

# 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 A Cloudflare outage broke large swathes of the internet

8th August

Issues of app and website



SIGN

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

By Jon Porter | @JonPorty

Jun 21, 2022, 3:34am EDT

6 comments

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

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Mitigation

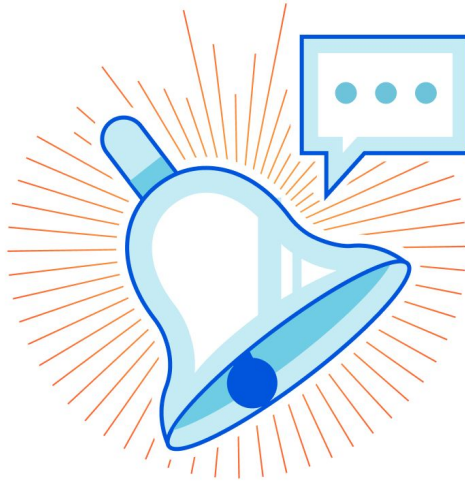
Remediation

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Reporting

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# Detection



## Mitigation & Remediation





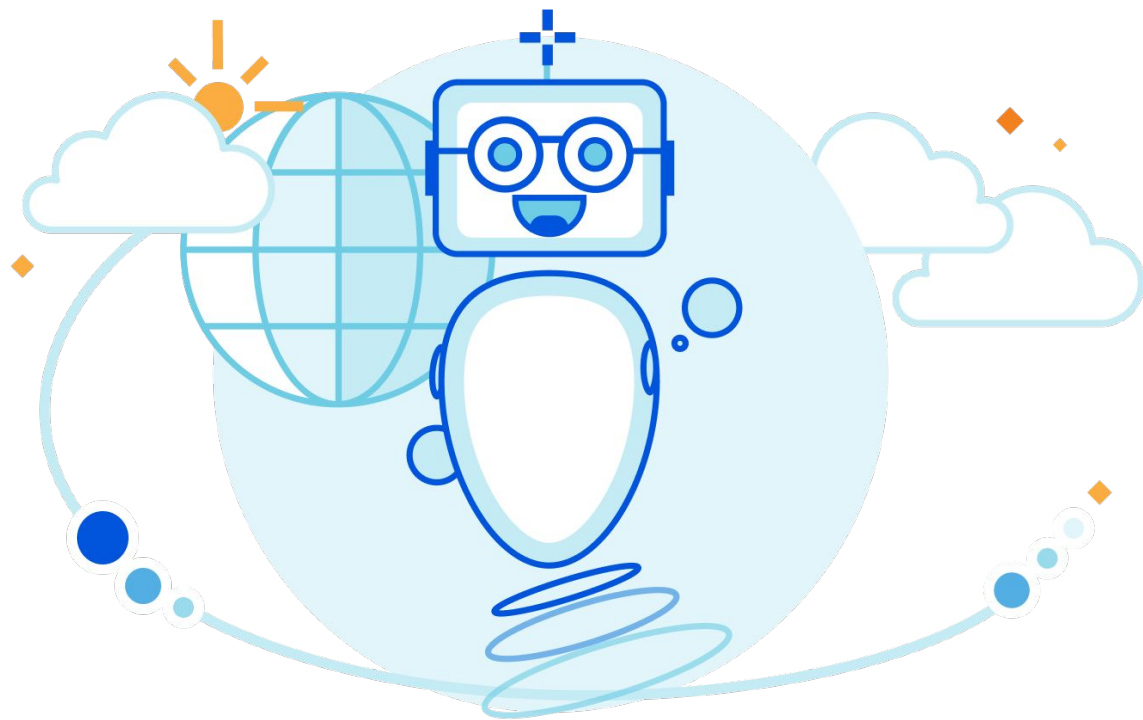
# Reporting



# Reporting

Respect.  
Tables.

# RespectTables



# Incident Board

2022-08-14 13:28 UTC

Incident Management

IC Cheat Sheet

Google Chat Channel


Past Incidents

Feature Request

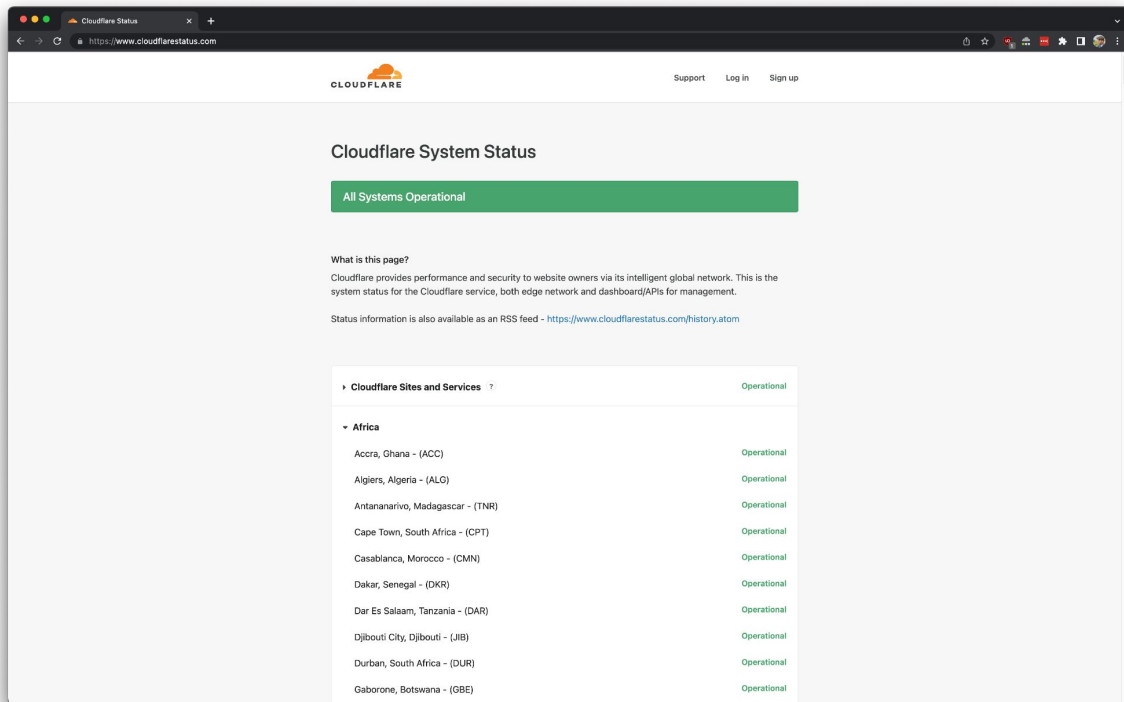
Incidents Board

| 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 web browser. The page has a clean, modern design with a white background and a green accent color. At the top, there's a navigation bar with the Cloudflare logo and links for Support, Log in, and Sign up. The main heading is "Cloudflare System Status". Below this, a green box contains the text "All Systems Operational". A section titled "What is this page?" explains that Cloudflare provides performance and security to website owners via its intelligent global network. It also mentions that status information is available as an RSS feed. The bottom section, "Cloudflare Sites and Services", lists various global locations and their status, all of which are "Operational".

| Cloudflare Sites and Services    | Status      |
|----------------------------------|-------------|
| <strong>Africa</strong>          |             |
| 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 |
| Dar 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