



ARE THEY REALLY USING IT?

MONITORING DIGITAL EXPERIENCE TO DETERMINE FEATURE EFFECTIVENESS

CARLY RICHMOND





RED ALERT!

ONCE UPON A TIME...

ONCE

142 ■ THUNDER MOON

burned us, as the pup begged for a share in vain. We got strength from that meal.

Then I knew that with the spear Meri and I could eat better. I might be able to kill more swans as long as they were sitting on their nests, or to use the spear to drive them off their nests and take the eggs, or to kill fawns hidden at the edges of the plain. I might be able to throw the spear at something.

Very soon the swans would be running, the eggs would be hatched, and the swans and cygnets would be swimming where I could never catch them. I knew I couldn't wait. Planning to get the other swan the next night, while the moonlight lasted, I used the morning to look through the grass and low bushes for a fawn.

The thought no one of us should watch the lodge was the wolf's, not ours. Her pup might wander off but Meri wouldn't, and although the wolf might wait for me to get home before going hunting, I saw no reason to wait for her. Feeling much safer, much more dangerous, with the spear than with the bow or the antler pug, I went to the plain, hunting for young animals in every patch of long grass, in every clump of bushes.

In time I heard many hoofbeats and looked up. Two horses and a colt were running towards me, followed eagerly by a wolf - our own long-legged female. Now and then the horses would stop running to glare at the wolf, who held herself back at a distance so she wouldn't scatter them. She would dash off again with the wolf alert tracks told clearly - I lay perfectly still, hardly daring to breathe. After a very long wait, during which the mare ran at the wolf several times and ravens set themselves down on the plain around us, the colt died and the mare gave up hope. Then both mares went away. Again I dared to peek, and saw the wolf taking big bites from the colt's haunches.

Then the horses would dash off again with the wolf alert behind them, not on their heels but far off, swinging out to the left or out to the right in a way that made the horses run towards me. A stallion driving them would not have moved them better, except that he would have been on their haunches, driving them with shoves and bites. I couldn't at first imagine why she was chasing horses to me. Then I

elastic

TIME

Level VIII 40-67 C.E.

(386)

he had won many battles without massacring women and children, so now he hesitated. Turning to Yigal, a man half his age, with neither education nor distinctions, Petronius said, "Order your people to disperse."

"We are going to die . . . we're on the road."

"Centurions! Clear the road!"

Like the soldiers ran toward the Jews, swords drawn. And the nameless people of Makor made no effort to protect themselves, awaiting the cold thrust of the sword. Petronius ordered his men to halt. Swinging, the Roman general said to Yigal, "Young man, if you do not come with us we shall have to slaughter them all. Tell them to get up and move aside."

"I have told you . . . we're going to die."

"For what reason?" Petronius pointed with some dismay at the offending black statue of the new god. "For a piece of stone you would die?"

"A false god must not enter our land," Yigal said.

Petronius swallowed hard. He knew that Caesar Caligula was a god. He also knew that Caligula had become a false god only because he had murdered his predecessor, Tiberius. And he suspected that before long Caligula himself would have to be murdered. The man's excesses—killing decent citizens so that he could sleep with their wives for one night, then sending the women into prostitution and slavery—these things would have to be stopped, but in the meantime Caligula was a peror and he was also god. To defy him in any way or to allow the Jews to defy him would mean death for all. "I am going to raise my arm," the irritated general warned. "When it falls we shall march forward, and if any Jew lies in our way . . . Centurions, cut them to pieces!"

The Roman general, backed by an enormous might, stood in the sunlight facing the two inconsequential Jews, one a humpbacked olive presser, the other a farmer with no lands of his own, and he raised his right arm, holding in the air an ebony baton. About his arm muscle and his forearm he wore military bands of gold, and he made an imposing picture as he stood with the baton aloft. He seemed to be counting, but his voice could not be heard, for from the recumbent Jews opposing him came a murmur of prayer broken by an old man who whispered in a clear, soft voice, "Hear, O Israel, the Lord our God, the Lord is one." It was apparent to all that in defense of this basic doctrine—that there was and could be only one God, unbroken and undistributed—the Jews were prepared to die.

The centurions raised their swords. The slaves stepped aside, holding Caligula aloft in the brilliant sunlight, and for a long, long moment General Petronius wavered. With his arm raised he looked at Yigal and Naaman, who would be the first to die, and he saw that they had no intention of ordering their people to move aside. Indeed, each of the Jews was repeating the prayer which the old man was whispering.

"Bring these two back to the city," Petronius commanded. Keeping

YIGAL AND HIS THREE GENERALS

(387)

his arm aloft he turned his back on the huddled Jews and ordered his men to follow him. Then slowly he lowered his arm, striking his right leg with the baton seven times. Behind him, in the plain, he could hear the Jews chanting, not a song of victory but of praise.

Inside the city Petronius told Yigal, "We'll starve your Jews into common sense. They'll commit their own suicide." And he threw a cordon about the Jews, allowing none to leave the plain, and all through the blazing day the Jews lay in the sun while slaves dragged out from the city walls a gigantic statue of Caesar Caligula, placing it before the thirsty mob. In the cold night that followed, the watching troops could hear children crying as the benevolent visage of Caligula beamed down upon them in the moonlight. When dawn came there was no relief from the torrid sun, and the old man who had whispered the prayer died with its words still on his lips. Children fainted.

At four that afternoon, when the punishment was most terrible, General Petronius led Yigal and Naaman to the scene and asked if they would now order their Jews to disband. "We have come here to die," Yigal said simply. Petronius then directed a slave to give Yigal a drink of cold water, and as the Jew drank under duress, standing in the shadow of the great statue, Petronius cried to the prostrate Jews, "See, he doesn't suffer. He has plenty of water." With his own hands he poured the remainder on the dry ground at the god's feet where it was immediately absorbed by the parched earth. Then Petronius noted, "Do you listen to this fool. Go home to home."

No one moved, and the third cold noon came with neither food nor water, and on the next day a child died. Then Petronius began to feel his own throat constricting as if he were about to suffocate. For some time he fought against this strangling sensation, then made his decision. "Send the slaves to bring the statue back," he ordered. When this was done he took Yigal and Naaman to the city gates. "Lead your Jews home," he said quietly, "and three days from now assemble all Jewish leaders in Galilee to meet with me in Tiberias. There we shall decide what to do."

So they left the walls of Petronius and walked like a man in a daze out to the plain where the Jews of Makor were near death; and as he saw each dusty face—Shlomo, with whom he had played as a boy; Asher, whose sister he had married; Yosef, who had borne his children—he wanted to kneel before each one for these simple people by their faith had turned back the full might of the Roman legions. He could not speak, but then he heard a rustling sound and the cry of children, for General Petronius had sent his slaves out from the walls with buckets of water and food. No adults were allowed to touch the rations but children were to be kept alive, by orders of the Roman general.

Three days later the leaders of the Jews in Galilee assembled in Tiberias—that dazzling new city recently built on the shores of the Sea of Galilee by Herod Antipas, son of Herod the Great—and there General Petronius laid before them his problem. Of course, Yigal and Naaman

pompous, coupling her pronounced safety with her insistence on minutiae like fish for dinner. She speaks insistently about what she knows about. Over time Nina has come to trust her observance, so that when she supervises restaurants when the family dines out, she trusts such places entirely. And when she stays at home and sleep through service, she sets a good example for the children. Morally, Nina is right to insist. If you are going to be religious, you must observe the Sabbath, the holiday and law. They believed in doing things by halves, which was not good enough for Nina.

Soviet delegation on the last
the Message. But south-central
in which they could talk unob-
quarters at the Argus facility.
about. Sometimes it seemed that,
hanging by a presidential thread.
vaguely aware, by more than that,
so they got around to him while load-
"The man is scared stiff," Ellie said.
He imagines the Message is going to be
egesis or something that shakes his fa-
ow a new scientific paradigm subsum-
ants to know what science has done to
posed to be the voice of reason. Chiliasm
Compared to the soul of moderation," deri-
Joss is the soul of moderation these days.
aven't explained the soul of moderation these days.
I worry about that a lot these days—
be sure that it isn't a message from—" "I Am
n God or the Devil? Ken, you can't be
how about advanced somebody like Joss?
I good or evil, who some day like Joss
shable from God or the Devil?"
oever those beings are in the Vega system.
create the universe. And they're nothing
od. Remember, Vega, the Sun, and a
ar neighborhood are in some backwater
n galaxy. Why should I Am That I Am
here must be more pressing things for him
a bind. You know Joss is very influen-
e presidents, including the pres-
inclined to make some
k she wants.

Records

wse our record selection today!

Elements Console Sources Network Performance Memory Application Security Lighthouse » 1 ⚙️ ⋮

+ | 15:24:33 - localhost:4200 ▾

Perform an audit... 4200/records?terms=

20/26 6/7

Performance Best Practices

20/26

Performance

▲ 0–49 ■ 50–89 ● 90–100

METRICS

▲ Total Blocking Time
400 ms
Sum of all time periods between FCP and Time to Interactive, when task length exceeded 50ms, expressed in milliseconds. [Learn more](#).

● Interaction to Next Paint
40 ms
Interaction to Next Paint measures page responsiveness, how long it takes the page to visibly respond to user input. [Learn more](#).

[View Trace](#) [View Treemap](#)

View Trace View Treemap

SIDE B (STEREO)
19975883381
33 1/3 RPM

Show audits relevant to: All TBT CLS INP



CORE WEB VITALS

LCP

LARGEST CONTENTFUL PAINT

The render time of the largest image or text block visible within the viewport



FID

FIRST INPUT DELAY

The time from when a user inputs an action or command
and the page executes it



CUMULATIVE LAYOUT SHIFT

The largest burst of *layout shift scores* for every unexpected layout shift that occurs during the entire lifespan of a page



LIMITATIONS



Twitter is testing a status feature that's taking us back to MySpace

Amanda Silberling @asilbwrites 9:31 PM GMT+1 • July 27, 2022

Comment



GoodUI PATTERNS TESTS LEAKS TEMPLATES COACHING BLOG Log In Get Access

Google Has Been A/B Testing Link Colors (Again) And This Light Blue Didn't Pass

Leak #16 from Google.com | Jul 22, 2019 [Listing](#)

It's been a decade since it was first discovered that [Google has famously tested those 41 shades of blue](#).

Last month I discovered that they began experimenting with link colors on their search results screen - once again. This time Google tested a lighter blue with a lower contrast which turned out that they rejected (most likely due to a negative experiment result).



Published in Netflix TechBlog



Netflix Technology Blog

Sep 7, 2021 • 3 min read • Listen



Decision Making at Netflix

Martin Tingley with Wenjing Zheng, Simon Ejdemyr, Stephanie Lane, and Colin McFarland

This introduction is the first in a multi-part series on how Netflix uses A/B tests to make decisions that continuously improve our products, so we can deliver more joy and satisfaction to our members. Subsequent posts will cover the basic statistical concepts underpinning A/B tests, the role of experimentation across Netflix, how Netflix has invested in infrastructure to support and scale experimentation, and the importance of the culture of experimentation within Netflix.

WIRED

SIGN IN SUBSCRIBE

FEATURED

HOW TO DIGITIZE OLD PHOTOS

BEREAL BASICS

BEST TABLETS FOR WORK AND PLAY

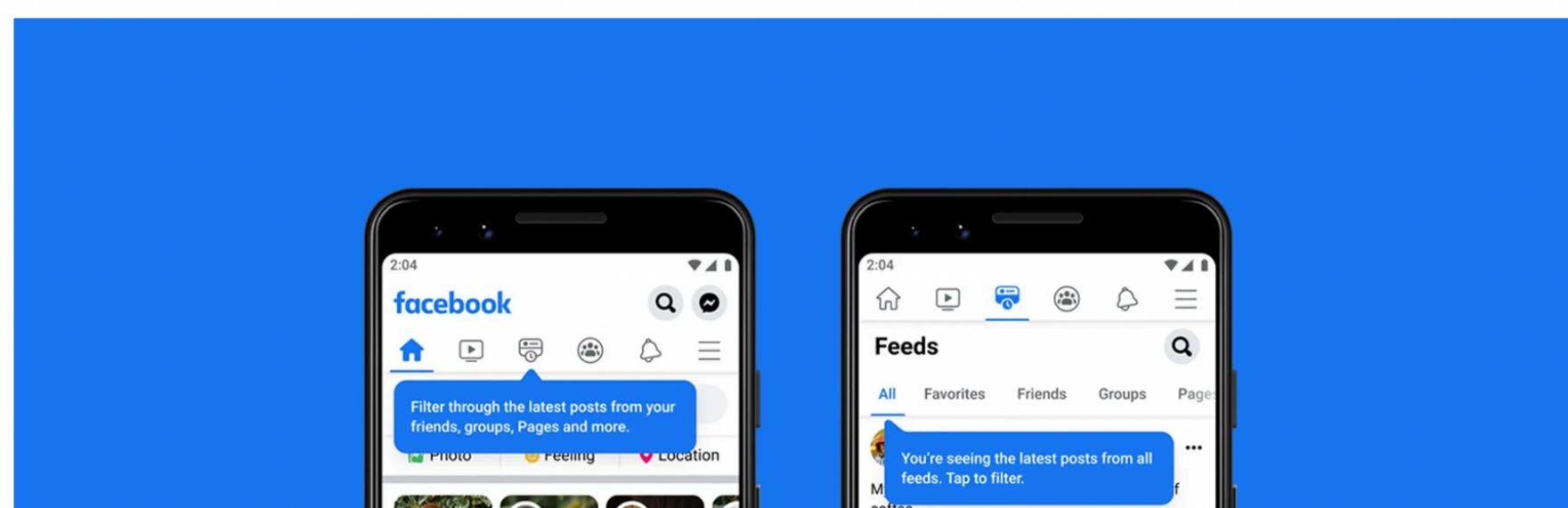
BEST CAMERA BAGS AND ACCESSORIES

BUYING GUIDES

GADGET LAB NEWSLETTER

As Facebook Becomes TikTok, a New Feeds Tab Ditches the Algorithm

Big changes are coming to the platform.



@CarlyLRichmond

Support the Guardian

Available for everyone, funded by readers

[Subscribe →](#)

[Contribute →](#)

Search jobs



Sign in



Search

UK edition ▾

The Guardian

News website of the year

News

Opinion

Sport

Culture

Lifestyle

More ▾

UK World Climate crisis Newsletters Football Coronavirus Business Environment UK politics Education Society Science **Tech** Global development Obituaries

Instagram

Instagram rolls back some changes to app after user backlash

Reversal includes toning down algorithm that resulted in users' feeds being deluged with videos from accounts they do not follow

Dan Milmo *Global technology editor*

Thu 28 Jul 2022 22.48 BST



Elon Musk intensifies his crackdown on working from home: Tesla is now tracking how frequently staffers swipe into the office and warning them if they don't show up often enough



Amazon's AI Cameras Are Punishing Drivers for Mistakes They Didn't Make

Amazon delivery drivers say surveillance cameras installed in their vans have made them lose income for reasons beyond their control.

Why CoStar's Alleged Employee Monitoring Program Could Backfire

Tom Spiggle Senior Contributor *I'm an employment lawyer who writes about your workplace rights.*

The New York Times

Should a Morning Staff Meeting Feel Like Homeroom?

A hybrid-work challenge: taking attendance.

yahoo!news

BUSINESS INSIDER

JPMorgan Chase staffers complain of being 'watched' all the time as the bank seems to be growing more secretive with its employee-tracking systems

Samantha Delouya

July 7, 2022 · 2 min read

BANKING DIVE

Deep Dive Opinion Library Events

Commercial Retail Credit Unions Payments Regulations & Policy

DIVE BRIEF

Barclays faces \$1.1B fine over alleged monitoring of employees

Published Aug. 10, 2020

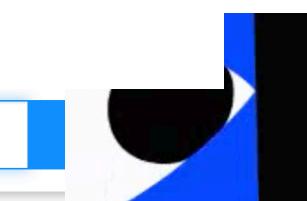


Dan Ennis

Senior Editor

Workers Are Using 'Mouse Movers' So They Can Use the Bathroom in Peace

"The tables have turned in favor of the Worker," said one mouse jiggler company. "They are in power today."



Out of sight: the algorithms running our lives

'Bossware is coming for almost every worker': the software you might not realize is watching you

Computer monitoring software is helping companies spy on their employees to measure their productivity - often without ent

byn

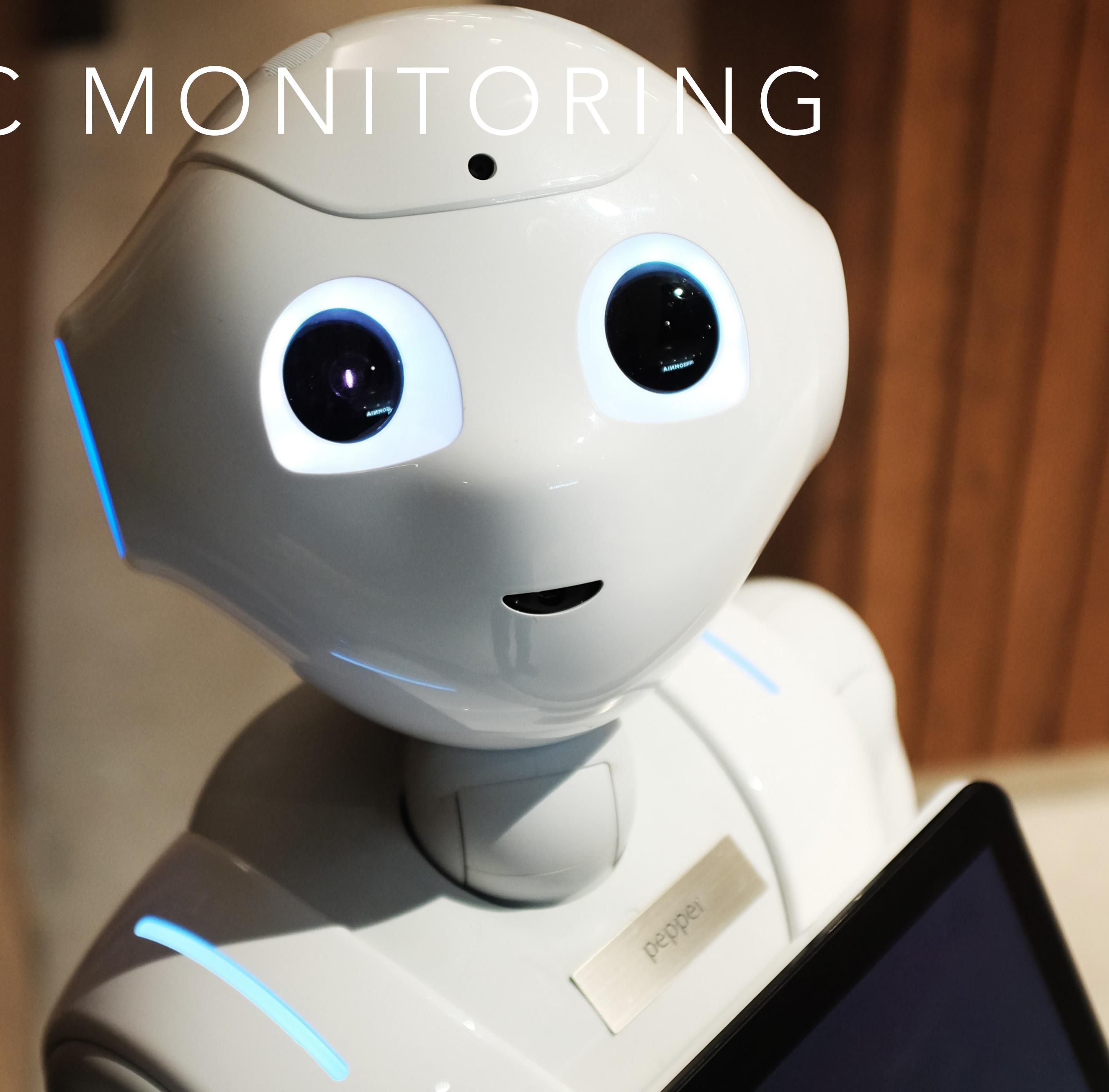
TUC warns against employee monitoring after Post Office scandal

by Jo Faragher | 28 Feb 2022

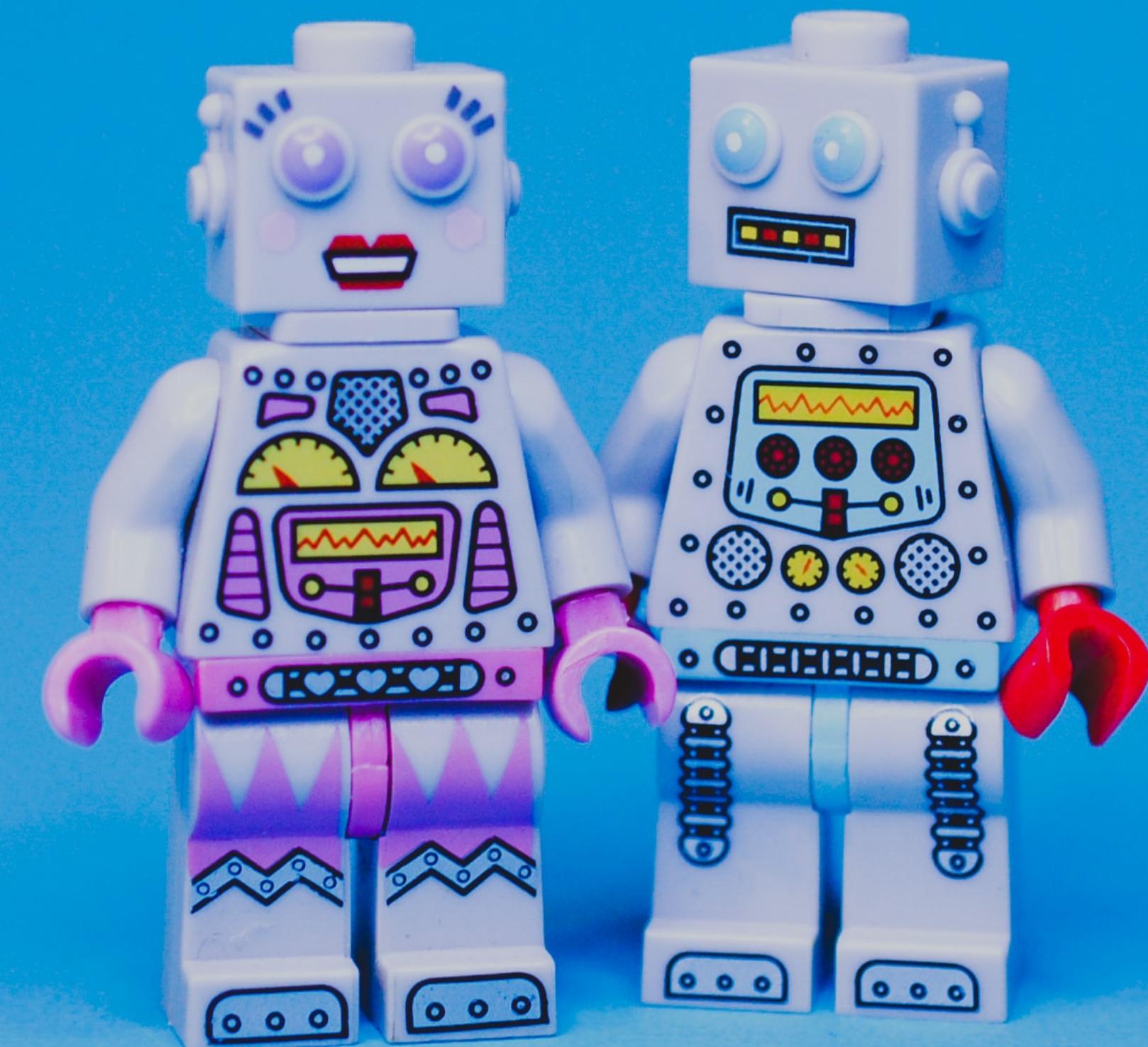


@CarlyLRichmond

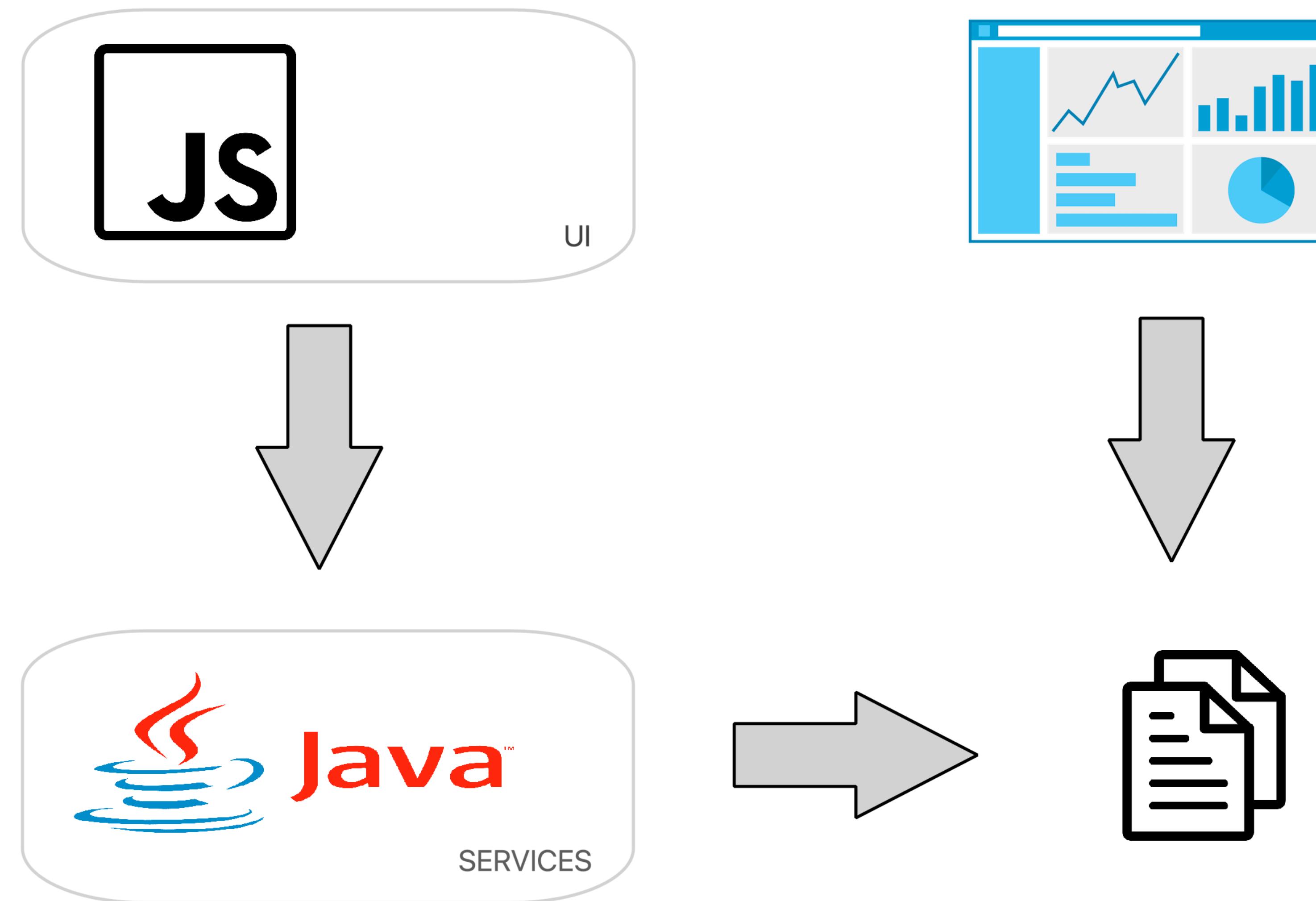
SYNTHETIC MONITORING



BUILD YOUR OWN MONITORING



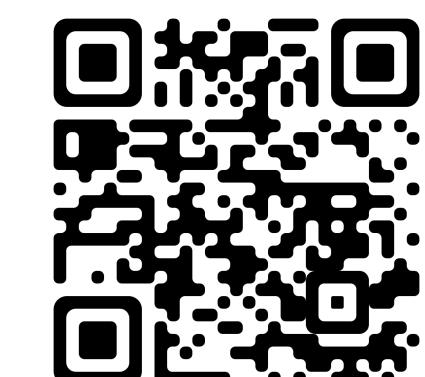
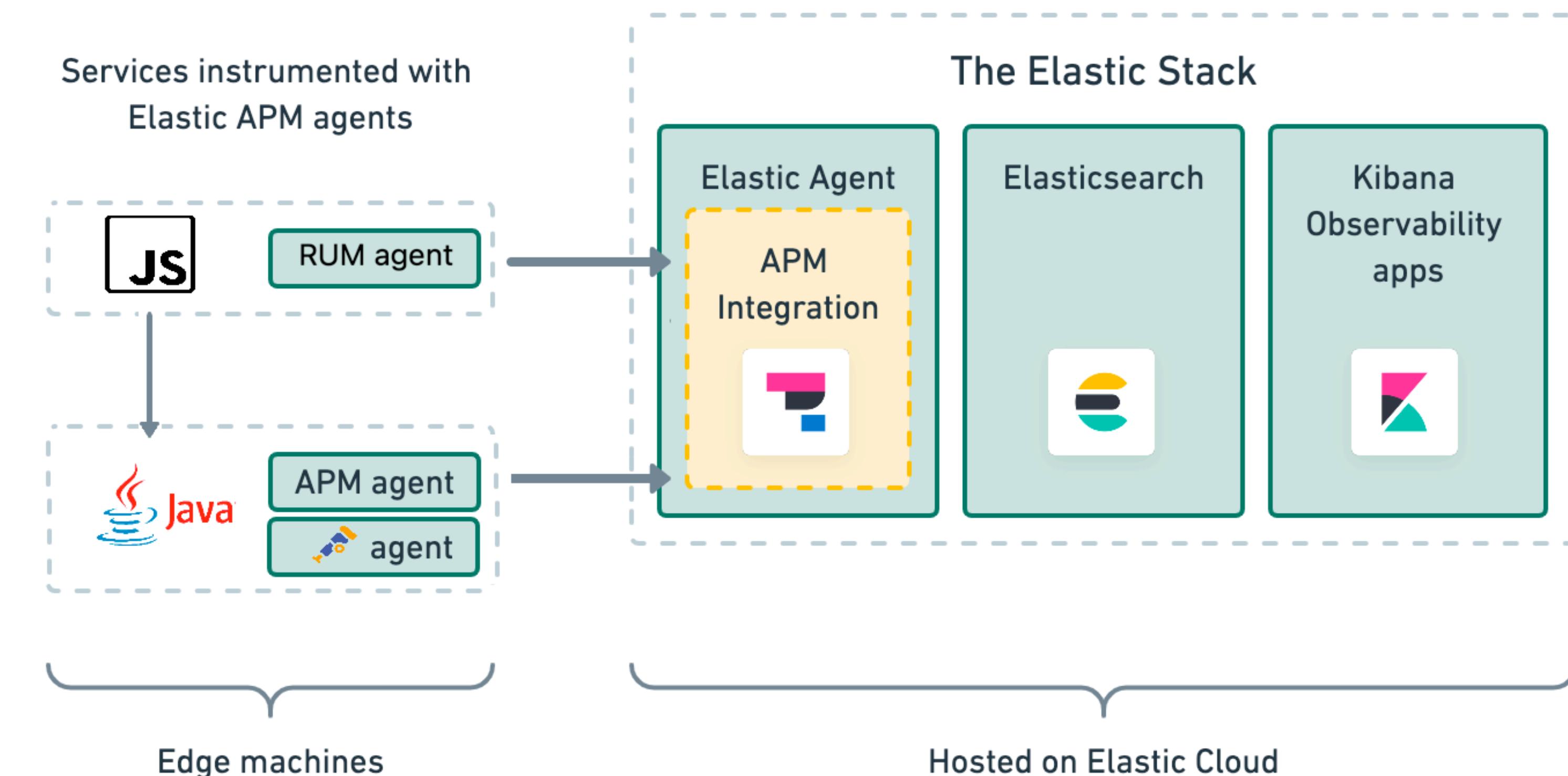
BYO MONITORING





MORE REAL USER MONITORING!

SAMPLE RUM ARCHITECTURE

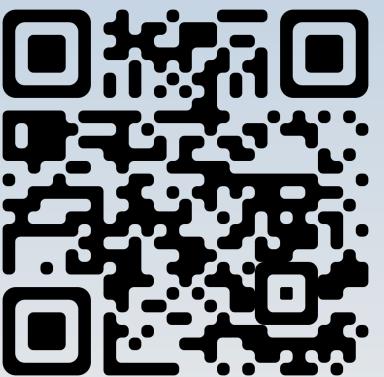




app.js

```
import { init as initApm } from '@elastic/apm-rum';

const apm = initApm({
  serviceName: 'rum-records-react-ui',
  distributedTracingOrigins: ['http://localhost:8080'], // front to back instrumentation
  serverUrl:
    'https://my-elastic-deployment:122',
  serviceVersion: '1',
  environment: 'dev'
});
```





app.js

```
import { ApmRoute } from '@elastic/apm-rum-react';

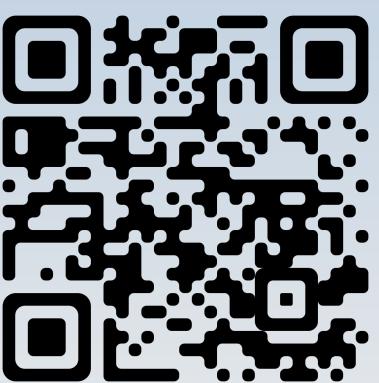
// Other imports omitted

export function App() {

  // Initial instrumentation omitted

  return (
    <div>
      <ApmRoute
        path="/"
        exact
        component={MainSplashComponent}
      />
      <ApmRoute
        path="/records"
        component={SearchRecordsComponent}
      />
    </div>
  );
}

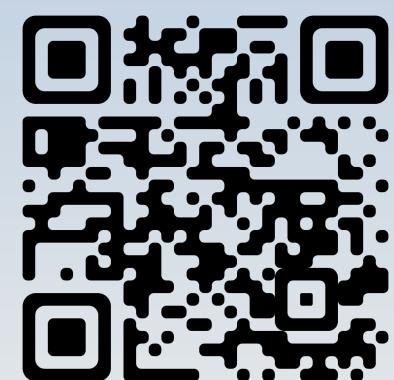
export default App;
```





main.js

```
const apm = require('elastic-apm-node').start({  
  serviceName: 'record-store-server-node-js',  
  serviceVersion: '1',  
  serverUrl: 'https://my-elastic-deployment:122',  
  secretToken: 'sssssshhhhhhhhh',  
  environment: 'dev',  
  opentelemetryBridgeEnabled: true,  
});  
  
// Node.js server code goes here
```





IT'S SO SLOW



Observability

Overview

Alerts

Cases

Logs

Stream

Anomalies

Categories

Metrics

Inventory

Metrics Explorer

APM

Services

Traces

Dependencies

Service Map

Uptime

Monitors

TLS Certificates

User Experience

Dashboard**Dashboard**

Last 30 days

Refresh

Web application rum-records-react-ui

Percentile 50th (Median)

Environment All

Filter by URL

Location 1

Device 1

OS 1

Browser 5

▼

▼

Page load (median)

Total②

439 ms

Backend②

13 ms

Frontend②

426 ms

Total page views

385**Metrics (median)**

First contentful paint②

300 ms

Total blocking time②

15 ms

No. of long tasks②

2

Longest long task duration②

101 ms

Total long tasks duration②

137 ms**Core web vitals ②**

88% of the traffic represented ②

Largest contentful paint②

324 ms

● Good (80%) ● Needs improvement (10%) ● Poor (10%)

First input delay②

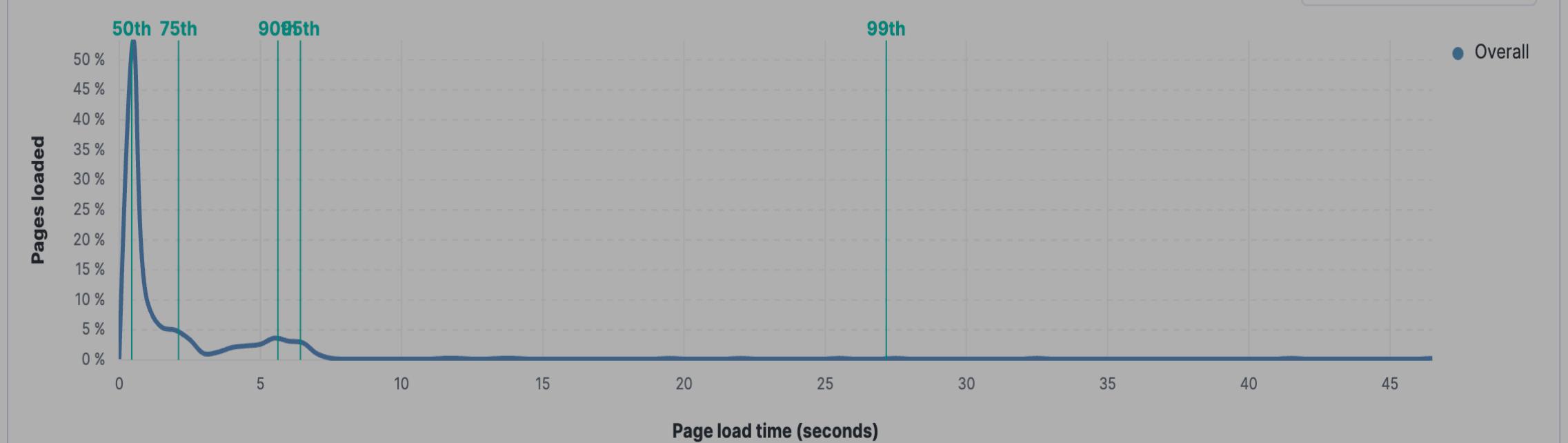
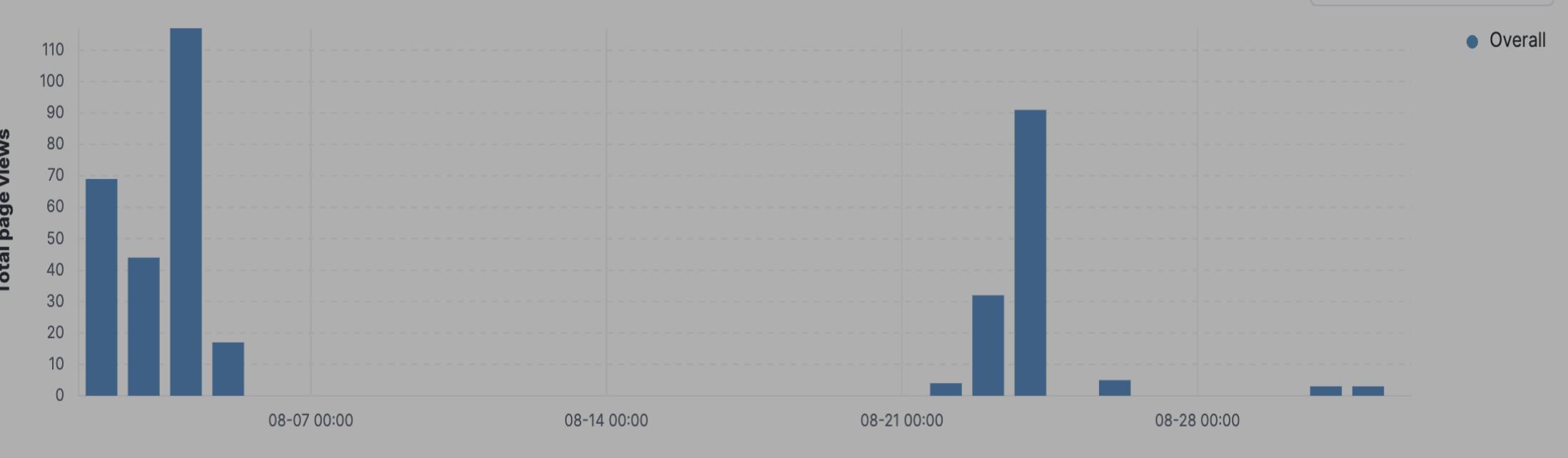
1 ms

● Good (100%) ● Needs improvement (0%) ● Poor (0%)

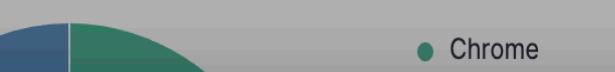
Cumulative layout shift②

0.008

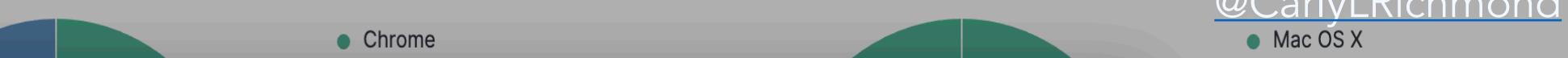
● Good (89%) ● Needs improvement (7%) ● Poor (4%)

Page load distribution**Total page views****Page load duration by region (avg.)****Visitor breakdown**

Browser



Operating system



@CarlyLRichmond

Mac OS X

Observability

Overview

Alerts

Cases

Logs

Stream

Anomalies

Categories

Infrastructure

Inventory

Metrics Explorer

APM

Services

Traces

Dependencies

Service Map

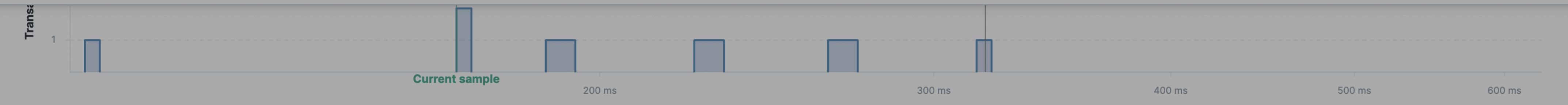
Uptime

Monitors

TLS Certificates

User Experience

Dashboard



Trace sample < < 1 of 10 > >

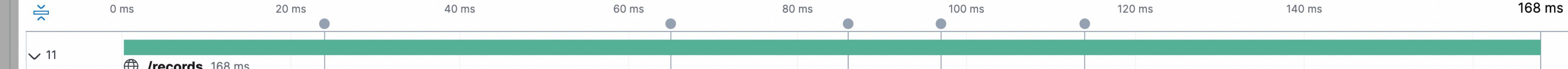
Investigate ▾

View full trace

2 hours ago | 168 ms (100% of trace) | http://localhost:4200/records?terms=beat | Chrome (105.0.0.0)

Timeline Metadata Logs

Services rum-records-react-ui rum-records-server



11 /records 168 ms

Requesting and receiving the document 12 ms

Parsing the document, executing sync. scripts 35 ms

http://localhost:4200/polyfills.82ebe2a387f1b222.js 12 ms

http://localhost:4200/runtime.6805a8fc38a8cc1.js 10 ms

http://localhost:4200/styles.69be5fe425e71093.css 7.0 ms

http://localhost:4200/main.8fee940b694fe848.css 7.0 ms

http://localhost:4200/main.cd344a97e6b4cb75.js 15 ms

http://localhost:4200/styles.367bab1f865259f8.js 11 ms

GET http://localhost:8080/records/beat 63 ms

HTTP 2xx RecordController#getRecordByQuery 35 ms

http://localhost:4200/assets/images/records/1.avif 3.0 ms

http://localhost:4200/assets/images/records/2.avif 2.0 ms

A photograph of a man and a woman in profile, facing each other. They are both wearing dark grey t-shirts and have their mouths open as if they are shouting or arguing. The man's right hand is pointing towards the woman, and the woman's left hand is pointing towards the man. The background is a plain, light-colored wall.

CONFLICTING ACCOUNTS

Contentful paint

ms

Good (80%) Needs improvement (10%) Poor (10%)

First input delay

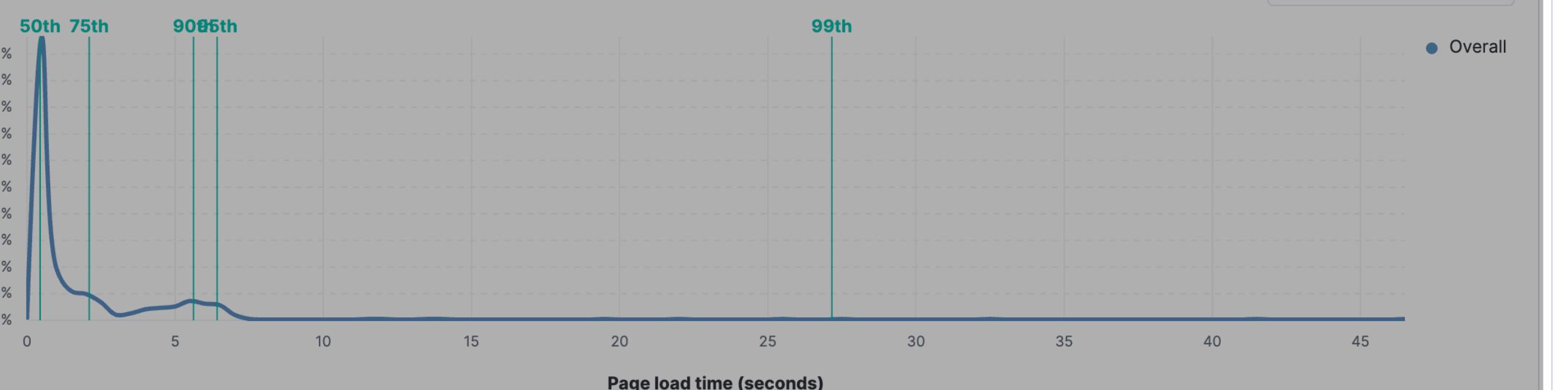
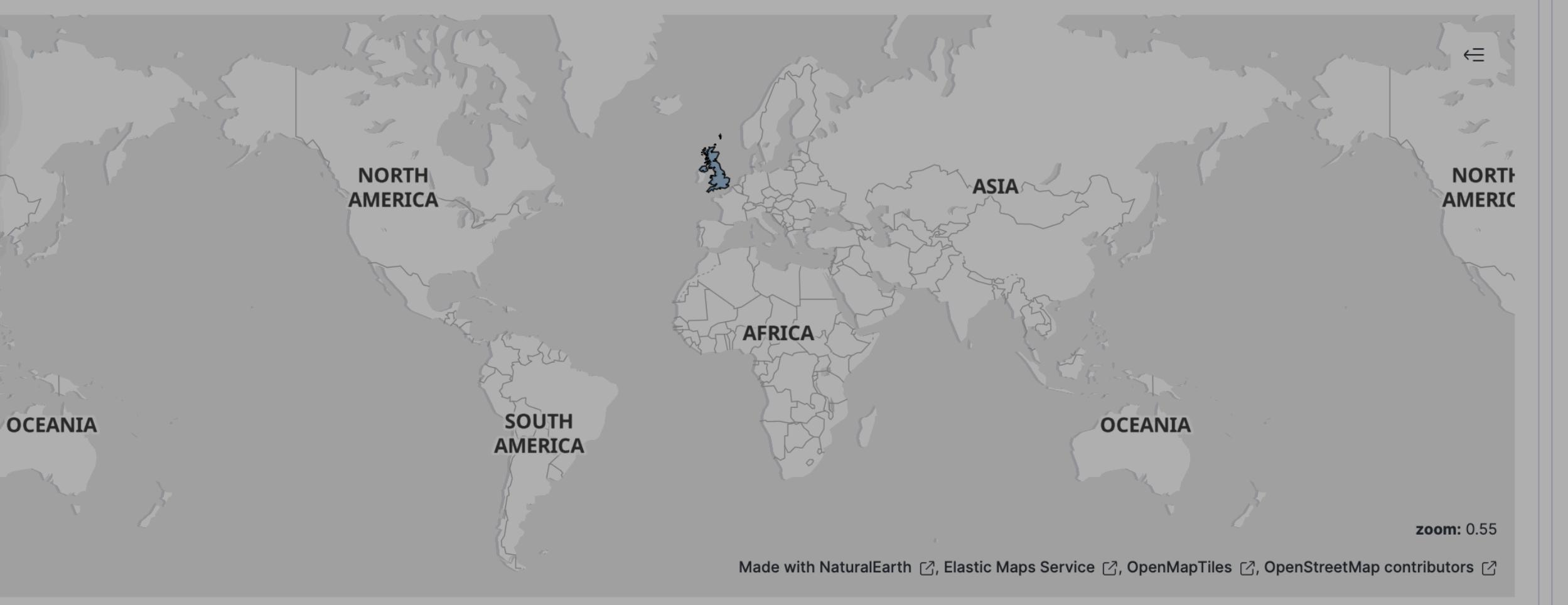
ms

Good (100%) Needs improvement (0%) Poor (0%)

Cumulative layout shift

0.008

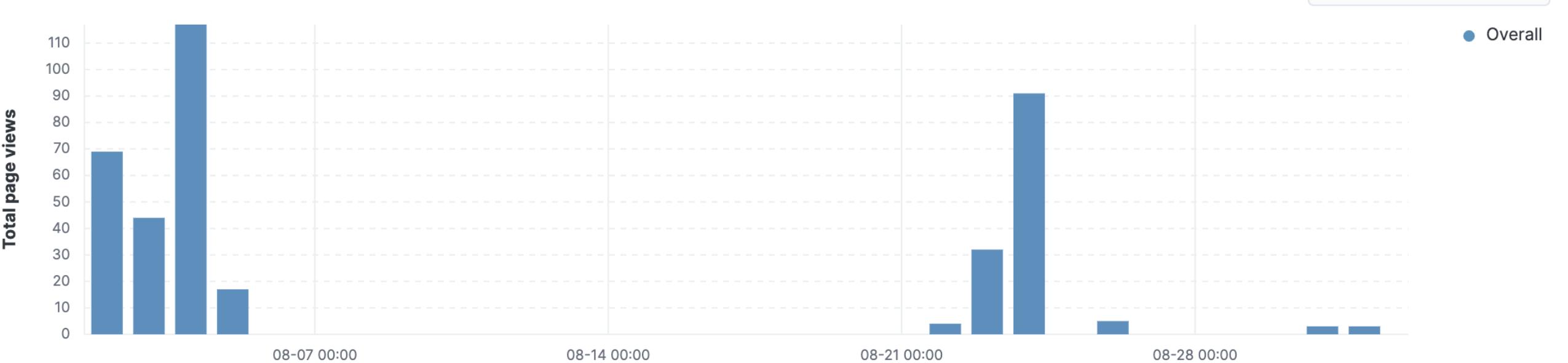
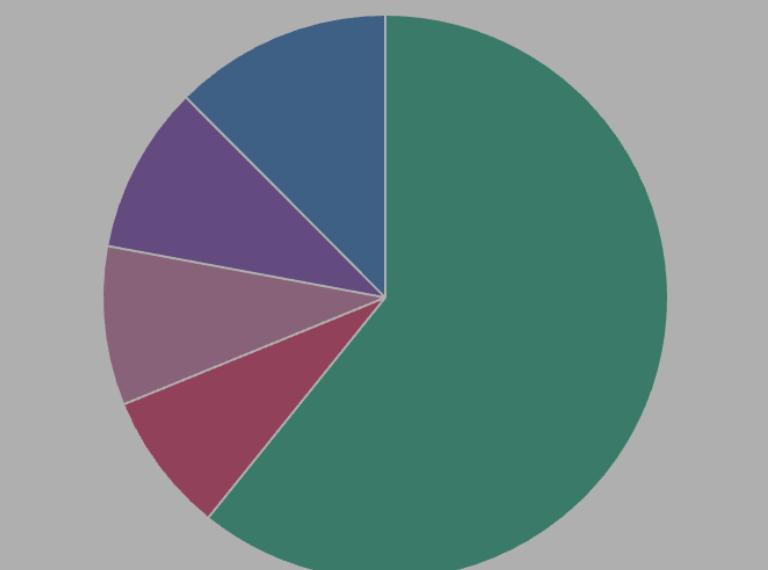
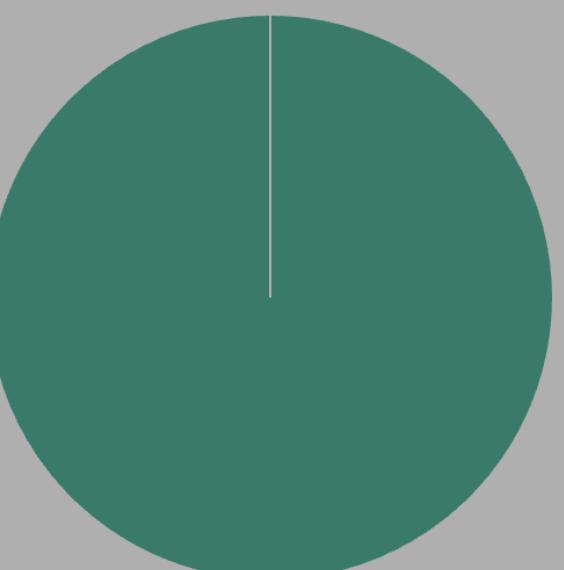
Good (89%) Needs improvement (7%) Poor (4%)

Load distribution**Load duration by region (avg.)****Script errors**

errors

message

Unhandled promise rejection: AxiosError: Network Error

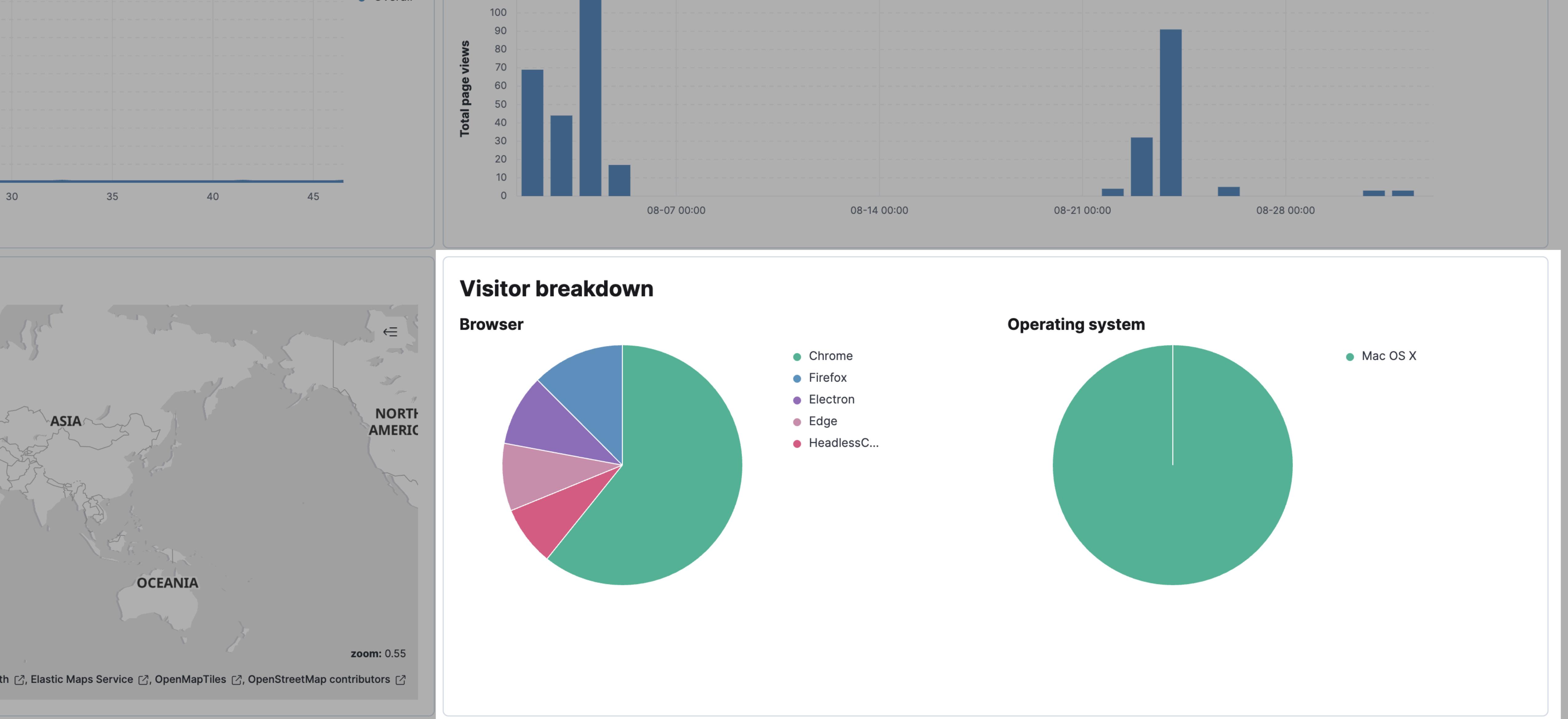
Total page views**Visitor breakdown****Browser****Operating system**

Impacted page loads

0.5 %

NOT WORKING FOR A PARTICULAR USER





 Observability

Overview

Alerts

Cases

Logs

Stream

Anomalies

Categories

Metrics

Inventory

Metrics Explorer

APM

Services

Traces

Dependencies

Service Map

Uptime

Monitors

TLS Certificates

User Experience

Dashboard

rum-records-react-ui

JS

Explore data

Environment All

▼

Overview Transactions Errors Service Map

 Search errors (E.g. http.response.status_code >= 400) Comparison 02/07 09:27 - 02/08 00:00 Last 30 days Refresh

Error group Ob4a4

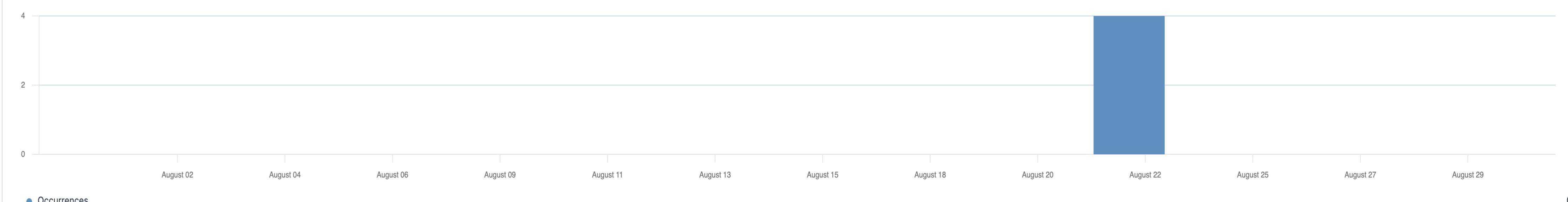
Exception message

Unhandled promise rejection: AxiosError: Network Error

Culprit

(inline script)

Occurrences

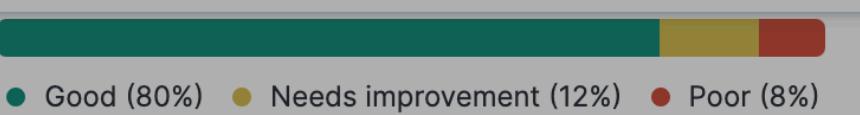
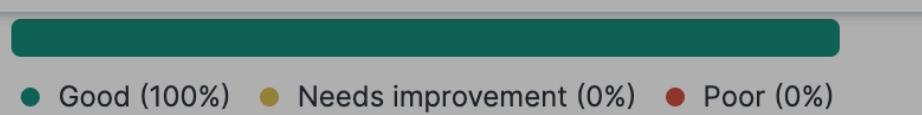
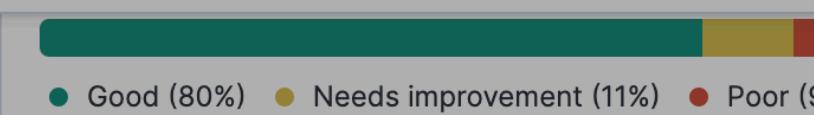


Error occurrence

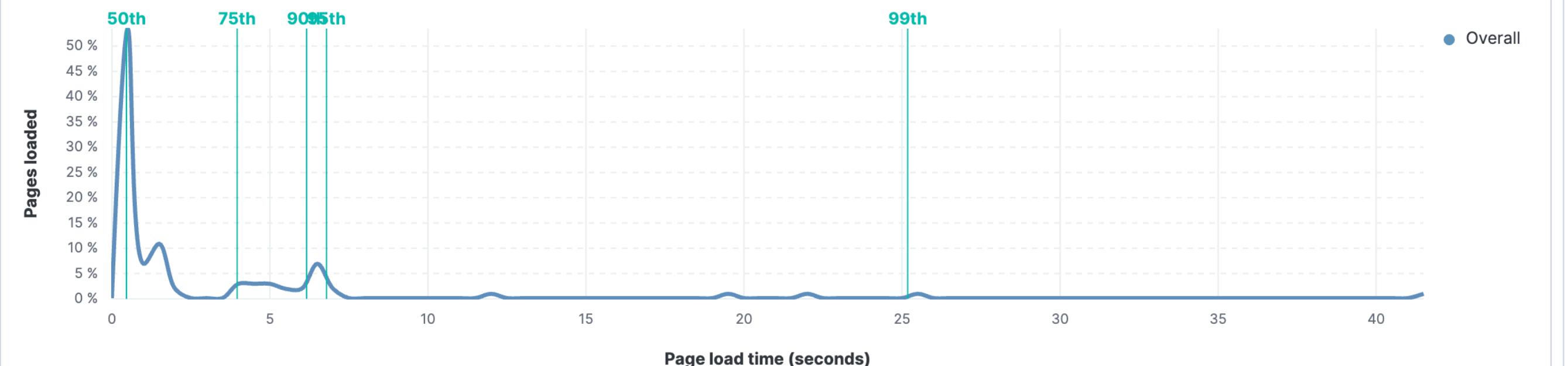
 View 4 occurrences in Discover9 days ago | Edge (104.0.1293.63) |  Click - input Exception stack trace Metadata**Unhandled promise rejection: AxiosError: Network Error****No stack trace available.**

NO LONGER USING IT (PROMISE)

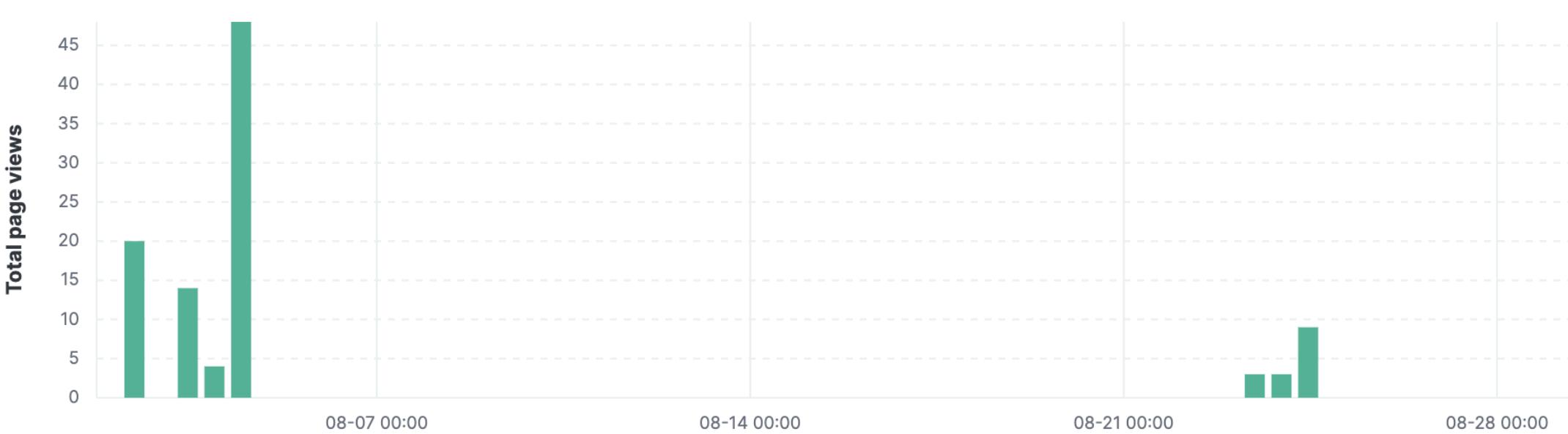




Page load distribution



Total page views

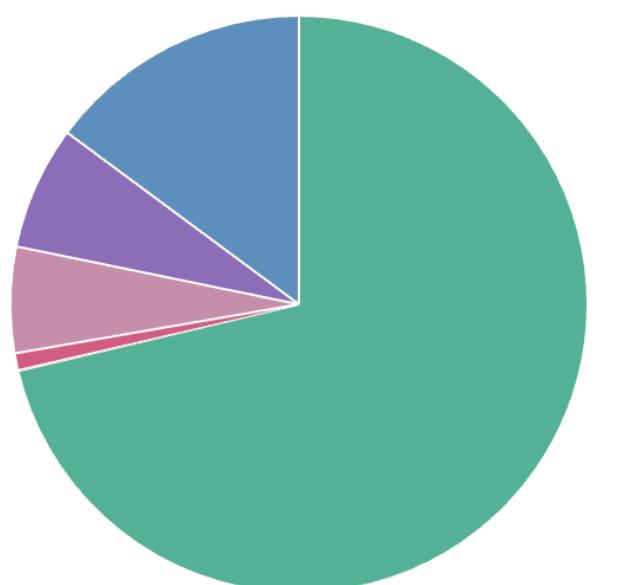


Page load duration by region (avg.)

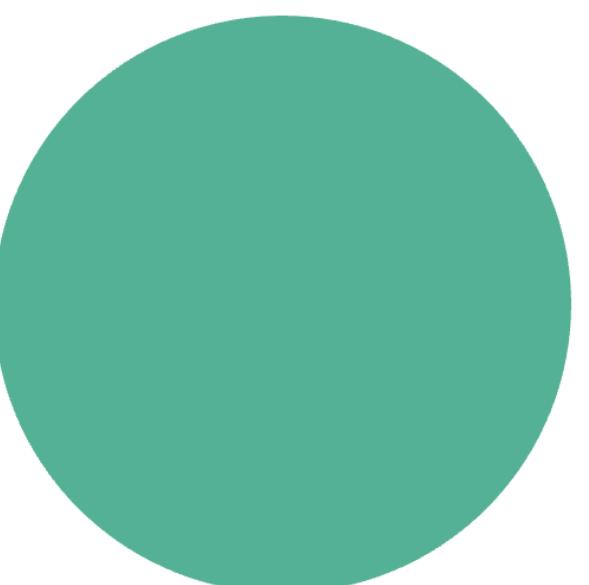


Visitor breakdown

Browser



Operating system



JavaScript errors

Total errors

2

Error message

Unhandled promise rejection: AxiosError: Network Error

TRY YOUR LIPS OUT

DANKE !

THANK YOU !

MERCI !

GRAZIE !

GRACIAS !

DANK JE WEL !

• • • • • • •

