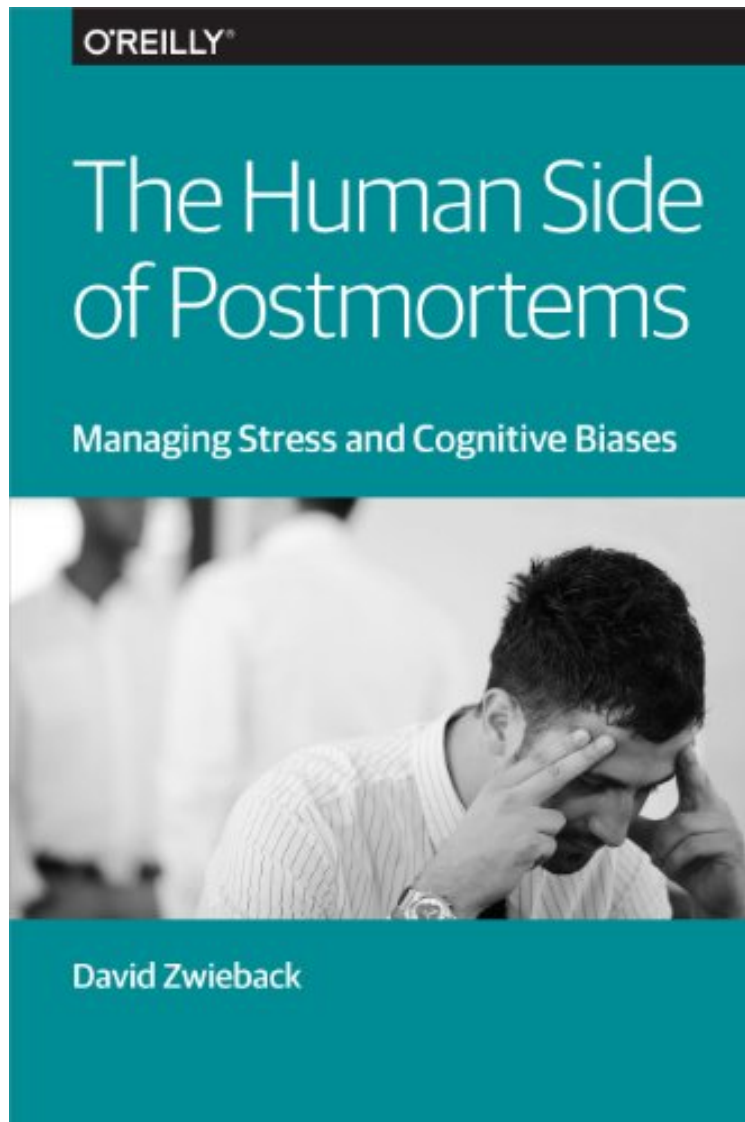


[FREE] The Human Side of Postmortems

The Human Side of Postmortems

Dave Zwieback

*ebooks / Download PDF / *ePub / DOC / audiobook*



[Download](#)

[Read Online](#)

2013-05-07 2013-05-07 File Name: B00CLH38CM | File size: 44.Mb

Dave Zwieback : The Human Side of Postmortems before purchasing it in order to gage whether or not it would be worth my time, and all praised The Human Side of Postmortems:

0 of 0 people found the following review helpful. Quick but good readBy CustomerInformation presented definitely shined a new light on a serious culture issue many brands face when it comes to talent burnout.0 of 0 people found the following review helpful. Great high level treatment of stress in ops environmentsBy Tom IwanskiThis was an excellent introduction to a topic many of us in IT overlook. The author provides cogent examples along with detailed notes to assist in further research. However, the author's synthesis of the research and thoughtful insights are what I found most valuable. My only critique is the brevity of the final chapter, which had great potential for more analysis.1

of 1 people found the following review helpful. Great balanced approach for devops and all those involved in technology
By Ted Timmons
Dave's book is a must-read for practitioners of devops and those who care about making their outages and postmortems better. He quickly gets to the root of the logical errors made in postmortem discussions, adding a human factor to existing techniques like the "five whys".

Imagine you had to write a postmortem containing statements like these?"We were unable to resolve the outage as quickly as we would have hoped because our decision making was impacted by extreme stress." "We spent two hours repeatedly applying the fix that worked during the previous outage, only to find out that it made no difference in this one." "We did not communicate openly about an escalating outage that was caused by our botched deployment because we thought we were about to lose our jobs." While the above scenarios are entirely realistic, it's hard to find many postmortem write-ups that even hint at these "human factors." Their absence is, in part, due to the social stigma associated with publicly acknowledging their contribution to outages. And yet, people dealing with outages are clearly subject to physical exhaustion and psychological stress, not to mention impaired reasoning due to a host of cognitive biases. This report focuses on the effects and mitigation of stress and cognitive biases during outages and postmortems. This "human postmortem" is as important as the technical one, as it enables building more resilient systems and teams, and ultimately reduces the duration and severity of outages.

About the Author
Dave Zwieback has been working with large-scale mission-critical infrastructure and teams for almost two decades. Dave is the VP, Engineering at Next Big Sound (acquired by Pandora Media, Inc.), and CTO of Lotus Outreach. He has previously worked with the adaptive learning startup Knewton, the quantitative investment management firm D.E. Shaw Co., and the financial services behemoth Morgan Stanley. He also ran an infrastructure architecture consultancy for seven years. Dave is the author of *Beyond Blame: Learning From Failure and Success*, coming soon from O'Reilly Media. Dave occasionally tweets @mindweather and blogs at mindweather.com.