

The background features a vibrant, abstract design. On the left, there are horizontal, wavy bands of color in shades of red, orange, yellow, and green. On the right, a bright white light source emits a series of colorful rays in shades of blue, cyan, and yellow, creating a sunburst effect.

CISCO *Live!*

Let's go

#CiscoLiveAPJC



The bridge to possible

# Blame it (on Everything but the Human)

Adrienne Tacke, Senior Developer Advocate  
@AdrienneTacke  
DEVNET-1651

CISCO *Live!*

#CiscoLiveAPJC

# Cisco Webex App

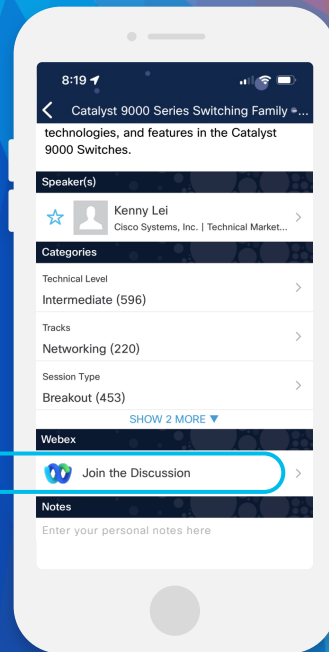
## Questions?

Use Cisco Webex App to chat with the speaker after the session

## How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until December 22, 2023.

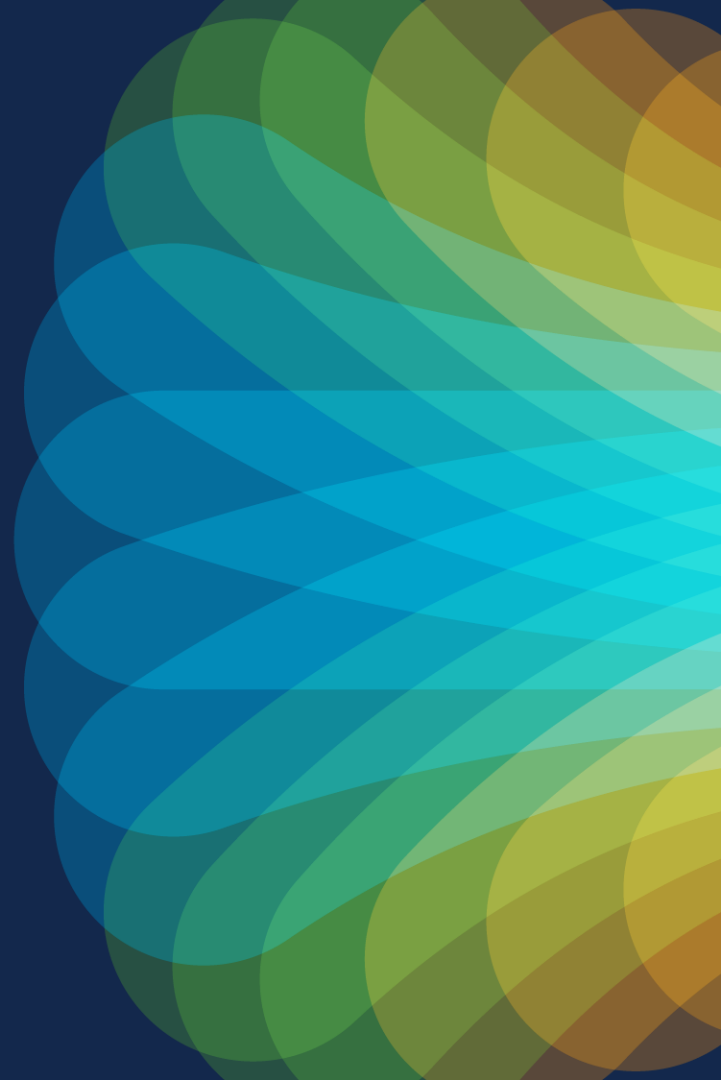


<https://ciscolive.ciscoevents.com/ciscolivebot/#DEVNET-1651>

# Agenda

- Things fail...
- Three tales of failure
- *How* did the happen?
- A culture of \_\_\_\_\_

Things will fail...



A photograph of Werner Vogels, CTO of Amazon, speaking at a conference. He is a middle-aged man with a grey beard, wearing a black button-down shirt. He is holding a yellow smartphone in his right hand and gesturing with his left hand. The background is dark with some blurred text.

*“Everything fails, all the time.”*

*Werner Vogels, CTO Amazon*

# Who did this?

# A tale of three failures

# SlideShare

Get insp  
somethi

## Featured



ChatGPT and the

41 likes • 22.6K views  
Clark Boyd



## Avoiding Cloud Computing Planning & Implementation Failure

Jan 23, 2015 • 2 likes • 755 views



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Technology

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(Agile Data Teams)  
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943 views • 34 slides



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Scott Lewis  
227 views • 17 slides



December 2014  
Webinar - Planning Your 2015 Cloud ...  
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Are You Prepared For  
The Future Of Data  
Technology?

|                          |   |                |         |    |      |        |      |
|--------------------------|---|----------------|---------|----|------|--------|------|
| <input type="checkbox"/> | 2 | <b>Column2</b> | int(11) | No | None | Change | Drop |
| <input type="checkbox"/> | 3 | <b>Column3</b> | int(11) | No | None | Change | Drop |
| <input type="checkbox"/> | 4 | <b>Column4</b> | int(11) | No | None | Change | Drop |

☐ Check all    With selected: Browse    Change    Drop    Primary    Unique

Print    Propose table structure    **Move columns**    Normalize

*Example of column reordering capabilities in a graphical explorer tool*

## Lessons from a DevOps Failure

One of the main ideas behind DevOps is a greater sense of ownership over work responsibilities, and for that you need to give access to part of the infrastructure that developers do not generally have access to. At SlideShare, engineers had access to production servers and production databases.

A software engineer was working on a database-related project and trying out a tool that offered the ability to explore a MySQL database graphically. He decided to reorganize the order of the database columns in that tool so that the data would make more sense to him. What he did not know was that it was also changing the columns' order in production on the actual database, locking it, which brought down Slideshare.net and shut out the more than 60,000 users trying to access it. When it happened, the person responsible did not realize that the tool was actually performing actions, and it took 15 minutes of collective effort to figure out the source of the problem.

# US Emergency Alert System – Hawaii Missile Alert

**The New York Times**

---

# ***Hawaii Panics After Alert About Incoming Missile Is Sent in Error***

---

**By Adam Nagourney, David E. Sanger and Johanna Barr**

Jan. 13, 2018



## EMERGENCY ALERTS



### **Emergency Alert**

BALLISTIC MISSILE THREAT INBOUND TO HAWAII. SEEK IMMEDIATE SHELTER. THIS IS NOT A DRILL.

Settings



Honolulu Civil Beat  
@CivilBeat · [Follow](#)



Hawaii Emergency Management Agency

## 1. State EOC

### 1. TEST Message

DRILL-PACOM (DEMO) STATE ONLY

False Alarm BMD (CEM) - STATE ONLY

Monthly Test (RMT) - STATE ONLY

PACOM (CDW) - STATE ONLY

[Read 523 replies](#)

# Azure DevOps

# Azure DevOps Outage in South Brazil

Event log [Post-mortem](#)

Eric Mattingly, 6/2/2023, 11:59 AM

On Wednesday, 24 May 2023, Azure DevOps had an outage of one of our South Brazil (SBR) scale units which lasted from 12:10 to 22:31 UTC (~10.5 hours). We understand how impactful Azure DevOps outages can be, and sincerely apologize to all the impacted customers.

## Background

Azure DevOps engineers sometimes need to take a point-in-time snapshot of a production database to investigate customer escalations or evaluate potential performance improvements. To ensure these snapshot databases get cleaned up, a background job runs every day and deletes them once they pass a certain age.

## What triggered the outage?

During Sprint 222, we upgraded our code base to replace the deprecated Microsoft.Azure.Management.\* packages with the supported Azure.ResourceManager.\* NuGet packages. This resulted in a large pull request of mechanical changes swapping out API calls. **Hidden within this pull request was a typo bug in the snapshot deletion job** which swapped out a call to delete the Azure SQL Database to one that deletes the Azure SQL Server that hosts the database. The conditions under which this code is run are rare and were not well covered by our tests.

## Event information

| State    | Start              | End                |
|----------|--------------------|--------------------|
| Resolved | 5/24/2023, 5:10 AM | 5/24/2023, 3:35 PM |

## Impact information

| Severity  | Services     | Geography |
|-----------|--------------|-----------|
| Unhealthy | All services | Brazil    |

# ~~Who did this?~~

# *How* did this happen?

Is it a **tech**  
problem?

Is it a **process**  
problem?

Is it a **system**  
problem?

Is it a **documentation**  
problem?

Is it an **environmental**  
problem?

| Tech                                                                                                                                                                                                                                                                                     | Documentation                                                                                                                                                                                                                                                                            | Process                                                                                                                                                                                                                                                                            | Environmental                                                                                                                                                                                                                                                                                                       | System                                                                                                                                                                                                                                                                                                                                                                    |
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| Tech                                                                                                                                                                                                                                                                                     | Documentation                                                                                                                                                                                                                                                                            | Process                                                                                                                                                                                                                                                                            | Environmental                                                                                                                                                                                                                                                                                                       | System                                                                                                                                                                                                                                                                                                                                                                    |
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“In other words,  
accidents in systems  
should be *intentional*.”

Mario Tacke  
Senior Software Engineer, Amazon

A Culture of \_\_\_\_\_

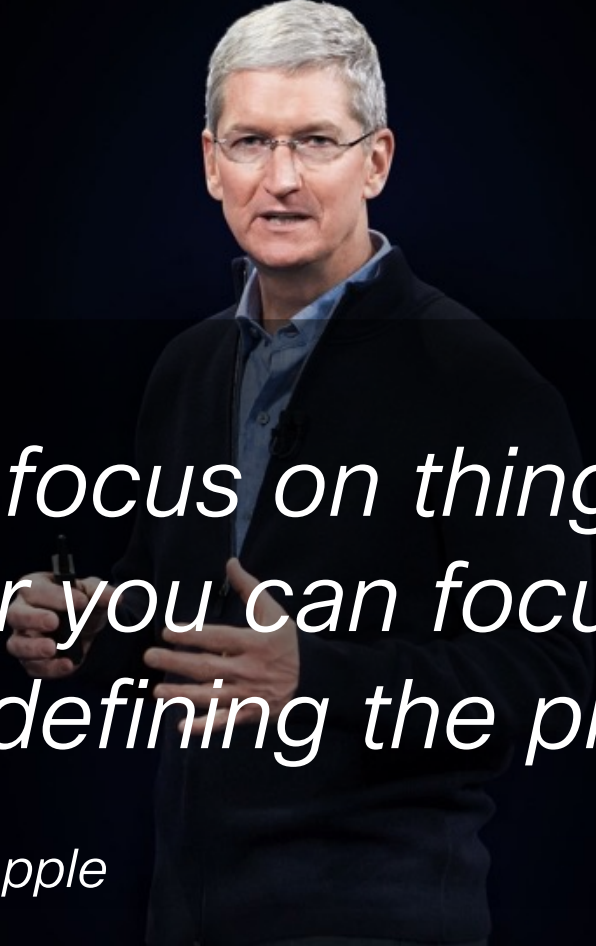
# A Culture of Growth

A photograph of Bill Gates, co-founder of Microsoft, smiling and gesturing with his right hand while holding a small device in his left. He is wearing a dark suit jacket over a light blue shirt. The background is a blurred stage with blue and red lighting.

*“It’s fine to celebrate success but it is more important to heed the lessons of failure.”*

*Bill Gates, Co-Founder Microsoft*

# A Culture of Problem Solving

A photograph of Tim Cook, CEO of Apple, speaking at a Cisco Live event. He is wearing a dark blue jacket over a light blue shirt and glasses. He is holding a small object in his right hand and gesturing with his left hand. The background is dark.

*“You can focus on things that are barriers or you can focus on scaling the wall or redefining the problem.”*

*Tim Cook, CEO Apple*

**cisco** *Live!*

# A Culture of Safety

A woman with blonde hair, wearing a blue patterned dress, stands on a stage, gesturing with her hands while speaking. The background is dark blue with a large, faint "YAHOO!" logo.

*“Work for someone who believes in you, because when they believe in you, they’ll invest in you.”*

*Marissa Mayer, CEO Yahoo!*

# A Culture of Creativity

A man with grey hair and a beard, wearing a grey sweater over a blue shirt, is speaking on a stage. He has his hands raised and is looking upwards. A small microphone is clipped to his ear. The background is a solid blue color.

*“Don’t be afraid to change the model.”*

*Reed Hastings, Co-Founder Netflix*



The bridge to possible

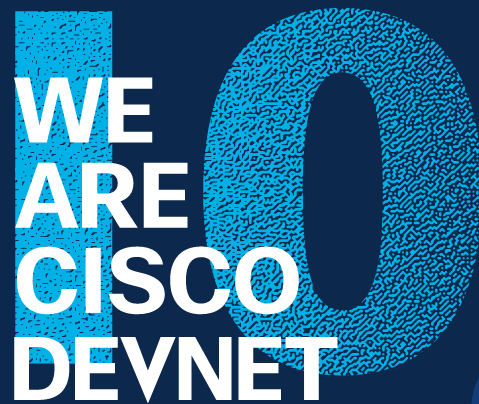
# Thank you

CISCO *Live!*

#CiscoLiveAPJC

**cisco**  
**DevNet**

**WE  
ARE  
CISCO  
DEVNET**



Let's celebrate  
10 years of DevNet!

---

You're invited to come celebrate in the DevNet Zone in  
the Hub, Wednesday, December 6 from 4:30 - 5:30 PM



# Continue to Learn, Code, and Build with Cisco DevNet

Get access to exclusive resources including API documentation, Code Exchange, self-paced learning labs, sandboxes, community forums and events!

Scan QR Code to get started.



*Live!*



# Did you know?

You can have a  
one-on-one session with  
a technical expert!

Visit Meet the Expert in The HUB  
to meet, greet, whiteboard & gain  
insights about your unique questions  
with the best of the best.



## Meet the Expert Opening Hours:

|                  |                         |
|------------------|-------------------------|
| <b>Tuesday</b>   | <b>3:00pm – 7:00pm</b>  |
| <b>Wednesday</b> | <b>11:15am – 7:00pm</b> |
| <b>Thursday</b>  | <b>9:30am – 4:00pm</b>  |
| <b>Friday</b>    | <b>10:30am – 1:30pm</b> |

# Session Surveys

We would love to know your feedback on this session!

- Complete a minimum of four session surveys and the overall event surveys to claim a Cisco Live T-Shirt



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- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at [www.CiscoLive.com/on-demand](https://www.CiscoLive.com/on-demand)

The background is a vibrant, abstract graphic featuring a rainbow color palette. On the left, there are horizontal, wavy bands of color transitioning from red at the top to blue at the bottom. On the right, a bright white light source emits a series of sharp, triangular rays of color in a radial pattern, also using the rainbow spectrum. The overall effect is energetic and celebratory.

cisco *Live!*

Let's go

#CiscoLiveAPJC