



Incident Management at Scale

Tom Strickx
Principal Network Engineer

Who?

Tom Strickx



- Principal Engineer @ 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

Discord, Shopify, Grindr, Fitbit, and Peloton users all reported issues
By Jon Porter | @JonPorty | Jun 21, 2022, 3:34am EDT | 6 comments

Issues of app and website

 SIGN IN

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



Incident Commander

- All Engineering Managers
- Weekly rotation
- Follow the sun

Process

Detection

Mitigation &
Remediation

Reporting

Detection



Mitigation & Remediation



Reporting

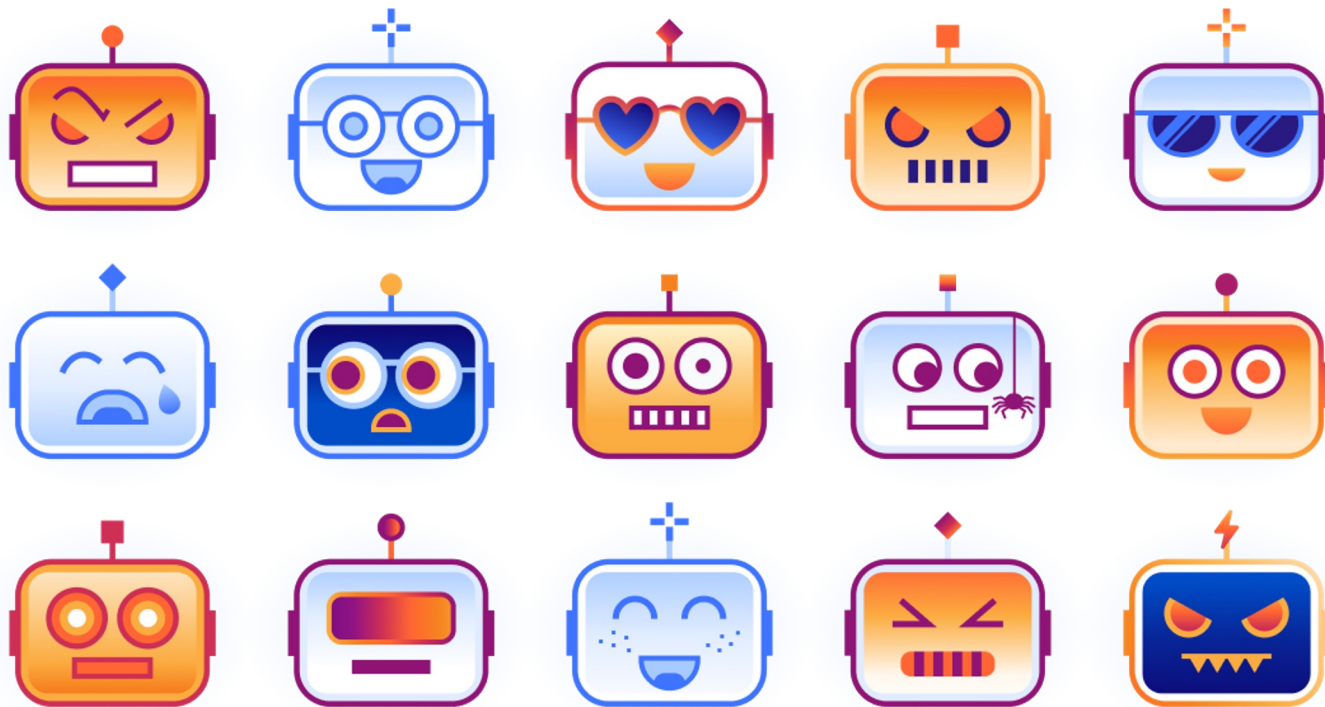


Reporting

Respect.

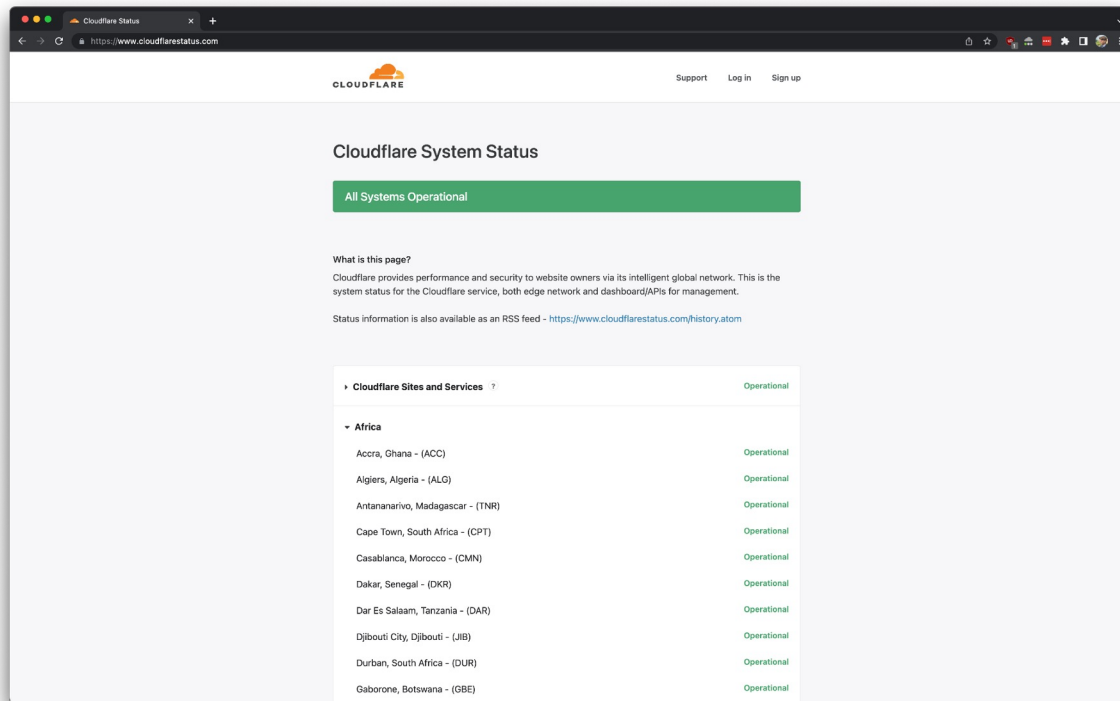
Tables.

RespectTables





Cloudflare Status



The screenshot shows the Cloudflare System Status page in a web browser. The browser's address bar displays the URL <https://www.cloudflarestatus.com>. The page features the Cloudflare logo and navigation links for Support, Log in, and Sign up. A prominent green banner at the top of the main content area states "All Systems Operational". Below this, a section titled "What is this page?" explains that Cloudflare provides performance and security to website owners via its global network and that this page shows the system status for the Cloudflare service, including edge network and dashboard/APIs. It also provides an RSS feed link: <https://www.cloudflarestatus.com/history.atom>. The main content area is divided into two sections: "Cloudflare Sites and Services" and "Africa". The "Cloudflare Sites and Services" section is currently expanded, showing a list of locations and their status, all of which are "Operational".

Cloudflare Sites and Services	Status
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
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
```


Incident Review

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

Questions?



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