How Would You Ship This?

Andrew IDs:

A · Switch Payment Providers



Your online store charges customers' cards through one payment provider. The team has built an integration with a second provider that charges lower fees, and wants to move every checkout to it. Each call to a provider's charge API takes real money from the customer's card. If a charge fails, the customer cannot complete the order.

1. What could go wrong?

Kind of risk (circle one): Technical Product Both

If this change is a mistake, …

---

2. How will you roll it out?

How you will control who sees it:

Who sees it first, and how exposure grows:

---

3. When will you stop?

Pause or reverse if:

---

4. What can't you take back?

Turning the change off would not undo:

How Would You Ship This?

Andrew IDs:

B · New Search-Ranking Model



Your shopping site orders search results using a ranking service. The data-science team has trained a new ranking model that they expect to put more relevant products first. In offline tests, it returns results in the same format and at similar speed.

1. What could go wrong?

Kind of risk (circle one): Technical Product Both

If this change is a mistake, …

---

2. How will you roll it out?

How you will control who sees it:

Who sees it first, and how exposure grows:

---

3. When will you stop?

Pause or reverse if:

---

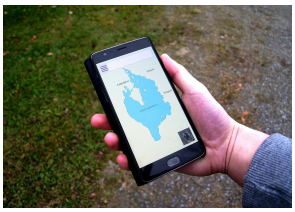
4. What can’t you take back?

Turning the change off would not undo:

How Would You Ship This?

Andrew IDs:

C · Mobile App Redesign



Your company’s mobile app is getting a redesigned home screen and navigation. Each new app version must pass app-store review, which takes a day or more, and users install updates when they choose; many stay on older versions for months. Each time it starts, the app downloads its settings from your servers.

1. What could go wrong?

Kind of risk (circle one): Technical Product Both

If this change is a mistake, …

---

2. How will you roll it out?

How you will control who sees it:

Who sees it first, and how exposure grows:

---

3. When will you stop?

Pause or reverse if:

---

4. What can’t you take back?

Turning the change off would not undo:

How Would You Ship This?

Andrew IDs:

D · Raise the Free-Shipping Threshold



Your online store gives free shipping on orders over $35. The product team wants to raise the threshold to $50 to reduce shipping costs, expecting many customers to add items to reach it rather than pay for shipping. The change is one configuration value.

1. What could go wrong?

Kind of risk (circle one): Technical Product Both

If this change is a mistake, …

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2. How will you roll it out?

How you will control who sees it:

Who sees it first, and how exposure grows:

---

3. When will you stop?

Pause or reverse if:

---

4. What can’t you take back?

Turning the change off would not undo:

How Would You Ship This?

Andrew IDs:

E · Push New Rules to Customer Machines



Your company’s security agent runs on about 8 million customer computers and checks hourly for new detection rules. The team has written a rules update that detects a new attack. The agent loads rules inside the operating system’s kernel, so a crash in the agent crashes the whole computer. Your company can reach a computer only while it is running and online.

1. What could go wrong?

Kind of risk (circle one): Technical Product Both

If this change is a mistake, …

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2. How will you roll it out?

How you will control who sees it:

Who sees it first, and how exposure grows:

---

3. When will you stop?

Pause or reverse if:

---

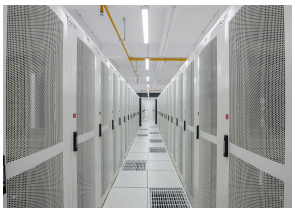
4. What can’t you take back?

Turning the change off would not undo:

How Would You Ship This?

Andrew IDs:

F · Replace the Cache Client



Every server in your web service reads sessions and product data from one shared cache cluster. The team is replacing the cache client library on every server with a new one that connects and retries differently. When the cache cluster slows down, every page on the site slows down.

1. What could go wrong?

Kind of risk (circle one): Technical Product Both

If this change is a mistake, …

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2. How will you roll it out?

How you will control who sees it:

Who sees it first, and how exposure grows:

---

3. When will you stop?

Pause or reverse if:

---

4. What can’t you take back?

Turning the change off would not undo:
