Incident Management:
The Maturity Barometer for DevOps

Fully preparing for and responding to unplanned failures on critical applications and hardware is too often an under-valued practice of DevOps teams. Atlassian & Opsgenie provide a comprehensive platform to connect resources, break knowledge silos, drive activity ownership, and employ actionable post-mortem learnings.

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Presented by
Trundl

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Most Dev & IT teams that follow DevOps practices often key in capabilities around collaborative productivity, rather than collaborative reaction & risk prevention. Having fast, stable workflows and a reactive customer feedback loop for your delivery pipeline is obviously key. However, reaching full DevOps maturity, especially for companies with always-on services, is measured on how you prepare for, react to, and learn from unscheduled downtime. Atlassian Opsgenie provides an Incident Management platform to monitor nearly any hardware or application, to drive smart & capable collaboration when things go wrong, and to remediate, analyze and employ learnings from incidents to provide truly quantifiable value to an organization

Incident Management is uniquely problematic

The complexity of enterprise environments is clearly at fault. If you are expected to establish a culture that operates fluidly, with easy access to knowledge, and ears on the customer and internal on goings, in a world of microservices, infrastructure as code, and 3rd party service applications. With a bias for dev productivity, IT failures tend to become inherently accepted (even assumed) as part of the enterprise life. However, it is incumbent on true DevOps teams to effectively know about problems before they are reported or noticed by users, and as much as monitoring automation allows, to know that applications are reachable & responsive, that CPU/memory utilization is strong, that traffic spikes are occurring, or that malicious attacks are active.

80% **of unplanned outages are due to ill-planned changes made by admins or developers**

- VisibleOps

Top 5 Incident Management Issues

- No insider threat program
- No list or database of critical assets
- Operational exercises not conducted
- No operational security program
- Under-developed plans & policies

-Mike Fritz, Insider Threat Blog

Executive level support for better incident response capabilities tends to have recency bias or at times allow a lack of answers to simple questions like "How are we doing on IR progress?" followed up by "How do you know?" If you can't measure it, you can't manage it. Leadership must think beyond the immediate financial pain of an incident itself, rather, about measuring the relationship between systems, revenue- producing business processes, tools, SLAs, and employing real change to protect the enterprise from similar incidences.

QUESTION: What are your expectations for measuring Incident Response health if thinking only of DevOps standards?

Review these 5 steps. Where do you measure up?

Preparation

Has your team defined processes, workflows, and knowledge for what-if scenarios? These would include Contact Lists, On-call Schedules, Escalation Policies, Technical Docs, Access codes and Conferencing tools.

Monitor & Alerts

Detecting failures & notifying stakeholders isn't limited to Network Ops. You not only need monitoring tools for disparate systems, you also need automated & smart alerting ideal for the who, when, & where for multiple scenarios.

Containment

When something goes wrong, how do you stop it from spreading? Isolate a network? Regress a build? Your ITSM / IR platform should allow for fast knowledge-sharing, chat, triggered actions & reporting data.

Remediation

Does your platform close the loop from beginning to end (detection to resolution) with all relevant parties in-the-know with full traceability of actions? If your technology forces you to pick up the pieces, it's not the right one.

Analysis

Do you have what is needed to learn & act on the failure? Is data of the quality & quantity to inform on and drive resiliency measures, address systematic problems on business processes or other things that are very difficult to change?

50% of incident response engagements had insufficient end point / network visibility to respond successfully.
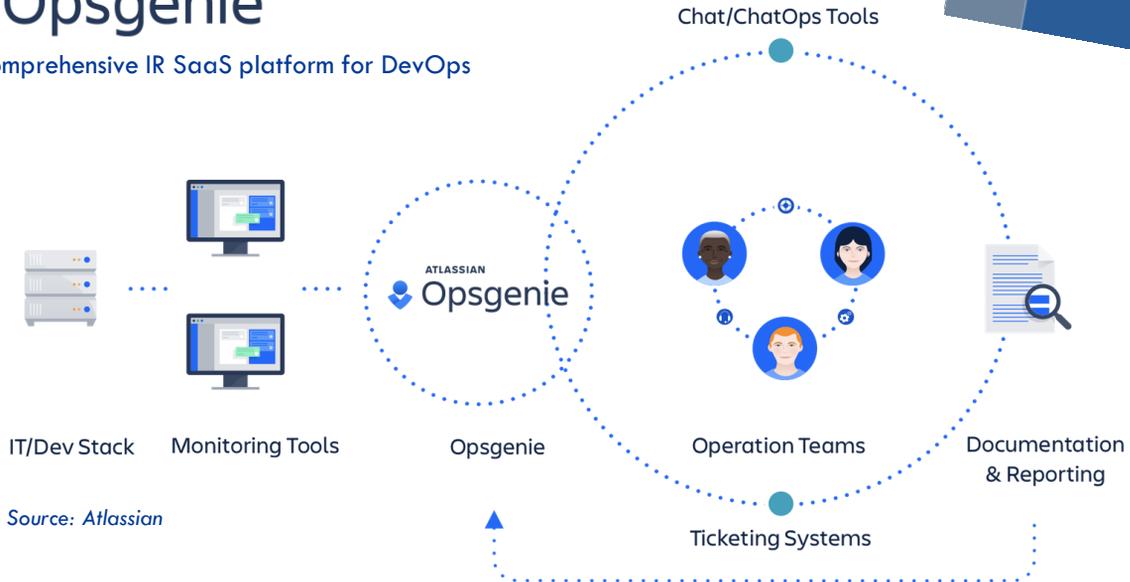
- Incident Response Insights Report, 2018

Atlassian Responds to Incident Management

Prior to 2019, an Atlassian ITIL-compliant service management solution would center around Jira Service Desk (JSD), Confluence, and any number of Atlassian Marketplace add-ons. As an open, highly extensible, cost-effective service management platform, Jira Service Desk has been Atlassian's fastest growing product. Both Service and Incident Management teams have used Jira Service Desk's powerful SLA engines and agent queues along side other services (issue, problem, change).

Atlassian saw the need to physically and logically separate incident management from service management. The support resources for service and incident teams often do not overlap, and the nature of incidents have different impacts, timelines, notification frequencies and more. Additionally, the opportunity to merge a mature IR platform with Atlassian's established, easy-to-deploy, highly extensible and customizable suite of products (and 140,000+ customers) was a win-win.

With the acquisition of Opsgenie (and the IR expertise that gained its 3200+ customers), Atlassian brings in a key compliment to their recognized strategic leadership in ITSM/DevOps.

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Opsgenie

A comprehensive IR SaaS platform for DevOps

Chat/ChatOps Tools

ATLASSIAN Opsgenie

IT/Dev Stack   Monitoring Tools   Opsgenie   Operation Teams   Documentation & Reporting

Ticketing Systems

Source: Atlassian

Opsgenie Integrations

Opsgenie is a holistic approach to the full lifecycle of incidents, addressing how they evolve, and how to give enterprises the ability to continually improve the resilience of systems. It starts with a platform that listens and records what's going on upstream with critical applications and hardware for your services. Faster to see, faster to act. Review the 100+ monitoring tool integrations at Opsgenie.com/integrations

Popular Monitoring & Logging Integrations

- Solarwinds
- PRTG
- Nagios
- Datadog
- LogicMonitor
- New Relic
- Rackspace
- AWS
- Codeship
- Loggly
- OpsDash
- Raygun
- RedGate SQL Monitor
- Scalyr
- Splunk
- Uptime Cloud Monitor

Opsgenie also integrates with downstream collaboration apps to allow for push or triggered actions. As noted, Incident Response requires quick action, transparency, and at a moment's notice, activity alignment with disparate teams. Does your current application corral QA, Customer Operations, Security, and other teams. The idea around Opsgenie is… no information silos, full accountability, transparency, and Traceability with response. See the 20+ monitoring tool integrations, at Opsgenie.com/integrations

Average hourly cost of enterprise server downtime

- Statista

$300k to $400k	24%
● Over $5M	14%
$300k to $400k	13%

Popular ITSM/Ticketing Integrations

- Jira
- Jira Service Desk
- Statuspage
- ServiceNow
- Zendesk
- BMC Footprints
- Solarwinds
- BMC Remedyforce
- ConnectWise
- Cherwell
- Freshservice

ChatOps, whether its focused within your organization or outwardly with downtime-affected customers, is highly critical at the time of an incident. With Opsgenie, you can set up a War Room and move between multiple chat environments via one-click video/voice calls. Organize well, quickly.

Popular Chat/Collaboration Integrations

- Slack
- Campfire
- AWS
- RingCentral
- Microsoft Teams
- Flock
- Twilio
- CA Flowdock
- Magentrix
- Kore
- Mattermost
- Moxtra

Incidents caused by ill-planned changes by Development most likely need to be be remediated in automation tooling. Opsgenie centralizes work visibility in patch management, CI, Git repository visibility, and general issue tracking. IR teams now have an escalation and status-keeping solution with development.

## Popular Continuous Integration & Build Integrations

- Bitbucket
- Jenkins
- Amazon EC2
- Amazon Cloudwatch
- Amazon RDS
- Azure AutoScale
- GitHub
- GitLab
- Solarwinds
- VMware vCenter
- VMware VCSA
- Connectwise Automate

Opsgenie Features Raise Incident Response & DevOps Effectiveness

Integrations alone with Opsgenie differentiate it from nearly all IR solutions in terms of centralized access to critical information & access to support resources. The native features to consume & contextualize data, to record, classify & prioritize, to own/delegate/defer actions, and to employ resolution/restore processes is what makes Opsgenie special for DevOps organizations.

Streamline Team Management

Build and maintain on-call schedules and custom notification/alert policies aligned to how you work.
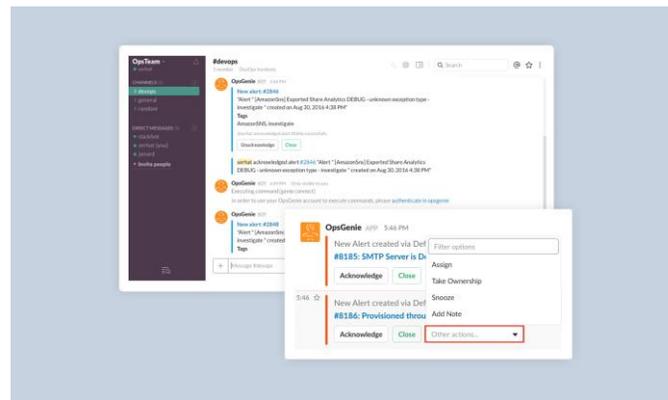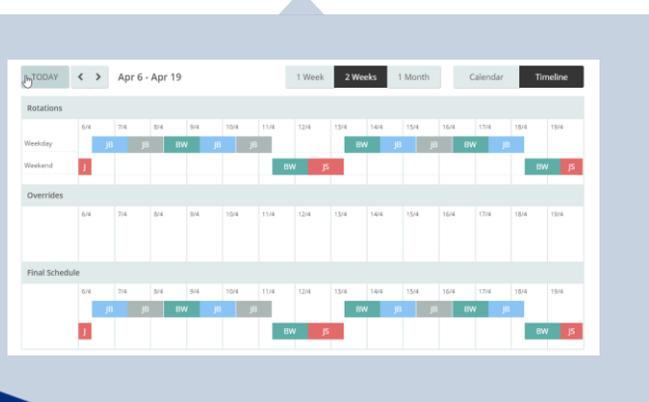
Preparation for incidents is built in. At setup, codify dynamic logic on who should respond & what templates/channels should be used for various incident types. Preset comm methods including video & chat channels

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End-to-end Alerting Health & On Call Capabilities

Monitor network "Heartbeats" continuously and never be caught unaware
of a failure. When failures happen, on-call stakeholders have web & mobile capabilities
to acknowledge, defer or engage. War Room spin-ups are one click away. Even if a responder's
phone is on buzzer mode, Opsgenie can force an audible ring. Missed calls are automatically recorded and the next
responder is called/notified from the escalation workflow. It is ChatOps it its entirety.
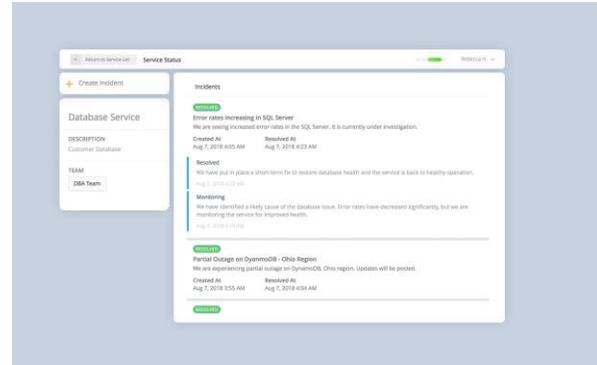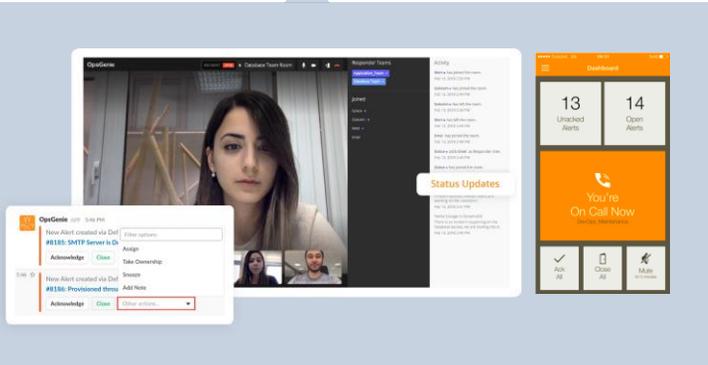

Inline System Commands

A holistic IR solution wouldn't be complete without giving responders the ability to push commands to disparate tools in the same interface where data analysis is occurring. Bi-directional integrations are established, & continually growing within the Opsgenie / Atlassian Marketplace.

Detailed Logging

Whether it's a hiccup or a catastrophe, there's every data point available to digest & take preventative measures or to employ change management for business processes.

Reporting & Decision Data
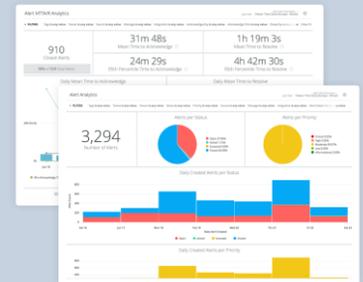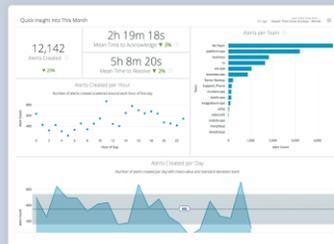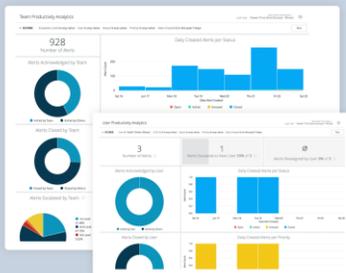
Operational Efficiency

Remember the "How's it going / How do you know" question? Now you can measure trends & validate improvement initiatives with data. Between incidents, you don't have to spend time chasing your tail on analysis. Spend it on action instead.

Monthly Overview Statistics

Over a period of time, how can you see the effects of your business process improvements from incident learnings? Are you making the right decisions impacting revenue-producing workflows? How is your work improving systemic problems?

User & Team Productivity

Drill into failure data for deeper analysis using detailed reports on the whos, whats, whens, whys, & hows of every incident, big or small.

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4 REASONS WHY IR FAILS

- Dario Forte, Information Week

- **Inadequate Resources**
- **Alert Overload**
- **Lack of Tribal Knowledge**
- **Dearth of Measurement & Management Processes**

Trial Opsgenie

Email **contact@trundl.com** for licenses and knowledge on similar use-cases to your specific technology environment.

Why use an Atlassian Solution Partner?

When you need help or advice beyond the public product documentation (or your bandwidth to absorb it), using a Partner is the way to go. Get advice, sanity-checks, hands-on support, and more. Visit www.trundl.com

No Baggage. Independent Approach

Atlassian Certified Teams

Broad Use Case Experience

Ideation. Open up all possiblities

Atlassian Licensing Benefits

Executive Visibility & Buy-in

A NOTE ABOUT HEROES

Every business has heroes (you know them); It's someone in IT Support or a PM who is the process AND the tool when #%@! happens or it's crunch time. The business nearly stops when they're on PTO or sick... **Sound familiar?**

Chances are, that person is not compensated or appreciated for what they do (and they know it). If you use Atlassian tools (Jira, Confluence, etc.), there's a 100's of ways to institutionalize a heroes' work and tribal knowledge. Reduce risks, empower others, and produce more.
Visit Trundl.com to start a conversation.

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