Live Game Disasters:
How to Prepare for the Worst Before it Happens

Crystin Cox
Live Game Producer, Nexon America

GDC 11 Online

Congratulations! You're Live

Millions of Users + 24/7 Access
=
Anything Can Happen!

Be Prepared!
Live Game Disaster Level

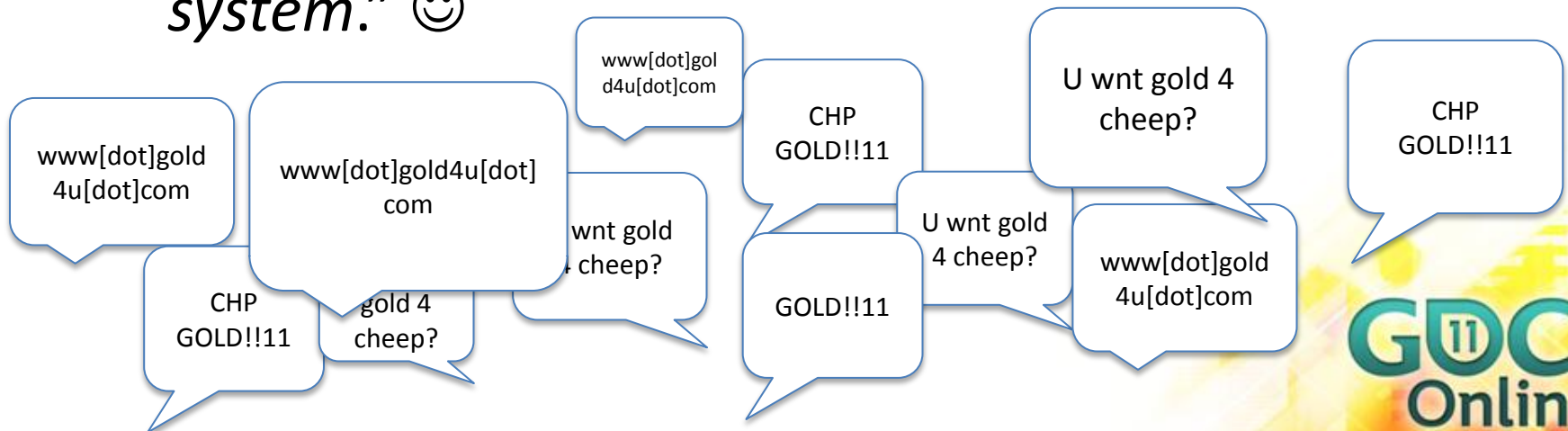| 5 | ← Everyday Disasters |
4	← Full Blown Disasters
3	← Serious Disasters
2	← Major Disasters
1	← Total Catastrophe

GDC 11 Online

Disaster Level

5
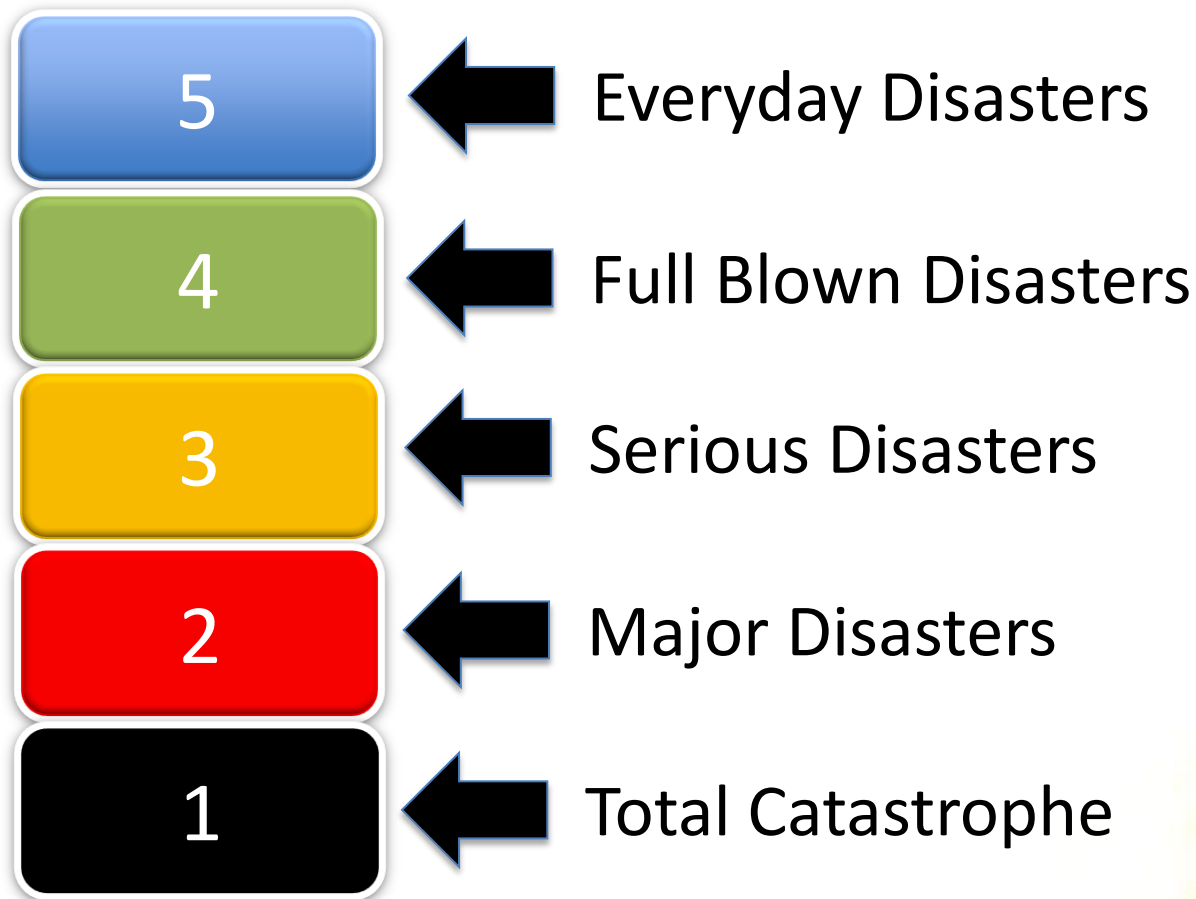
Everyday Disasters

Spam Bots

- Take the issue seriously
- Communicate your plans
  - ~~"*We are aware of the spam situation.*"~~
  - "*We have increased monitoring in populated areas and are working on an improved chat filter system.*" ☺

Phishing Sites

- Education, Education, Education
  - Be consistent and persistent
- Distinguish your websites
  - URLs = Hard to remember
  - Email addresses = Confusing

Disaster Level

4

Full Blown Disasters

Server Crashing Bugs

- Acknowledge the issue to avoid rumors
- Assess the damage
- Don't wait to compensate

In Game Hacking

- When hacks "Go Public"

- Focus on fairness

- Consider how the innocent are impacted

Disaster Level

3

Serious Disasters

Account Take Overs

- Damage control
  - Don't be defensive!
  - Be helpful and sensitive
- Take action
- Work with your fan sites

Major In Game Exploits

- Admit your mistake

- Take action...

- But be very careful about punishing

Disaster Level

2

Major Disasters

In Game Economic Meltdown

- Be prepared to shut down
- Constant communication with your players
- Rollback the database if necessary

Server Hacking

- Shut the servers down
- Be careful with your messaging
- Fix and compensate before reopening

Source Code Leak

- Assume they know everything

- Prepare for the worst

- Rebuild

Disaster Level

1

Total Catastrophe

Account Database Breach

- Inform your players as soon as possible…
- But be sure to include an action plan
- Do what it takes to be secure
- Compensation comes later

Review

Be Prepared!

- Monitor

- Communicate

- Know Who Will Make the Decision

- Compensation

Q & A