

WHAT DID WE TALK ABOUT?

- ▶ Incidents are a good thing - there's a ton of data to learn from incidents
- ▶ We categorise incidents in 5 severities
- ▶ We alert when we breach a SLO
- ▶ We should have customer centric and service centric SLOs
- ▶ If possible we don't use Grafana Managed Alerts for alerting ;-)

THANK YOU



@c3di1



/cedi



/in/cekienzl