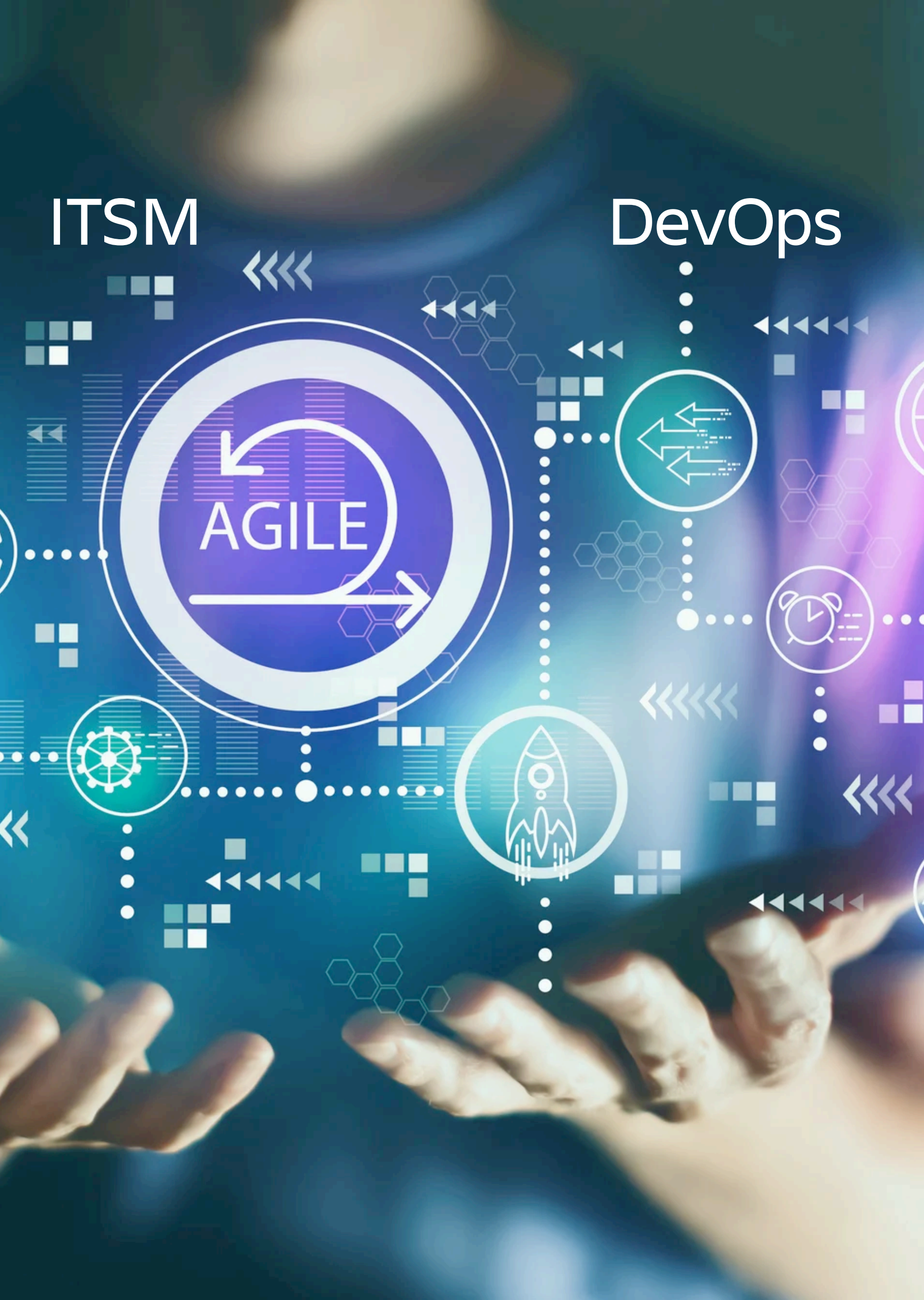


Practice innovations for operations teams

working in Jira Service Management

Paul Buffington, Solution Engineering Manager, Atlassian





The work of IT Ops is evolving

Through 2023, 80% of ITSM teams that have not adopted an **agile approach** will find their **ITSM practices** are ignored or bypassed as a result of more agile ways of working being adopted elsewhere in the organization.

2022 STRATEGIC ROADMAP FOR IT SERVICE MANAGEMENT
- GARTNER

ATLASSIAN APPROACH TO ITSM IS FOCUSED ON TEAMS



What unites elements of modern service management frameworks?

Process?

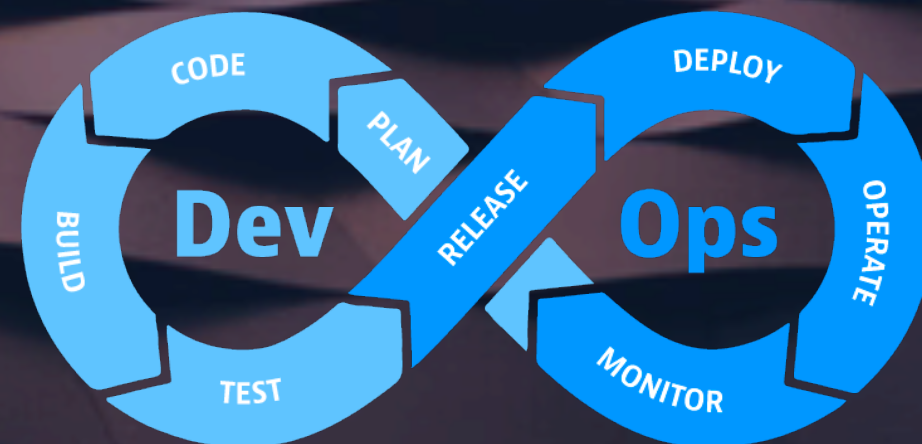
Services?

Governance?

Strategy?

What unites
elements of modern
service management frameworks?

Value streams

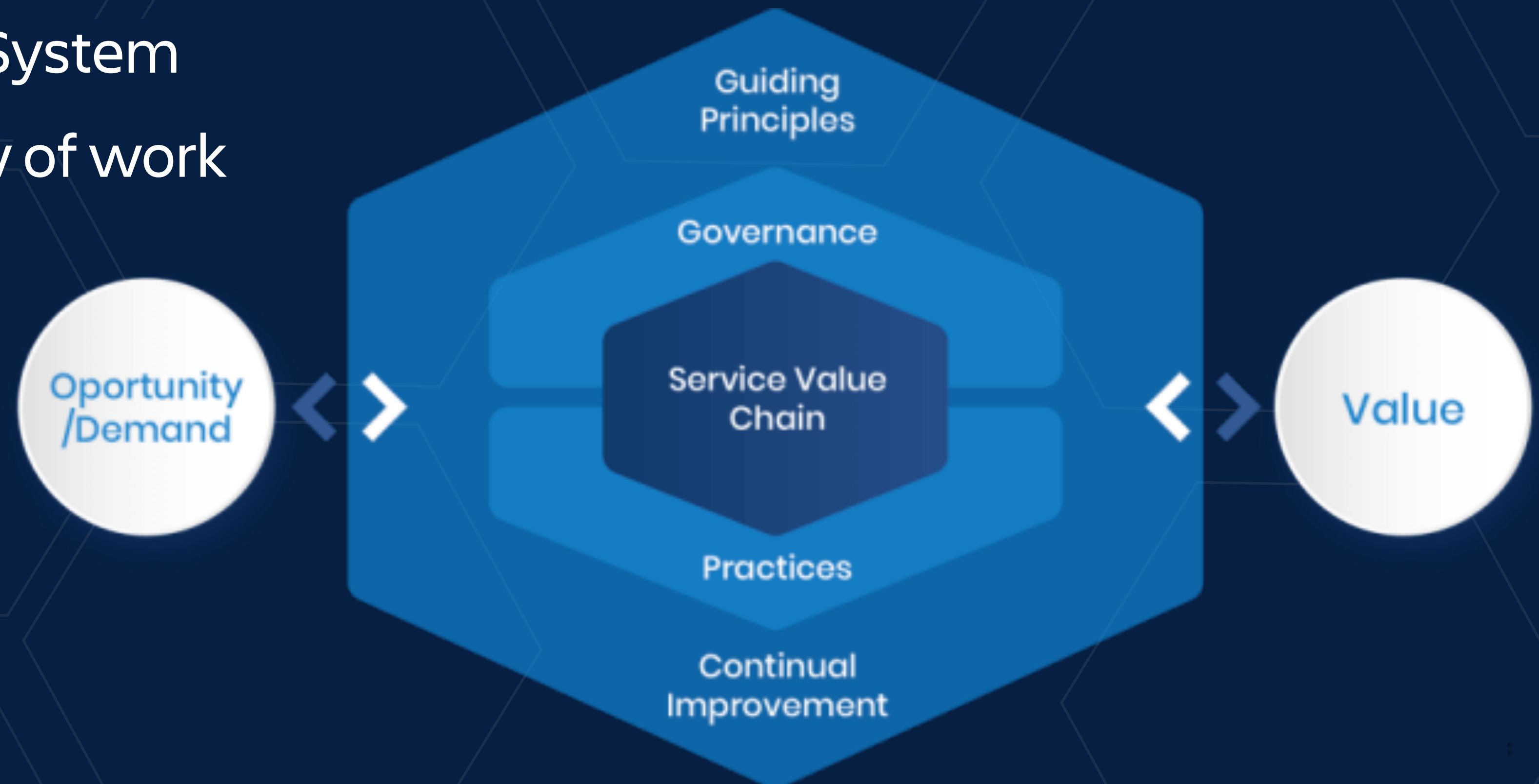


ITIL 4 - A NEW FRAMEWORK FOR MODERN SERVICE MANAGEMENT

- “Focus on value” is a central principle
- Guiding principles (culture and values)
- Shift from processes to practices
- Establishes a Service Value System
- Embraces value stream flow of work



Adaptable framework



CONSIDERING THE ITIL 4 PRACTICES

General management practices

1. Architecture management
2. Continual improvement
3. Information security management
4. Knowledge management
5. Measurement and reporting
6. Organizational change
7. Portfolio management
8. Project management
9. Relationship management
10. Strategy management
11. Supplier management
12. Workforce and talent management

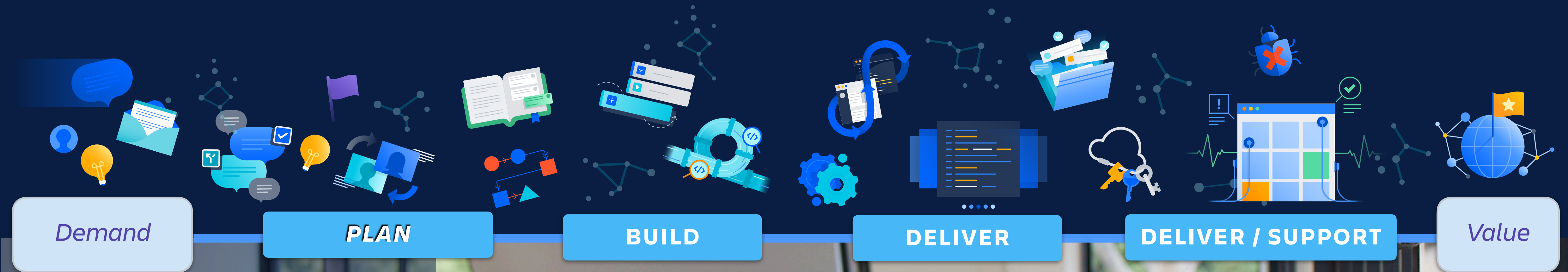
Service management practices

1. Availability management
2. Business analysis
3. Capacity and performance management
4. Change enablement
5. Incident management
6. IT asset management
7. Monitoring and event management
8. Problem management
9. Release management
10. Service catalogue management
11. Service configuration management
12. Service continuity management
13. Service design
14. Service desk
15. Service level management
16. Service request management
17. Service validation and testing

Technical management practices

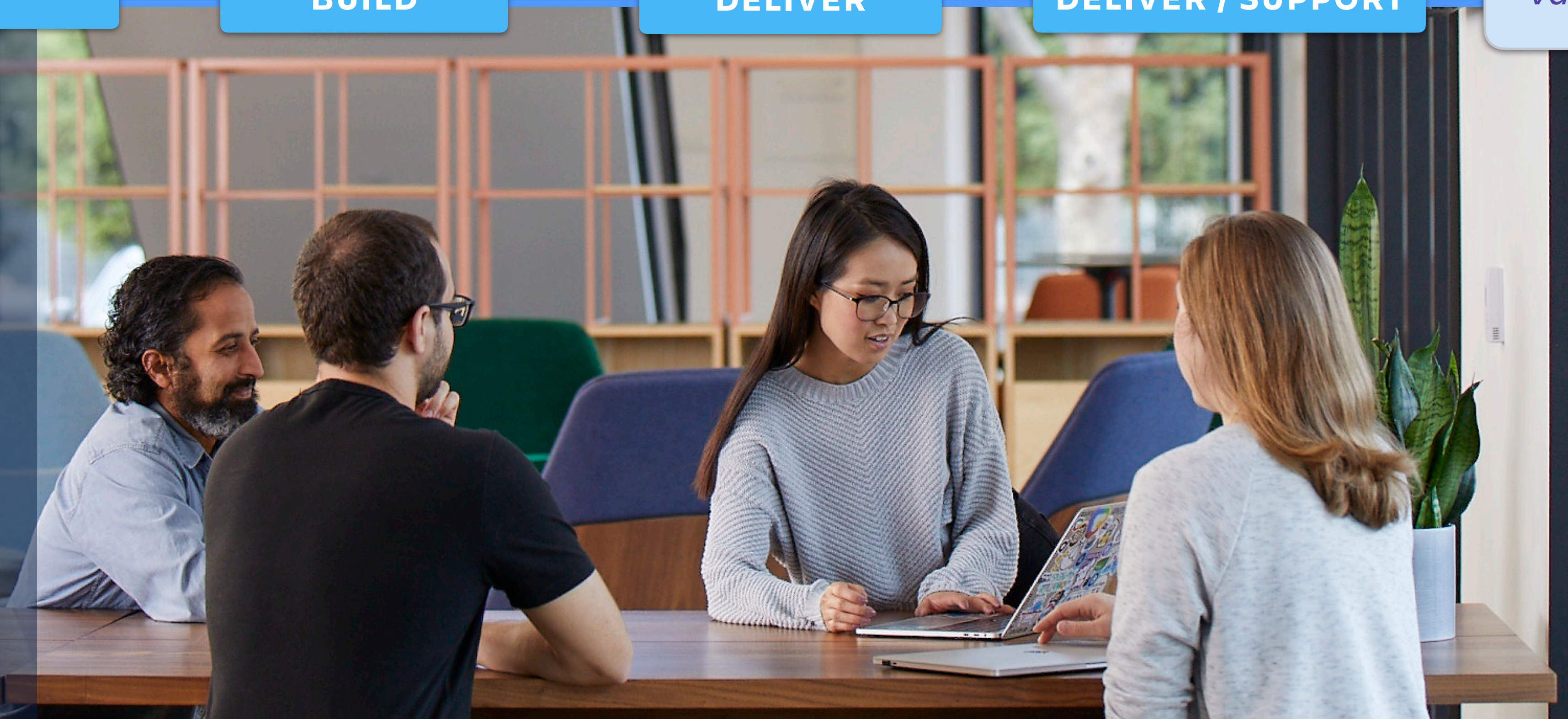
1. Deployment management
2. Infrastructure and platform management
3. Software development and management

CONSIDERING IMPORTANT VALUE STREAMS FOR IT TEAMS



What are the top challenges facing your IT Ops teams?

Which support practices require attention?





General management practices

1. Architecture management
2. **Continual improvement**
3. Information security management
4. **Knowledge management**
5. Measurement and reporting
6. Organizational change
7. **Portfolio management**
8. **Project management**
9. Relationship management
10. Strategy management
11. Supplier management
12. Workforce and talent management

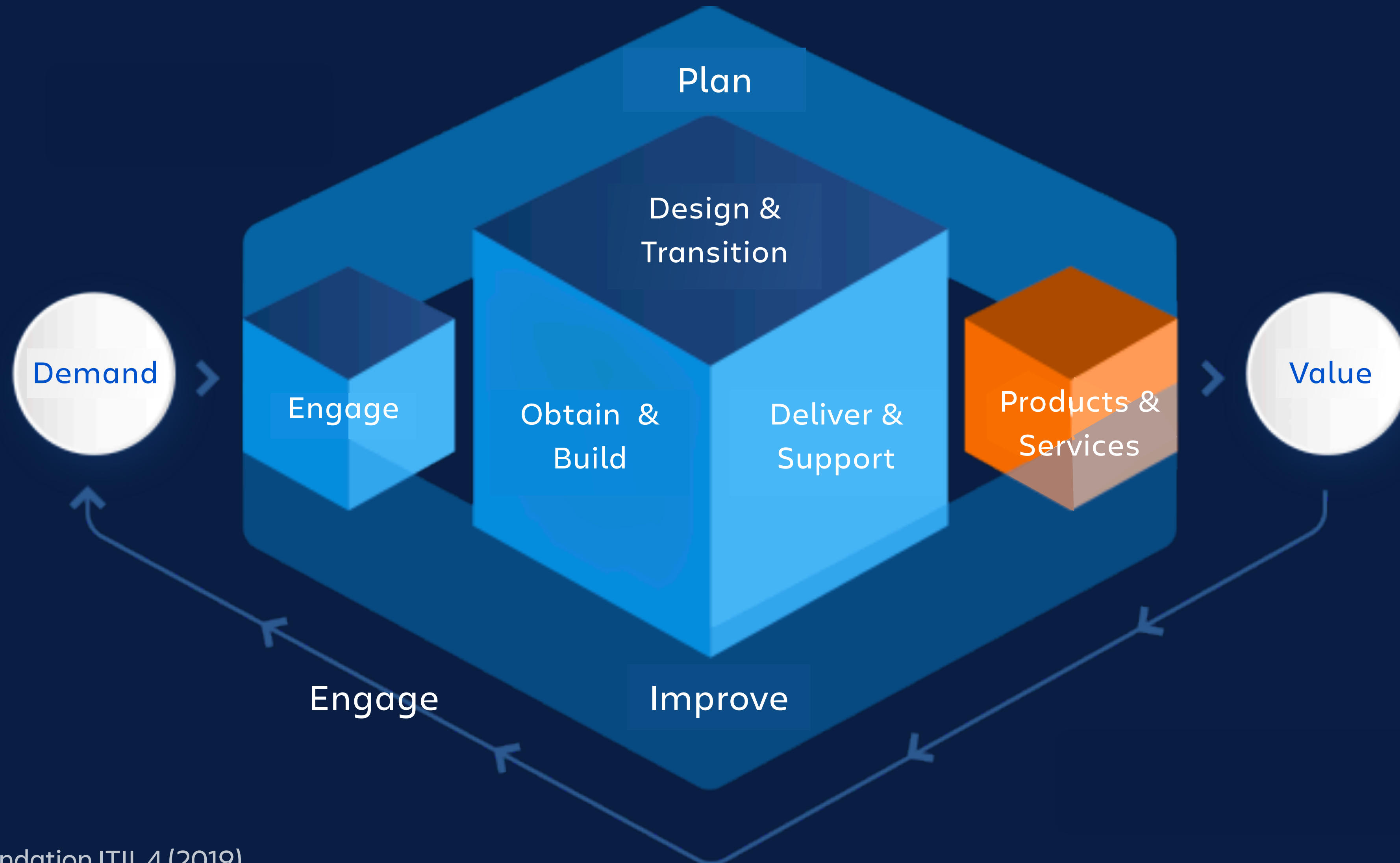
Service management practices

1. Availability management
2. Business analysis
3. Capacity and performance management
4. **Change enablement**
5. **Incident management**
6. IT asset management
7. **Monitoring and event management**
8. Problem management
9. **Release management**
10. Service catalogue management
11. **Service configuration management**
12. Service continuity management
13. Service design
14. Service desk
15. Service level management
16. Service request management
17. Service validation and testing

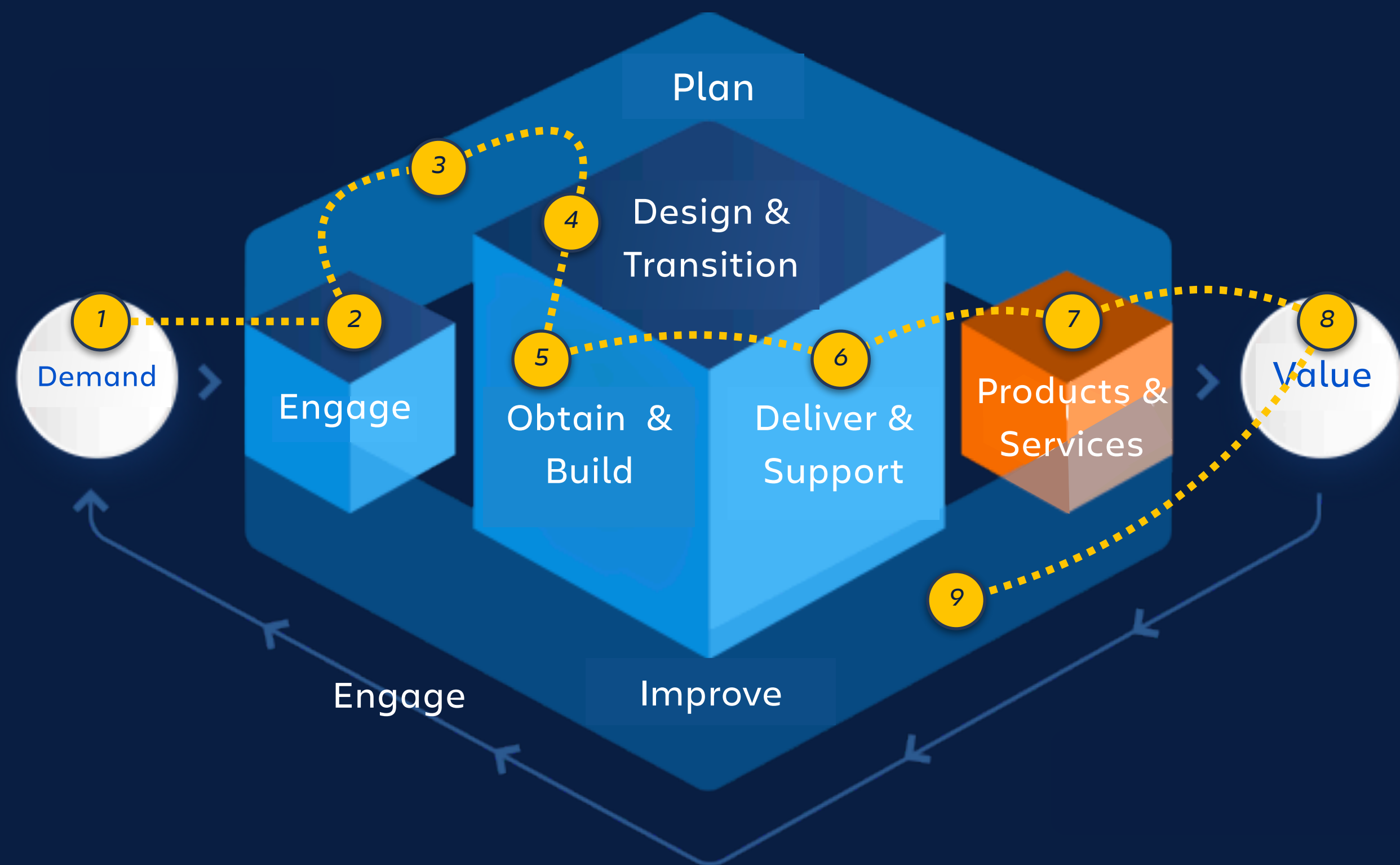
Technical management practices

1. **Deployment management**
2. Infrastructure and platform management
3. Software development and management

CONSIDERING THE ITIL 4 SERVICE VALUE CHAIN

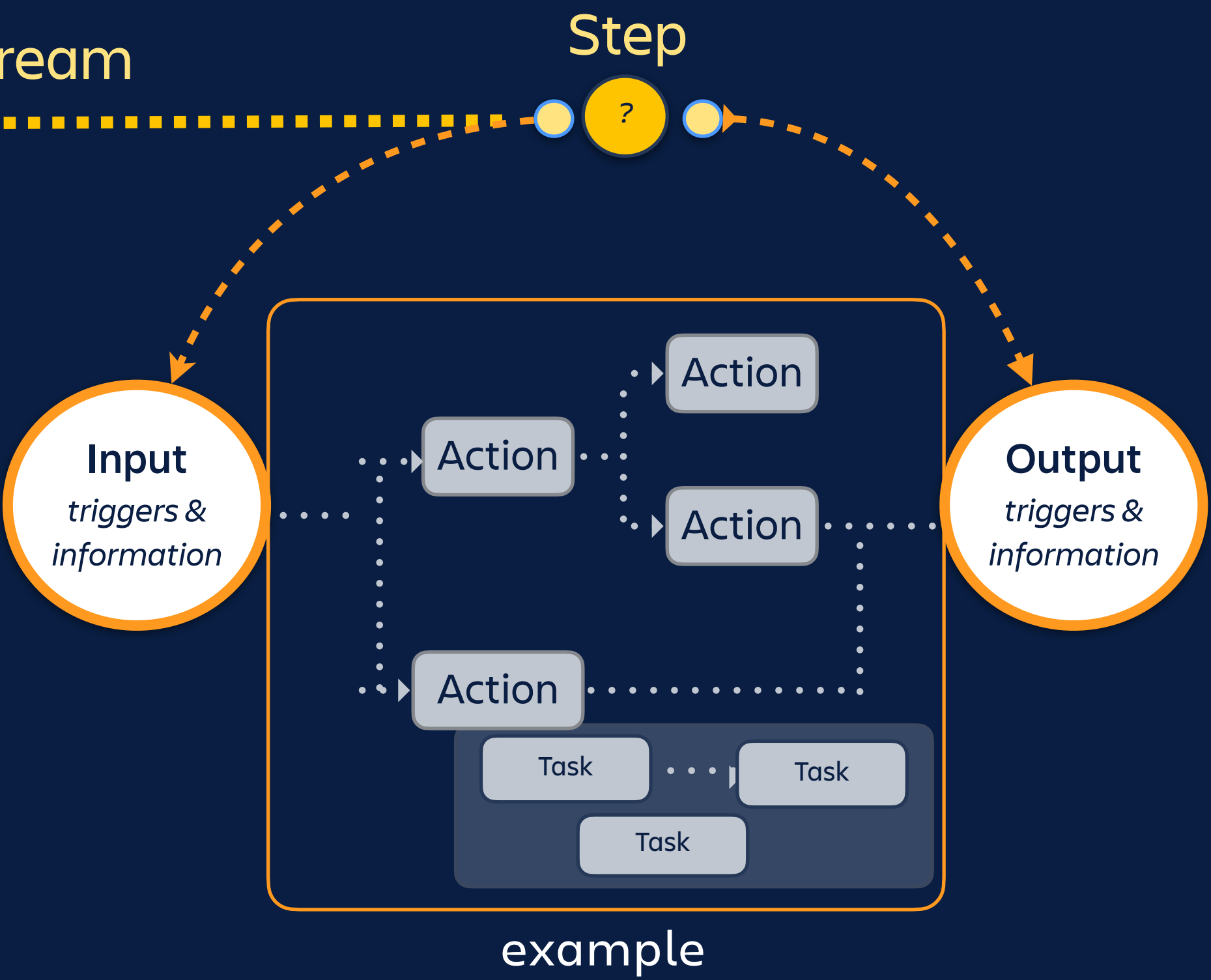


ITIL 4 VALUE STREAM INTRODUCTION



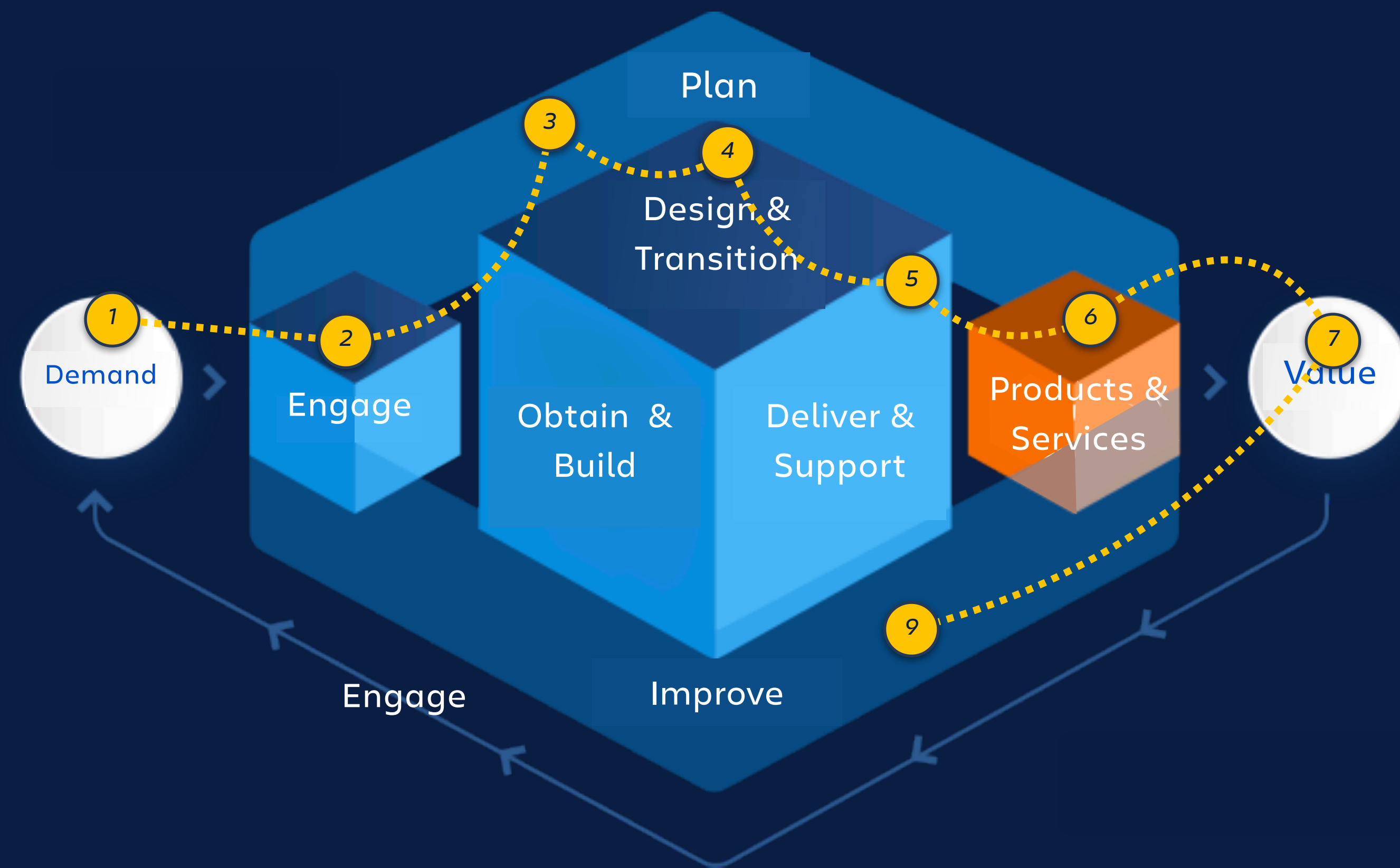
Value stream

Step



VALUE STREAM MAPPING FOR CHANGE ENABLEMENT

How can we improve change lead time and the overall flow of infrastructure changes?



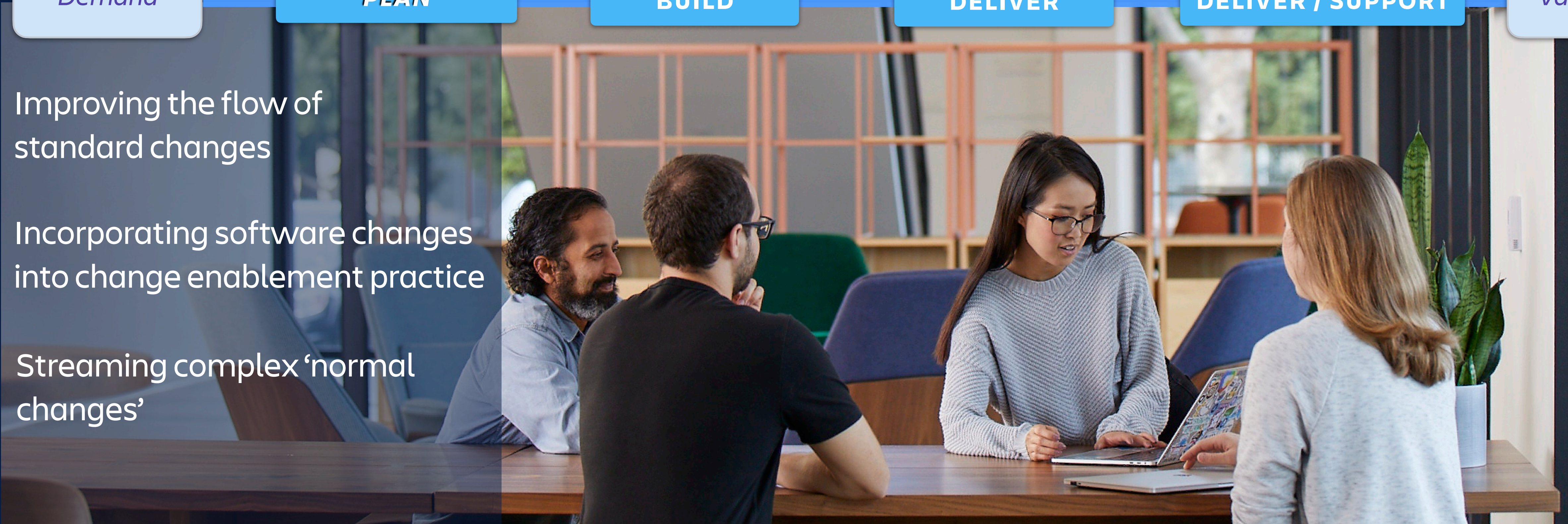
CONSIDERING CHANGE ENABLEMENT



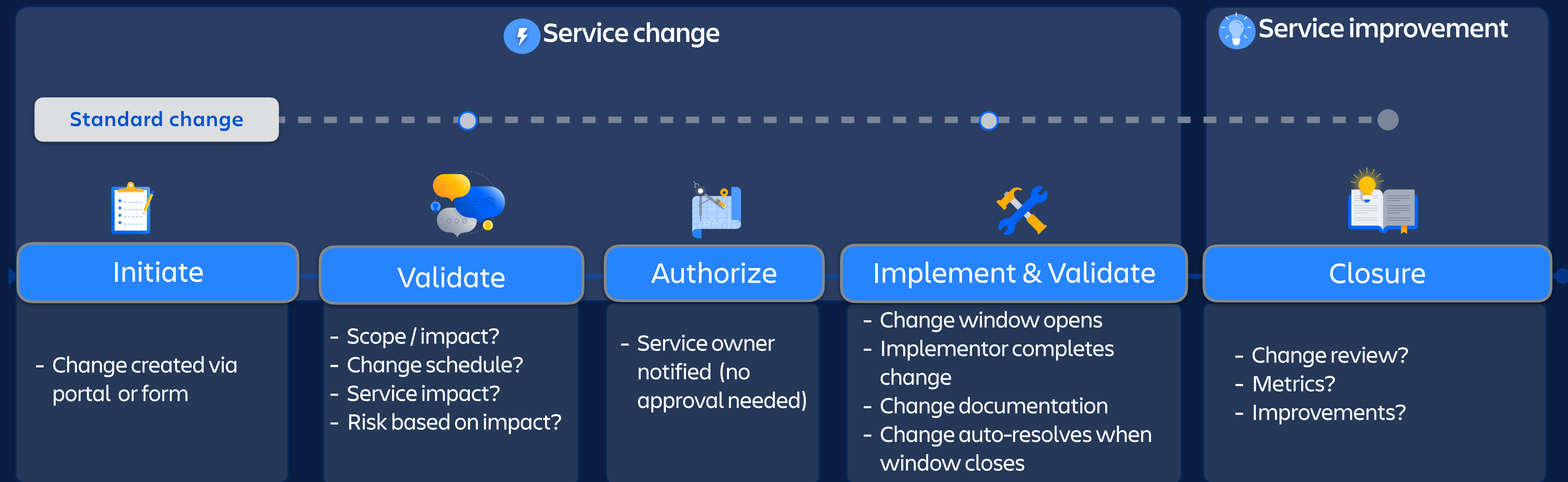
Improving the flow of
standard changes

Incorporating software changes
into change enablement practice

Streaming complex 'normal
changes'



IMPROVING THE FLOW OF STANDARD CHANGES



Standard change

Initiate

Validate

Authorize

Implement

Closure


Help Center

6 Requests

Active Issue on Billing Performance

We are experiencing degraded performance on our Billing App and are working to address it...

Help Center / Operations


 Operations

This is the spot where Central Operations keeps your services running smoothly.


Contact us about

Change Enablement

What can we help you with?

 [Request routine maintenance \(standard change\)](#)
Need a standard (pre-approved) change? Choose the type from the...

Raise this request on behalf of*

 Alana Grant

Application to Change*

Oracle CRM

Which Application will be impacted?

Which type of standard change is this for?*

Add Backup Node

Select from the pre-approved options. If you do not see what you need, please log a normal change instead

Planned start

24/Mar/22 06:00 AM

Select the optimum data for starting this change (this might be adjusted based on current schedule)

Pre-authorized applications

Pre-authorized maintenance actions

Standard change

Initiate

Validate

Authorize

Implement

Closure

The screenshot displays the Jira Practice Standards interface. At the top, a navigation bar includes 'Jira', 'Your work', 'Projects', 'Filters', 'Dashboards', 'People', 'Plans', 'Insight', 'Apps', and a 'Create' button. A search bar is on the right. Below this, the 'Practice Standards' section is visible, with a search bar and tabs for 'Overview', 'Graph', and 'Object schema'. The main content area shows a list of standard change objects on the left, including 'Add Backup Node', 'Decommission Asset', 'Patch System', 'Provision Non-Production E C2 Instance', 'Reindex columnstore indexes', and 'Storage Expansion'. The 'Reindex columnstore indexes' object is selected, showing its details in the main panel. The details include the object name, approved by (Alana Grant), applications applicable (Oracle CRM), and implementation/backout plans. The implementation plan describes the process of reorganizing and rebuilding indexes. The backout plan discusses index maintenance decisions. On the right, a 'Dates' section shows creation and update dates. Below that, 'Inbound References' and 'Attachments' are listed. At the bottom, 'Connected Jira issues' are shown, including 'ITO-1966' and 'ITO-1697'.

Practice Standards

Search object types

Operational catalog

- Priority Matrix (16)
- Standard Infrastructure Requests
 - Approved AMI (7)
 - Environments (4)
 - Standard Changes (6)
 - Standard Change Tasks (5)
 - Risk Assessment (1)
- During Business Hours (3)
- Easily Rolled Back (3)
- Testing Complete (3)
- Business Service Risk (4)
- Risk Computation Scores (4)
- Lead Time (4)

Standard Changes

Filter Search

Advanced

25

Create object

Objects

Attributes

Graph

Object type

Reindex columnstore indexes

Edit

Comment

More

Object Graph

Details

Name

Reindex columnstore indexes

Approved by

Alana Grant

Applications Applicable

Oracle CRM

Implementation Plan

Reorganize and index Rebuild an index Note: for partitioned indexes, you can use either of the following methods on all partitions or a single partition of an index. Reorganizing an index is less resource intensive than rebuilding an index. For that reason it should be your preferred index maintenance method, unless there is a specific reason to use index rebuild. Reorganize is always an online operation. This means long-term object-level locks are not held and queries or updates to the underlying table can continue during the ALTER INDEX ... REORGANIZE operation.

Backout Plan

Index maintenance decisions should be made after considering multiple factors in the specific context of each workload, including the resource cost of maintenance. They should not be based on fixed fragmentation or page density thresholds alone. Rebuilding an index drops and re-creates the index. Depending on the type of index and the Database Engine version, a rebuild operation can be done offline or online. An offline index rebuild usually takes less time than an online rebuild, but it holds object-level locks for the duration

Dates

Created

23/Aug/21 4:45 PM

Updated

15/Mar/22 2:04 PM

Refresh Date

11/Aug/22

Inbound References

No referenced object/s found

Attachments

Drop files to attach

The maximum file upload size is 20.0 MB.

Attach Files

There are no attachments

Connected Jira issues

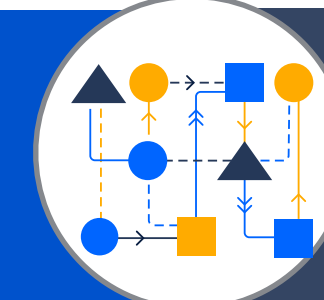
Filter: Unresolved

ITO-1966 Pre-approved Standard Change Request

ITO-1697 Pre-approved Standard Change Request

Show all filtered issues

Insight plays a key role in creating a data-driven approach to efficiently manage standard changes



Streamline standard changes with data from your CMDB

Standard change

Initiate

Validate

Authorize

Implement

Closure

The screenshot displays the Jira Change Enablement app interface. The top navigation bar includes 'Jira', 'Your work', 'Projects', 'Filters', 'Dashboards', 'People', 'Plans', 'Apps', and a 'Create' button. A search bar is on the right. The left sidebar shows project navigation options: 'Change Enablement ...', 'Back to project', 'Workflows', 'Screens', 'Fields', 'Versions', 'Components', 'Permissions', 'Issue security', 'Notifications', and 'Issue collectors'. The main content area is titled 'Rule details' and 'Audit log'. It shows a rule configuration for 'Normal Change - Risk Calculation'. The rule is triggered 'When: Value changes for Change Conflict, Will this change be completed during business hours?, Testing completed for this change request?, Is the change easily rolled back?'. It has an 'If' condition 'If: Change type is one of Normal'. The 'Then' action is 'Then: Create variable Create smart value variable {{ChangeRiskValue}}'. Another 'If' condition is 'If: matches Will this change be completed during business hours? equals Yes'. The right sidebar shows rule details: 'Name: Normal Change - Risk Calculation', 'Description: This Rule is triggered to calculate overall Risk Score on creation of a Normal Change.', 'Scope: Change Enablement WIP (CE)', 'Allow rule trigger: Check to allow other rule actions to trigger this rule. Only enable this if you need this rule to execute in response to another rule.', 'Notify on error: E-mail rule owner once when rule starts failing after success', 'Owner: Automation for Jira', 'Created: 12 days ago', 'Updated: a few seconds ago', and 'Actor: Automation app user'.

Assess: Calculate change risk for standard, normal and development changes



Evaluate: Risk questions, impacted service, etc. Flag high risk changes that require review

Standard change

Initiate

Validate

Authorize

Implement

Closure

Help Center



6 Requests



Help Center / Operations / ITO-2052

Standard change MongoDB node backup



Admin Istrator raised this on Today 9:02 PM

[Hide details](#)

Application to Change

MongoDB Atlas

Which type of standard change is this for?

Add Backup Node

Planned start

25/Mar/22 8:30 PM

Planned end

25/Mar/22 9:00 PM

Status

AWAITING IMPLEMENTATION

Request type



Request routine maintenance
(standard change)

Shared with



Admin Istrator
Creator



Share

Activity



Automation for Jira Today 9:02 PM



Lead Time Warning

Your start date is less than the 7 days required for this Change

Standard change

Initiate

Validate

Authorize

Implement

Closure



Your work ▾

Projects ▾

Filters ▾

Dashboards ▾

People ▾

Plans ▾

More ▾

Create

Search



IT Operations
Service project



Back to project

All tickets

STARRED

Select the star icon next to your queues to add them here.

TEAM PRIORITY

Major Incidents 1

All open tickets 83

Open incidents 7

Open problems 22

Open changes 36

Open tasks 2

> OTHER



Manage queues

ITO-2052

Standard change MongoDB node backup

Create subtask

Link issue



Schedule change

Add Form



Description

This is a Standard Pre-Approved Change for Add Backup Node for MongoDB Atlas,
Approved by Mitch Davis

Implementation plan

Clone from Primary backup system Add as failover node

Backout plan

Remove from cluster

Test plan

Captain call tests to see that it is in the failover list

Subtasks

0% Done

ITO-2053 Confirm Target



WORK IN PROGRESS ▾

ITO-2054 Test Node



OPEN ▾



1



Awaiting implementation ▾

SLAs



Details



Assignee



Alana Grant

Reporter



Admin Istrator

Request Type



Request routine maintenance
(standard change)

Knowledge base



3 related articles

Change type

Standard

Impact

Minor / Localized

Standard change

Initiate

Validate

Authorize

Implement

Closure



Your work ▾

Projects ▾

Filters ▾

Dashboards ▾

People ▾

Plans ▾

More ▾

Create

Search



IT Operations
Service project



Back to project

Reports

DEFAULT

Workload

Satisfaction

Requests deflected

Requests resolved

CUSTOM

Created vs Resolved

Time to resolution

SLA met vs breached

Incidents by priority

Projects / IT Operations / Reports

Changes by type

Show

Past year by month ▾

494

All changes

353

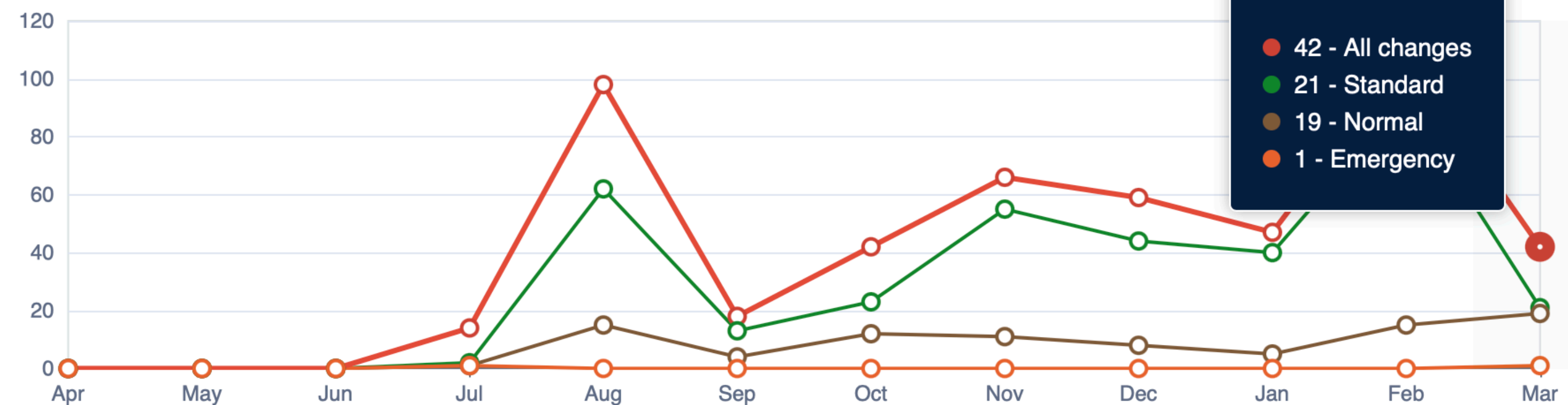
Standard

90

Normal

2

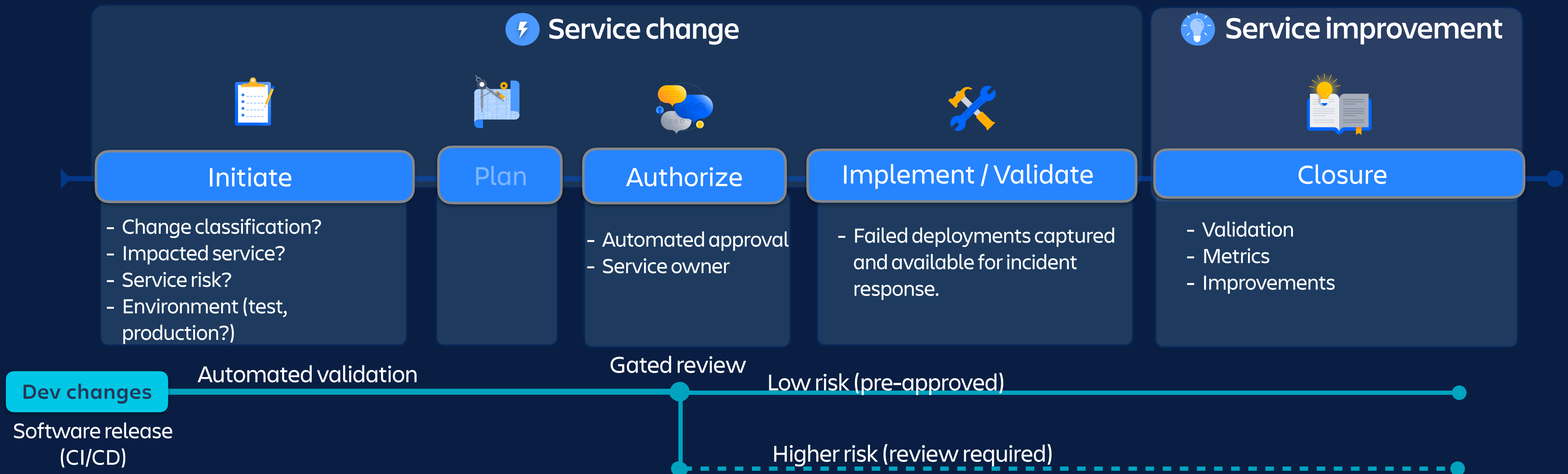
Emergency



Identify metrics that help your teams learn and increase the volume of changes following a standard, automated pathway.

CONSIDERING CHANGE ENABLEMENT AND CODE CHANGES

A growing number of IT organizations are embracing DevOps practices to manage the release of code and configuration to production systems.



CHANGE ENABLEMENT MEETS DEPLOYMENT TRACKING

CI/CD

 Bitbucket

 Jenkins

 circleci

 Octopus Deploy



**RISK
ASSESSMENT
Automation**

Powered by
Jira Automation



OUTCOME

 Jira Service Management

DEPLOYED

Auto-approved and deployed

WAITING FOR APPROVAL

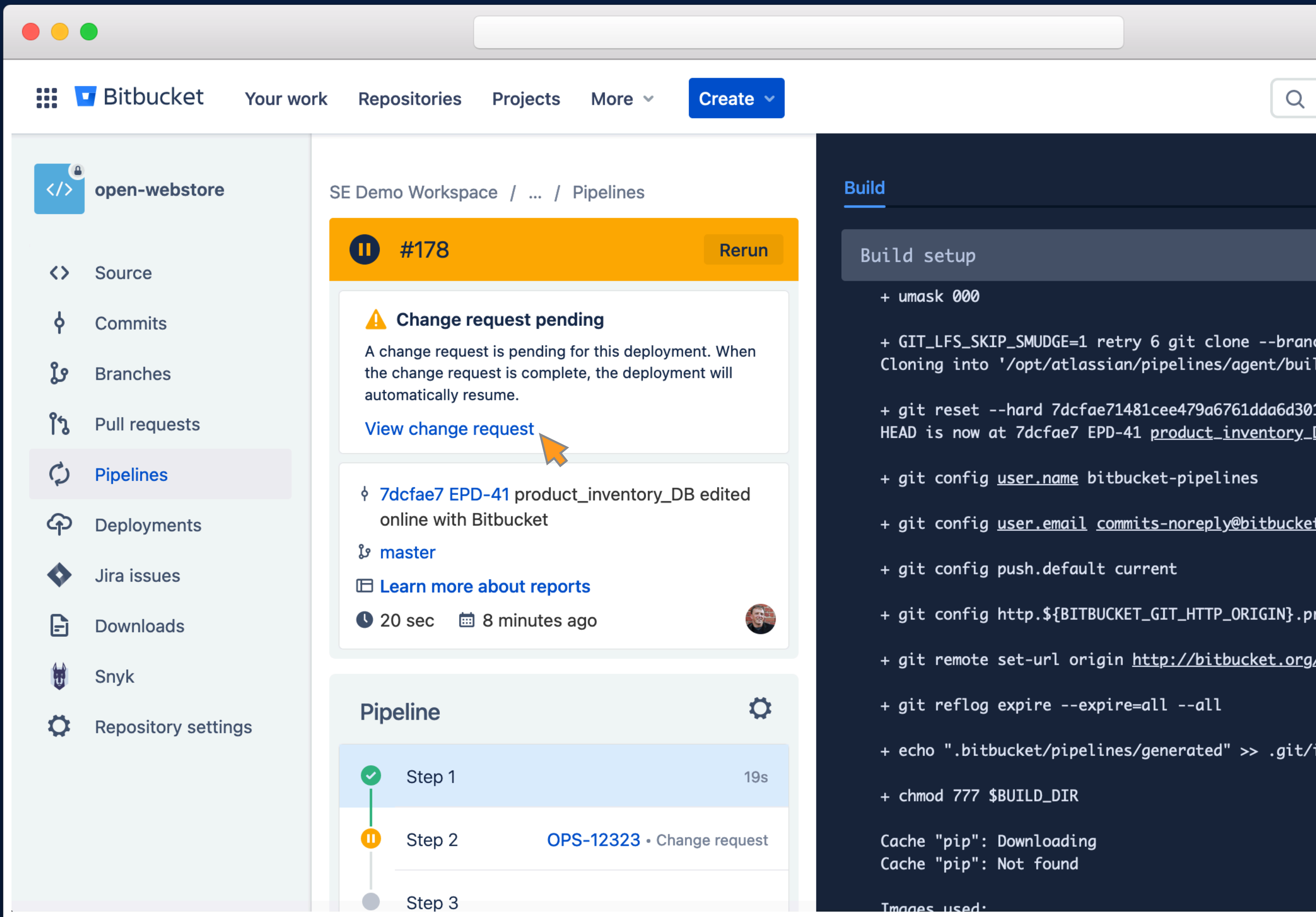
High-risk changes, approval required

DEVELOPMENT TRACKING

Connect to CI/CD tools to keep records of changes without manually creating requests.

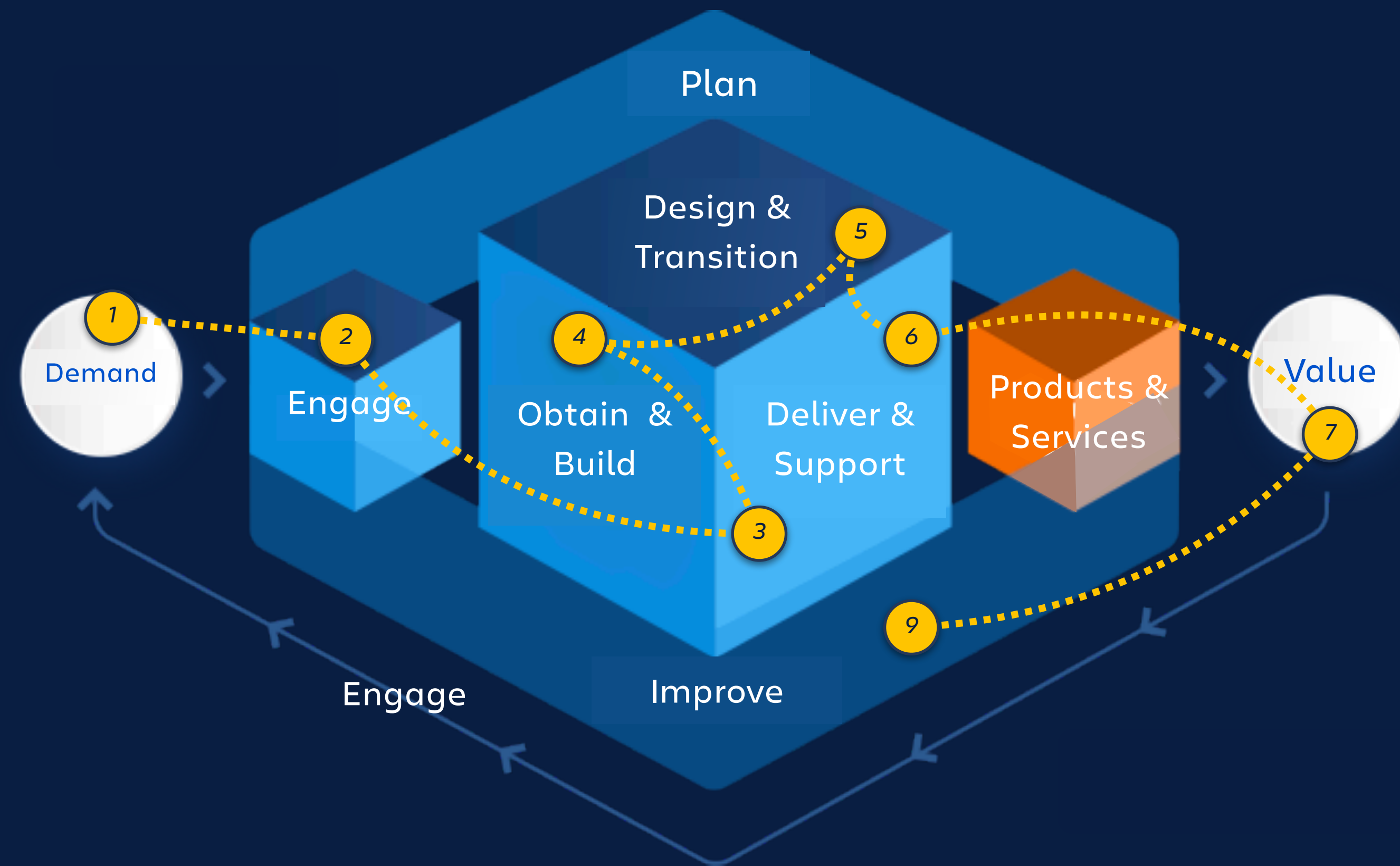
Developers never have to break focus to track the progress of their requests.

Set deployment gating to automatically push low risk changes to production, or to require additional approvals when necessary.



VALUE STREAM MAPPING FOR INCIDENT MANAGEMENT

‘How can we improve our incident management practice for major outage response?’



CONSIDERING INCIDENT MANAGEMENT

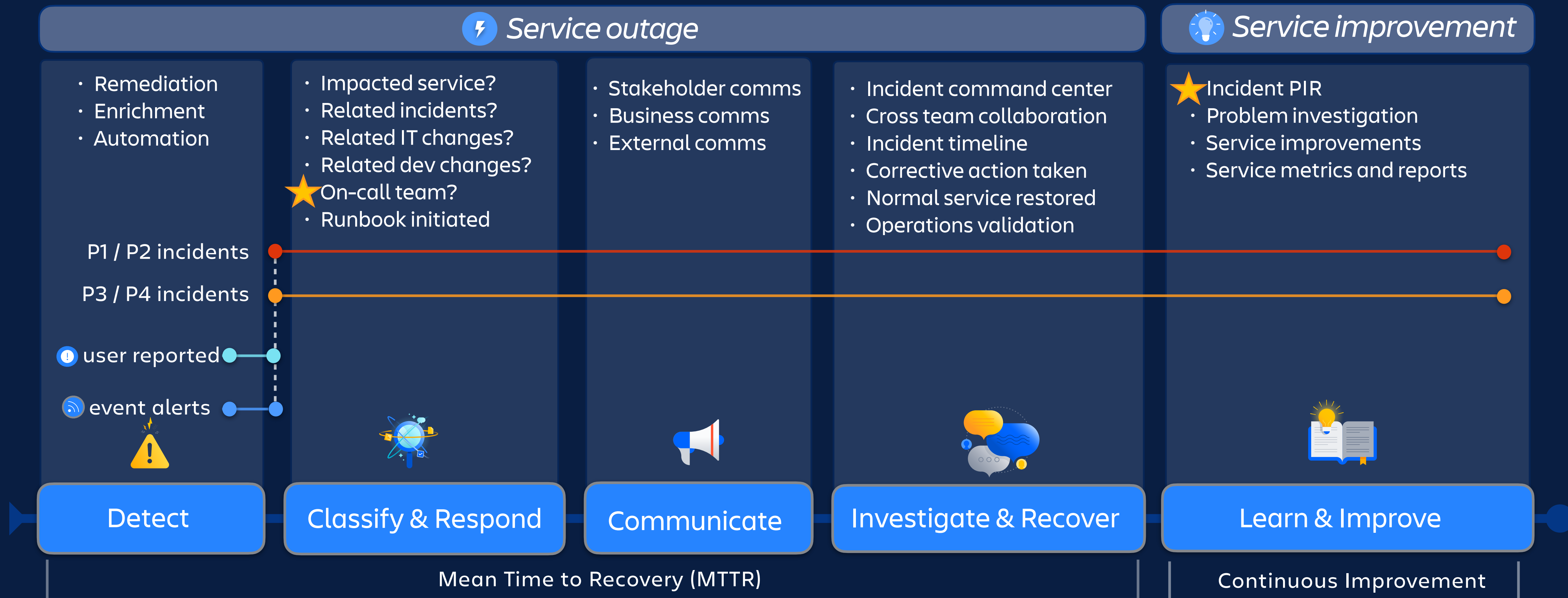


What aspects of our major incident response practices need to be addressed?

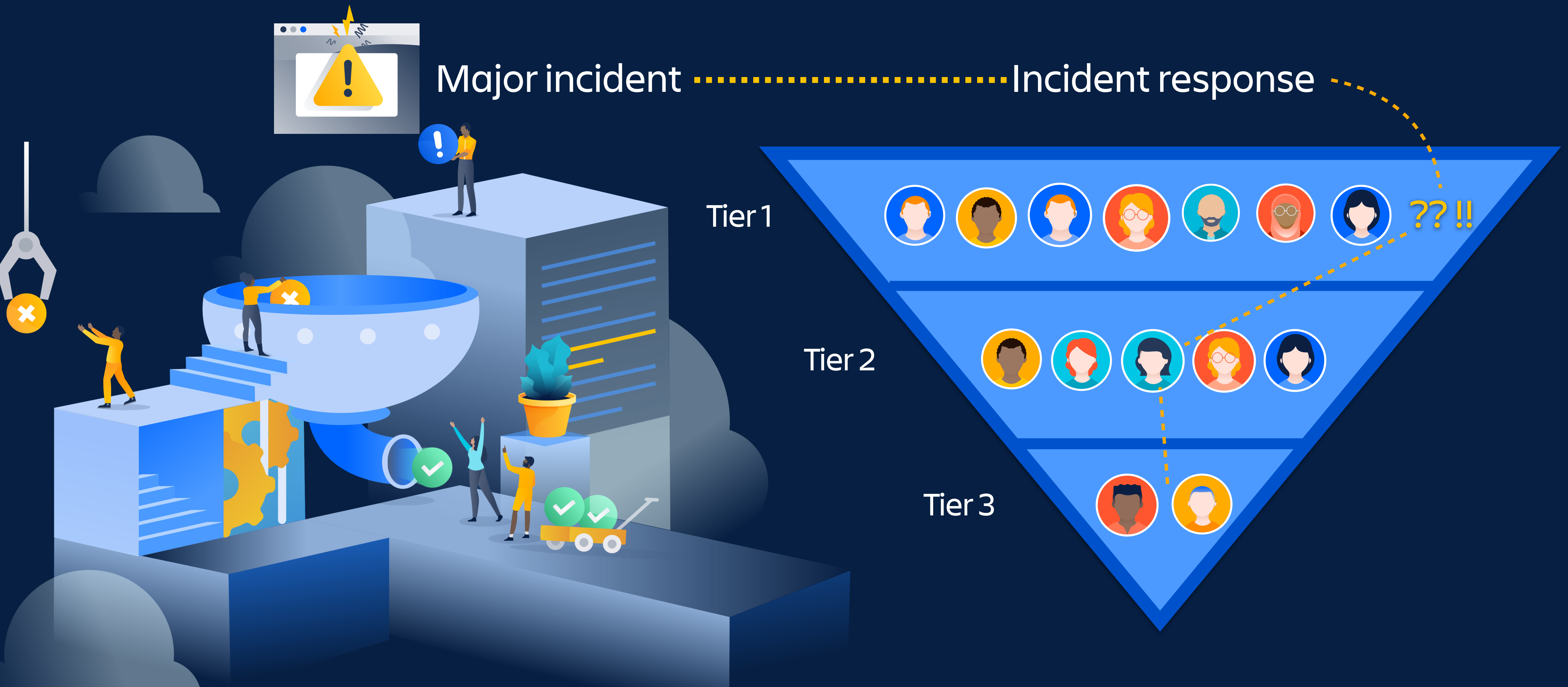
How can we improve learning from incidents with PIRs?



CONSIDERING THE VALUE STREAM FOR INCIDENT MANAGEMENT



CONSIDERING THE CHALLENGES OF TIERED SUPPORT MODELS



WHY EVOLVE AND ADAPT

The current model - Streaming

- Silos & hierarchies
- Directed
- Pre-defined
- Escalation-based
- Measures activity



The emerging model - Intelligent swarming

- Network
- Opt-in
- Emergent, loopy process
- Collaboration-based
- Measures value creation



LEVEL-Z SUPPORT - INTELLIGENT SWARMING



Modern Practices

Team alignment by
product / service



Automation to streamline
and optimize the response



ChatOps optimized around
the way teams work



Continuous learning
becomes the norm



Incident



Detect Respond Communicate Investigate Recover Learn

Jira

Alerts

Incidents

Who is on-call

Teams

Services

Analytics

Settings

Platform Support

On-call

Integrations

Heartbeats

Services

Incident rules

Members

Roles

Policies

Conferences

Activity stream

Actions

Integrations

Add integration

Search integration

Q

Filter by

Name	Responder team	Status
<div><div></div>Platform_Support_Amazon Ses</div>	Platform Support	ENABLED
<div><div></div>Platform_Support_Datadog</div>	Platform Support	ENABLED
<div><div></div>SCOM</div>	Platform Support	ENABLED
<div><div></div>Platform_Support_Zabbix</div>	Platform Support	ENABLED

Jira

Your work

Projects

Filters

Dashboards

People

Plans

Insight

Apps

Create

Search

4

?

IT Operations

Service project

Back to project

Incidents

STARRED

Select the star icon next to your queues to add them here.

TEAM PRIORITY

* Major Incidents

2

Open incidents

5

Incidents assigned to me

0

--> Requires Triage

5

--> Investigating

0

--> Pending Review

0

Resolved incidents (last ...)

27

Opsgenie incidents

Manage queues

Give feedback

Back

ITO-2075

MAJOR INCIDENT

Customer payments are rejected when order is processed in EMEA region

Create subtask

Investigate

Link issue

Add Form

Jennifer Evans raised this request via Jira

View request in portal

Hide details

Description

The system is randomly erroring out when some users go to checkout

Affected services

Online Order Processing

Payment Processing

2 open incidents on this service

ITO-2076 Payments are getting rejected

ITO-2075 Customer payments are rejected when order is processed in EMEA region

Description

The Payments Processing Service enables consumer payment processing for our digital channel. It overlays capabilities to deliver value-added services to our customers. - Manage cards and token-based digital payments - Enables consumer payment processing for online transactions - Converge cards and real-time payments -Real-time reliability and availability for any payment type

Tier

Tier 1

Responders

Mitch Davis

Assignee

Platform Support

Network Support

Add responder

An alert will be created for each responder.

Incident

Detect

Respond

Communicate

Investigate

Recover

Learn

Jira

Your work Projects Filters Dashboards People Plans Insight Apps Create

Search

IT Operations Service projects

Back to project

Incidents

STARRED

Select the star icon to add them here.

TEAM PRIORITY

* Major Incidents

Open incidents

Incidents assigned to me

--> Requires Triaging

--> Investigating

--> Pending Review

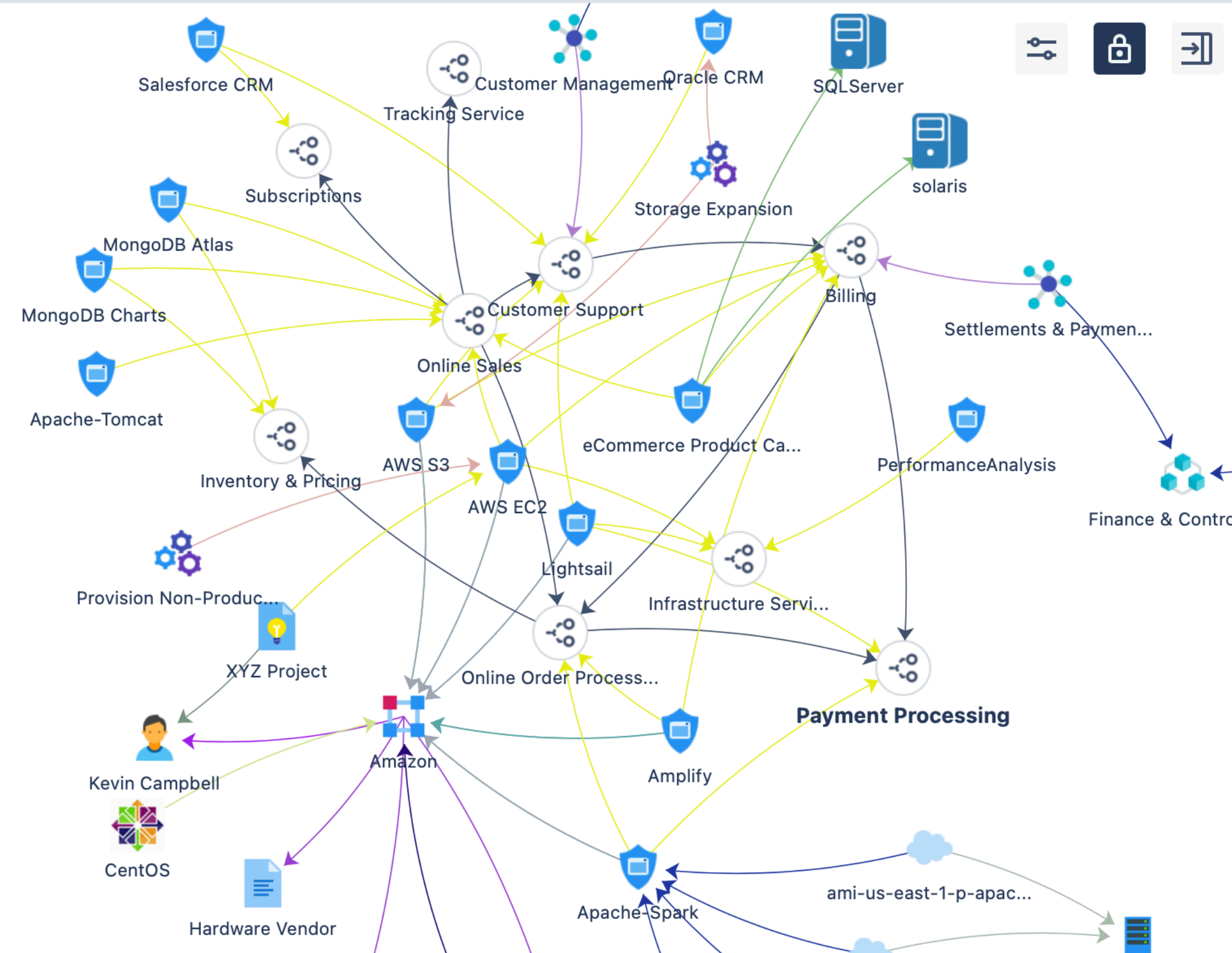
Resolved incidents

Opsgenie incidents

Manage queue

Give feedback

Object details



Payment Processing

Object details Linked issues

Key SVC-438

Name Payment Processing

Created 25/Aug/21 2:32 PM

Updated 25/Aug/21 2:32 PM

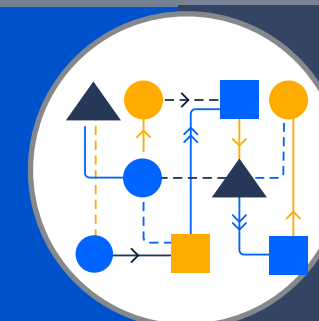
Description The Payments Processing Service enables consumer payment processing for our digital channel. It overlays capabilities to deliver value-added services to our customers. - Manage cards and token-based digital payments - Enables consumer payment processing for online transactions - Converge cards and real-time payments - Real-time reliability and availability for any payment type

Tier Tier 1

Service ID ari:cloud:graph::service/e297dd7c-dd5c-4423-9f8b-2a0bec5eab23/4ecc1576-05b1-11ec-aa28-0abe3f4a6601

Stakeholders 0 Stakeholders

Insight provides a flexible approach to connecting infrastructure data to the services an operations team supports.



Unleashes the power of a CMDB built on the Jira platform.

Incident

Detect

Respond

Communicate

Investigate

Recover

Learn

IT Operations

Service project

Back to project

Incidents

STARRED

Select the star icon next to your queues to add them here.

TEAM PRIORITY

* Major Incidents

2

Open incidents

5

Incidents assigned to me

0

--> Requires Triage

5

--> Investigating

0

--> Pending Review

0

Resolved incidents (last ...)

27

Opsgenie incidents

Manage queues

Give feedback

Back

ITO-2075

MAJOR INCIDENT

Customer payments are rejected when order is processed in EMEA region

Create subtask

Investigate

Link issue

Add Form

Jennifer Evans raised this request via Jira

View request in portal

Hide details

Description

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Tier

Tier 1

Open

SLAs

Details

Major incident

Chat channel

Open #ito-2075

Conference call

Join call

Responders

3 Responders

Assignee

Mitch Davis

Reporter

Jennifer Evans

Request Type

Report a system issue

Priority

Critical

Labels

None

Knowledge base

3 related articles

Linked alerts

View 4

Stakeholders

0 Stakeholders

Application Impacted

Apache-Spark

Incident

Detect

Respond

Communicate

Investigate

Recover

Learn

Filters Dashboards People Plans Insight Apps Create

Back ITO-2075

MAJOR INCIDENT

Customer payments are rejected when order is processed in EMEA region

Create subtask Investigate Link issue Add Form

Jennifer Evans raised this request via Jira

Description

The system is randomly erroring out when some users go to checkout

Affected services

Payment Processing

Impact Extensive / Widespread

Urgency High

Changes on affected services

Similar requests

Open

SLAs

Details

Major incident

Chat channel

Conference call

Responders

Assignee

Reporter

Request Type

Priority

Labels

Knowledge base

Linked alerts

Stakeholders

Application Impacted

Open #ito-2075

Join call

3 Responders

Mitch Davis

Jennifer Evans

Report a system issue

Critical

None

3 related articles

View 4

0 Stakeholders

Apache-Spark

Add internal note

Reply to customer

Inform stakeholders

SE-Enterprises-Demo-1

ito-2075

Threads

Slack Connect

Channels

ask-it

ask-it-autocreate

general

high-velocity-service-management

inc-873

ito-2075

random

triage-its

inc-133

inc-146

inc-165

Add channels

Direct messages

Apps

Assist

Jira

Opsgenie

Add apps

12:02 PM

20126 - Customer payments are rejected when order is processed in EMEA region

Priority: Critical Status: Open

Teams: [Platform Support, Network Support] Services: [Payment Processing]

Last updated: March 29th 12:17:35 PM

Description: The system is randomly erroring out when some users go to checkout

Add responder Update Priority

Jira Service Management - Incidents

12:17 PM

20126 - Customer payments are rejected when order is processed in EMEA region

Responders Added: team --> Network Support

Paul Buffington 12:23 PM joined #ito-2075.

Paul Buffington 12:24 PM We are checking the DB transaction logs to see where the payment processing is bottlenecked. Update the team in 15 minutes (edited).

Send a message to #ito-2075

Jira

Your work

Projects

Filters

Dashboards

People

Plans

Insight

Apps

Create

Search

6

?

⚙

👤

IT Operations

Service project

Queues

Service requests

Incidents

Problems

Changes

Post-incident rev

OPERATIONS

Change calendar

Services

Alerts

On-call

KNOWLEDGE

Knowledge base

Reports

CHANNELS & PEOPLE

Channels

Investigating of ITO-2075 incident

< Mar 22, 11:20 PM - Mar 29, 11:20 PM > 1 week

Payment Processing

Mar 23, 12 AM

Mar 24, 12 AM

Mar 25, 12 AM

Mar 26, 12 AM

● Successful deployments

▼ Failed deployments

● Contains potential cause

118

28 Mar 2022 - 03:13 PM

118

28 Mar 2022 - 03:13 PM

118

28 Mar 2022 - 03:13 PM

119

28 Mar 2022 - 03:14 PM

119

28 Mar 2022 - 15:14 PM

FAILED

Deployment to Test (Pipeline #119)

Environment

Test

Select as potential cause

Cancel

Add potential causes

Add internal note / Reply to customer / Inform stakeholders

Pro tip: press M to comment

Priority

Critical

Labels

None

Knowledge base

3 related articles

Incident

Detect Respond Communicate Investigate Recover Learn

Jira

Your work

Projects

Filters

Dashboards

People

Plans

Insight

Apps

Create

Search

6

?

IT Operations

Service project

Queues

Service requests

Incidents

Problems

Changes

Post-incident revi...

OPERATIONS

Change calendar

Services

Alerts

On-call

KNOWLEDGE

Knowledge base

Reports

CHANNELS & PEOPLE

Channels

Projects

IT Operations

ITO-2075

Customer payments are rejected when order is processed in EMEA region

Create subtask

Investigate

Link issue

Add Form

Jennifer Evans

raised this request via Jira

View request in portal

Hide details

Description

The system is randomly erroring out when some users go to checkout

Affected services

Online Order Processing

Impact

Extensive / Widespread

Urgency

High

Linked issues

is caused by

ITO-2083

Post Incident Review for Major Incident

UNDER REVIEW

Add internal note

Reply to customer

Inform stakeholders

Pro tip: press M to comment

Completed

Software failure

SLAs

1 Apr 10:00 AM

Time to close after re... within 24h

Today 12:01 PM

Time to first response within 2h

Today 09:38 PM

Time to resolution within 4h

Details

Major incident

Conference call

Responders

Assignee

Reporter

Request Type

Priority

Labels

Start call

4 Responders

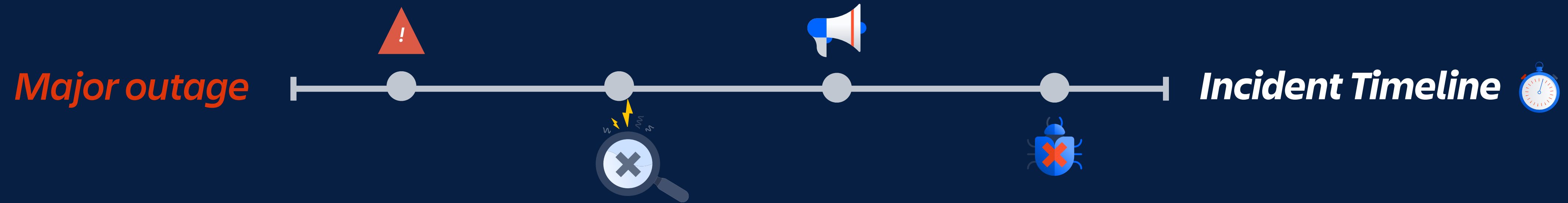
Mitch Davis

Jennifer Evans

Report a system issue


Critical

None



70%

of incident reviews are forgotten

- IT Operations

• Dashboard - Major In...

> Practices & Procedur...

> Infrastructure Chang...

> Incident Runbooks

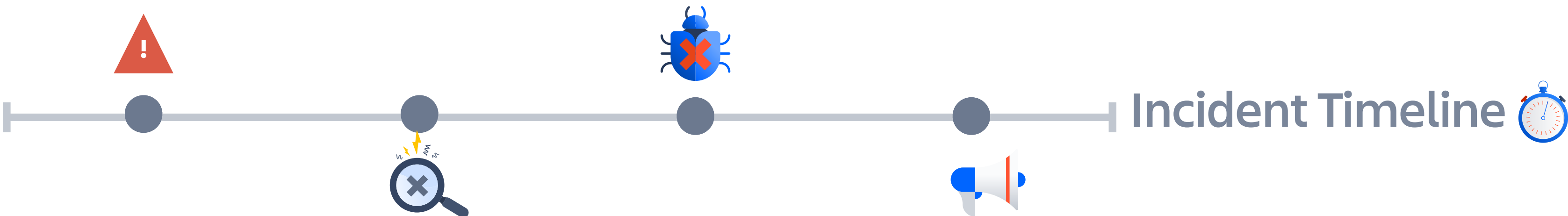
> Known Errors & Trou...

> Troubleshooting artic...

> Service Level Manag...

▼ Incident PIRs
 - 111820 - PIR - W...
 - Webstore down -...
 - Financial Service...
 - 1922 - Customer...
 - 2016-12-27 - We...
 - 2016-12-20 - We...

Post Incident Review (PIR)





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- Learn, improve, & share
- Understand all contributing root causes
 - Document the incident for future reference (i.e. KB, KE)
 - Implement effective preventative actions
 - Reduce the likelihood of recurrence
 - Improve service quality
 - Share learnings

Jira

Your work

Projects

Filters

Dashboards

People

Plans

Insight

Apps

Create

Search

6

?

IT Operations

Service project

Back to project

Post-incident reviews

STARRED

Select the star icon next to your queues to add them here.

TEAM PRIORITY

Open reviews

14

My reviews

0

Completed reviews

0

Manage queues

Give feedback

Back

ITO-2083

Root cause

Investigating at this time

Workaround

None

Linked issues

causes

ITO-2075

Customer payments are rejected when order is processed in EMEA re...

COMPLETED

Similar requests

Confluence pages

mentioned on

PIR - Billing Service outage caused by MongoDB bug

Activity

Show: All Comments History Work log

Newest first

Add internal note

Reply to customer

Under review

Details

Assignee

Mitch Davis

Reporter

Automation for Jira

Request Type

Post Incident Review

Knowledge base

3 related articles

Components

None

Priority

Medium

Automation

Rule executions

More fields

Labels

None

Request participants

None

Approvers

None

Organizations

None

Affected hardware

None

Investigation reason

High impact incident

Confluence

Home

Recent ▾

Spaces ▾

People ▾

Apps ▾

Templates

Create

Search

6

?

IT Operations

Overview

Blog

Analytics

Calendars

Space Settings

Bulk Archive

SPACE SHORTCUTS

Troubleshooting articles

How-to articles

Pages

• Business Service Updates

• Priority Matrix

› Incident Runbooks

› Known Errors & Workarounds

› PIRs – Post Incident Reviews

› Infrastructure Change Enablement

Archived pages

Postmortem report

Instructions	Report
<div><div>⚠️</div><div>Leadup</div></div> <div>List the sequence of events that led to the incident.</div>	<div>The platform team completed the migration to the new application system Docker containers on <div>Dec 4, 2021</div> . See change for additoinal details</div> <div><div>📄</div><div>ITO-1047: Billing service upgrade to application 3.5 - new Docker image</div><div>COMPLETED</div></div> <div>The dev team release code updates for this service on</div> <div><div>📄</div><div>PLAT-2922: Billings service code updates to support app version 3.0</div><div>DONE</div></div>
<div><div>🧑</div><div>Fault</div></div> <div>Describe how the change that was implemented didn't work as expected. If available, include relevant data visualizations.</div>	<div>The team rolled back the code changes after it was determined a MongoDB lookup error was causing the service to crash.</div>
<div><div>🔥</div><div>Impact</div></div> <div>Describe how internal and external users were impacted during the incident. Include how many support cases were raised.</div>	<div>This impacted over 5k customers. We are still determining revenue impact</div>
<div><div>👁️</div><div>Detection</div></div> <div>Report when the team detected</div>	<div>First detection of the outage was captured by the Nagios alerts that monitor our Docker containers and the MongoDB support infrastructure.</div>

TRANSFORMING THE WAY THAT IT OPERATIONS WORKS



STRONG CULTURE + STRONG PRACTICES = HIGH PERFORMING TEAMS

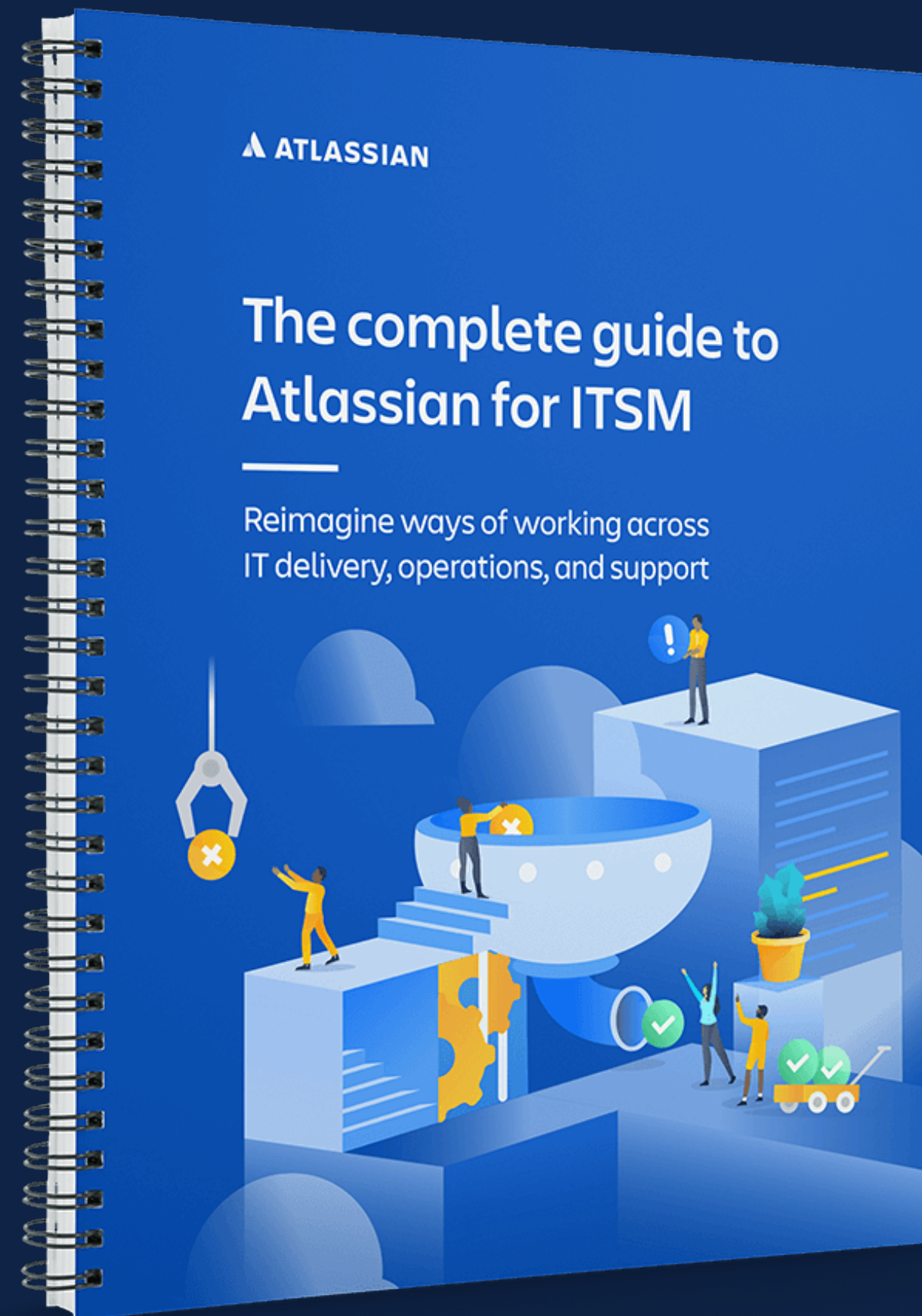


Atlassian and *AXELOS* have partnered to help jumpstart your agile journey. Learn eight practices typically adopted by high-velocity IT teams, and get guidance from the Atlassian Team Playbook.



Learn more: <https://www.atlassian.com/whitepapers/ITIL4>

ATLASSIAN'S COMPLETE GUIDE TO ITSM



Explore **better ways of working** across your IT delivery, operations and support teams.

www.atlassian.com/whitepapers/complete-guide-itsm



Thank you!

Paul Buffington, Solution Engineering Manager, Atlassian

