
Help, I broke the Internet!

Incident management at scale



Who?

Tom Strickx



- Technical Lead Edge Network @ Cloudflare
- Backbone Engineer
- I break things. A lot.



Why?

Is Facebook down -
crashing - wh-
8th August
A Cloudflare outage broke large swathes of the
internet

issues of app and website

Discord, Shopify, Grindr, Fitbit, and Peloton users all reported issues

By Jon Porter | @JonPorty | Jun 21, 2022, 3:34am EDT | 6 comments

 SIGN

The Register

{* SAAS *}

Microsoft Teams outage widens to take out M365 services, admin center

Remember: telephones exist, are handy for collaboration, and usually work

What is incident management (at Cloudflare)



Process

ITIL

~~ITIL~~

Team



Incident Commander



Incident Commander

- All Engineering Managers
- Weekly rotation
- Follow the sun

Process

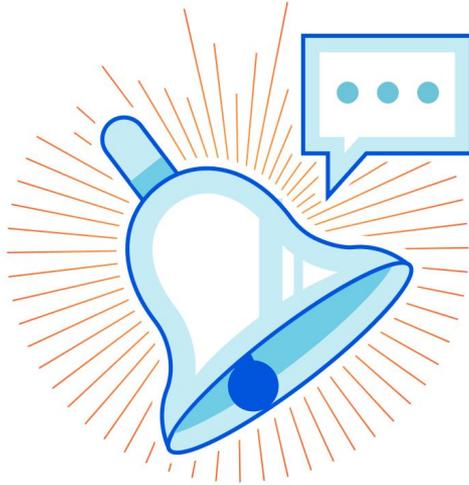
Detection

Mitigation

Remediation

Reporting

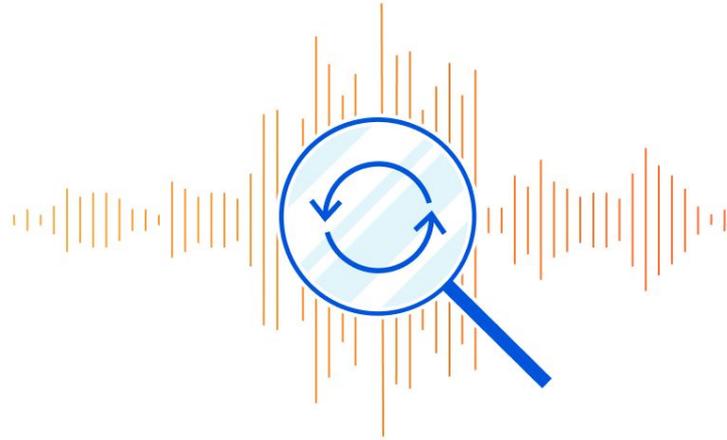
Detection



Mitigation & Remediation



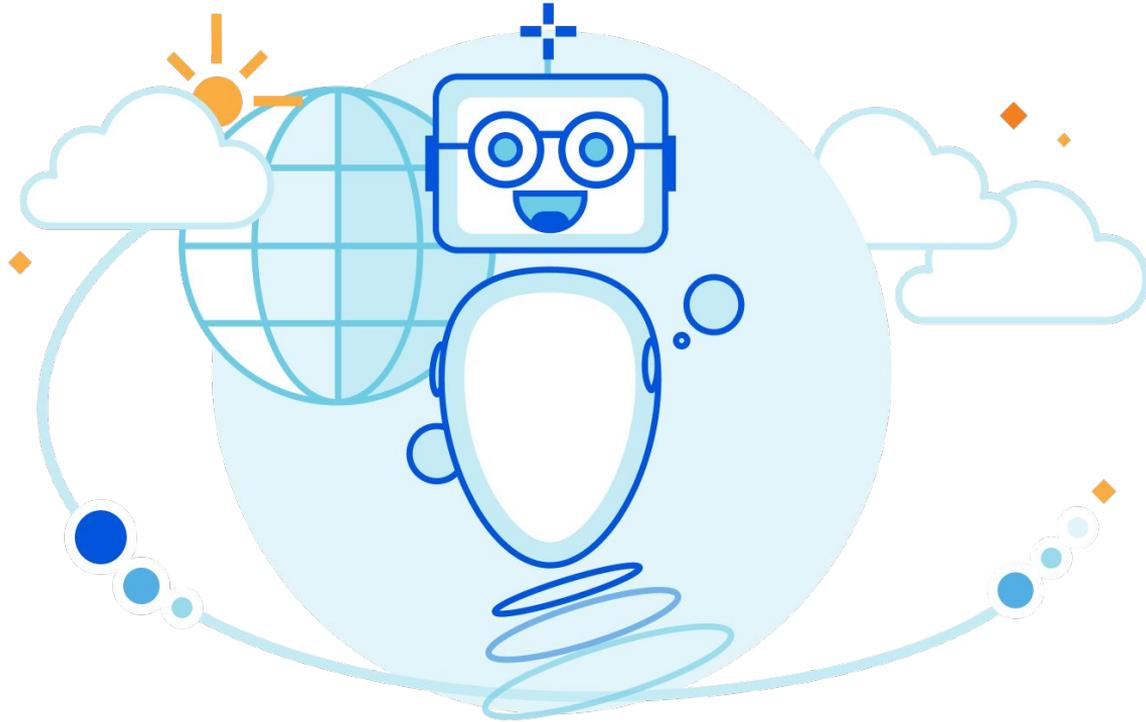
Reporting



Reporting

Respect.
Tables.

RespectTables



Incident Board

2022-08-14 13:28 UTC Incident Management IC Cheat Sheet Google Chat Channel Past Incidents Feature Request

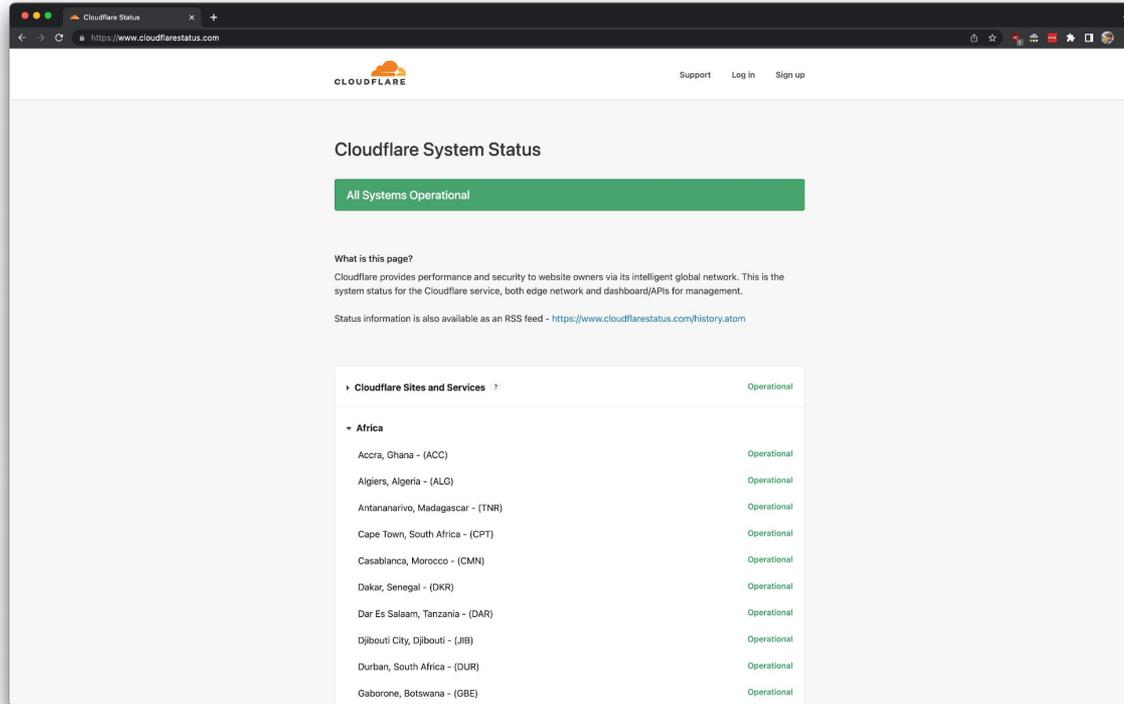
Incidents Board

Incident	Priority	EM	Summary	Incident Start	Last Status Updated	Last Status Comment
No Active Incidents						

Showing 0 to 0 of 0 entries



Cloudflare Status



The screenshot shows the Cloudflare System Status page in a browser. The page has a white header with the Cloudflare logo on the left and 'Support', 'Log in', and 'Sign up' links on the right. The main content area is light gray and features a large green banner at the top stating 'All Systems Operational'. Below this, there is a section titled 'What is this page?' with a brief description of Cloudflare's services and a link to an RSS feed. At the bottom, there is a table listing the status of various Cloudflare sites and services, all of which are marked as 'Operational'.

Cloudflare Sites and Services		Operational
Africa		
Accra, Ghana - (ACC)		Operational
Algiers, Algeria - (ALG)		Operational
Antananarivo, Madagascar - (TNR)		Operational
Cape Town, South Africa - (CPT)		Operational
Casablanca, Morocco - (CMN)		Operational
Dakar, Senegal - (DKR)		Operational
Der Es Salaam, Tanzania - (DAR)		Operational
Djibouti City, Djibouti - (JIB)		Operational
Durban, South Africa - (DUR)		Operational
Gaborone, Botswana - (GBE)		Operational

Cloudflare Status



```
~ $ host cloudflarestatus.com  
cloudflarestatus.com has address 35.201.124.30
```

Cloudflare Status

```
~ $ whois -h rr.ntt.net 35.201.124.30
...
route:          35.201.64.0/18
descr:          RPKI ROA for 35.201.64.0/18 / AS396982
remarks:        This AS396982 route object represents routing data retrieved
                from the RPKI. This route object is the result of an automated
                RPKI-to-IRR conversion process performed by IRRd.
max-length:     18
origin:         AS396982
source:         RPKI # Trust Anchor: arin
```

Review

- Once a week
- Walk through incident
- What could we do better

Questions?

 @tstrickx

 @tstrickx@bsd.network