AVIATION APPLIED TO SRE

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Wikimedia's network engineer since 2017
Private pilot since 2016

Aviate, navigate, communicate.

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Aviate, navigate, communicate.

- Keep your services running
- Don't let the outage grow

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Standard phraseology

Standard phraseology

- Don't assume people have the same definitions
- The more exhaustif the better
- If unsure, ask to clarify

Know your airplane

Know your airplane

- Know your systems
- And what interacts with it
- Don't hesitate to contact the service experts

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Don't panic

"Ladies and gentlemen, this is your captain speaking. We have a small problem. All four engines have stopped. We are doing our damnedest to get them going again. I trust you are not in too much distress."

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Don't panic

- Take a breath
- Practice
- Document
- Get help

Checklists

Deaths after surgery in Scotland have dropped by more than a third, research suggests.

A study indicated a 37% decrease since 2008, which it attributed to the implementation of a safety checklist.

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Checklists

- Routine work
- Emergencies
- Improve
- Automate

Debrief

Debrief

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Thank you

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- Aviate
- Use standard phraseology
- Know your airplane
- Don't panic
- Use checklists
- Debrief

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F O U N D A T I O N