

Once Upon a Time...



Alerts don't suck. YOUR alerts suck!

@LeonAdato

\$date();



Leon Adato

- Principal DevRel Advocate @ New Relic
- Started in tech ~35 yrs ago
- Focus on monitoring for ~25 yrs
- Tivoli, BMC, OpenView, Nagios, SolarWinds, Perl scripts, batch files,
and New Relic (duh)
- Built monitoring for small, medium,
and ludicrous size orgs.
- @LeonAdato almost everywhere

This is an Oyster Talk™

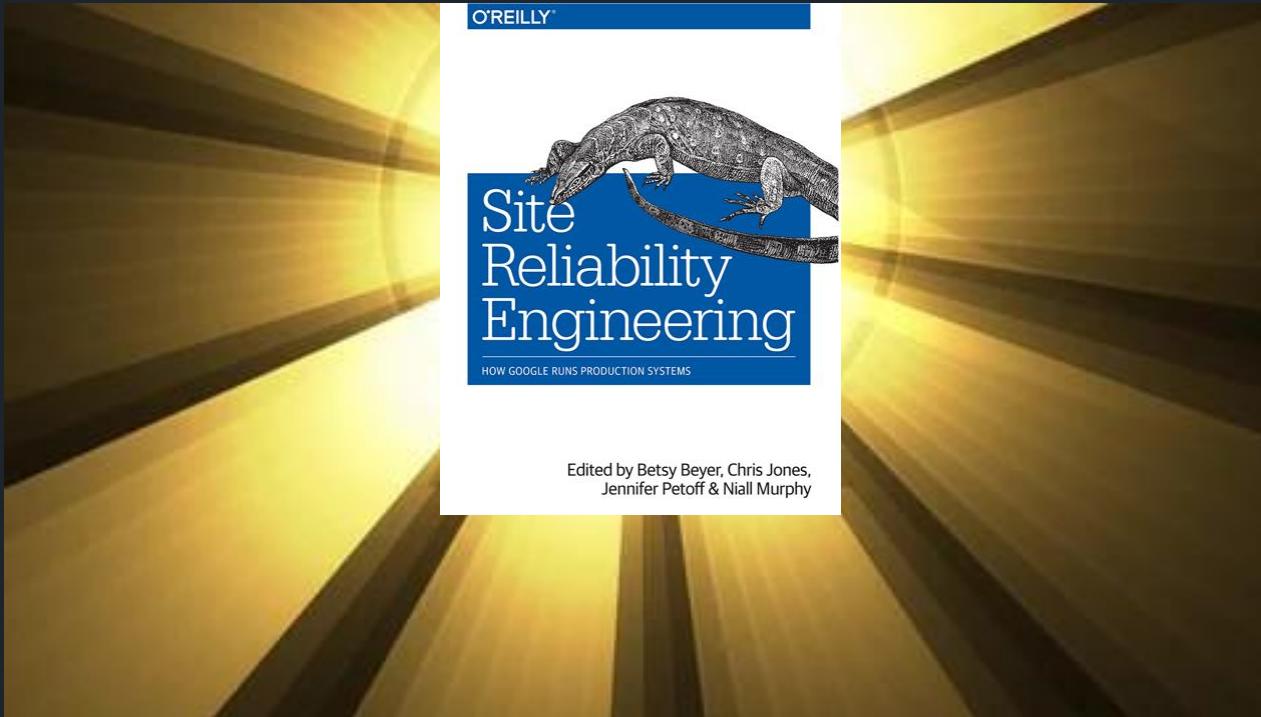


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The Good Book Says...

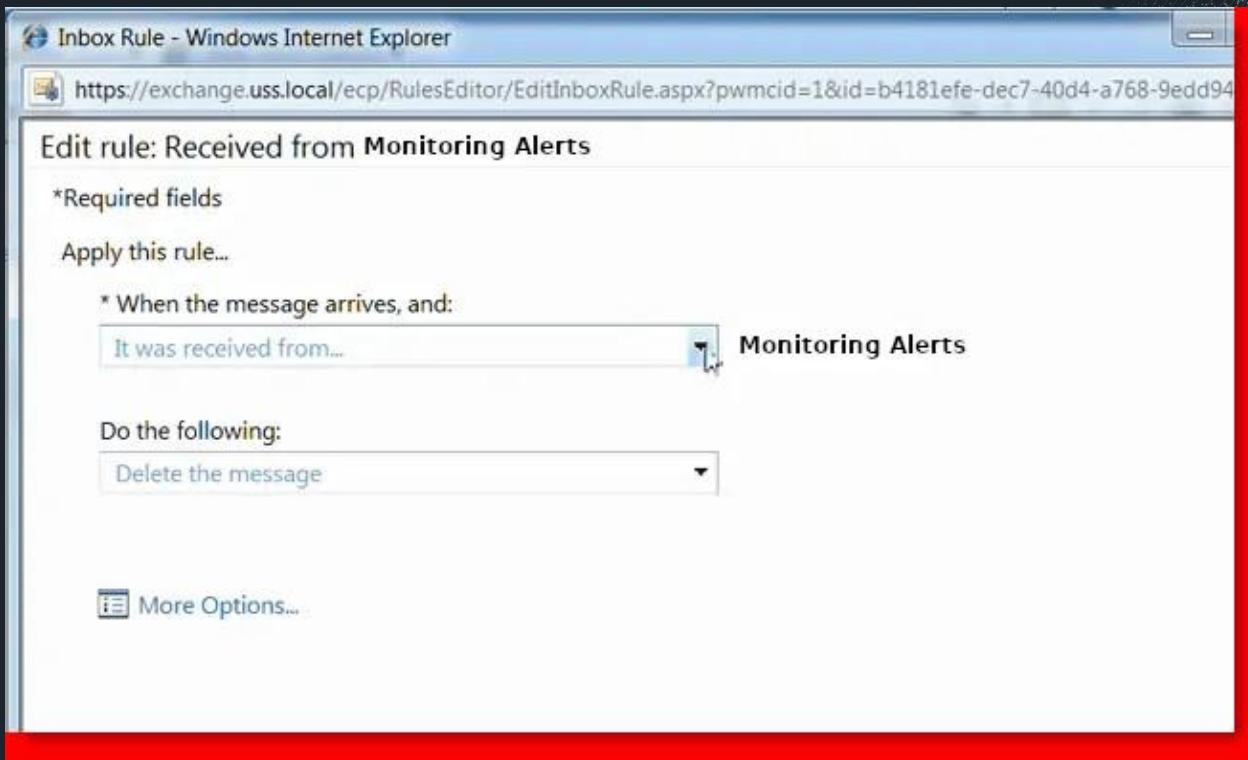


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Inbox Rules are like a\$\$holes...



The hill I will die on



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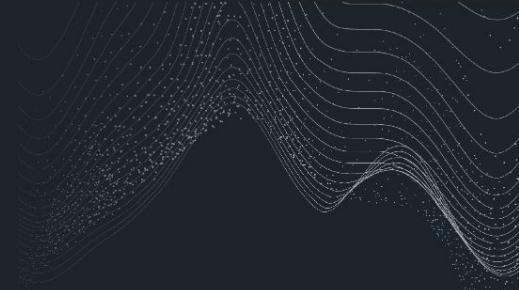
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Lesson One: Alerts Are...

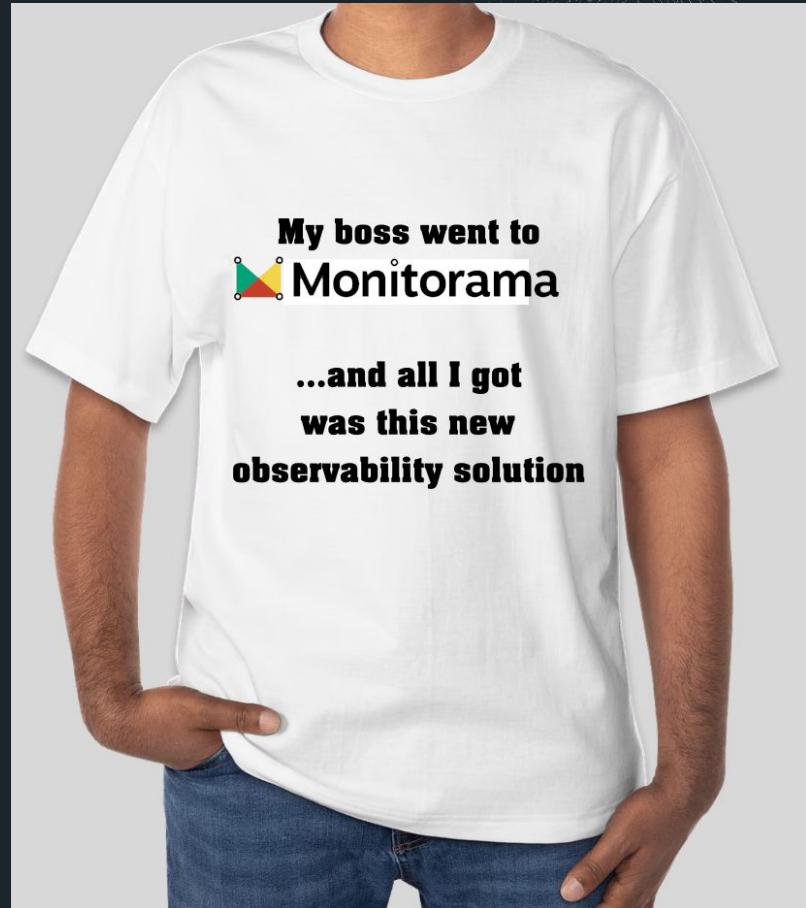


Three Important Rules

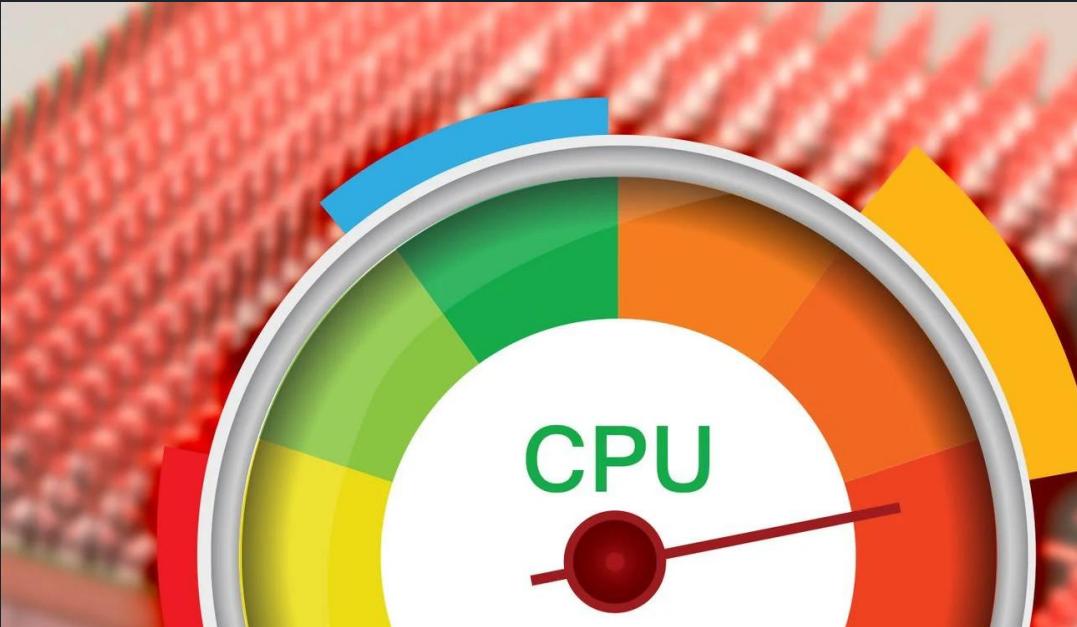


- Alerts <> Monitoring
- Alerts != Monitoring
- Alerts ≠ Monitoring

About Once a Year...



The problem with high CPU alerts isn't the CPU



Hold Up

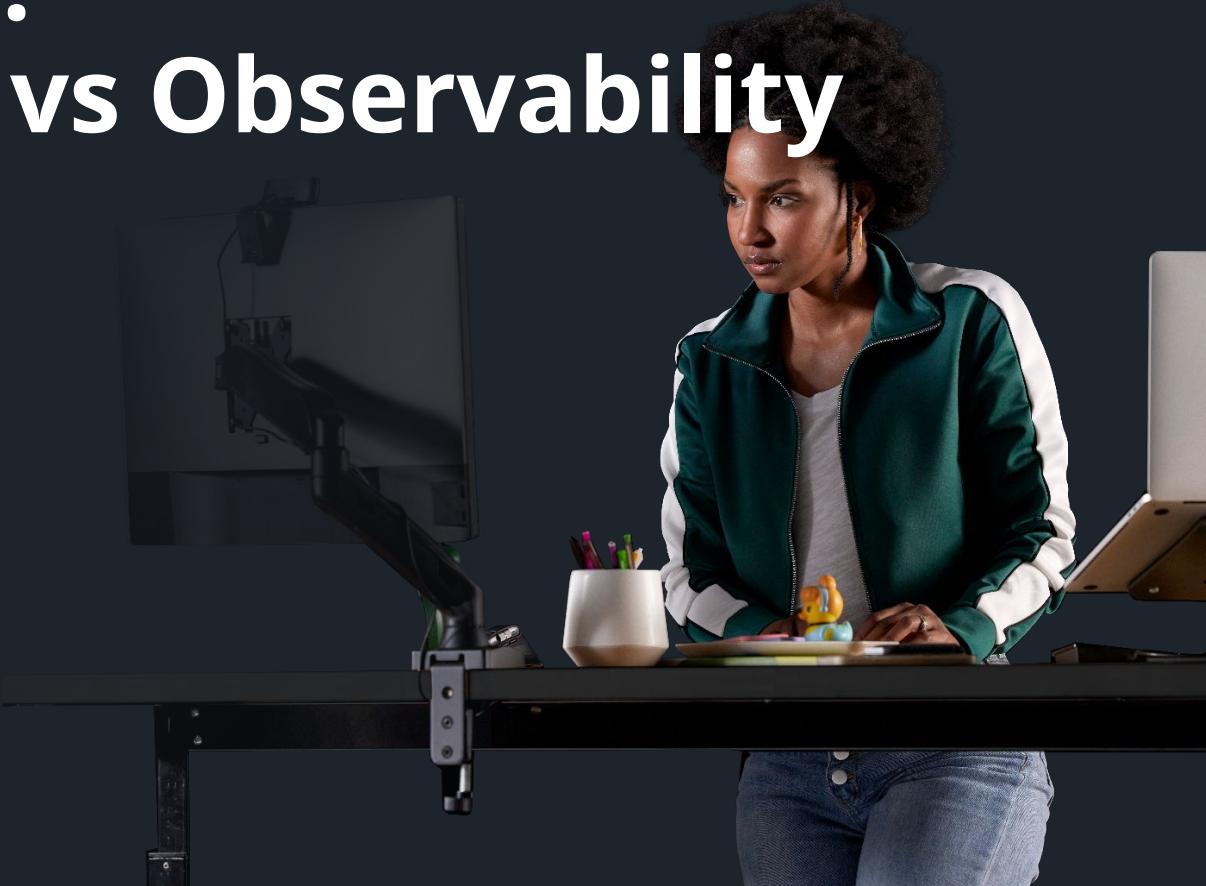


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Lesson Two: Monitoring vs Observability



Lesson Two: Monitoring AND Observability



Let's add a little nuance

Observability

- Un-Known Unknowns
- High cardinality
- Correlation baked-in
- Golden signals

Monitoring

- Known Unknowns
- All cardinalities welcome
- (mostly) manual correlation
- Domain-specific signals

Alerts and Observability



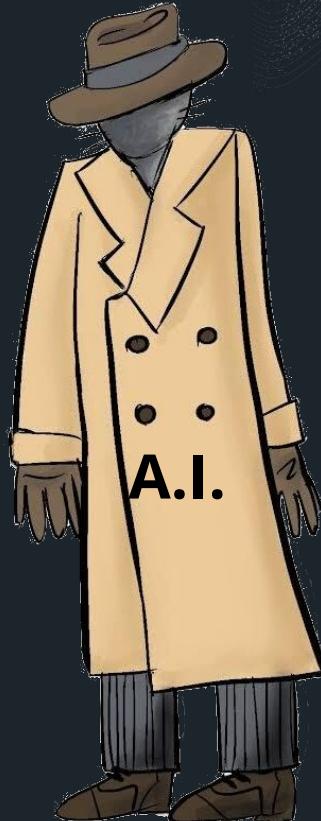
Observability

- Un-Known Unknowns
- High cardinality
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Alerts and Observability

Observability

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Alerts and Observability

Observability

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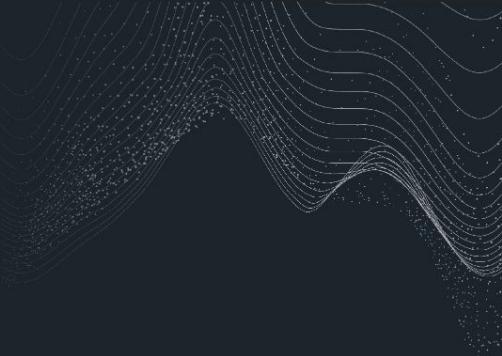


Designed by M. Scharlock

Lesson Three: Alerts Must Matter



A simple algorithm



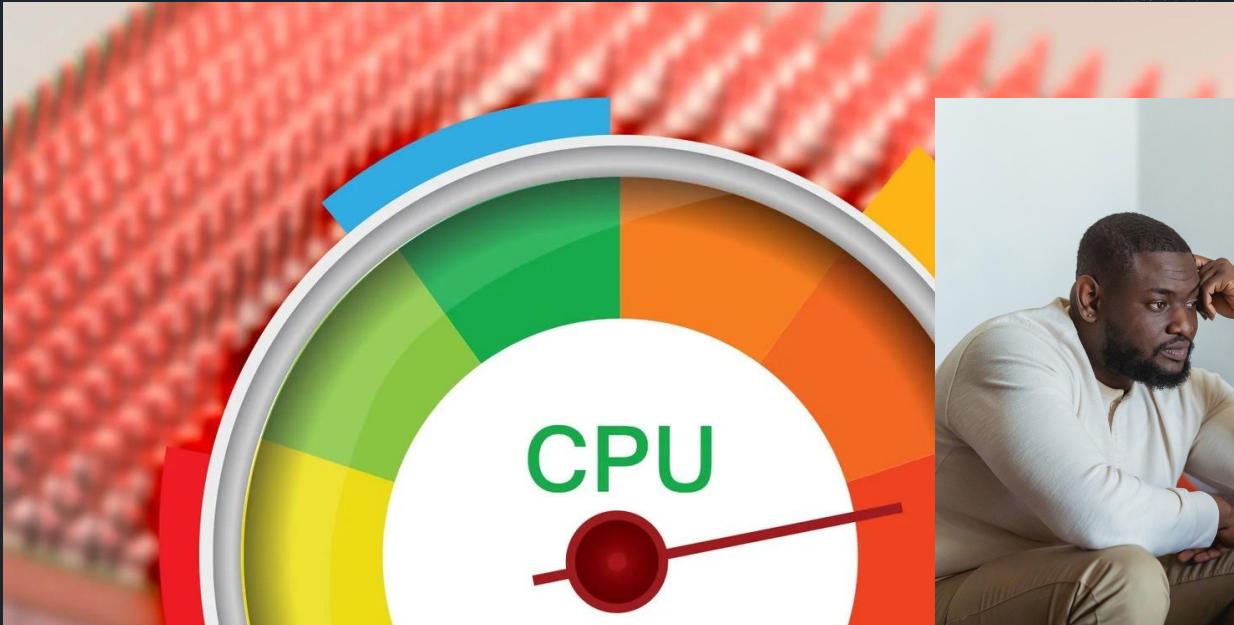
IFF(Human && do something && now && about \$problem) == true

If it's not an alert, what is it?

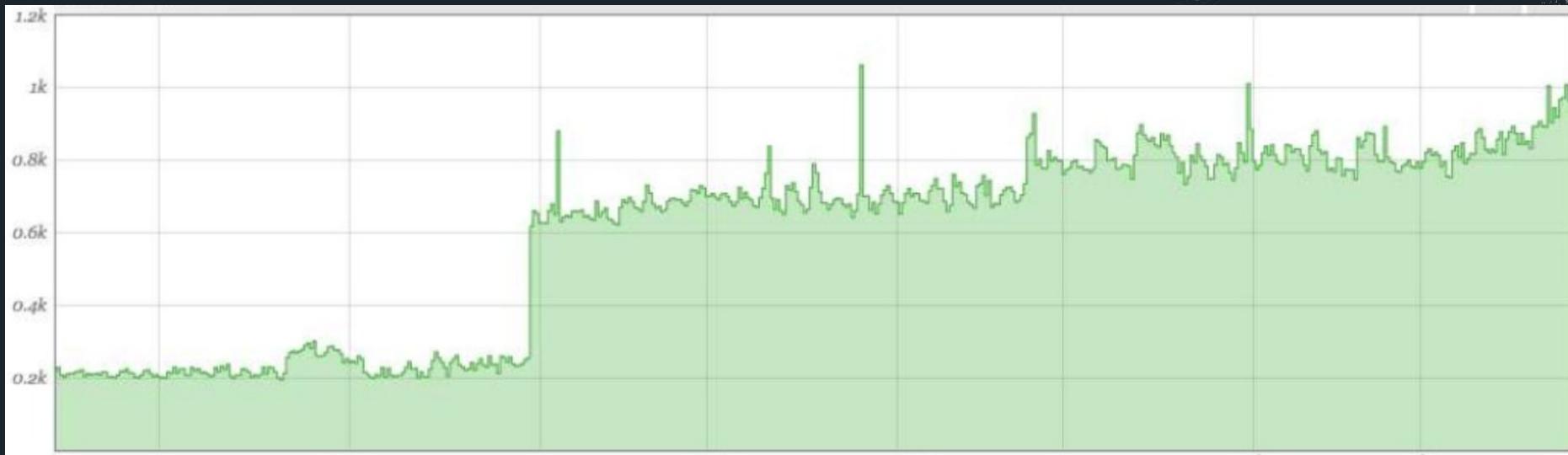
IFF (Human && do something && now && about \$problem) == true

- (!= human) == automation
- (!= now) == report
- (!= problem) == dashboard
- (!= doing something) == delete

The problem with high CPU alerts isn't the CPU

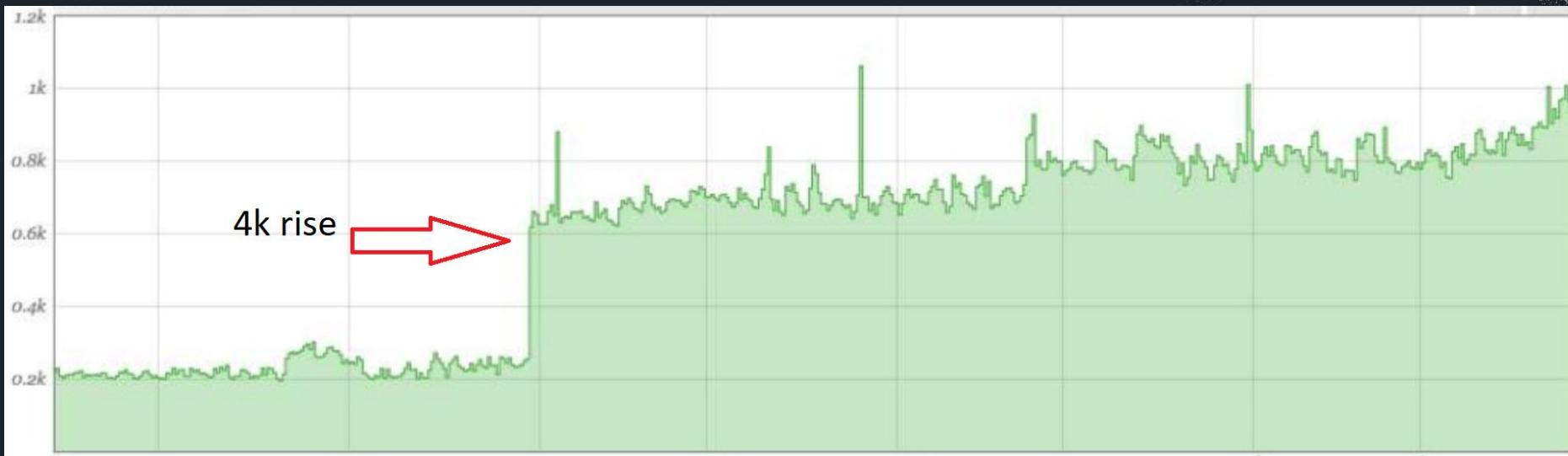


Do you see it?



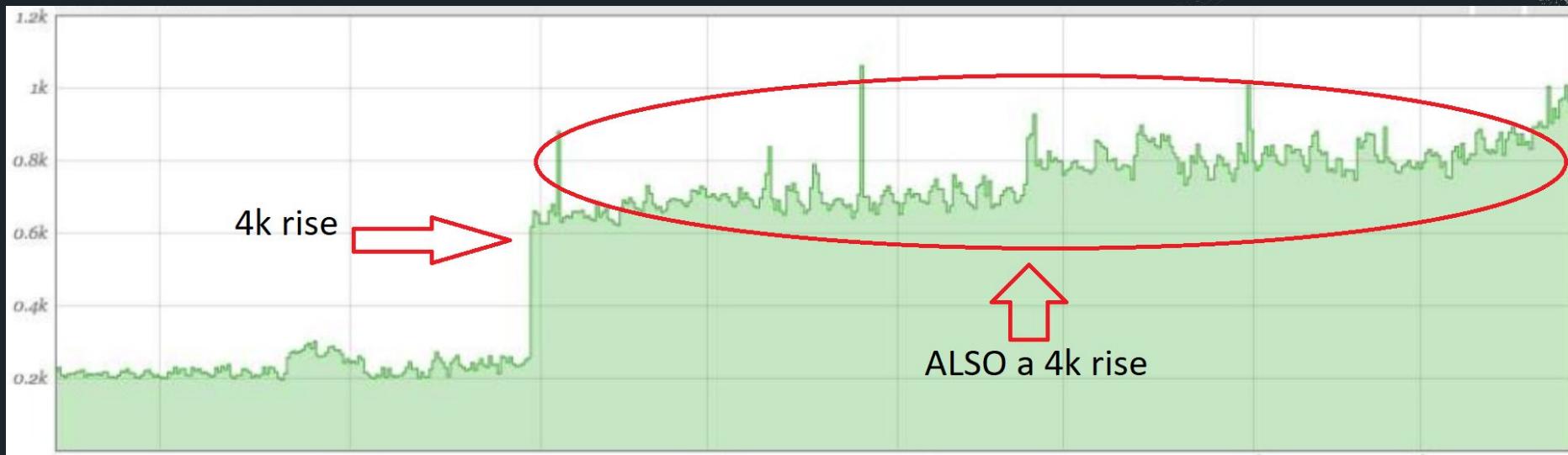
credit: Leon Fayer

Do you see it?



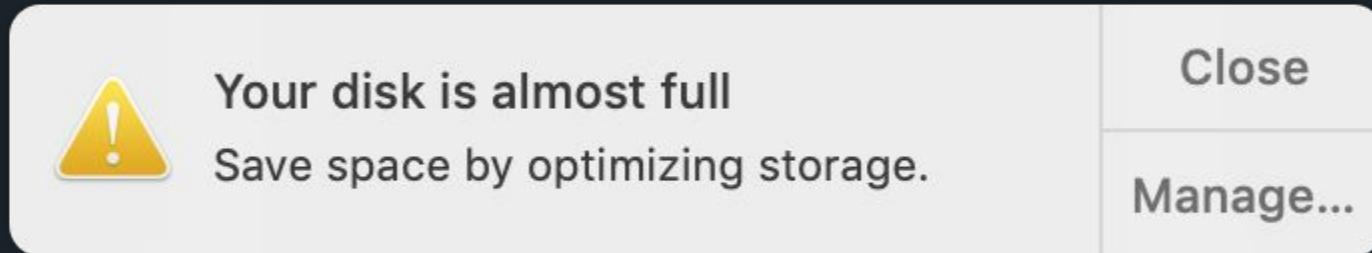
credit: Leon Fayer

Do you see it?



credit: Leon Fayer

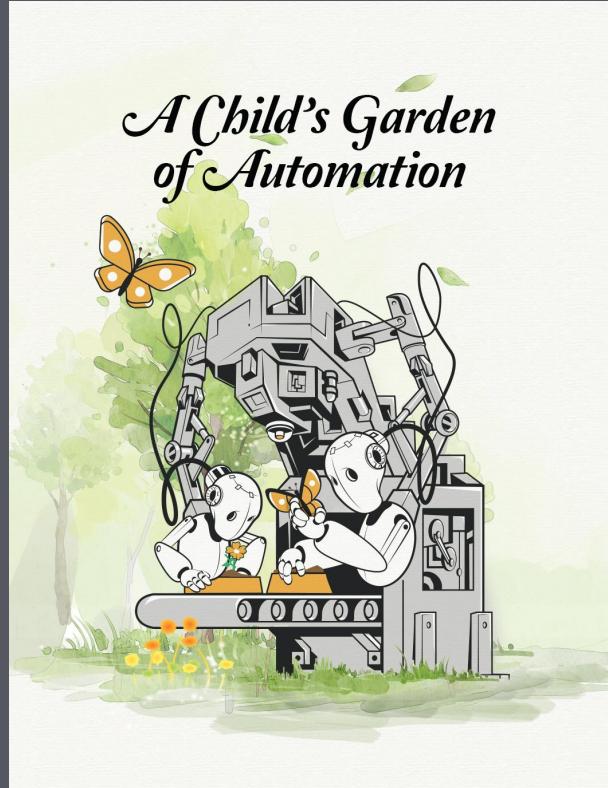
Yes, it's a problem



But what do you DO about it?

What we have is... ... a failure to AUTOMATE

“When something goes wrong,
what do YOU do about it?”





A cascade of joy

IIS App is slow

Clear the Application Pool
(wait)

Reset the IIS service
(wait)

Rebuild from image
(wait)

Move to new region/site/whatever
(wait)... then send ticket

Lesson Four: Skilled Interrogati... Interviewing



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Hunting the great “useful alert”

- How do YOU know when something went wrong?
- How do you know it's "all better"?
- Is there a knowledge article for it (yet)?
- Can you make it happen on purpose?

The AI Bonus Round

Won't Chat-Jippy save us from all this toil?

User:

Is turkey kosher

RebbelO

Turkey is not considered kosher according to Torah sources. The Torah specifies that only certain animals are considered kosher, and turkey is not one of them. The criteria for an animal to be considered kosher include having split hooves and chewing its cud (for mammals) or having fins and scales (for fish). While turkey does have split hooves, it does not chew its cud, and therefore is not considered kosher. It is important to consult with a qualified rabbi or kashrut authority for specific guidance on what foods are considered kosher.



Let's Sum Up

- Identified and interrogated the recipient
- Designed alert that matters because it
 - Has real-world trigger elements
 - Takes duration of the issue into account
 - Includes automation
- Verified the alert is built with the intent of immediate action by a human



Lesson Five: The Work Never Ends



From the Pages of the Sages...

הַפְּנֵי בָּה וְהַפְּנֵי בָּה, דְּכַלֵּא בָּה

“Turn it over, and [again] turn it over, for all is therein.”

- Pirkei Avot (Ethics of the Fathers) 5:22

לֹא עַלְיךָ הַמְלָאכָה לִגְמֹר

וְלֹא אַתָּה בֶּן חֹרֵין לְבַטֵּל מִמְפָנָה

**“It is not your duty to finish the work,
but neither are you at liberty to neglect it.”**

- Pirkei Avot 2:16

Irritated?



I'm ready for your questions!

