

Learning from Incidents

Luke Briscoe

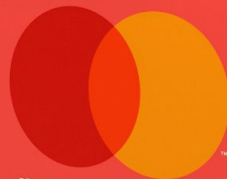


monzo



5355 2200 0000 0000

EXP
END 01/22
SAM FARSANI



mastercard.

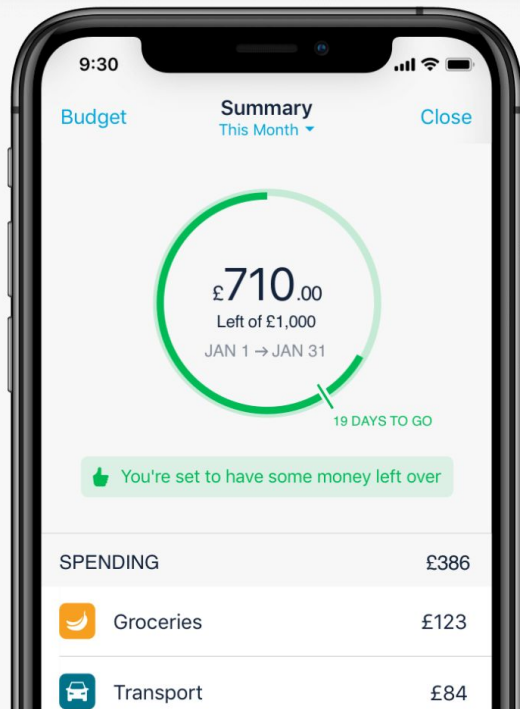


MONZO

now



£6.20 at Sainsbury's. You've spent £16.60 today



Spend

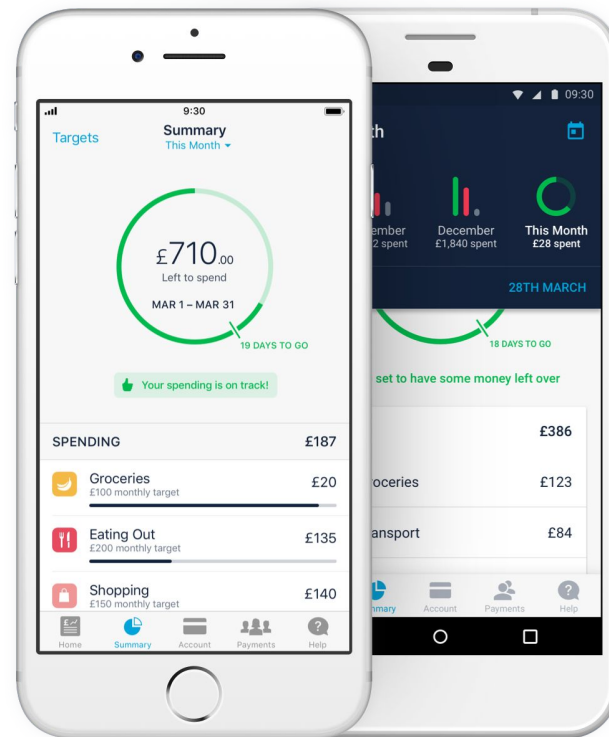
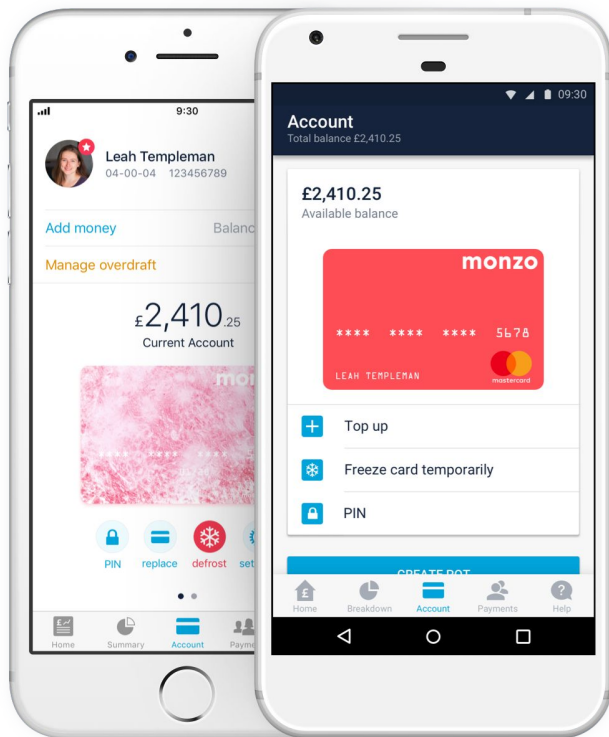
Get instant notifications the second you pay. Set budgets for things like groceries and going out, and get warnings if you're spending too fast (if you want them).

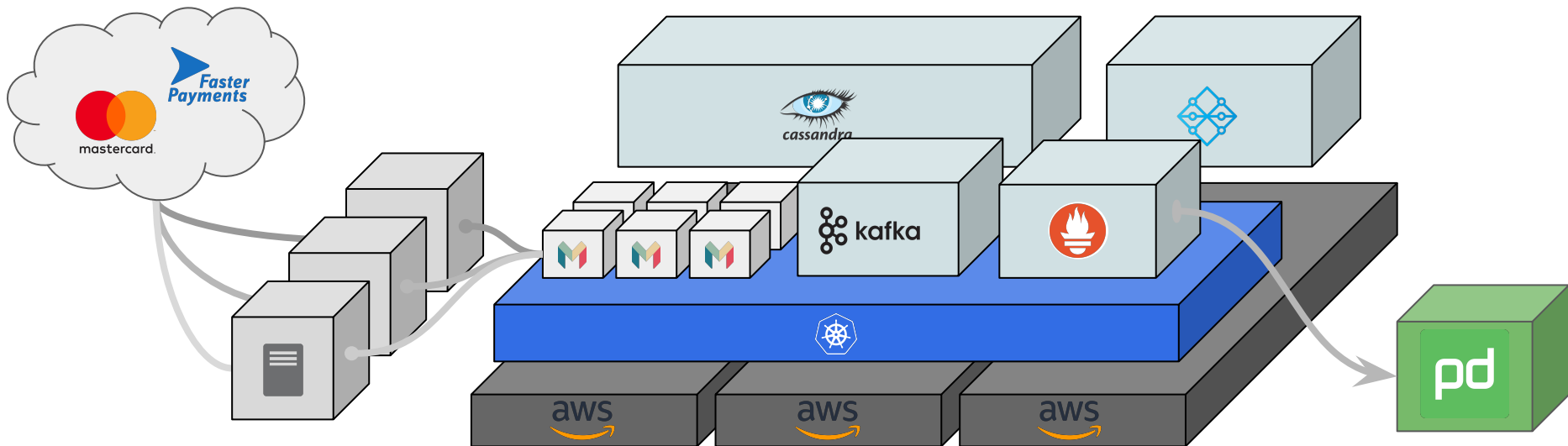
★ NEW ON MONZO

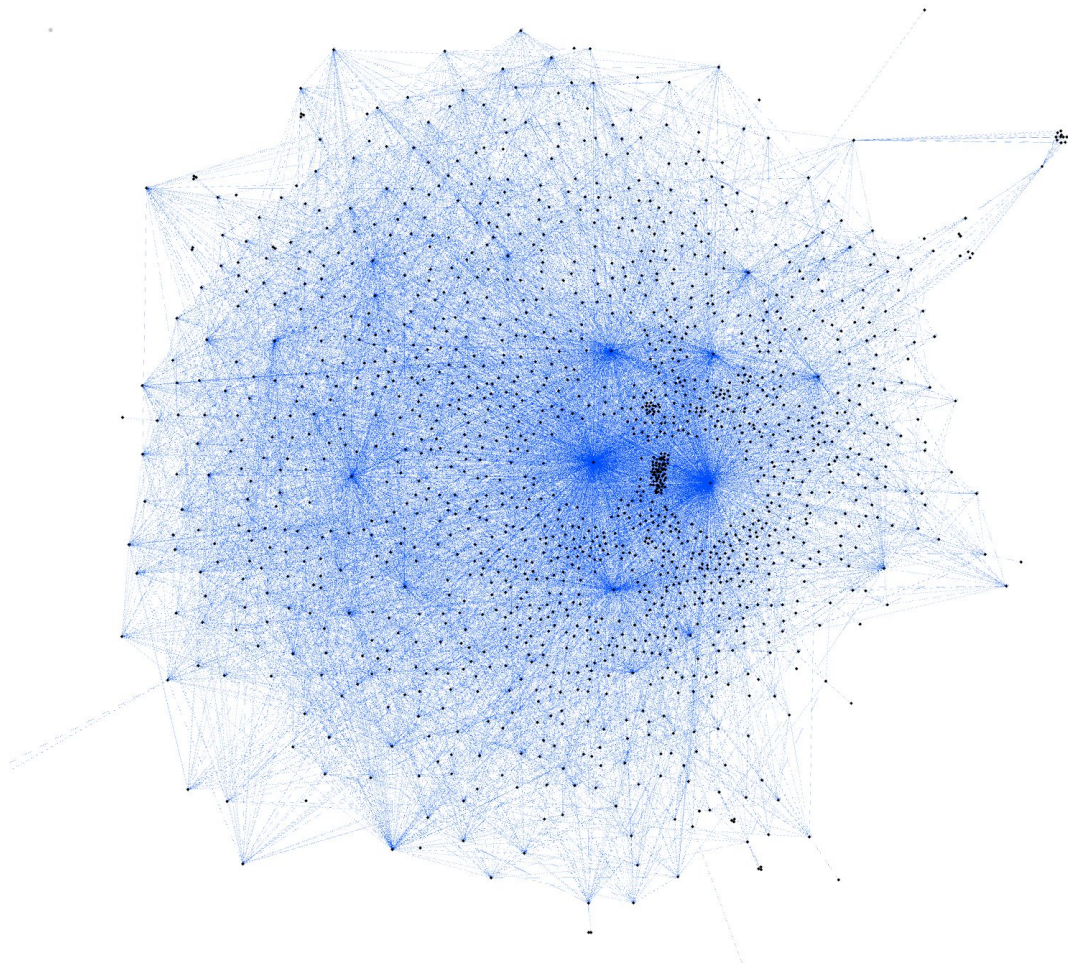
Get paid... a day early

Put your salary into Monzo and we can advance you the cash one day early. No cost, no hassle. Just more time with your money.









Learning from Incidents



Incident Debriefs



**Spoiler: Incident debriefs
are not all about getting to
a root cause**

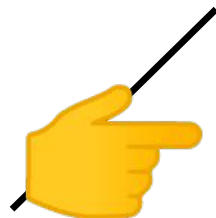
**Cause is not something you find.
Cause is something you construct.**

(Sidney Dekker; The Field Guide to Understanding Human Error)

Ask 'How?'
not 'Why?'



**Encourage people to
tell their stories**

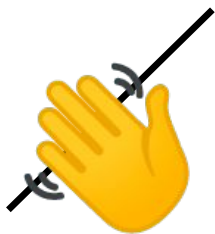


**'Why' usually leads
to 'who'**

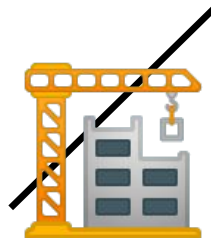


**Understand the
conditions that led
to the problem**

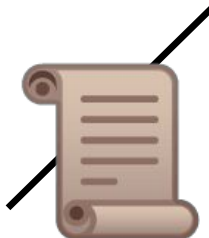
How we run our debriefs



Introduction



**Lay the
foundations**



**Walk the
timeline**



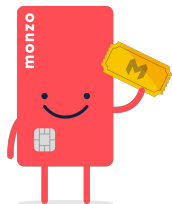
**Clean
up**



**Share lessons
widely**

The key goal is to learn

Debrief bonus items



**You find the root
cause**



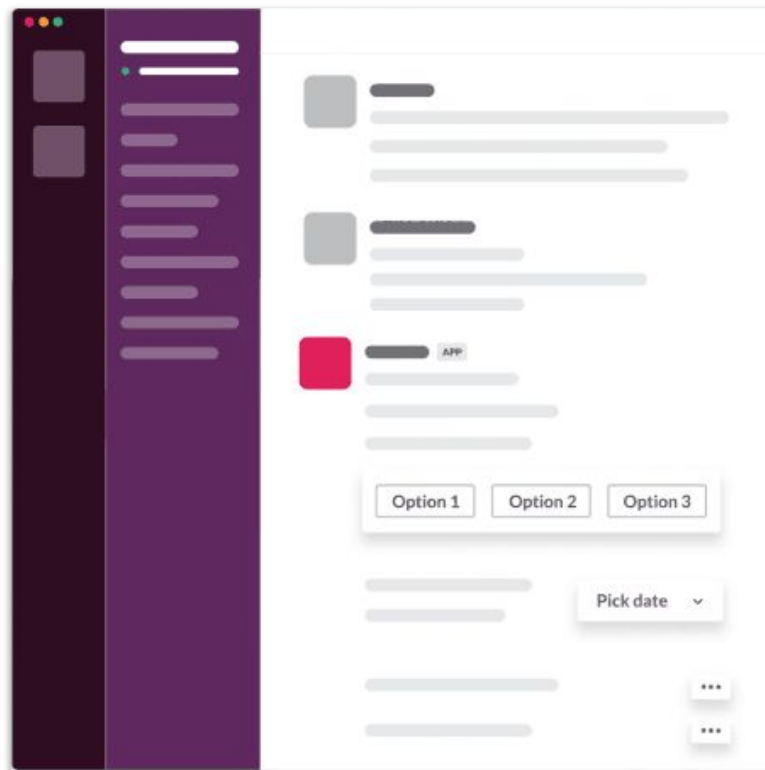
**You take actions to
make things better**

Common challenges with debriefs

**‘I don’t feel comfortable speaking up if
I’ve made a mistake...what if I get fired?!’**

**‘I’m going to end up with a load of
actions that I’ll never get around to..’**

**‘But they take ages to prepare for; I don’t
have the time’**





/incident Multiple customers are reporting delayed FPS payments





Report an Incident



Report

Multiple customers are reporting delayed FPS payments 💰

Summary (optional)

Can you share any more details?

Impact (optional)

Who or what might be affected?

Think about affected people, systems, and processes

Lead (optional)

Choose an option...

Severity (optional)

Choose an option...

[🔗 Learn more about Incident](#)

Cancel

Report



Incident APP 3:27 PM

Multiple customers are reporting delayed FPS payments 💰



Reporter: @ [REDACTED]



Incident Lead: -



Severity: -



Document: [Incident 29](#)



Comms Channel: -

Need something else?



Page On-Caller



Edit



Close



Create Comms Channel

#inc-may-27-14-31-12

LIVE

Summary

Multiple customers are reporting delayed FPS payments 💰

- **Reporter:** [REDACTED]
- **Start Time:** May 27, 2019, 2:27 p.m.
- **Report Time:** May 27, 2019, 2:27 p.m.
- **Top Participants:**
 - [REDACTED] (2 messages)

Actions 

Timeline  [Hide Slack Pins](#)



Pinned by you



11:46 AM

All of the delayed payments are coming from [REDACTED] The scheme have confirmed it's an issue at their end.

Timeline

Hide Slack Pins

07 Jun 2019



10:37:07

Summary 📌 Several customers have reported inbound banks transfers haven't arrived in their accounts. Our on-call engineers are investigating.



10:40:57

Impact 📌 Customers expecting money in their accounts can't see it. Minimal inbound demand on customer operations. There appears to be only a few cases of this happening.



10:46:46

Chris Evans: All of the delayed payments are coming from [REDACTED] The scheme have confirmed it's an issue at their end.

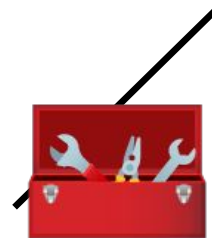
**This is great, but...
we're not quite there
yet**



**Use language
carefully**



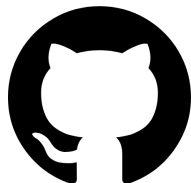
**Focus on
learning**



**Invest in people
and tooling**



@lukebriscoe



github.com/monzo/response

Monzo is hiring!

Backend Engineers & Tech Leads
TechOps Generalists
Engineering Managers

<https://monzo.com/careers>

