



When your app goes dark, who notices first?

Reliability and resilience engineering means making sure what your customers depend on keeps working and stays quick to respond, hearing about trouble before they do, and coming back calmly when something breaks, because you practised for it.

Worth knowing: Practice doesn't stop storms. It aims to make the dark shorter and the recovery calmer, and some problems still surprise everyone.

Practise the storm before it comes.

The story, decoded. In our story, the lighthouse is your app, the ships are your customers, the buoy is a pretend customer trying your app all night, and the bell stuffed with a sock is an alarm nobody hears. The spare lamp is your backup. Tested on a calm day, it spluttered: Bosun the seal had hidden a fish in its oil can, a weak spot nobody knew about.

SOUNDS FAMILIAR?

It went down, and we found out from an angry customer.

Our biggest day was the day it fell over.

We had backups. Then we tried to bring one back.

It isn't down, it's just so slow that people give up.

THE IDEA IN PLAIN WORDS

Aim to know before your customers do

A few gauges tied to what customers feel, a pretend customer trying your app all night, and one bell that rings only when someone needs to act. Too many bells, and nobody listens.

Experts call this: monitoring, alerting, observability, synthetic checks

Practise failure on a calm day

Switch one part off on purpose, small and planned, with a hand on the switch, and find the hidden weak spot before a storm does.

Experts call this: chaos engineering, game days

Plan for your busiest day

Enough room and hands for the busiest night, tried before it arrives. Too slow can be as bad as broken.

Experts call this: performance and capacity, load testing

A tested spare and a plan

A spare you have switched to on purpose, copies kept somewhere else, and a plan on the wall for who does what, so you can keep going another way while the main thing is fixed.

Experts call this: backups, disaster recovery, business continuity, incident response

Worth knowing

Gauges show trouble early, but someone still has to look, and some storms come without warning.

Worth knowing

Practice switch-offs start small, on a calm day, with a way to stop. We agree what is off-limits before anything is switched off.

Worth knowing

Trying your busiest day ahead shows where things strain. Real crowds can still surprise you, so someone should be watching on the day.

Worth knowing

A spare that has not been tested is a hope, not a plan. Keep copies somewhere else, and if a mistake gets copied into your backup too, you need an older, dated copy to go back to.

HOW WE WORK WITH YOU

STEP 01

Look

Map what customers rely on most, and read the last few outages without blame.

STEP 02

Reliable enough

Agree, part by part, how long it may be down and how much recent work you could lose. Perfect is not the goal.

STEP 03

Early warnings

Watch what customers feel, and rework the alarms so each one means act now.

STEP 04

Calm days

Switch one part off on purpose, try the busiest day, restore a backup, walk a storm through on paper, and fix each surprise.

STEP 05

Keep practising

Your team owns the plan, the written steps and the practice calendar; we train them and can share the watch for a while if you prefer.

Start small: a no-blame look at one bad night, one storm walked through on paper, or a supervised test of your spare.

WHAT WE HELP WITH

Gauges and bells that mean something

Trouble can show up before customers notice, and nights on alarm duty can get quieter.

Built to bounce back

Aims to keep one failure from taking everything else down with it.

Switching things off on purpose, on a calm day

So weak spots can be found and fixed on a calm day rather than in the storm.

Spares and backups you have tested

"How long to come back" becomes something you have practised, not guessed.

Four of eight. The check-up, busy days, handling a bad night and the storm plan: see the playbook at algoshred.com/reliability-resilience.

Where's the fish hiding in your business?

Start with one bad night: email contact@algoshred.com with what your customers rely on most and who noticed first last time, and we'll suggest a first step.