

FILED UNDER SEAL

EXHIBIT 14

Message

From: [REDACTED]@fb.com]
Sent: 4/23/2021 1:29:07 PM
To: [REDACTED]@fb.com]; Malia Andrus [malia@fb.com]
Subject: Message summary [{"otherUserFbId":100015316053522,"threadFbId":null}]

[REDACTED] (4/23/2021 06:18:03 PDT):

>Hey!

[REDACTED] (4/23/2021 06:18:15 PDT):

>I have a DMAT Metrics review with Salem on my plate next Tue

[REDACTED] (4/23/2021 06:18:24 PDT):

>Great

[REDACTED] (4/23/2021 06:18:40 PDT):

>And Dom suggested i ask you about how we can use IIC T1 as an example of how we use DMAT metrics to debug what's wrong

[REDACTED] (4/23/2021 06:18:50 PDT):

>(a) is this correct and (b) do you have some example for me for context?

[REDACTED] (4/23/2021 06:18:55 PDT):

>Yeah :(

[REDACTED] (4/23/2021 06:21:21 PDT):

>Yes. So the big thing here was that I knew something was wrong when we literally had no reinjections and we knew we had set up the metric properly. There were some people who were like "oh, the metric is broken." Me: "No, the *metric* is not broken. The metric is correct: escalation recall is undefined/infinity because no jobs are making it through. why is this happening?"

[REDACTED] (4/23/2021 06:21:46 PDT):

>oh ok ..

[REDACTED] (4/23/2021 06:21:59 PDT):

>From that I was able to push into a full assessment of the flow of IIC jobs. Lo and behold, a *ton* of things were broken and misrouted.

[REDACTED] (4/23/2021 06:21:59 PDT):

>So was the conclusion : DMAT infra is not good, or Reps are not good ?

[REDACTED] (4/23/2021 06:22:12 PDT):

>Aaah ok so it kinda helped making sure things were not broken lol

[REDACTED] (4/23/2021 06:22:16 PDT):

>No, the conclusion was that the engineering was done wrong in our system.

[REDACTED] (4/23/2021 06:22:28 PDT):

>our system = IIC jobs generally or only DMAT ?

[REDACTED] (4/23/2021 06:22:55 PDT):

>We are now updating DMAT infra to capture escalation errors arising from routing jobs to unworked queues.

[REDACTED] (4/23/2021 06:23:06 PDT):

>No, like our whole IIC system was hella broken.

[REDACTED] (4/23/2021 06:23:19 PDT):

>No reactive IG job could ever reach our specialist reviewers.

[REDACTED] (4/23/2021 06:24:00 PDT):

>oh ok

[REDACTED] (4/23/2021 06:24:05 PDT):

>So that's a great success story actually

[REDACTED] (4/23/2021 06:24:10 PDT):

>Let me add that to the review

[REDACTED] (4/23/2021 06:24:18 PDT):

>Do you have a post or anything i can point to?

[REDACTED] (4/23/2021 06:25:13 PDT):
>Uh, this is all War Room work, but also partly a SEV.

[REDACTED] (4/23/2021 06:25:39 PDT):
>ah ok

[REDACTED] (4/23/2021 06:25:43 PDT):
>i'll point to that hahahaha

[REDACTED] (4/23/2021 06:26:26 PDT):
>This one: S219529

[REDACTED] (4/23/2021 06:27:00 PDT):
>And this one: S214841

[REDACTED] (4/23/2021 06:27:17 PDT):
>Thanks!

[REDACTED] (4/23/2021 06:29:07 PDT):
>And it generally was a part of why I pushed for War Room, which I think has been really successful so far.