NRU Training

Safe Harbor

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Lab: Integrated APM + Infrastructure

After completing this lab you will be able to:

Use integrated APM and Infrastructure to troubleshoot problems caused by resource constraints

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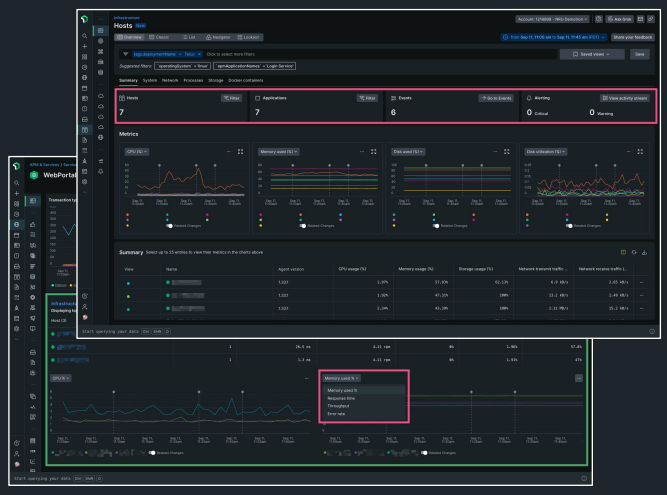
What is Connected Infrastructure and APM?

An update to the APM and Infrastructure UIs. Does not require upgrading agents

Designed to help you troubleshoot faster by integrating Infrastructure and APM data, to reduce the need to change screens or use multiple tools



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Lab: Creating alert conditions with guided mode

After completing this lab you will be able to:

Create alert conditions using New Relic's Guided Mode

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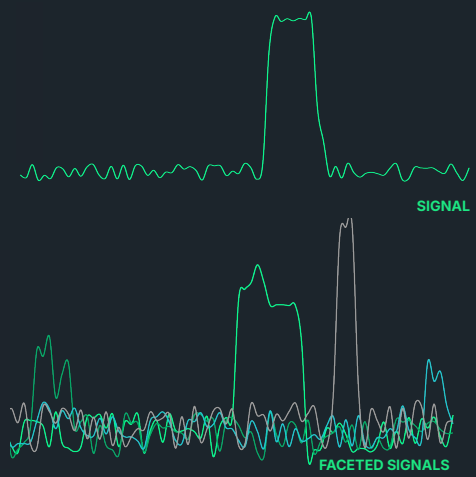
What is a "Signal"?



Acquisition | Detection | Noise reduction | Routing | Notify

Signal

- **Any data** being sent to New Relic
- Result of an **NRQL query** against incoming data
- If you can **query it you can alert** on it!

Faceted signal

- Faceting the query results in **multiple signals**
- Each signal can trigger separate alerts

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Acquisition | Detection | Noise reduction | Routing | Notify

Conditions

Signal acquisition and evaluation

Signal query

Defined by NRQL query including optional WHERE and FACET clauses.

Guided wizard available to help build.

**Additional non-NRQL conditions soon to be deprecated*

Threshold

Value, which if breached by signal for a defined time period, will trigger an incident to be opened.

A threshold can be set for both **warning** and **critical**

Some examples

Signal	Threshold
% Error rate	% error **> 5%**
Average basket value	median(value) **< $20**
Login attempts per user	uniqueCount(user) **> 10**

Documentation on alert conditions

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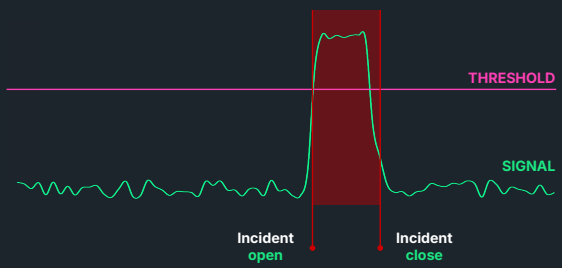
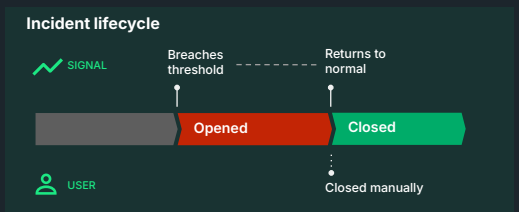
Incidents

Signal breach detection





- Incidents **open** when a **signal breaches the threshold** defined in a condition.
- Incidents **close automatically** when the signal is no longer in breach.
- There will be some **latency** between signal breaching and incident opening based on condition settings.
- Incident will open for **each signal facet**
- Incidents can be **manually closed** by user

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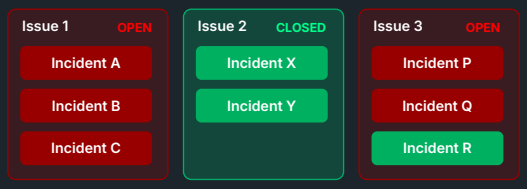
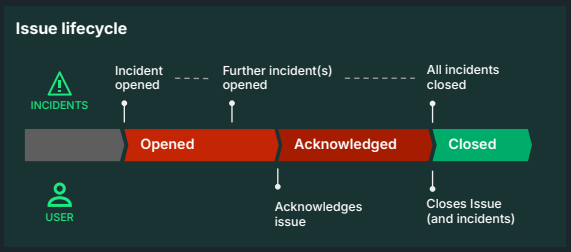
Acquisition | Detection | Noise reduction | Routing | Notify

Issues

Incident management and noise reduction





Incidents are the symptoms of a larger problem (the issue).

Issues **group incidents together**, reducing noise and driving notification workflows.

- Issues are **opened when incidents open**
- Issues can **contain multiple incidents**
  based on policy preference or correlation decisions
- Issues **close automatically** when all contained incidents have closed or if inactive for defined period
- Issues can be **manually closed**, which close all contained incidents.

Documentation about issues

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Acquisition | Detection | Noise reduction | Routing | Notify

Policies

Predetermined incident grouping

FEWER ISSUES

MORE ISSUES

1 Per Policy

Only one issue will be open at a time for the **entire policy**.

- Requires immediate action and closing the issues to be effective

2 Per Condition

One issue will be open at a time for **each condition** in your policy.

- Useful for policies containing conditions that focus on entities that perform the same job

3 Per Incident

An issue will be created for **every incident** of **each condition** in your policy.

- Useful if you need to be notified of every violation or if you have an external system where you want to send alert notifications

Documentation on alert policies / issue preference

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Lab: Creating alert conditions with custom NRQL queries

After completing this lab you will be able to:

Create alert conditions using custom NRQL queries

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Lab: Configuring alert notifications

After completing this lab you will be able to:

Configure workflows and destinations to receive notifications of alert issues

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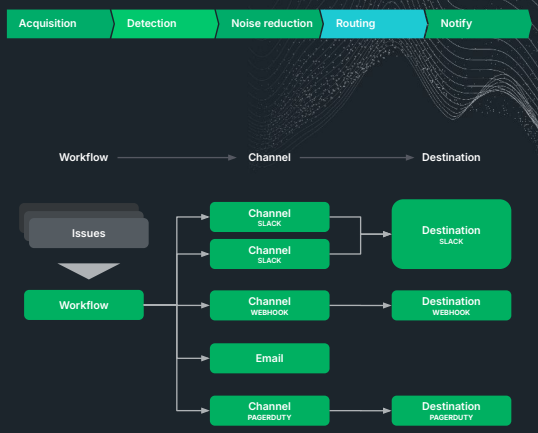
Workflows

Notification triage and routing

- Control **when** you want to receive notifications about issues
- **Notify correct teams** based on issue context
- Channels offer comprehensive **payload templating** options
- **Enrich notifications** with additional New Relic data



Channels allow **multiple different message payloads** to be sent to **multiple destinations**

Documentation on setting up workflows

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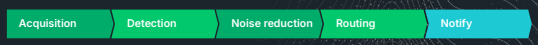
Destinations

Notification dispatch



Destination inform **people** or **third party services** about issues state change.

Supported destinations:

- Email & mobile push
- Native: Jira*, ServiceNow*, PagerDuty*, Slack
- Webhook: e.g. OpsGenie, MS Teams, etc..
- AWS EventBridge

Destinations **setup once per account** and can be used by multiple workflows.

slack

servicenow

JIRA

PagerDuty

*two way integrations

Documentation on notification destinations

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Lab: Creating service levels

After completing this lab you will be able to:

Create a service level to monitor the availability of a service over time

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Service levels vs Alerts

	Service levels	Alerts
View of performance	Over time	Real time
Reduces MTTD by	Revealing problematic areas and gradual performance deterioration	Notifying engineering teams of a current issue
Thresholds	Closely aligned with expectations	Far enough from normal to require immediate review
Reviewed	Daily, Weekly, or per sprint	Immediately after trigger
Tune	Periodically, such as quarterly	After an incident, as needed
Used for executive reporting	Yes	No

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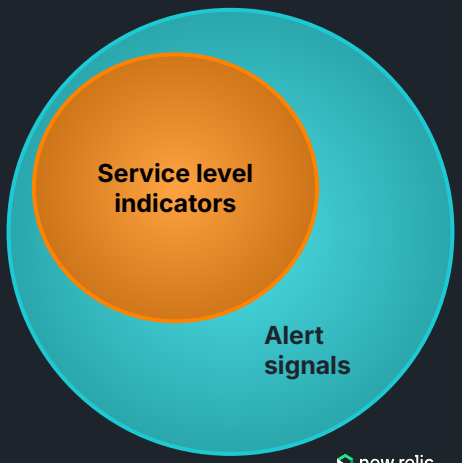
Service level indicators vs alert signals

Service level indicator = Signal you use to measure the following over time:

- The quality of service you are providing to the end customer or to other engineering teams.
- The quality of third party services you depend on.

Alert signal = Signal you use to **immediately detect** declines or failures of:

- The services you provide to customer or other teams.
- Third party services.
- Infrastructure monitored by your team.



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Service level parameters

Valid Requests (Data Set) - Use NRQL to determine the data set to evaluate, which data is 'good' data and which data is 'bad' data.

Time Window - Rolling time window used for:

- Used by the UI for calculating the Service Level baseline.
- Used by Alerts and Dashboards to report remaining error budget calculations. Options are 1 day, 7 days, and 28 days.

Target Percentage - Percent of requests / data points expected to be 'good'. Values affect:

- Remaining error budget calculations.
- Color coding in the Service Level UI.

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Steps to identifying appropriate SLIs and SLOs

Step 1: Understand the Application/Environment

Gather information about the application/environment, including its purpose, functionality, and user expectations. Identify key stakeholders and their requirements.

Step 2: Determine Key Performance Indicators (KPIs)

Based on stakeholder requirements, identify KPIs that measure the application's performance, availability, and quality. Examples: Response time, Error rate, Uptime, Throughput

Step 3: Define Service SLI

Identify appropriate SLIs (Service Level Indicators), which are specific metrics that measure the application's performance, availability, and quality. Examples: Average response time, Percentage of uptime during business hours

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Steps to identifying appropriate SLIs and SLOs

Step 4: Define SLOs (Service Level Objectives)

Based on the defined SLIs, define SLOs, which are specific, measurable, and achievable targets for the application’s performance and quality.

Examples of SLOs:

- Average response time < 2 seconds
- Uptime > 99.9% during business hours
- Error rate < 0.5%

Step 5: Review and Refine SLIs and SLOs

- Review the defined SLIs and SLOs to ensure they are relevant, measurable, and achievable.
- Refine them as necessary

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