

Overall Lessons Learnt (2)

- Data availability and recovery
 - BCP, Disaster-tolerance
 - Cross-DC replication, either by provider or by customer
- Consistent Documentation
 - A Google AppEngine outage prolonged because ops did not know which version of docs to use for recovery
 - Google's fix: mark old documents explicitly as “deprecated”
- Outages always a cascading series of failures
 - Need more ways to break the chain and prevent outages