Hi!

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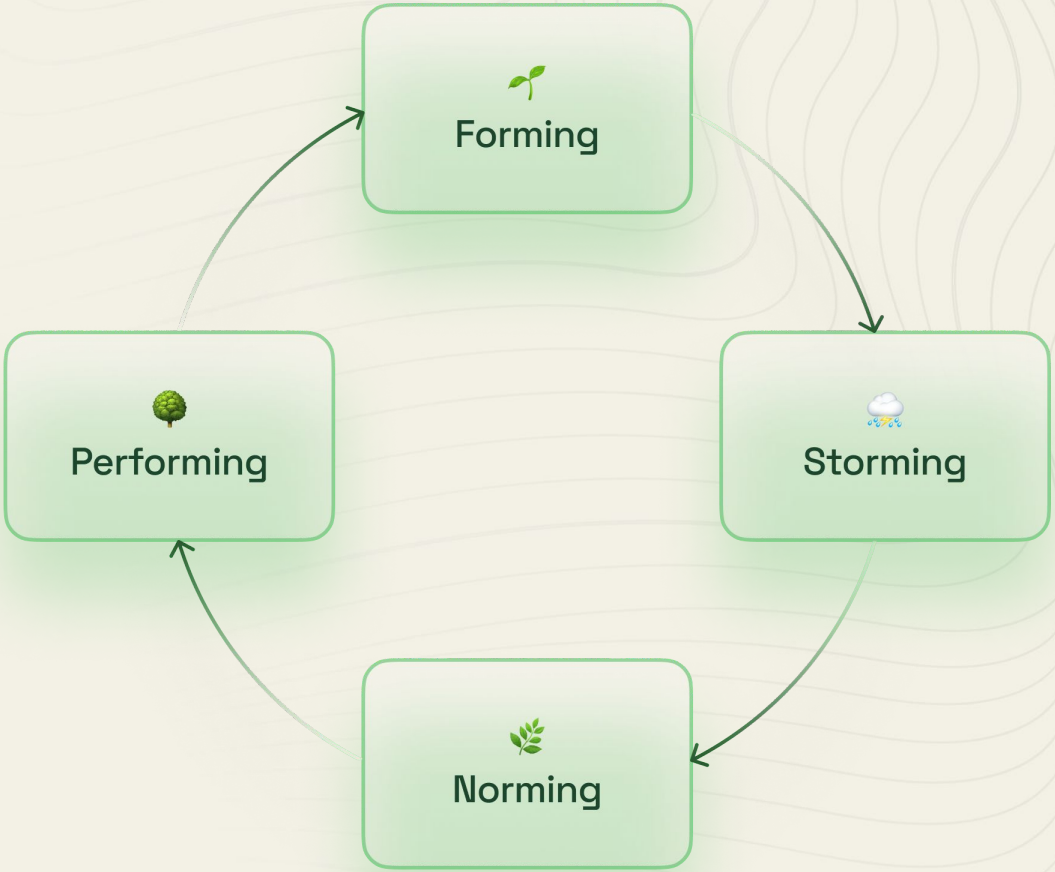
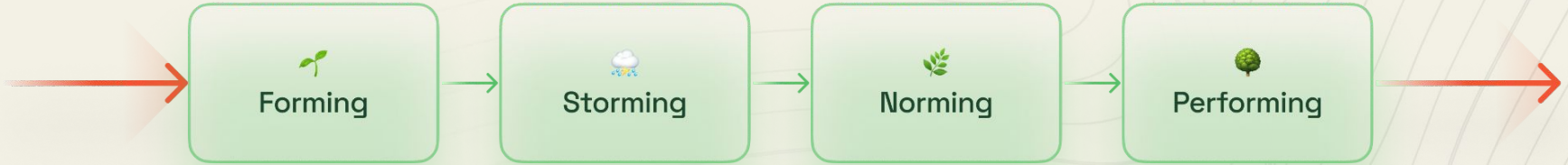
Spin it up

Shut it down


Forming
Storming
Norming
Performing


Forming
Storming
Norming
Performing

Spin it up — **Shut it down**

Starting from scratch

Running smoothly

Shutting it down

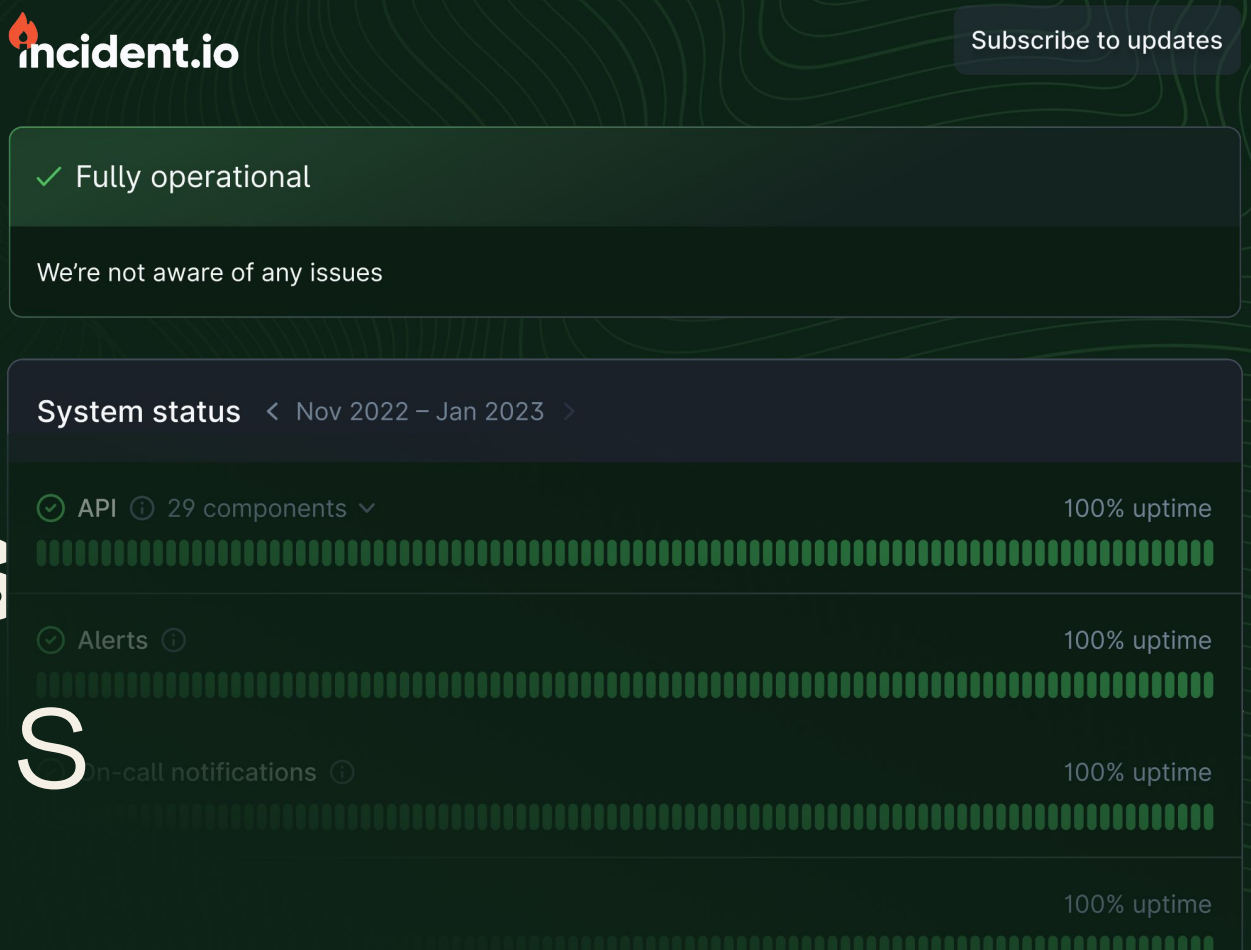
🌱 Starting from scratch

So,you've got a **big idea**

🌱 Starting from scratch

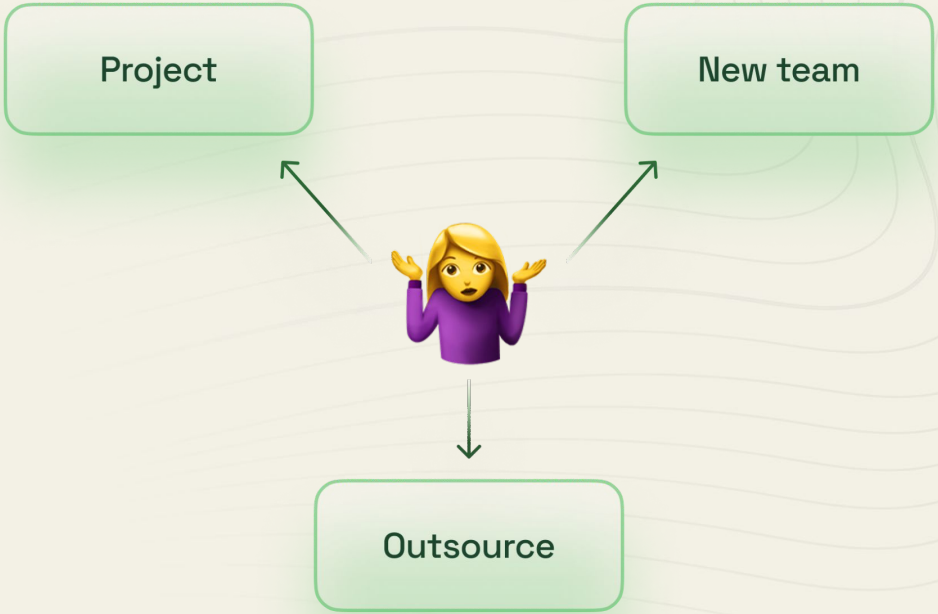
Execution is **everything**

Status Pages



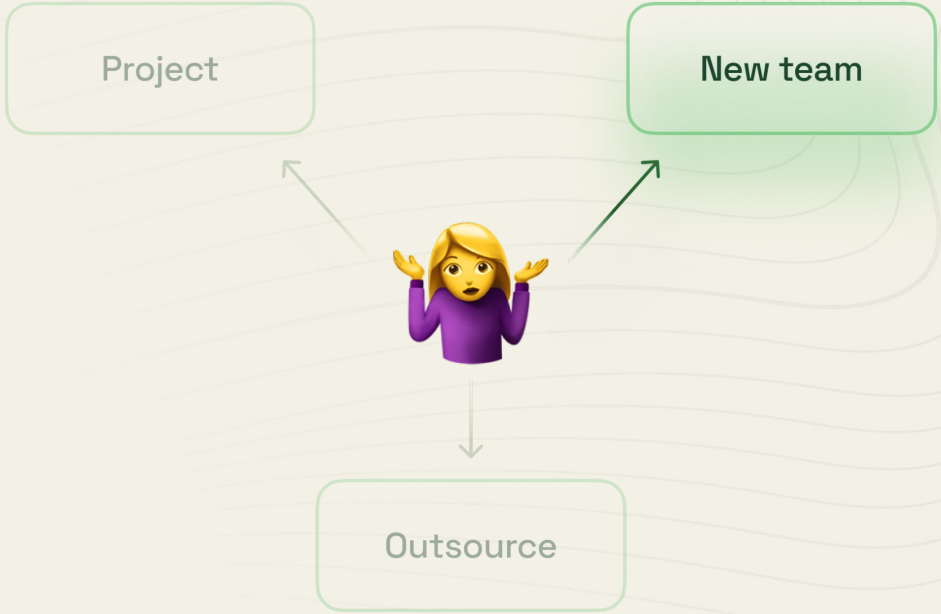
🌱 Starting from Scratch

—How do we make it happen?



🌱 Starting from Scratch

—How do we make it happen?



🌱 Starting from Scratch —**New team**

Focus —a single shared goal

Flexibility —no strings attached

Freshness —good vibes

🌱 Starting from scratch

Assemble your **team**

🌱 Starting from Scratch —**Technical needs**

📡

Do you need new **infrastructure** set up?

⚖️

What level of **autonomy** do you need engineers to have?

👩‍💻

Is your project **backend** or **frontend** heavy?

🌱 Starting from Scratch —**The people**

The tech lead

🌱 Starting from Scratch —**The people**

The tech lead

The infra wizard

The delivery machine

The UI hero

🌱 Starting from scratch

Define your **strategy**

1

Know what you’re up against

2

Set your principles

🌱 Starting from scratch —**Don’t build in isolation**

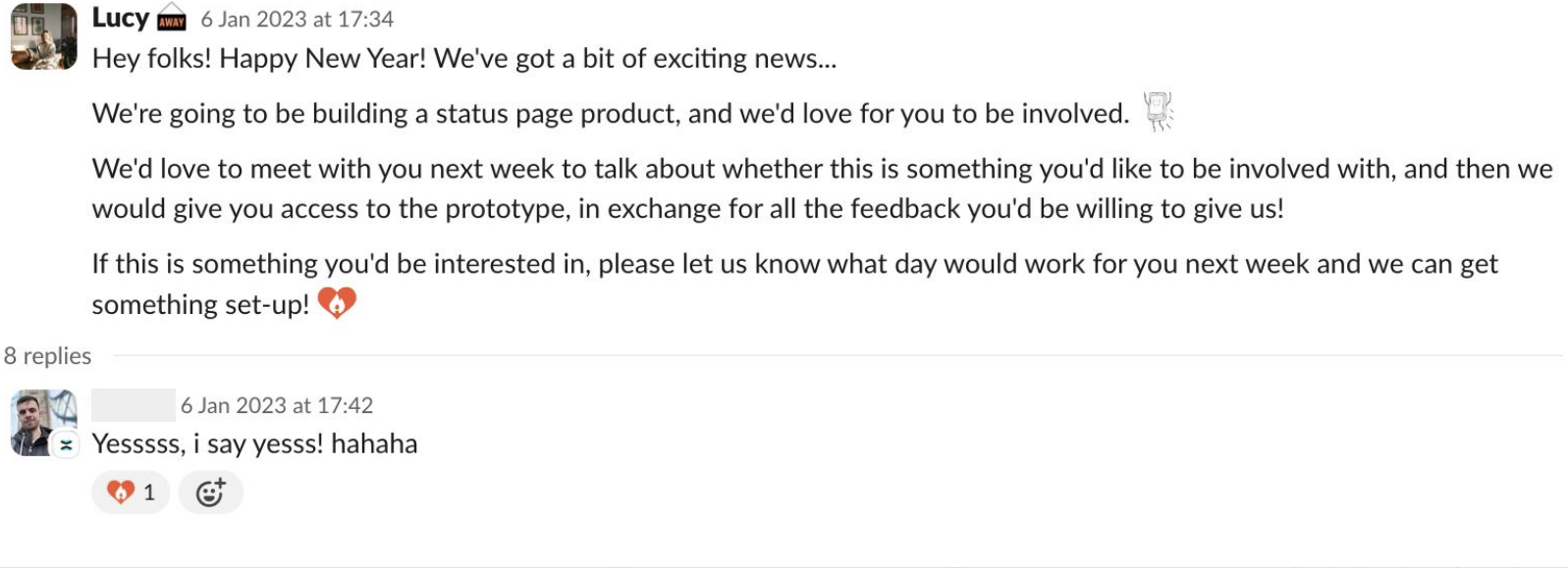
🎨 **High bar for design**

🤝 **Cohesion with our existing product**

3

Don’t build in isolation

Starting from scratch —**Don’t build in isolation**



Lucy AWAY 6 Jan 2023 at 17:34

Hey folks! Happy New Year! We've got a bit of exciting news...

We're going to be building a status page product, and we'd love for you to be involved.

We'd love to meet with you next week to talk about whether this is something you'd like to be involved with, and then we would give you access to the prototype, in exchange for all the feedback you'd be willing to give us!

If this is something you'd be interested in, please let us know what day would work for you next week and we can get something set-up!

8 replies

6 Jan 2023 at 17:42

Yesssss, i say yesss! hahaha

1

SuperPayments

Report a problem | Subscribe to updates

We're currently experiencing issues

Find out what's been affected below.

The following parts of our systems are not fully operational. Review the ongoing incidents on the right to learn more.

Website	Full outage
API	Partial outage

Scheduled maintenance

Active

API TLS certificate authority change

Jan 18, 12:00 GMT - Jan 19, 12:00 GMT

Learn more

Upcoming

API TLS certificate authority change

Jan 18, 12:00 GMT - Jan 19, 12:00 GMT

Learn more

We're not aware of any issues with the following parts of our system. If you're having an issue not reflected here, please report it here.

Dashboard	Operational

Ongoing incidents

Filter by: Website | API | Dashboard | Payments | Webhooks

SMS multi-factor authentication messages not delivered Fixing Website

We are experiencing an issue with our SMS-based multi-factor authentication (MFA). As a result, a number of our users are not able to log into our dashboard.

1 day ago View all updates

Delayed updating of escalation status when using PagerDuty Fixing API Dashboard

We're seeing a specific PagerDuty endpoint that we use to fetch escalation log entries fail, which is preventing us from updating escalations with recent data.

1 day ago View all updates

SMS multi-factor authentication messages not delivered Fixing API Dashboard

We are experiencing an issue with our SMS-based multi-factor authentication (MFA). As a result, a number of our users are not able to log into our dashboard.

1 day ago View all updates

Previous incidents

Jan 2023

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8

Running smoothly

Form with **purpose**

1

Pause on process

2

Find your groove

Running smoothly
—**Form with purpose**

3

Amplify the small wins

Running smoothly

Build for your future self

Build vs buy
Don’t reinvent the wheel

Build vs buy
Don’t reinvent the wheel
Avoid knowledge silos

Running smoothly —**Now we're cooking**

incident.io

Subscribe to updates

✓ We're fully operational

We're not aware of any issues affecting our systems.

System status < Nov 2022 – Jan 2023 >

Dashboard 29 components

Alerts 3 components 99.999% uptime

On-call notifications 99.999% uptime

Dashboard 99.999% uptime

Slack app 99.999% uptime

Lucy 14:06

We've hit 40 live status pages!

7 6 4 NICE 5 4 5 0 5 4 6

Shutting it down

Notice the pain

🍂 Shutting it down —**Notice the pain**

🔨

Does your roadmap feel **forced**?

😶

Are you still getting **useful** feedback?

🎯

Is this project the **most impactful** thing?

THIS IS FINE

Shutting it down —**Notice the pain**

Team signals

What are the recurring complaints from your team?

Peer context

What are the challenges of other engineering managers?

Business goals

What is the most important thing right now?

Shutting it down

Sunset it

🍂 Shutting it down —**Where do the people go?**

Pete 10:46

Hey team 👋,

As the on-call launch window approaches, we're going to be spending the next month focussed on ensuring everything is solid and reliable, as well as polishing the app and web experience and adding all the finishing touches that will make our product feel ***magic*** 🪄.

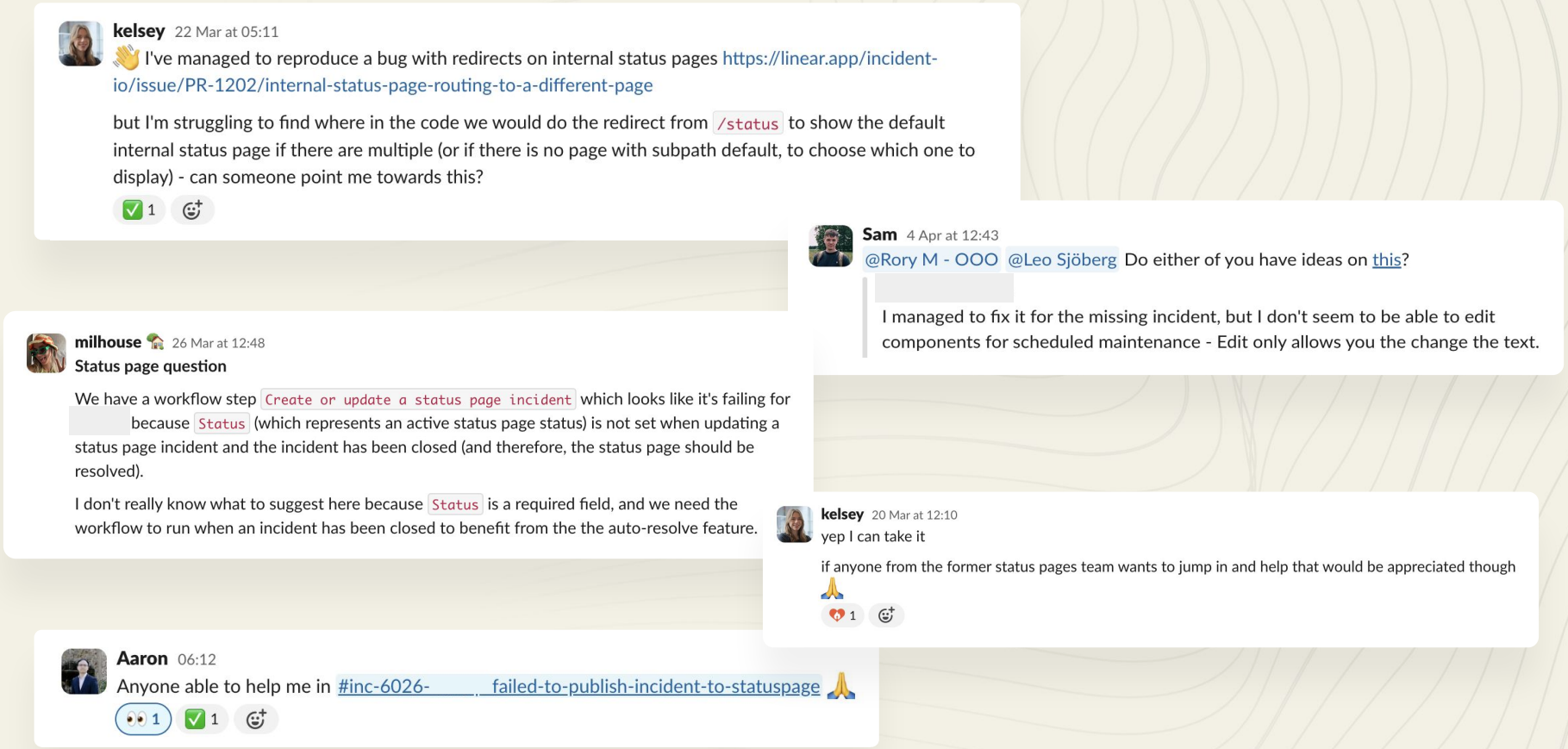
I'm excited to share that to help with this pre-launch push, the Status Pages team and the On-Call team are going to be joining forces 🫐🫐🤝🍰

🍂 Shutting it down —**Who owns the product?**

🙋🏽 Who owns status page?

The **Response Team** own Status Pages ⚡

- All cookies and roadmap work will be scheduled alongside other response work.
- All reactive work will go into Product Responder (ResPinCat)
- All pages will go via the `RSP + PINC + SP` escalation path


kelsey 22 Mar at 05:11
👋 I've managed to reproduce a bug with redirects on internal status pages https://linear.app/incident-io/issue/PR-1202/internal-status-page-routing-to-a-different-page
but I'm struggling to find where in the code we would do the redirect from /status to show the default internal status page if there are multiple (or if there is no page with subpath default, to choose which one to display) - can someone point me towards this?
✅ 1
Sam 4 Apr at 12:43
@Rory M - OOO @Leo Sjöberg Do either of you have ideas on this?
I managed to fix it for the missing incident, but I don't seem to be able to edit components for scheduled maintenance - Edit only allows you the change the text.
milhouse 26 Mar at 12:48
Status page question
We have a workflow step Create or update a status page incident which looks like it's failing for because Status (which represents an active status page status) is not set when updating a status page incident and the incident has been closed (and therefore, the status page should be resolved).
I don't really know what to suggest here because Status is a required field, and we need the workflow to run when an incident has been closed to benefit from the the auto-resolve feature.
kelsey 20 Mar at 12:10
yep I can take it
if anyone from the former status pages team wants to jump in and help that would be appreciated though
🙏
1
Aaron 06:12
Anyone able to help me in #inc-6026- , failed-to-publish-incident-to-statuspage 🙏
👀 1
✅ 1

Shutting it down —**How do you hand it over?**

Intentionally —training, game days

Loudly —share and repeat

Kindly —still there to help

Shutting it down

It doesn’t end there

Page view analytics

Pinned by **incident**

incident APP 22:17

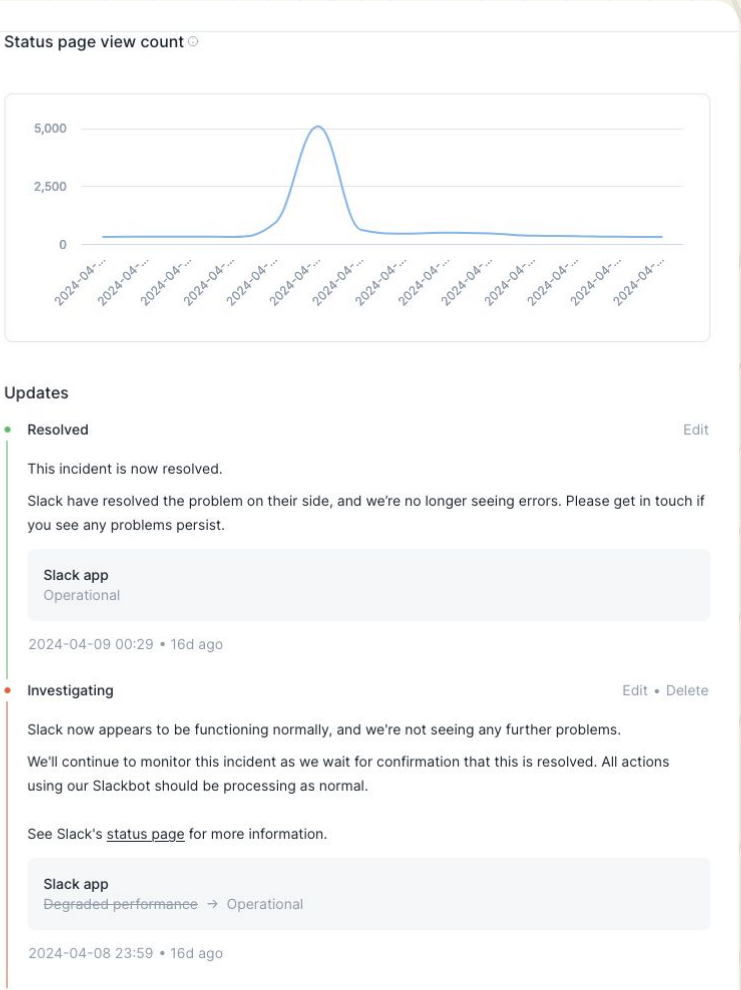
High number of status page views

> High number of status page views
> incident.io Status
> **Main status page affected?:** `true`

📈 Views in the last 15 minutes are 9x your 28 day average

This incident was created automatically from this Status Page Views alert.

📝 Add a summary | 🏷️ Set Affected customers | 🖥️ Escalate to someone | 🥽 Update your status page | 👀 Overview



Spin it up — **Shut it down**

Start fresh

When execution is everything, use new teams as a tool to deliver at pace

Form with purpose

Drive for high alignment through clear strategy defined as a team

Know when to say goodbye

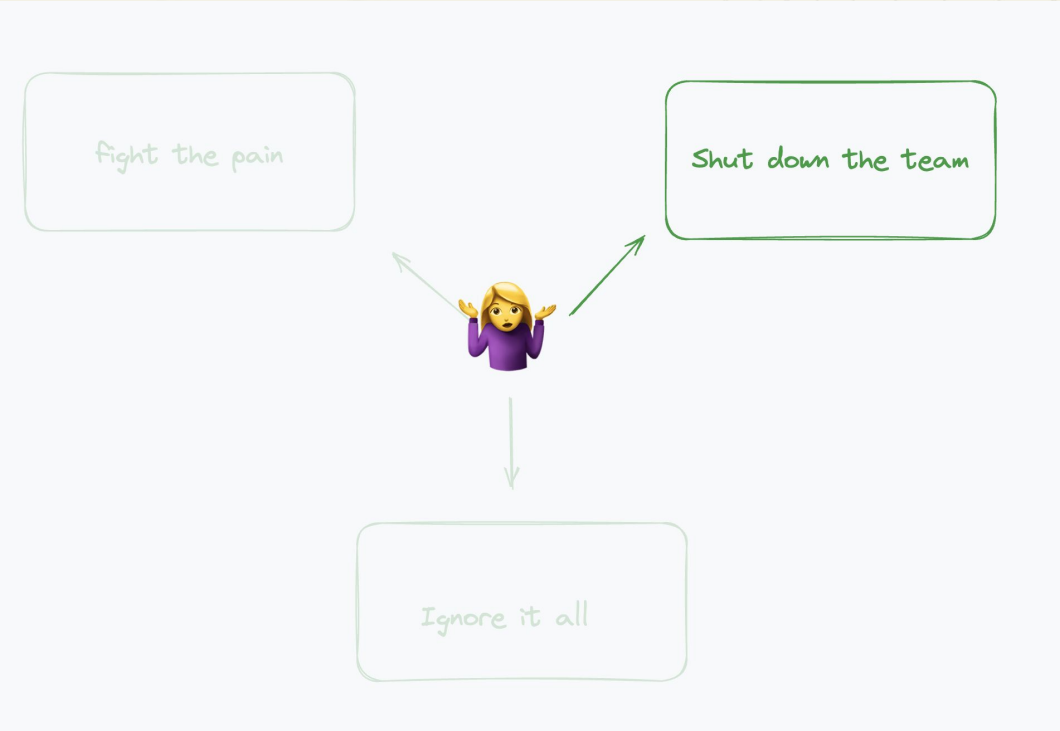
Look for signals your impact is diminishing, and be comfortable with sunsetting your team

For Gabriel:

TODO

1. Alicias diagrams (S32/33)
2. We split up S23 into 3 slides - could you vibe check
3. We added numbers to S24-26 and S16-19 - vibes?
4. Date for slide 28 + we added another pic so it looks bad (lol)
5. Date for slide 36
6. Key takeaways slide looks bad (we changed it)
7. The main graphic is in the wrong order - should be Forming, storming, norming, performing

Shutting it down —**Notice the pain**



@aliciacollymore — @martyhambert

Thank you