

Run Your First Game Day

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Why am I talking about this?

- I've applied it and seen it work in multiple domains
- It is supported by research
- We'll be focusing on using it to improve incident response, but it's adaptable

Overview

- Introduction to game days
- The needed parts
- How to run the event itself
- How to make it stick
- Q& A

What is a Game Day?

- A game day is time taken to practice using simulations, usually a tabletop exercise.

What is a table top exercise?

- A discussion-based exercise in response to a scenario, intended to generate a dialogue of various issues to facilitate a conceptual understanding, identify strengths and areas for improvement, and/or achieve changes in perceptions about plans, policies, or procedures.

No really, what's a tabletop exercise?

- A tabletop exercise is a lower tempo chance to work with ideas, people, and procedures, doing so by talking through your actions and asking questions.

Game day/Tabletop Exercises Help

- Comfort with a process
- Experience in working and *communicating* with others
- Learn about how others work
- Surface assumptions
- Find issues in process

What don't they do?

- Tabletop exercises are *not* about the scenario
- It can sometimes be useful to design a very specific scenario, but reality is messy.

How to get started

- Make up a scenario
- Get some folks into a room together (real or virtual)
- Talk it through
- Ask how it went

Developing scenarios

- Mine incidents, ones you know about or participated in
- Take pieces that you find interesting and mash them together

What if I can't think of anything?

- Scenarios aren't actually all that important!
- Pick a trigger
- Pick a complication
- Pick a goal and resolution state

Exercise: Make your own scenario

- Pick a trigger (this is typically a page of some sort)
- Pick a complication (this is your chance to include other roles or teams)
- Pick a goal and resolution state (when will it be done?)

Running The Exercise

- Typically last a couple of hours
- Often doesn't need computers (unless you're doing it virtually)
- Involves getting people together in a "room" (real or virtual)

Positions

- Facilitator
- Participant

Facilitator

- Knows the scenario
- Answer questions
- Can fill in for other roles
- Is encouraged to improvise if needed

**Do I need special
training to be a
facilitator?**

No.

Participant

- Talks through their actions
- Asks questions to gain information
- Fills a role in the scenario (usually only one)

Talking it through

- If it wasn't said, it didn't happen.
- Feel free to ask questions
- You should probably be a bit more verbose than might come naturally at first
- This doesn't mean nitpick

Resources

I'll upload resources after the workshop at: <https://resilienceroundup.com/rubyconf2021/>

Getting feedback

- It's important to asses how it went
- This can be formal or informal
- Even 5 minutes discussion after can be useful

Keeping it going

- The best way to keep this going is by having a regular cadence or trigger
- Usually the more often the better
- Feed learnings into improving the process

Questions?

- Do you feel ready to go do this when you get back home?
- What else would you like to know that will help you feel comfortable starting a game day?