

# Take Action with Observability and Context

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# Keep up with the Speed of Innovation



Utilize robust monitoring solutions



Understand the impact of deploys to your infrastructure



Reduce MTTM / MTR by providing context (hint: Grafana)

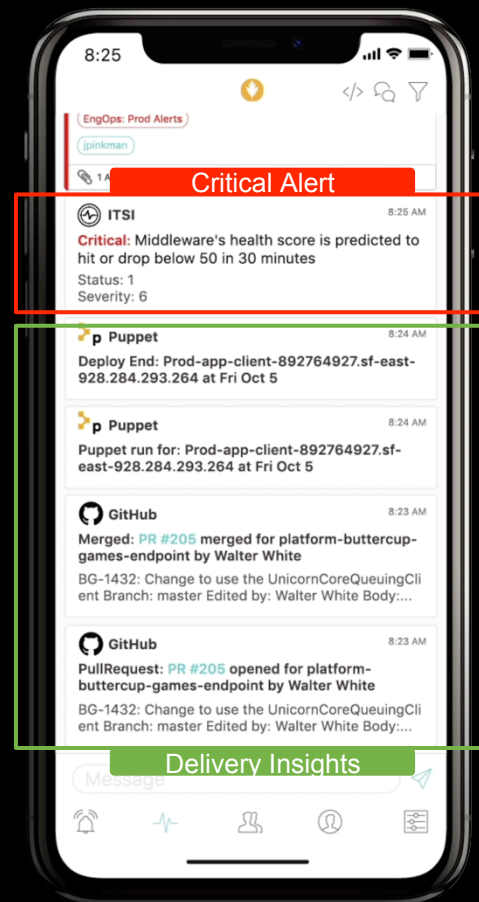
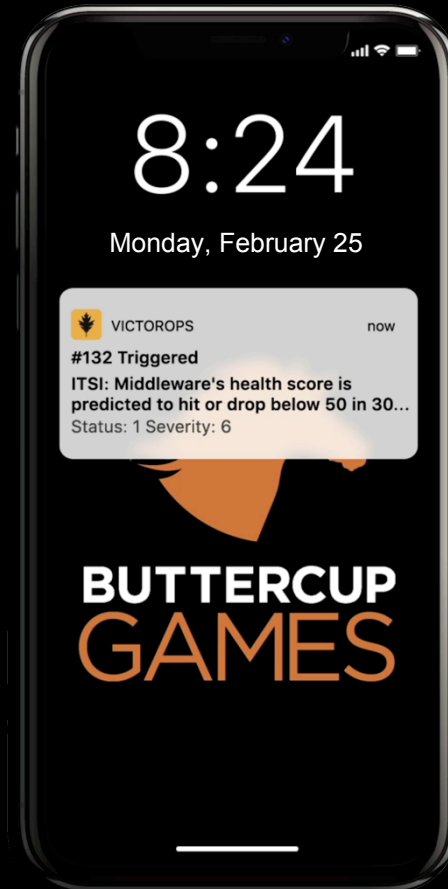


Data-driven continuous improvement

130.60.4 - [197/Jan 18 10:57:15] GET /category/screen/category\_id=6115&SESSIONID=55514110AD110 HTTP/1.1 - 404 728 - http://butte-cup.shopping.com/cart...  
128.141.238.82 - [187/Jan 18 10:57:12] GET /product/screen/product\_id=591&SESSIONID=55514110AD110 HTTP/1.1 - 404 522 - http://butte-cup.shopping.com/cart...  
192.168.0.1 - [197/Jan 18 10:57:15] GET /category/screen/category\_id=6115&SESSIONID=55514110AD110 HTTP/1.1 - 404 728 - http://butte-cup.shopping.com/cart...  
192.168.0.1 - [197/Jan 18 10:57:15] GET /category/screen/category\_id=6115&SESSIONID=55514110AD110 HTTP/1.1 - 404 728 - http://butte-cup.shopping.com/cart...  
192.168.0.1 - [197/Jan 18 10:57:15] GET /category/screen/category\_id=6115&SESSIONID=55514110AD110 HTTP/1.1 - 404 728 - http://butte-cup.shopping.com/cart...  
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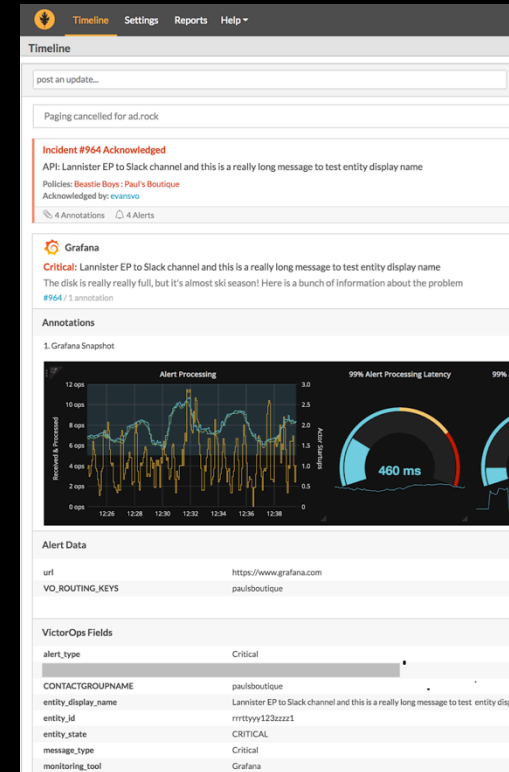
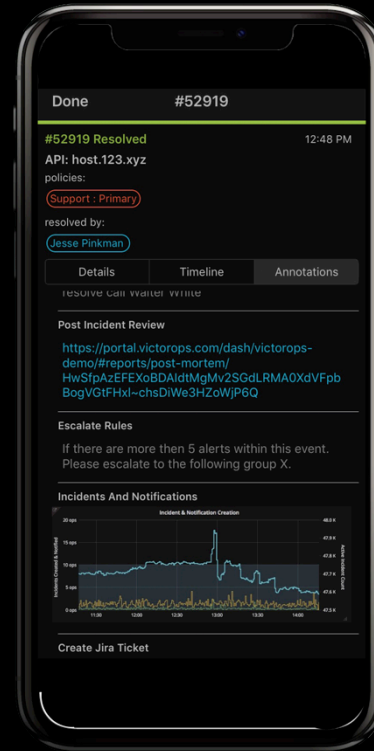
# Be Alerted to Unknown Unknowns

- ▶ Rely on robust monitoring solutions
- ▶ Delivery Insights
  - 80% of the time you may have caused the issue
  - Quickly associate or rule out the impact of a deploys on an incident



# Reduce MTTM / MTTR with Context

- ▶ All the data you need to jump in and troubleshoot in moments
  - Grafana graphs and metrics
  - Runbooks
  - Annotations
  - Jira tickets



# Observability of Incident Lifecycle

## Post Incident Review

- ▶ See every action that occurred before and during an event
  - Update annotations or graphs?
  - Update best practices?
  - Send to stakeholders with action items

Reports / Post Incident Review / Name your Post Incident Report here!

Name your Post Incident Report here!

September 1st 2018 1:57 PM

September 14th 2018 1:57 PM

Filters

Paging cancelled for mike.d Sep. 14 - 12:00 PM

**Incident #500 Pingdom** Sep. 14 - 12:14 PM

Pingdom: Critically Low Disk Space on DB01

Policies: [Your incidents](#) : [your incidents](#)

Resolved by: [evansvo](#)

1 Annotation 1 Alert

Add notes to specific actions in your report!

Save Cancel

**Pingdom** Sep. 14 - 12:14 PM

**Critical:**

The disk is really really full. Here is a bunch of information about the problem

#501 / 4 annotations [Alert Payload](#)

**Annotations**

- Action: This is a test of wildcard matching
- [All about Healers](#)
- Blue Heeler



Allow others to edit this report:

No

Event summary (optional):

Give a quick lowdown on your PIR here!

[Provide a Summary of your Report](#)

Customer was impacted:

Yes

Timeline notes

Hover over a moment in the timeline and click the note icon to add a note. You will also show here.

Action items

- Don't forget to follow-up with your Cattle Dog! [delete](#)

[+ add action item](#)



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THANK YOU