THE PSYCHOLOGY
OF CHAOS ENGINEERING

Matt Stratton
DevOps Advocate & Thought Validator, PagerDuty

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@mattstratton
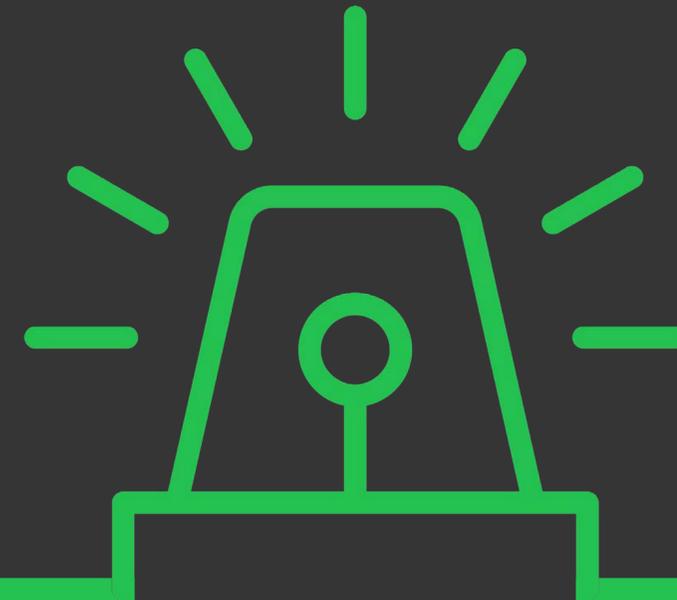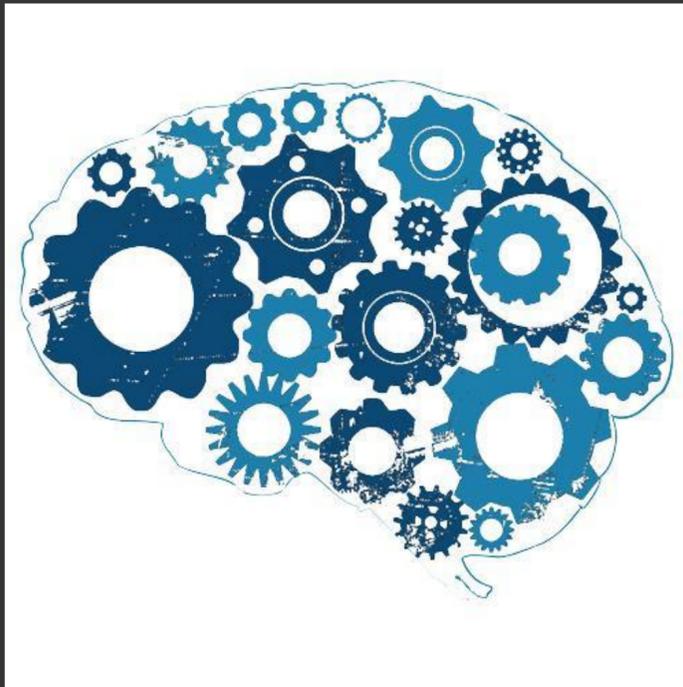
let's set some agreement

Chaos Engineering is the discipline of experimenting on a system in order to build confidence in the system's capability to withstand turbulent conditions in production.

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By running Chaos Monkey in the middle of a business day, in a carefully monitored environment with engineers standing by to address any problems, we can still learn the lessons about the weaknesses of our system, and build automatic recovery mechanisms to deal with them. So next time an instance fails at 3 am on a Sunday, we won't even notice.

? https://bit.ly/netflix-chaos

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Netflix Technology Blog, 2011

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perceptions

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"isn't all engineering chaotic?"

"isn'   tic?"

PagerDuty   @mattstratton

It's not about breaking things

It's ~~about breaking thin~~gs

Silvia Botros
@dbsmasher

Replying to @mattstratton

It's not about breaking things

look, I know you know this

I'm gonna say it anyway

these are experiments

Back off, man... I'm a scientist.

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we know this, Matty

# how we talk about things matters

people get nervous

"You want to do *what* in production??"

use your monitoring like it's for real

because it is
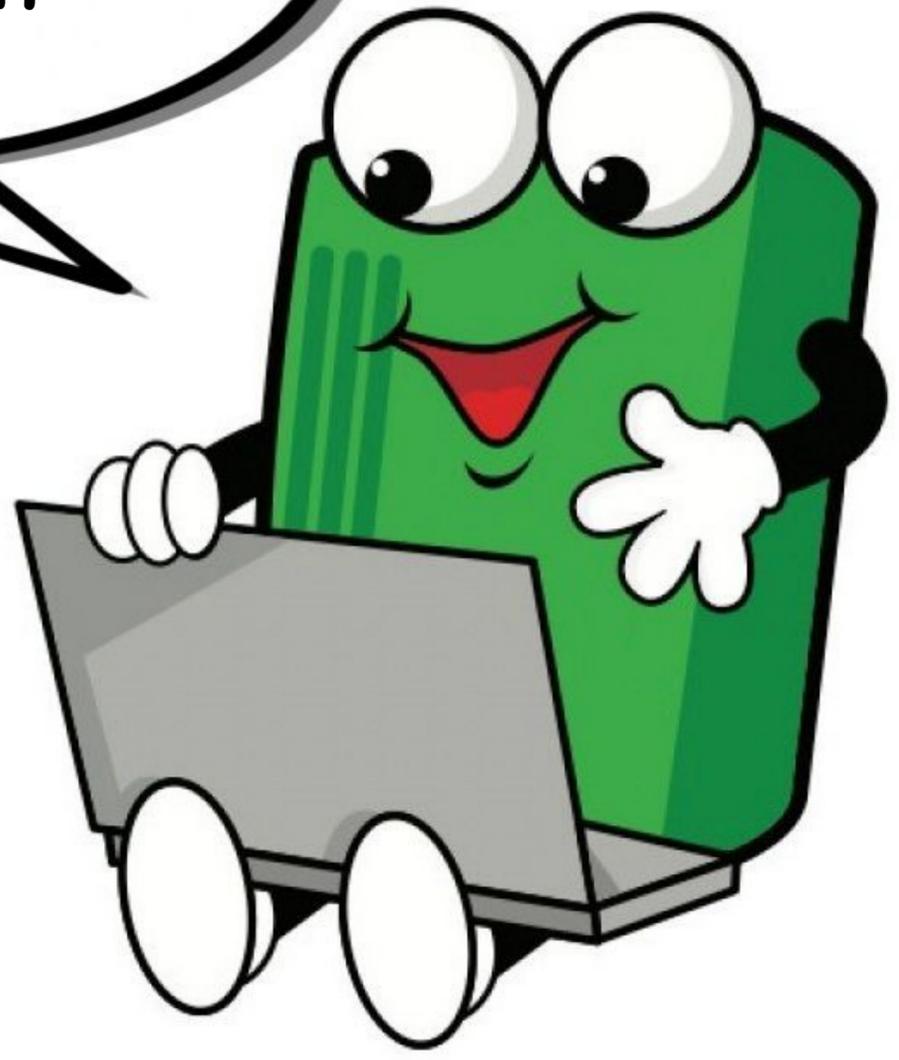
@mattstratton

but what about the people?

# how does it make you feel to know Netflix practices chaos engineering?

what about your bank?

data, such as it is

What words describe your personal feeling towards the use of chaos engineering on your team? (choose all that apply)

26 responses

Feeling	Count
Optimistic	18 (69.2%)
Cynical	5 (19.2%)
Begrudging	2 (7.7%)
Aggressive	5 (19.2%)
Enlightening	9 (34.6%)
Uneasy	7 (26.9%)
Indifferent	3 (11.5%)
Unsafe	3 (11.5%)
Fun	1 (3.8%)
Necessary	1 (3.8%)
Invisible	1 (3.8%)
Derisive	1 (3.8%)

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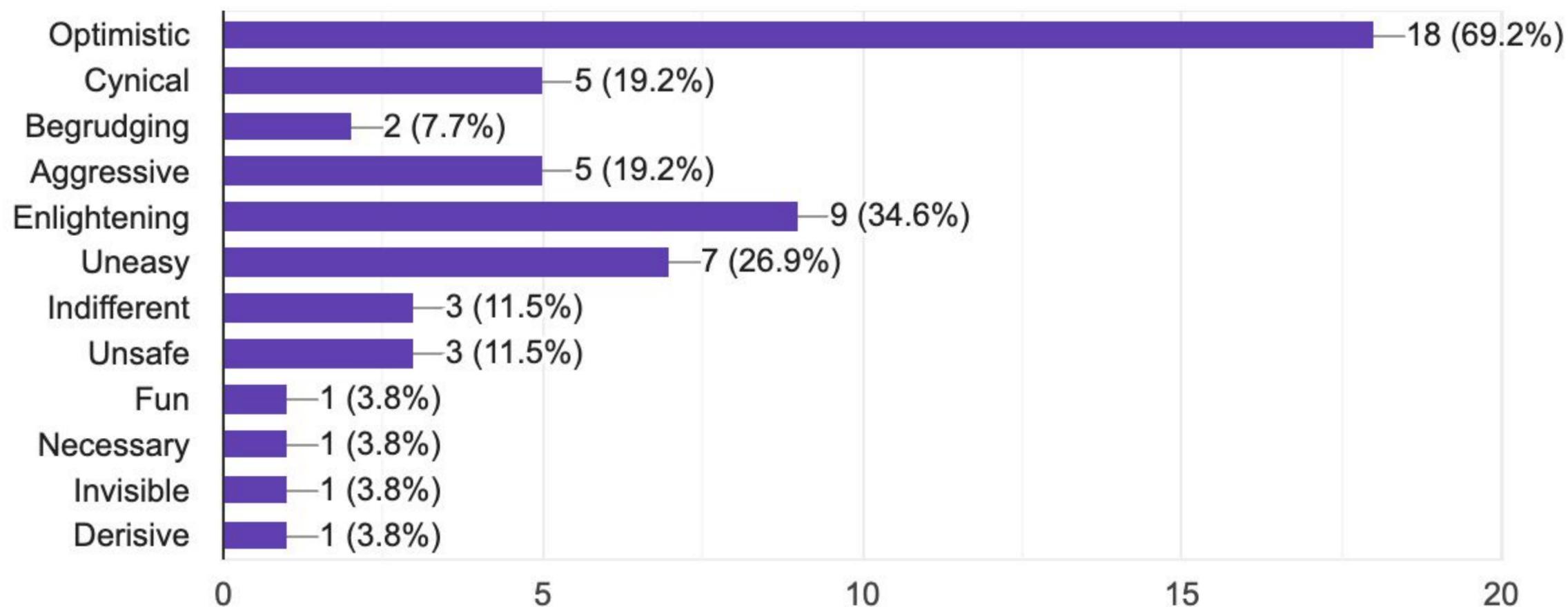
Now, think of yourself as a consumer of services/products that practice chaos engineering. What words describe how you feel about the practice? (choose all that apply)

25 responses

Word	Count (Percentage)
Optimistic	17 (68%)
Cynical	2 (8%)
Begrudging	1 (4%)
Aggressive	3 (12%)
Enlightening	13 (52%)
Uneasy	0 (0%)
Indifferent	6 (24%)
Unsafe	0 (0%)
safe & happy	1 (4%)
Enthusiastic	1 (4%)

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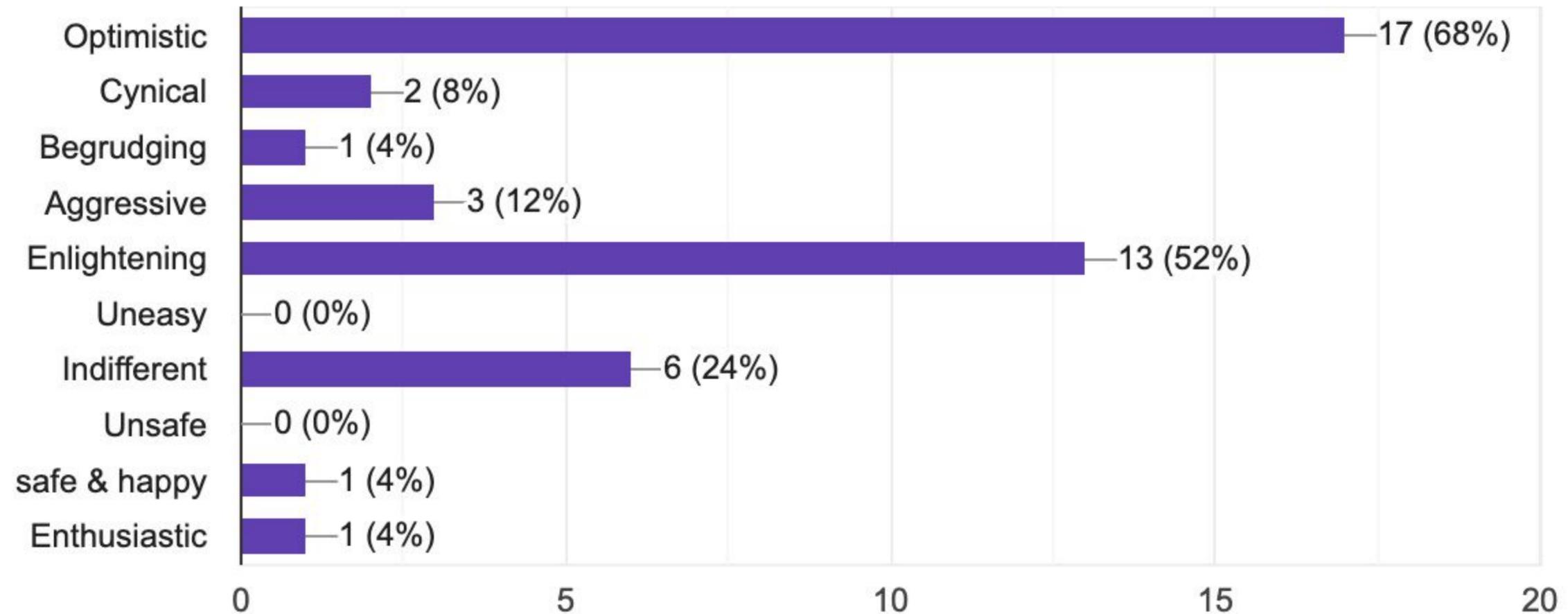
management can get…
…nervous

consider your words

it's about the philosophy

Cody ☕ 🦀 ⛰️
@valarauca1

(not fully using chaos engineering, but had some recent interesting failures from interns)

In all honesty I generally feel excitement when confronted with a new error that hasn't occurred before. Finding out the root of the error (logic, oversite, etc.) is fun and challenging

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safety first

- Know your conditions - when will you shut down the experiment?

- This isn't about causing stress on your people - be transparent

- There are humans at the other end of those numbers

https://speaking.mattstratton.com

Pagey Says....