

Why Study Outages?

- They're fun! (Schadenfreude!)
- But really – so that we can learn lessons
- Learn more about the actual behavior of systems in the real world
- Design better systems in the future
- Not our goal to say some companies are worse than others
 - In fact, companies which suffer outages run better and more robust infrastructure afterwards!
 - “What doesn't kill you, makes you stronger”
- We'll see a few case studies of outages
 - And learn lessons from them