

Production is the Ultimate Test Environment

Expectation Alignment & Cultural Lessons from Incident handling

Magnus Borell — Incident & Crisis Management

System Meets Reality

100% Green Test Suite

System Meets Reality

The 3:00 AM Gap



The Unanticipated Test Case

Emergency DC Failover & Thermal Load

The 1-Minute Manual Cooling Reset

Production Will Invent Test Cases



Expectation Alignment & Known Errors

Honest Release Notes & Known Errors

Provide Day-One Workarounds

Don't Burn Wood for the Crows

(Use Incident Data)



Culture & "Sharing is Caring"

Build Relationships During 'Blue Skies'

Kill the 'Hero Culture' (Reward Prevention)

Sharing is Caring: Prevent Same-Ditch Accidents



Closing

"Production is just a test environment with real consequences."

Magnus Borell | Incident & Crisis Management

www.linkedin.com/in/magnusborell/

