

*Wikimedia Foundation v. NSA*  
No. 15-cv-0062-TSE (D. Md.)

# Plaintiff's Exhibit 38

**From:** Mark Bergsma  
**To:** Faidon Liambotis  
**Sent:** 5/23/2014 1:16:25 PM  
**Subject:** Fwd: Ops Goals: Questions/Expectations

Begin forwarded message:

**From:** Erik Moeller <erik@wikimedia.org>  
**Subject: Ops Goals: Questions/Expectations**  
**Date:** 23 May 2014 10:19:54 GMT+2  
**To:** Mark Bergsma <mark@wikimedia.org>

Hi Mark,

For the goalsetting process, I'm drafting a set of questions/expectations for each team. I'll share the whole document with EMGT later, but wanted to send you the ops piece upfront just so you can take a quick spin through it. Any quick reactions welcome :)

I'd like to publish this as a subpage to the goals page once it's gone through a first pass EMGT review. The intent of this is to spur some specific thinking, but also get on the same page on the things we feel we must accomplish in the coming year. You can have conversations about this with me, with your team, or with others in the org, as you see fit.

Erik

## Site Operations

### Questions

- Will we be able to achieve full failover capability from EQIAD to CODFW? Should we set a goal such as quarterly failover tests? (How do we avoid a situation like with TPA where we lost failover capability?) What's the plan for CODFW utilization beyond as a secondary?
- Can we articulate goals related to use of virtualization in our infrastructure beyond Labs?
- Do we intend to plan out any additional caching location(s)? If so, can we articulate expected user benefit?
- Do we intended to implement off-site backups beyond cross-DC copies? If so, when?
- Can we establish some metrics for ongoing high-level reporting (uptime/outages/latency by service/geography etc.)?

### Expectations

- Given increased concern about surveillance/monitoring, and our general commitment to protect user privacy, I expect we'll want to renew our emphasis on encryption and security, including:
  - at least shifting search engine traffic to HTTPS via rel=canonical
  - enabling PFS
  - enabling IPSEC
  - investigating techniques to defeat traffic detection
  - making a definitive decision on whether to force HTTPS for all users.Let's try to attach a rough timetable to relevant objectives.

## Wikimedia Labs

## Questions

- What additional data/computing resources/services should we aim to make available to the Labs community? How can we accomplish that (are there cross-functional dependencies, e.g. with analytics)?
- What infrastructure improvements are going to get us the largest bang for the buck in terms of stability/performance improvements?
- Are there needs by other teams (e.g. release engineering) that aren't currently met effectively with the Labs infrastructure? (Example: improved automatic provisioning of Labs VMs for parallelized unit test execution - multiple changesets/branches). If so, how should these needs be met? If not, how do we minimize wheel-reinvention by other teams?
- How can we more consistently showcase awesome Labs community innovations? Are there better ways to interface with the grantmaking team to ensure volunteers receive financial support as appropriate?

## Expectations

- I would like us to begin articulating a more compelling vision for the lifecycle of community innovations. We've improved on the toolserver situation, but we could still do better along the following dimensions:
  - discoverability of tools
  - integration of tools into the main site experience
  - better support for Labs->Production migration where appropriateWe may not be able to resource a more comprehensive "Labs vision" yet, but we should at least begin articulating it and defining the steps we would need to take to get there (e.g. form a cross-functional team including MW core/API & UX expertise).
- Let's think about two staffing scenarios: 1) serving the core Labs purpose well, 2) raising the bar and creating a larger vision for Labs consistent with the above. What would those scenarios translate to in terms of additional FTEs and their skillsets? If the ideal Labs team is a cross-functional one, let's start having that conversation.

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Erik Möller

VP of Engineering and Product Development, Wikimedia Foundation

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Lead Operations Architect

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