

# Peace of Mind

## To do's

- Detect 'SNAFU' and take a stand: don't accept the mess that we are in
- Communicate proactively: be one step ahead in what stakeholders will be facing
- Fail with pride: be open about mistakes and near-misses
- Don't overuse tech jargon: it can implicate that you have something to hide
- Design fail-save: always make sure rollbacks and failovers work
- Manage change like it is the first time: checklist are for experts, not losers
- Use KPIs like Zero Repeat to prevent mistakes from happening twice