

# A DEVOPS PRACTITIONERS GUIDE



**EVERY MINUTE NEW RELIC  
HANDLES:**

**40M+ HTTP REQUESTS**

**1.8B+ NEW DATA POINTS**

**1000T+ EVENTS QUERIED**

# LEAD DEVELOPMENT TEAMS?

# ARE DEVELOPERS?

**ARE ON-CALL?**

# OWNERSHIP

# OWNERSHIP

- ▶ OWNING SOFTWARE ARCHITECTURE AND PROJECT WORK
- ▶ OWNING OBSERVABILITY
- ▶ OWNING THE DEPLOYMENT

# OWNING SOFTWARE ARCHITECTURE AND PROJECT WORK

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# DESIGNING FOR RESILIENCY













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TEAMS DEAL  
WITH THEIR  
OWN CRUFT  
AND ARE  
EMPOWERED  
TO FIX IT.

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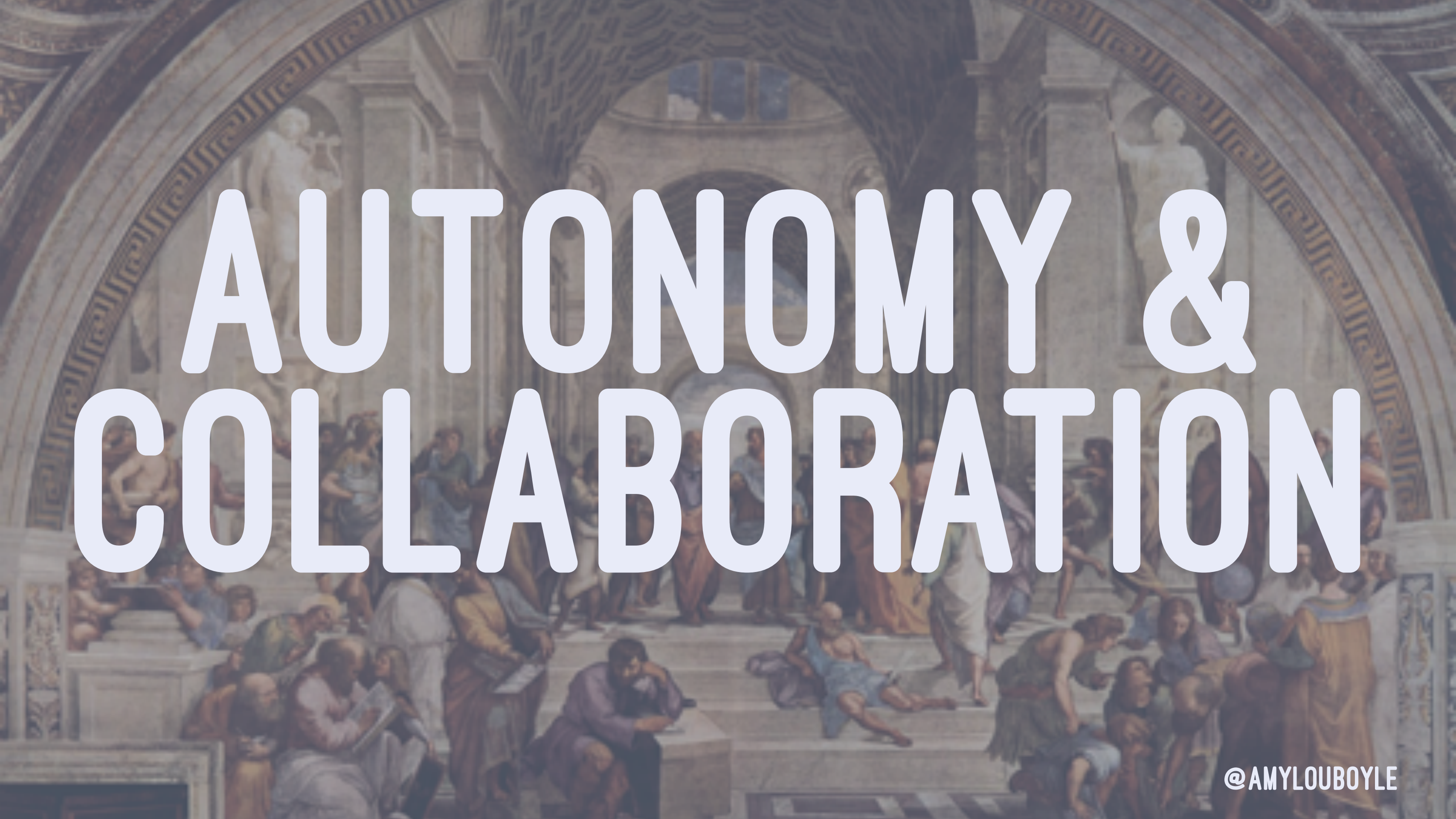


A red Ferrari sports car is parked against a brick wall. A woman in a blue dress and red shoes is lying on the ground in front of the car, appearing to be in a state of distress or exhaustion. The car's license plate reads 'MOI 983'.

# MAINTAINABILITY IS PART OF VELOCITY

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# AUTONOMY & COLLABORATION





# AUTONOMY





# COLLABORATION





# COLLABORATION

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A woman with long dark hair, wearing a light blue button-down shirt, is shown from the chest up. She has her right hand pressed against her forehead and her left hand held up with fingers spread, palm facing forward, in a gesture of stress or overwhelm. Her eyes are closed and her expression is one of frustration. The background is a solid light gray, populated with several colorful, hand-drawn style thought bubbles in red, green, blue, yellow, and teal. The text "WORK ON ONE THING AT A TIME" is superimposed over the center of the image in a bold, white, sans-serif font.

**WORK ON ONE THING AT A TIME**

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A digital illustration of a winged warrior, possibly an angel or a celestial being, floating in a vast, colorful cosmic space. The warrior has large, white, feathered wings and is wearing a white tunic with a gold-colored breastplate. They are holding a large, round, golden shield in their left hand and a long, silver sword in their right hand. The background is a deep blue and purple space filled with stars, nebulae, and a bright, fiery orange and yellow celestial body in the upper right corner. The overall mood is heroic and epic.

# ROTATING HERO HANDLES DISTRACTIONS

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# OWNING OBSERVABILITY

# MOTIVATIONS FOR MONITORING

- ▶ DEVELOPMENT
- ▶ CUSTOMER COMPASSION
- ▶ BUSINESS INTELLIGENCE

# DEVELOPMENT

- ▶ FEATURE VISIBILITY
- ▶ TROUBLESHOOTING
- ▶ CAPACITY



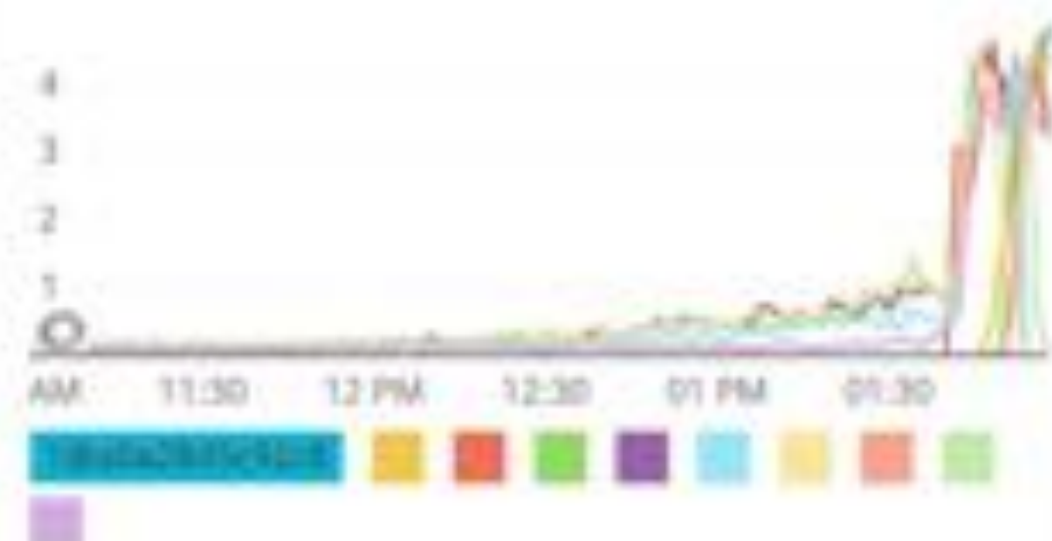


Created by [mashkan@me.com](#)  
Last edited 1/15/19

From Mar 10, 2019, 11:00 am to Mar 10, 2019, 02:00 pm PDT

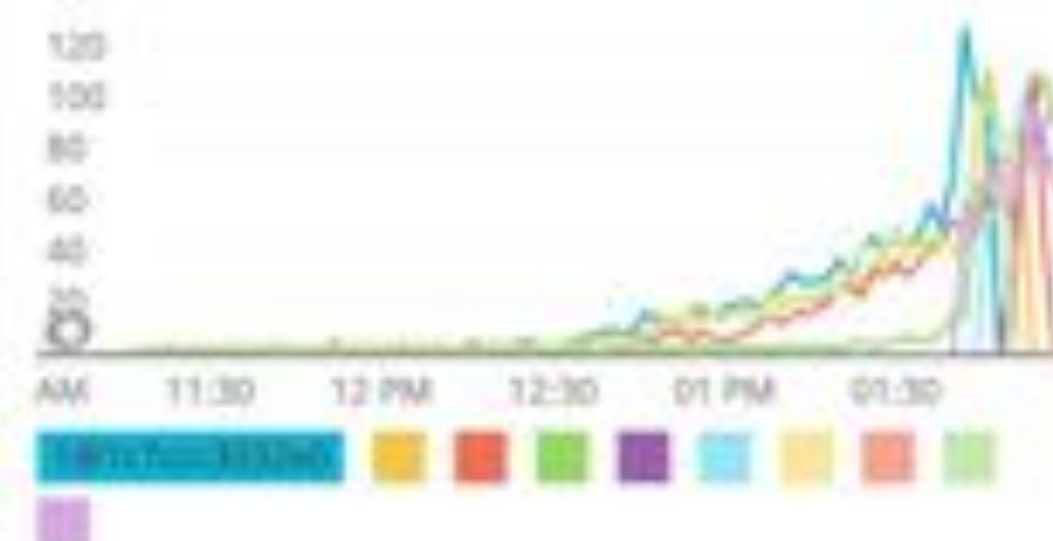
### Young Gen Time

Since Mar 10, 2019, 11:00 am until Mar 10, 2019, 02:00 pm PDT



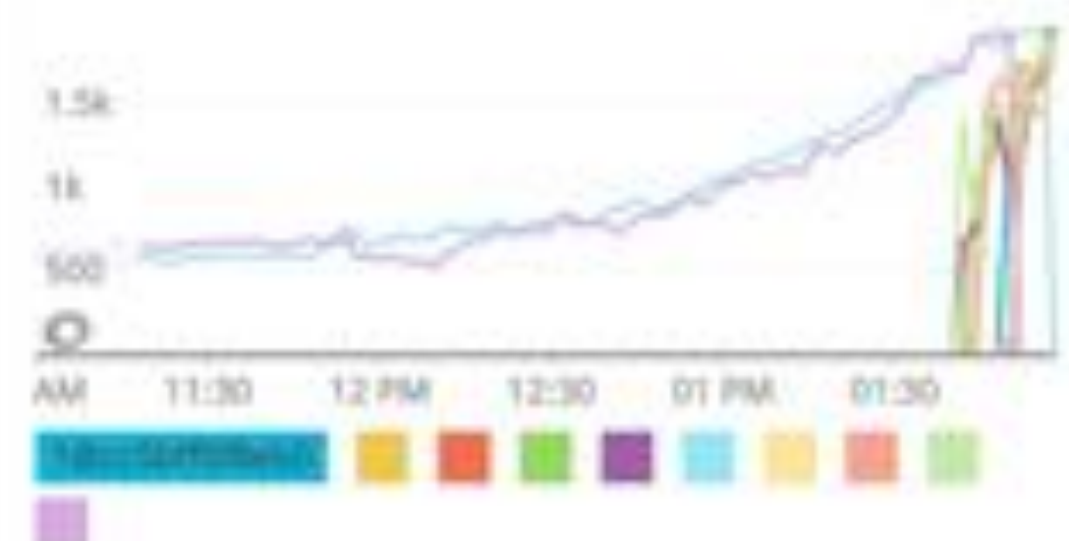
### Young Gen Collections Count

Since Mar 10, 2019, 11:00 am until Mar 10, 2019, 02:00 pm PDT



### Old Gen use MB

Since Mar 10, 2019, 11:00 am until Mar 10, 2019, 02:00 pm PDT



### Old Gen Time

Since Mar 10, 2019, 11:00 am until Mar 10, 2019, 02:00 pm PDT



### Old Gen Collections Count

Since Mar 10, 2019, 11:00 am until Mar 10, 2019, 02:00 pm PDT



### Deployed versions

Since Mar 10, 2019, 11:00 am until Mar 10, 2019, 02:00 pm PDT

VERSION	JVM IDS
release-121	65



# CUSTOMER COMPASSION

► SERVICE QUALITY

► SLOS



# BUSINESS INTELLIGENCE

- ▶ WHO IS USING YOUR PRODUCT
- ▶ ROI

# THINGS TO MONITOR:

- ▶ SYSTEM / APPLICATION BOUNDARIES
- ▶ DECISION POINTS
- ▶ BOTTLENECKS
- ▶ PRIMARY INDICATORS OF SERVICE QUALITY

**KEEP MONITORING ASYNCHRONOUS**

# MELT



METRICS. EVENTS. LOGS. TRACES

PETER BECKER / [HTTP://BIT.LY/2HGKAN5](http://bit.ly/2HGKAN5) / CC-BY

# METRICS

- ▶ PRE-AGGREGATED
- ▶ LIGHTWEIGHT

# EVENTS

- ▶ POINT IN TIME/SAMPLE

- ▶ DETAILED

# LOGS



# TRACES

## ▶ TRACES PATH ACROSS SERVICES

# MELT

METRICS. EVENTS. LOGS. TRACES

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# MONITORING- FIRST MENTALITY

**SHARED CODE? TEMPLATES? HAVE YOUR  
MONITORING BUILT INTO THAT.**

# OWNING THE DEPLOYMENT

A black and white photograph of two dogs, likely Weimaraners, playing with a large stick. The dog on the left is looking towards the right, while the dog on the right is looking towards the camera. Both dogs are wearing collars. The background is a blurred, natural setting.

# PLAYING NICELY WITH OTHERS

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```
NRQL> SELECT count(*) from GatekeeperChecks where cabRecorded is not null and decision = 'Override'
```



Embed



CSV

Override Reason ↕

Gatekeeper Checks ↕

unrelated

311

not related

144

stop bothering me

12

OMG it fine

12

GK is too sensitive

7

No one takes you seriously GK

6

pfffft

6

why would I care about synthetics minions

6

# ALERTING

UNEXPECTED PROBLEMS THAT YOU NEED A  
HUMAN TO FIX





# SQUISH FALSE ALERTS

- ▶ ADD ALLOWED LATENESS
- ▶ TUNE TO BE MORE OR LESS SPECIFIC
- ▶ REPLACE THE ALERT
- ▶ DELETE THE ALERT

A photograph of two firefighters in full protective gear, including helmets and oxygen tanks, fighting a large fire. One firefighter is in the foreground, holding a hose and spraying water onto the flames. The background is filled with intense orange and yellow fire. The text "INCIDENT COMMAND" is overlaid in white, bold, sans-serif font in the center of the image.

# INCIDENT COMMAND

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**'BETTER INCIDENT MANAGEMENT TO  
REDUCE MTTR'**



The background is a classical painting depicting five women in flowing, colorful dresses (blue, purple, green, and white) dancing in a circular formation in a lush, hilly landscape. The style is reminiscent of 19th-century academic painting, with soft lighting and detailed foliage. The text is overlaid in the center of the image.

# BLAMELESS CULTURE FOSTERS COLLABORATION

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**DON'T REPEAT INCIDENTS**

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IT'S NOT OWNERSHIP IF YOU'RE NOT  
ALLOWED TO FIX IT

# OWNERSHIP

# OWNING SOFTWARE ARCHITECTURE AND PROJECT WORK

- ▶ TREAT MAINTAINABILITY AS RELIABILITY
- ▶ AUTONOMY REQUIRES EFFECTIVE  
COLLABORATION



# OWNING OBSERVABILITY

- ▶ BUILD MONITORING INTO YOUR SYSTEM
- ▶ SHARE MONITORING BETWEEN TEAMS

# OWNING THE DEPLOYMENT

- ▶ MERCILESSLY SQUISH FALSE POSITIVE ALERTS
- ▶ DON'T REPEAT INCIDENTS

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# OWNERSHIP

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