

# **CRASHING & BURNING**

**BEST PRACTICES DISCOVERED THROUGH CRITICAL FAILURES**

# **THE GREAT ROCK CRASH OF 2018**

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**“CHECK IN IS DOWN”**

**“EMAILS AREN'T GOING OUT”**

**“MY SMS MESSAGE DIDN'T WORK”**

# **THE GREAT ROCK CRASH OF 2018**

## **THE CAUSE(S)**

- WE WERE AT OUR ABSOLUTE PEAK CHECK IN TIME**
- OUR COMMS TEAM HAD A CHURCH WIDE EMAIL GOING OUT**
- ANOTHER DEPT HAD A LARGE SMS QUEUED**

# **THE GREAT ROCK CRASH OF 2018**

## **THE SOLUTION**

- A NICE LITTLE CHAT WITH OUR COMMS TEAM LETTING THEM KNOW THAT WE CANNOT SEND MASSIVE RECIPIENT COUNT COMMUNICATIONS DURING SERVICES**

# **YOU SENT *WHAT* TO *WHO*!?**

## **THE PROBLEM**

- **CHILDREN'S MINISTRY OR STUDENT MINISTRY HAS EMAILED KIDS INSTEAD OF PARENTS....AGAIN, OR CAMPUS A EMAILED CAMPUS B ABOUT THEIR CAMPUS SPECIFIC EVENT.**

# **YOU SENT *WHAT* TO *WHO*!?**

## **THE CAUSE(S)**

- **A LACK OF AWARENESS ON HOW DATA VIEWS SHOULD WORK**
- **FORGETFULNESS OR RUSHING BY OUR COMMS APPROVERS**
- **BEING TOO FOCUSED ON THE TASK OR THEIR DEPARTMENT**

# **YOU SENT *WHAT* TO *WHO*!?**

## **THE SOLUTION(S)**

- WE TOOK AWAY DATA VIEW RIGHTS FOR A WHILE,  
BUT THAT WASN'T SUSTAINABLE
- DEPARTMENT SPECIFIC DATA VIEW TRAINING
- CAPITALIZE ON EVERY TEACHABLE MOMENT WHEN USER  
ERROR DOES OCCUR

# **THE FAR LESS SEVERE ROCK CRASH OF 2019**

## **THE PROBLEM**

- **OUR ROCK INSTANCE WAS DOWN GLOBALLY**
- **FORTUNATELY IT WAS A TUESDAY AND NOT SUNDAY**

# **THE FAR LESS SEVERE ROCK CRASH OF 2019**

## **THE CAUSE**

- THE POWER WENT OUT FOR A PORTION OF OUR CAMPUS**
- WE WERE HOSTING OUR INSTANCE ON A PHYSICAL SERVER**

# **THE FAR LESS SEVERE ROCK CRASH OF 2019**

## **THE SOLUTION**

**- AZURE**

# **INTERNAL/EXTERNAL BLOCK CONFLICT**

## **THE PROBLEM**

- **6 WEEKS INTO BEING LIVE ON ROCK, ACCOUNTS RECEIVABLE NOTICED THAT THE MAJORITY OF OUR LARGEST GIFTS WERE NOT HITTING THE BANK ACCOUNT**

# **INTERNAL/EXTERNAL BLOCK CONFLICT**

## **THE CAUSE**

- **WHEN WE MADE THE JUMP TO ROCK, WE CHOSE TO CALL OUR BIG GIVERS TO HELP MOVE THEIR SCHEDULE OVER THE PHONE**
- **ALL OF THOSE WERE SET UP ON THE INTERNAL GIFT ENTRY PAGE**
- **I DID ALL OF OUR TESTING ON THE EXTERNAL GIVING PAGE**
- **THIS JERK OVERLOOKED THE BLOCK SETTINGS ON THE INTERNAL GIFT ENTRY PAGE AND THOSE GIFTS RAN ON THE TEST GATEWAY**

# **INTERNAL/EXTERNAL BLOCK CONFLICT**

## **THE SOLUTION**

- WE UPDATED THE INTERNAL BLOCK SETTINGS (DUH)**
- MYSELF, THE ACCOUNTING TEAM, AND OUR EXECUTIVE PASTOR HAD THE PLEASURE OF CALLING ALL OF THOSE DONORS...AGAIN... EXPLAINING WHAT HAD HAPPENED, AND SETTING THOSE GIFTS UP AGAIN**

# PERSON FIELD PITFALL IN EVENTS

## THE PROBLEM

- EMAILS THAT WERE SUPPOSED TO BE TRIGGERED FROM OUR EXECUTIVE PASTOR WERE SUDDENLY SENDING FROM OUR CHILDREN'S PASTOR

# **PERSON FIELD PITFALL IN EVENTS**

## **THE CAUSE**

- OUR CHILDREN'S PASTOR SIGNED OUR EXECUTIVE PASTOR UP FOR OUR FATHER DAUGHTER DANCE, BECAUSE THEY HAPPEN TO BE MARRIED**
- SHE USED HER EMAIL INSTEAD OF HIS ON THE EVENT REGISTRATION, AND IT UPDATED HIS PERSON PROFILE**

# **PERSON FIELD PITFALL IN EVENTS**

## **THE SOLUTION**

- WE SET EMAIL AS A REGISTRATION ATTRIBUTE ON EVENTS**
- WE THEN ADD THE PERSON FIELD AS AN INTERNAL FIELD AND SET IT TO 'USE CURRENT VALUE'**
- THIS ALLOWS US TO UPDATE EMAILS WHEN NEEDED AND NOT LOSE PRECIOUS DATA**

# **THE GHOST WRITER**

## **THE PROBLEM**

- **A SMALL GROUP LEADER CLAIMED TO BE RECEIVING EMAILS FOR HIS GROUP ATTENDANCE. BUT HIS GROUP WAS NOT ACTIVE. AND THERE WAS NO RECORD OF THE COMMUNICATION IN THE COMMUNICATION HISTORY.**

# THE GHOST WRITER

## THE CAUSE

- AFTER SEVERAL ROUNDS OF HEAD SCRATCHING AND A FEW TRIPS TO RAID THE SNACKS IN THE CONFERENCE ROOM, WE (BY WE, I MEAN OUR ROCK DEV PARTNER) REALIZED THE EMAILS WERE COMING FROM OUR SANDBOX DATABASE

# THE GHOST WRITER

## THE SOLUTION

- WE BUILT A JOB TO UPDATE ANY EMAIL ADDRESS IN THE SANDBOX TO AN INVALID @SAFETY.NETZ DOMAIN AND REMOVED ALL COMMUNICATION TRANSPORTS

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