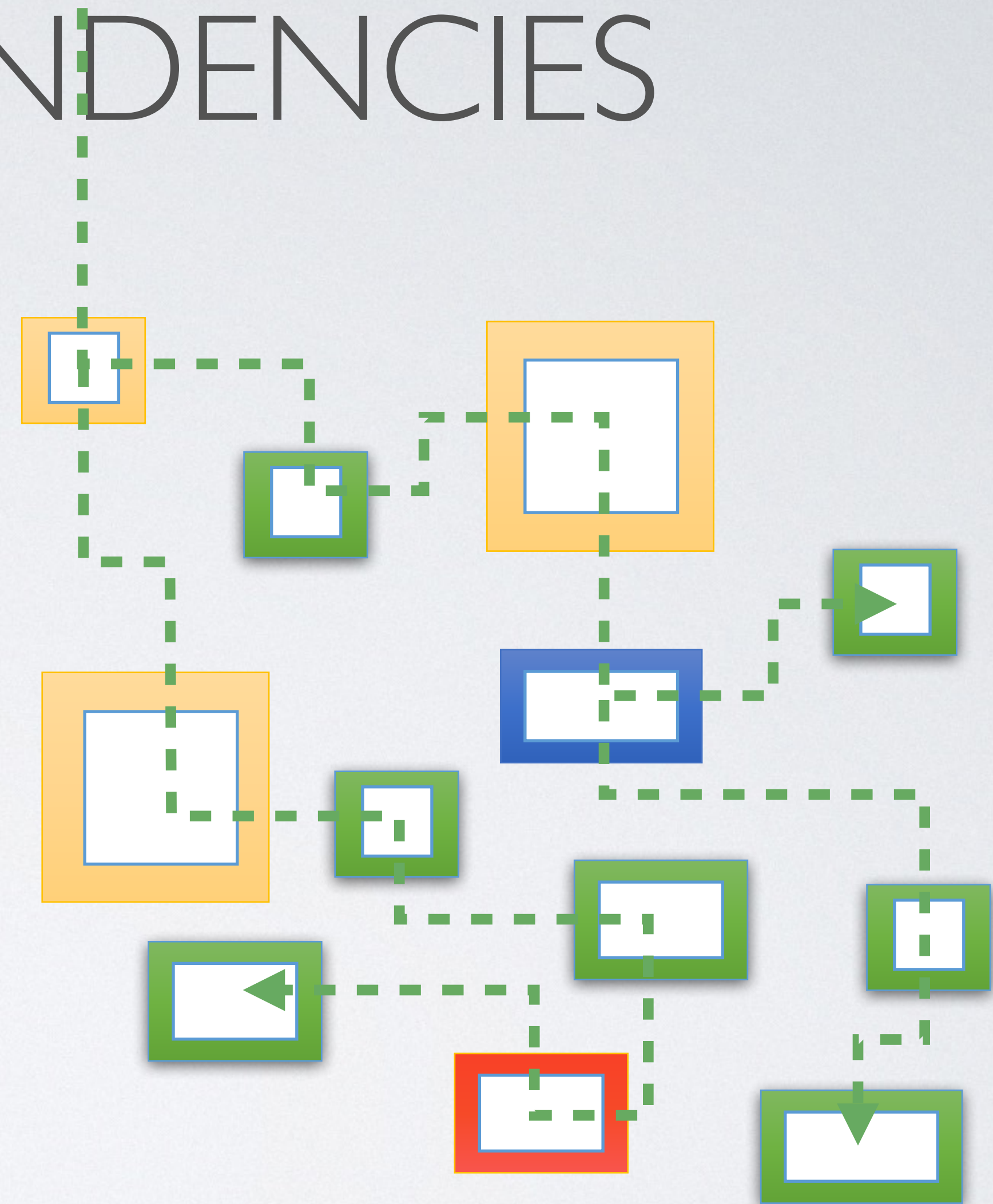
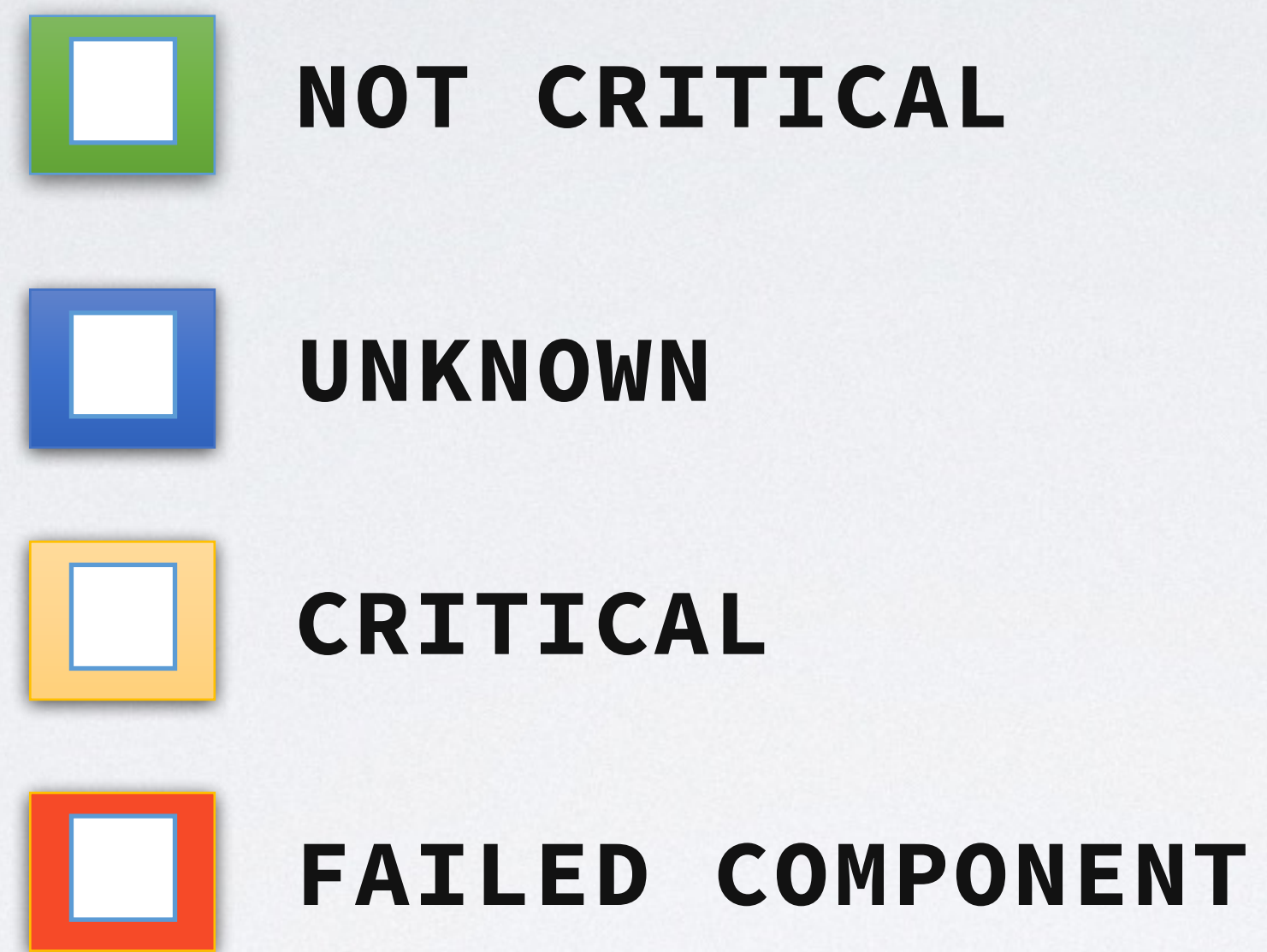
# CRITICAL DEPENDENCIES

-  **NOT CRITICAL**
-  **UNKNOWN**
-  **CRITICAL**
-  **FAILED COMPONENT**

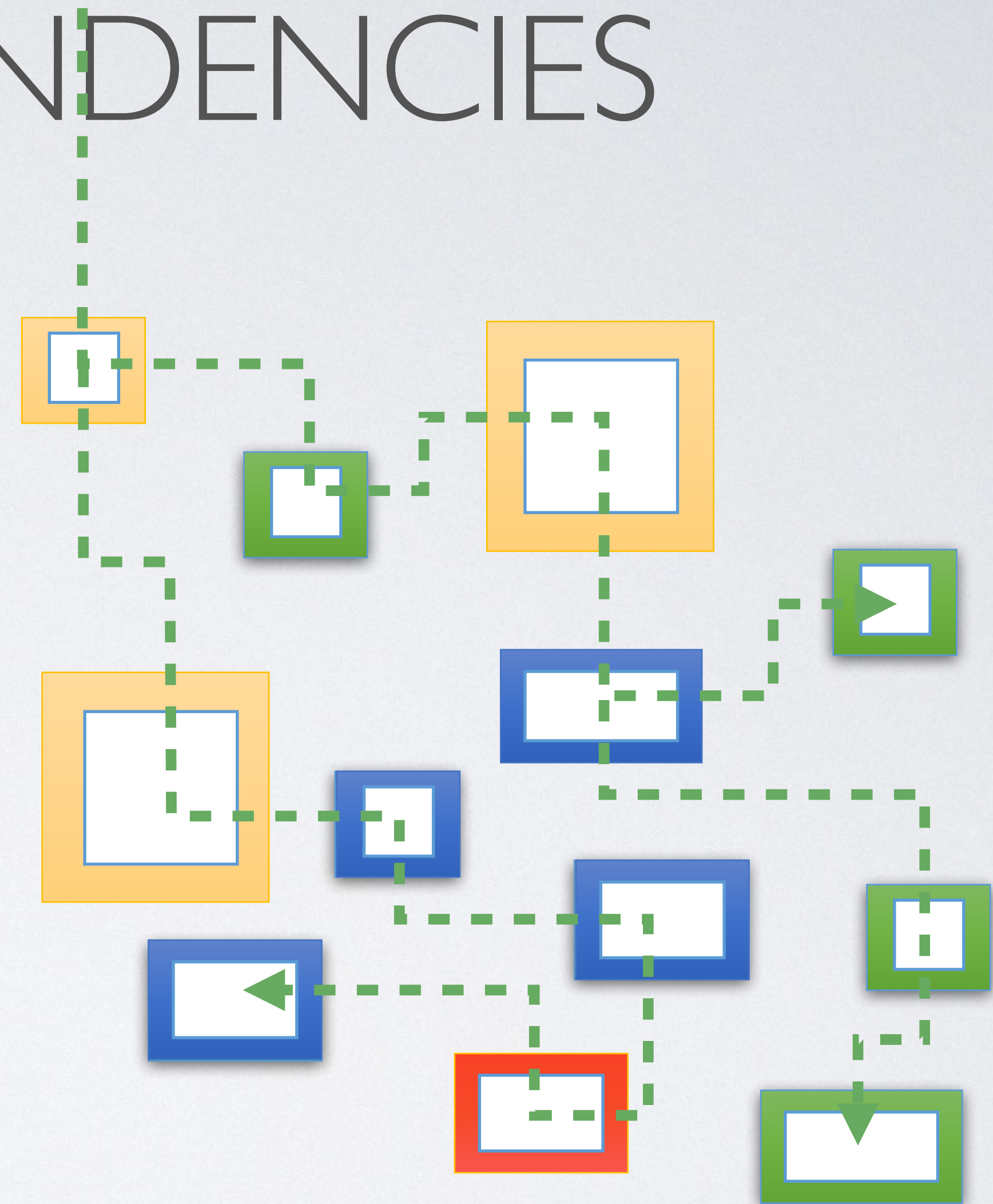




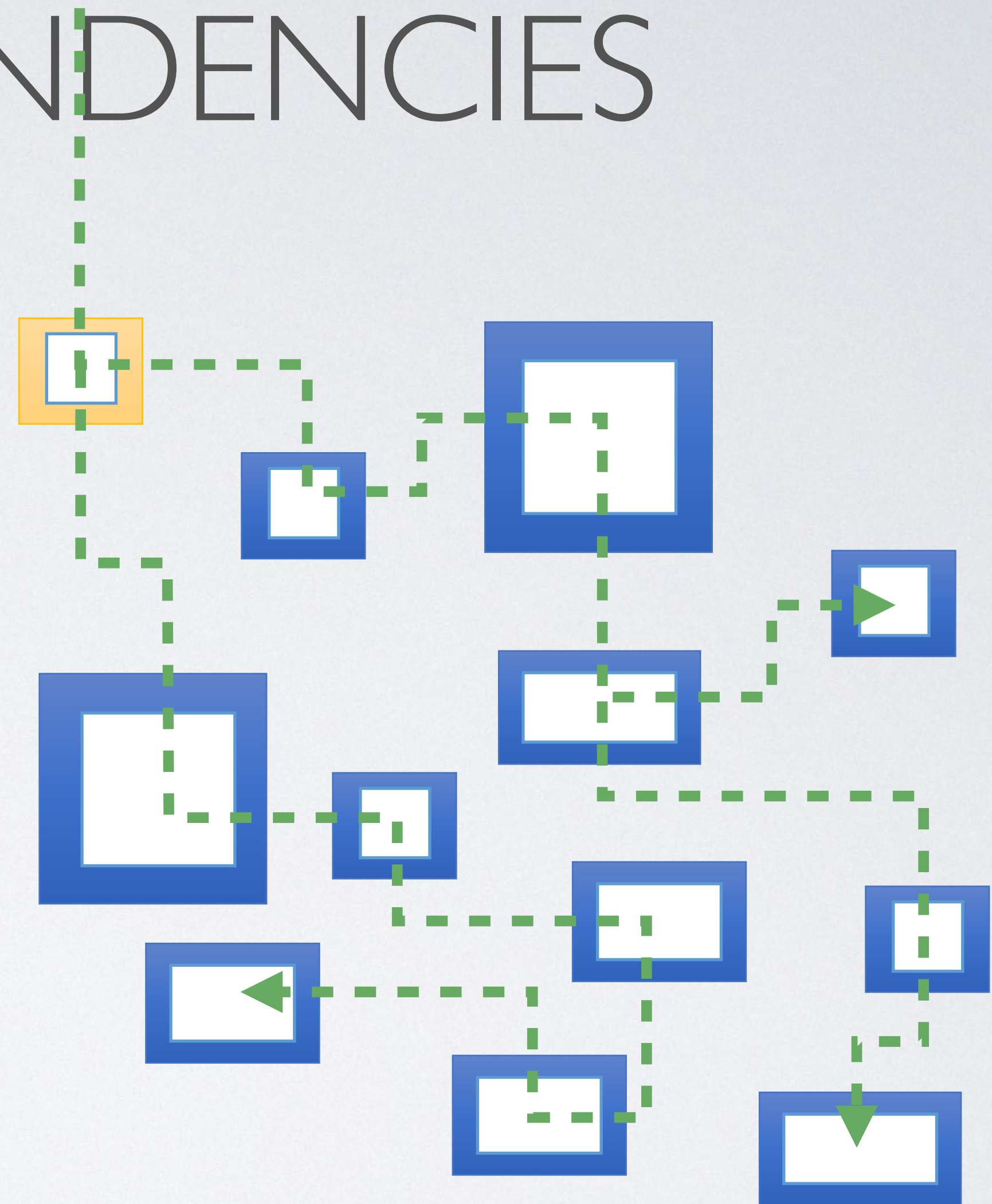
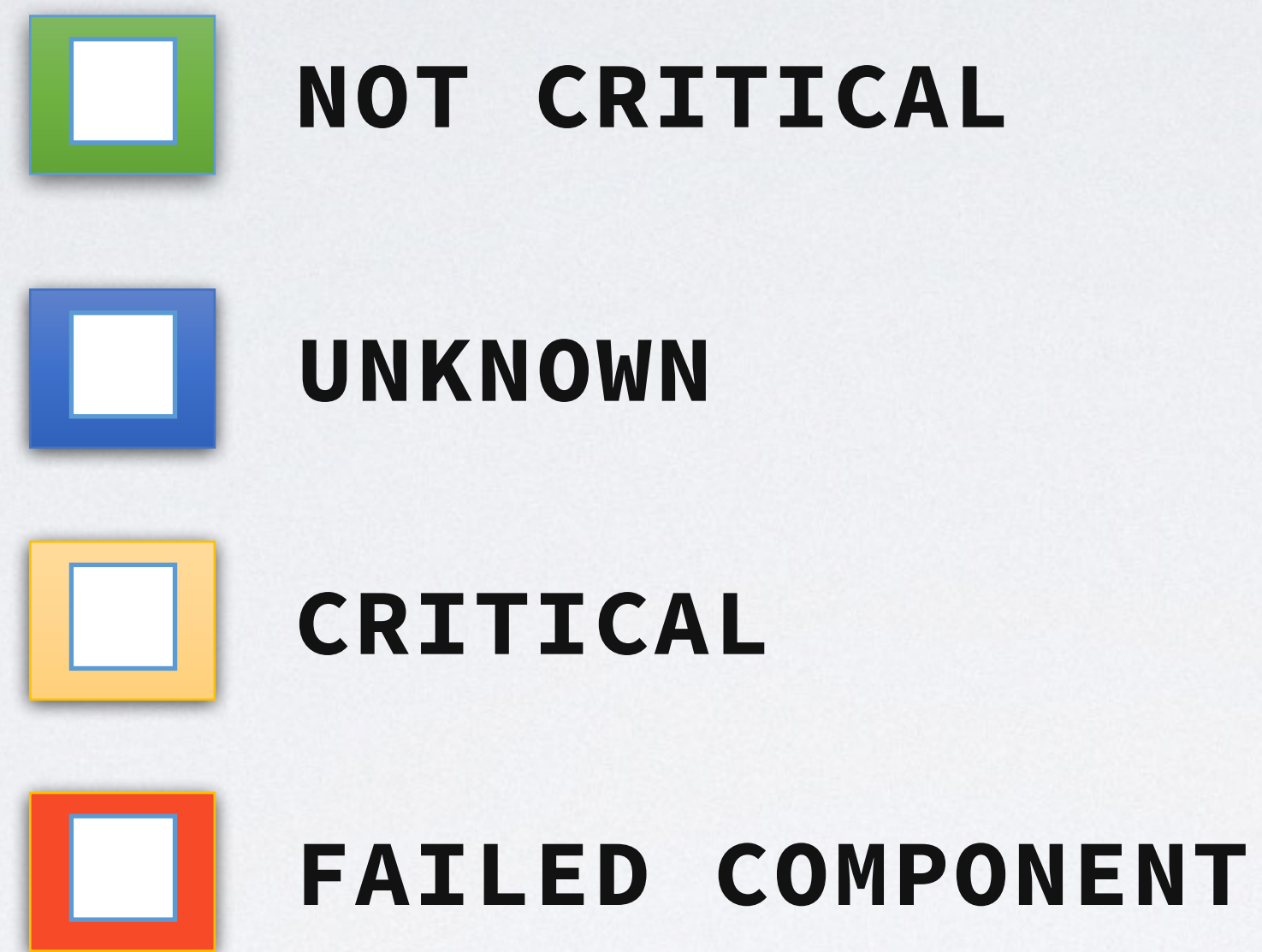
# CRITICAL DEPENDENCIES



# CRITICAL DEPENDENCIES



# CRITICAL DEPENDENCIES



# PRODUCTION CHAOS



**Systems**

**People**

**Future**

People

Are Different

and make mistakes...

more people, more mistakes

“LEARN FROM THE  
MISTAKES OF OTHERS.  
YOU CAN NEVER  
LIVE LONG ENOUGH TO MAKE  
THEM ALL YOURSELF.”

GROUCHO MARX



# PRACTICE



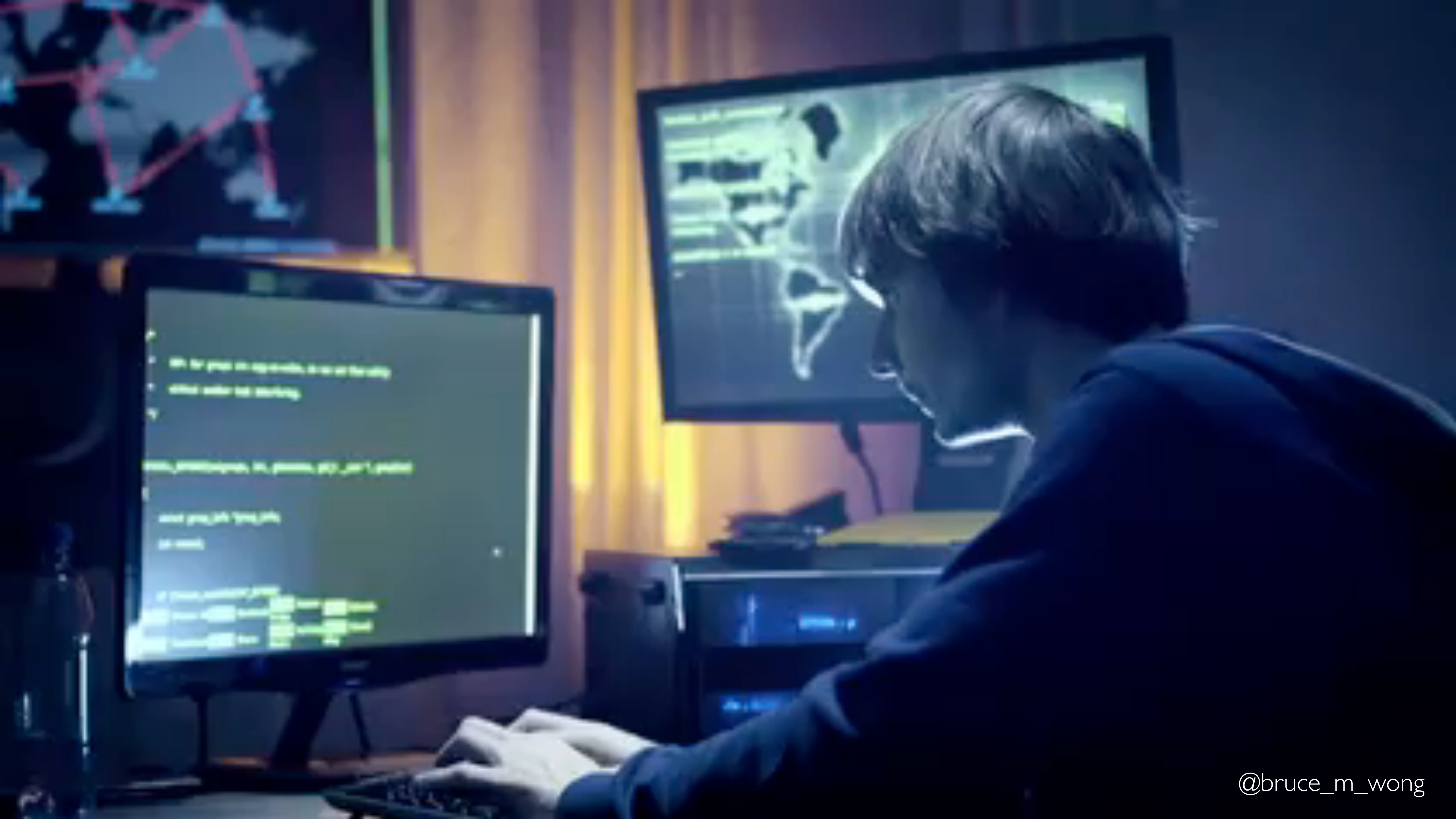






**sudo halt**

# Blameless Post-Mortem



**sudo halt**

**sudo tc...**





“

Well thats not what I  
expected to see

**Culture  
+  
Skills**

**Advocacy**

**Scale &  
Resilience**





# CHAOS IN STAGE

@bruce\_m\_wong

# VALUE OF TRAINING



**Systems**

**People**

**Future**

**Future**

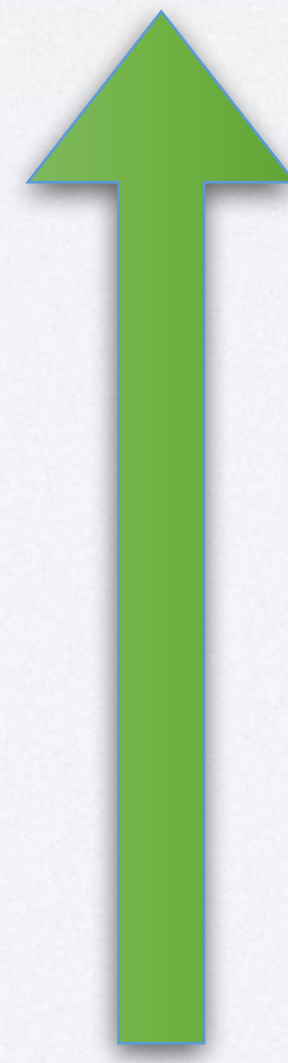
Growing  
Opportunity

# PIONEERS & ROAD BUILDERS





# PIONEERS & ROAD BUILDERS



**ASKS**

- \$BASH - Manual CLI
- Scripts



- UI - lower cognitive load
- Safety + Guard Rails
- Security





**GREMLIN** INC.

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Breaking Things on Purpose

@bruce\_m\_wong



Computer  
History  
Museum

Google

California  
6WRE5

Google

Google

# CRISIS TEXT LINE |



**Systems**

**People**

**Future**

**Questions?**