

Holly Allen / LeadDev Together November 2021

Systems of Efficient Stability for Teams





Holly Allen

Senior Director of Engineering / Dev Platform / Slack



Tuesday morning...



Interruptions



Protect the team



The questions aren't
the problem



Defining Success

- Success isn't points completed per sprint



Defining Success

- Success isn't points completed per sprint
- Success is creating positive outcomes for our users that align with our mission



The questions aren't
the problem



The interruptions are
the problem



We need...

- Help colleagues and users
- Finish sprint and quarterly goals
- Predictable productivity
- Focus time



Slack's process



Slack's Process

- Get requests out of DMs and random channels and into a centralized channel



Slack's Process

- Get requests out of DMs and random channels and into a centralized channel
- #escal- channels, like #escal-search or #escal-notifications

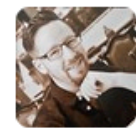


Slack's Process

- Get requests out of DMs and random channels and into a centralized channel
- #escal- channels, like #escal-search or #escal-notifications
- Structure the requests



Slack's Process



Richard Duffy 7:46 AM

Question about App Suggestions. Does the crawler follow redirects? So if a user posts a link that's not actually a webpage, but redirects to one, would the crawler pick up the `meta` tag on the redirected page to post an App Suggestion?



Slack's Process

- Get requests out of DMs and random channels and into a centralized, structural area
- #escal- channels, like #escal-search or #escal-notifications
- Structure the requests
- Service catalog



Slack's Process



Escalation Bot v2 APP 4:28 PM

How would you like to escalate your issue?

Self-help options:

Quickly find out how serious an issue is and get prompted with next steps, or search by product area to find the corresponding service owner.

[Escal FAQ](#)



Determine Severity

Find Owner

Take immediate action:

Report Bug

Create a Jira ticket and post to an escal channel.

Report bug

Page Engineer

Reach out to on-call engineers to help with open incidents.

Page engineer

Start Incident

Summon the Major Incident Response Team with `/assemble`.

Start Incident



Slack's Process



Customer Escalation - Network WORKFLOW 3:33 PM

CE/CS Escalation

Low/Medium Priority

? **Should this be escalated here?** YES: I'm in CE or CS, sharing a Medium/High/Critical report for my customer

Reported by: @Lilly

Component: Shared Channels Invites

Description and repro steps:

PO is not able to send out an invite for a Slack Connect channel. They're hitting a generic "Something went wrong" error message.

The team's settings should be allowing for this invite to go through.

What troubleshooting have you already tried?

In Logstash, we found the following error:

```
method: conversations.inviteShared
```

```
error_type: E_FATAL
```

```
msg: E_FATAL: entire web request took longer than 10 seconds and timed out in /var/www/html/slack/include/db/lib_db_async.php on line 2859
```

```
https://logstash.tinyspeck.com/app/discover#/?\_g=\(filters:!\(\),refreshInterval:\(pause:!t,value:0\),time:\(from:now%2Fd,to:now%2Fd\)\)&\_a=\(columns:!\(http\_method,http\_params,msg,method\),filters:!\(,\),index:all-webapp,interval:auto,query:\(language:lucene,query:'C028QP52XK8%20AND%20NOT%20status:ok'\),sort:!\(\('@timestamp',desc\)\)\)
```

Links (bugs, Slack threads, ZD tickets, etc...):

Report in #ce-setup-permissions: [https://slack-](https://slack-ce.slack.com/archives/C0XS3J563/p1634234542090900)

[ce.slack.com/archives/C0XS3J563/p1634234542090900](https://slack-ce.slack.com/archives/C0XS3J563/p1634234542090900) (edited)



Slack's Process

- Teams have rotations for staffing the #escal-channel



Slack's Process

- Teams have rotations for staffing the #escal-channel
- Priorities
 - Ensure requests are handled promptly
 - Fix backlog bugs
 - Update documentation



Slack's Process

- Centralized #escal- channels
- Focus time for engineers
- Faster response time
- Metrics



Story telling



Story Telling

- What is the mission of your team? What is your strategy? Measures?



Story Telling

- What is the mission of your team? What is your strategy? Measures?
- Given everything you know, and all the incoming information, is your team meeting that mission?



Story Telling

- What is the mission of your team? What is your strategy? Measures?
- Given everything you know, and all the incoming information, is your team meeting that mission?
- If yes, tell the story of how your team is meeting the mission to anyone who will listen



Story Telling

- What is the mission of your team? What is your strategy? Measures?
- Given everything you know, and all the incoming information, is your team meeting that mission?
- If yes, tell the story of how your team is meeting the mission to anyone who will listen
- If no, then a new strategy is needed, and you need to bring your team and stakeholders along for the journey



Systems of Efficient Stability

Help teams get their focus back

1

Defining Success

What is success anyway?

2

Slack's Process

Techniques you can try today

3

Story Telling

Doing the best work



