OpsBot

Team

@Raymond

@Integralist

What does it do?!

- Creates standardized incident channels: `yyyymmdd-<incident-name>`
- Automatically invites users to channel based on 👁 reaction [†]
- Looks up runbook for service inside “dev” shared team drive

[†] now supports 👀

The basic commands

/incident <name> [visibility] [reporter]

- name:
  channel name <required>

- visibility:
  private [optional]

- reporter:
  name of channel that originated the issue
  otherwise defaults to #opsalerts [optional]

Because this is a slash command,
the <name> parameter needs to be hyphenated

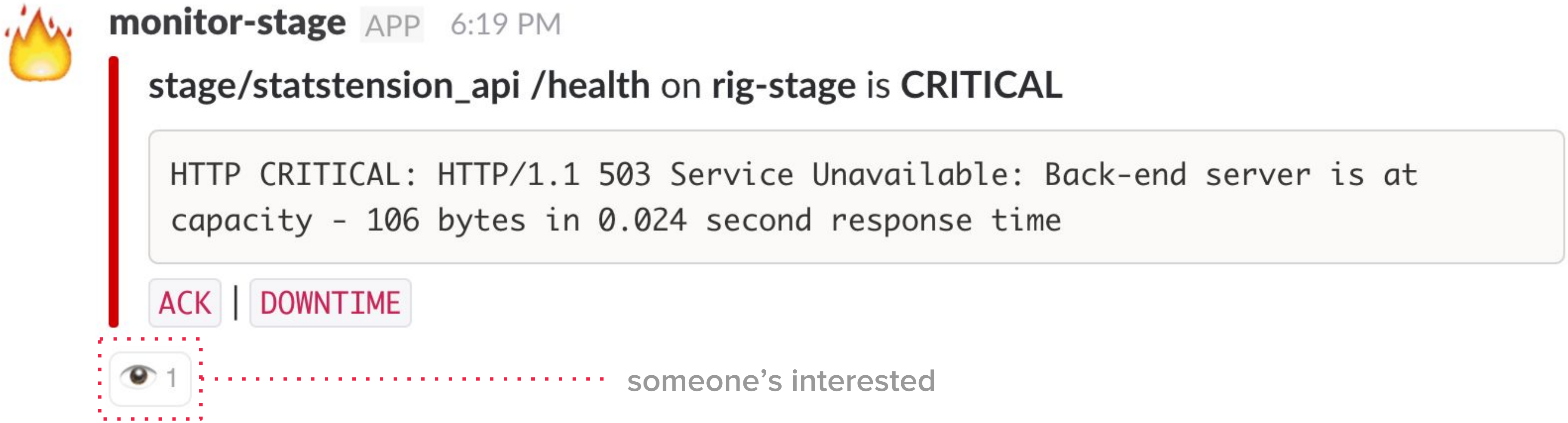
/runbook <service>

- service:
  will *attempt* to return the runbook google document for that service

Automatic invitation to incident channel (1/4)

#opsalerts

‘incident message’



monitor-stage APP 6:19 PM

stage/statstension_api /health on **rig-stage** is **CRITICAL**

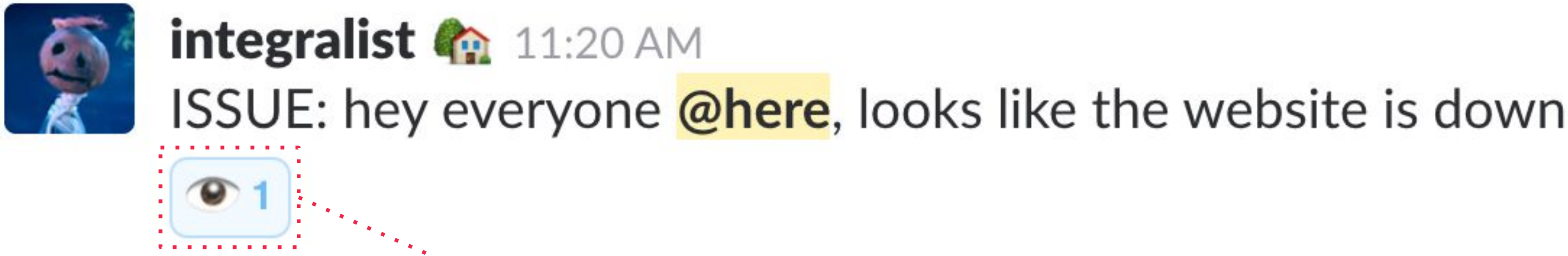
```
HTTP CRITICAL: HTTP/1.1 503 Service Unavailable: Back-end server is at
capacity - 106 bytes in 0.024 second response time
```

someone’s interested

Automatic invitation to incident channel (2/4)

#emergency_bugs

‘incident message’



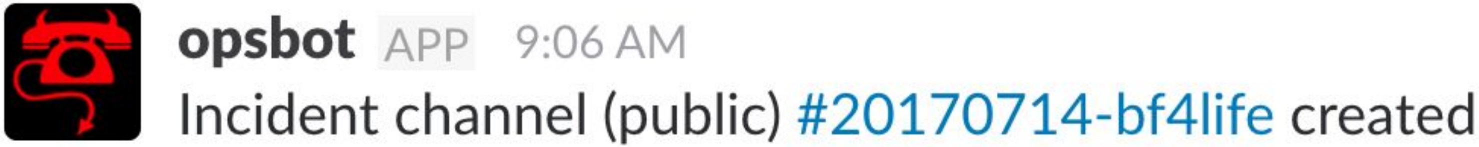
integralist 🏡 11:20 AM

ISSUE: hey everyone @here, looks like the website is down

someone’s interested

Automatic invitation to incident channel (3/4)

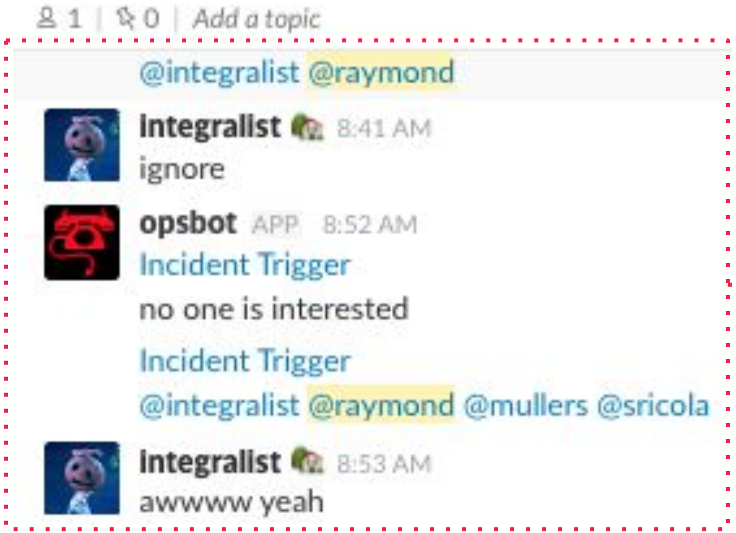
/incident bf4life



opsbot APP 9:06 AM

Incident channel (public) #20170714-bf4life created

Automatic invitation to incident channel (4/4)



@integralist @raymond

integralist 8:41 AM
ignore

opsbot APP 8:52 AM
Incident Trigger
no one is interested

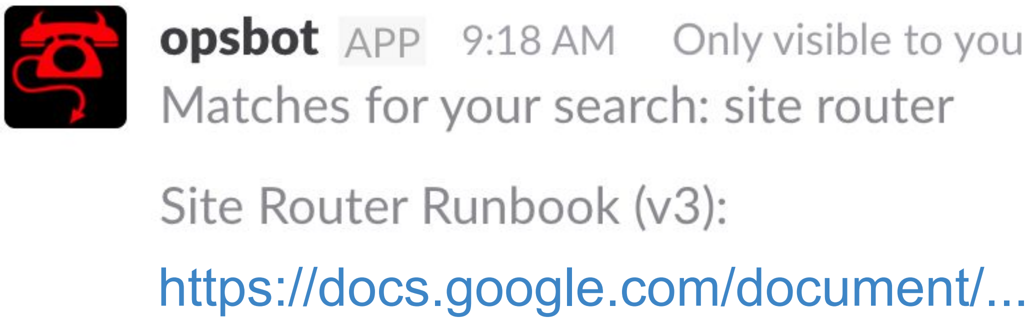
Incident Trigger
@integralist @raymond @mullers @sricola

integralist 8:53 AM
awwww yeah

our first successful test

Service Runbooks? (1/2)

```
/runbook site router
```



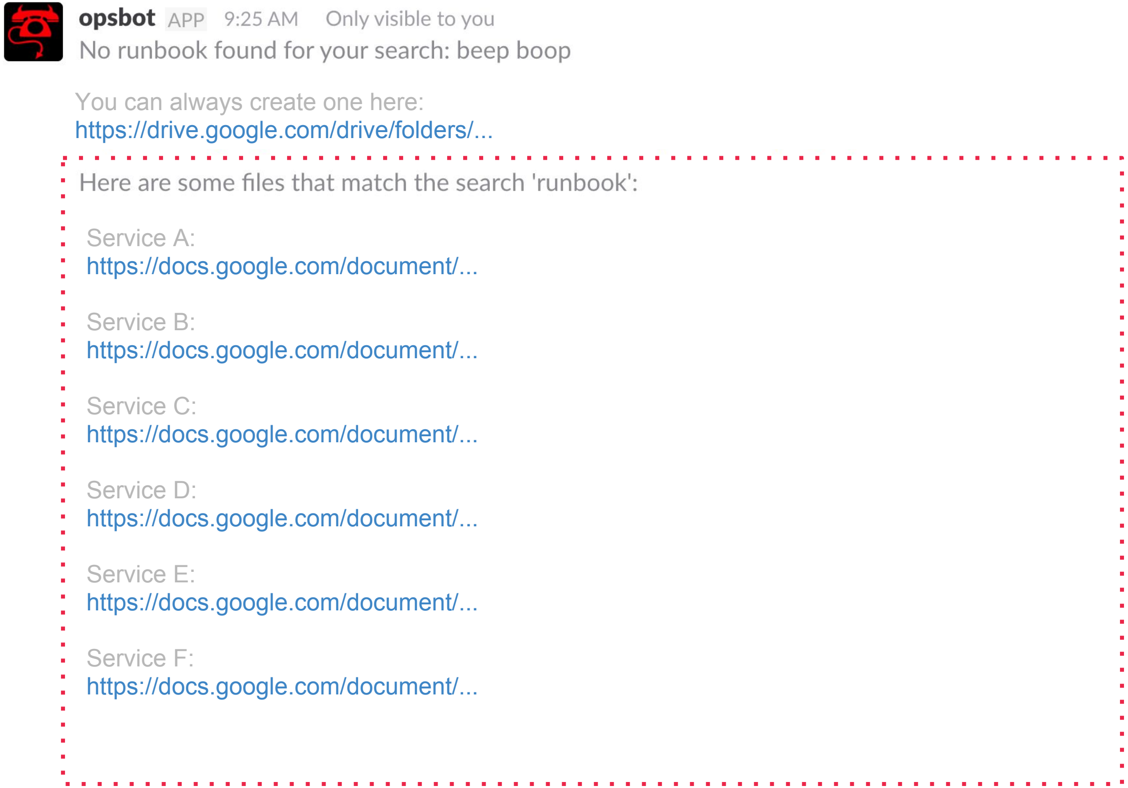
opsbot APP 9:18 AM Only visible to you

Matches for your search: site router

Site Router Runbook (v3):

https://docs.google.com/document/...

Service Runbooks? (2/2)



opsbot APP 9:25 AM Only visible to you

No runbook found for your search: beep boop

You can always create one here:
https://drive.google.com/drive/folders/...

Here are some files that match the search 'runbook':

Service A:
https://docs.google.com/document/...

Service B:
https://docs.google.com/document/...

Service C:
https://docs.google.com/document/...

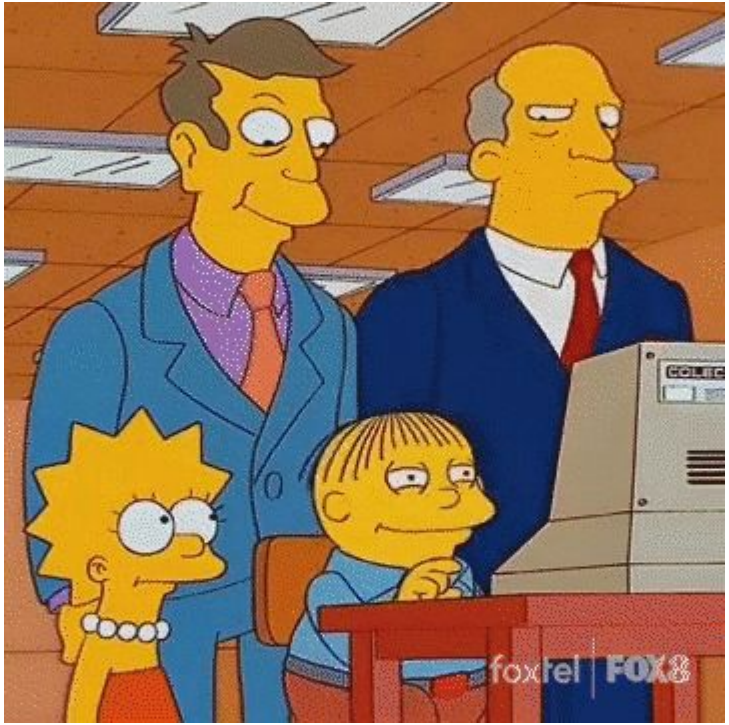
Service D:
https://docs.google.com/document/...

Service E:
https://docs.google.com/document/...

Service F:
https://docs.google.com/document/...

What we learned...

- Have a document started with feature specification
- Slack bots are fun to create
- Google API was kinda ~~tricky~~ PITA
- Always have integralist be part of your team :)



What’s in the future for OpsBot?

- **/postmortem** feature to automatically create google doc?
- **/service** for looking up on-call team leads for that service?
- Add runbook info as part of the rig service.yml requirement, so opsbot could automagically link to it?
- A damn good refactor, tests!! and some logic improvements

Thank You!

BuzzFeed