



# READ YOUR POSTMORTEMS: A QUEST FOR SRE CONTINUOUS IMPROVEMENT

DIANA TODEA - SITE RELIABILITY ENGINEER



{ON: The Beach}

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DIANA TODEA - OBSERVABILITY SRE

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[https://github.com/didiViking/Conferences\\_Talks](https://github.com/didiViking/Conferences_Talks)



UNSPASH [Juan Puyo](#)

**ALERTS**



**INCIDENT**

**INCIDENT CHANNEL**

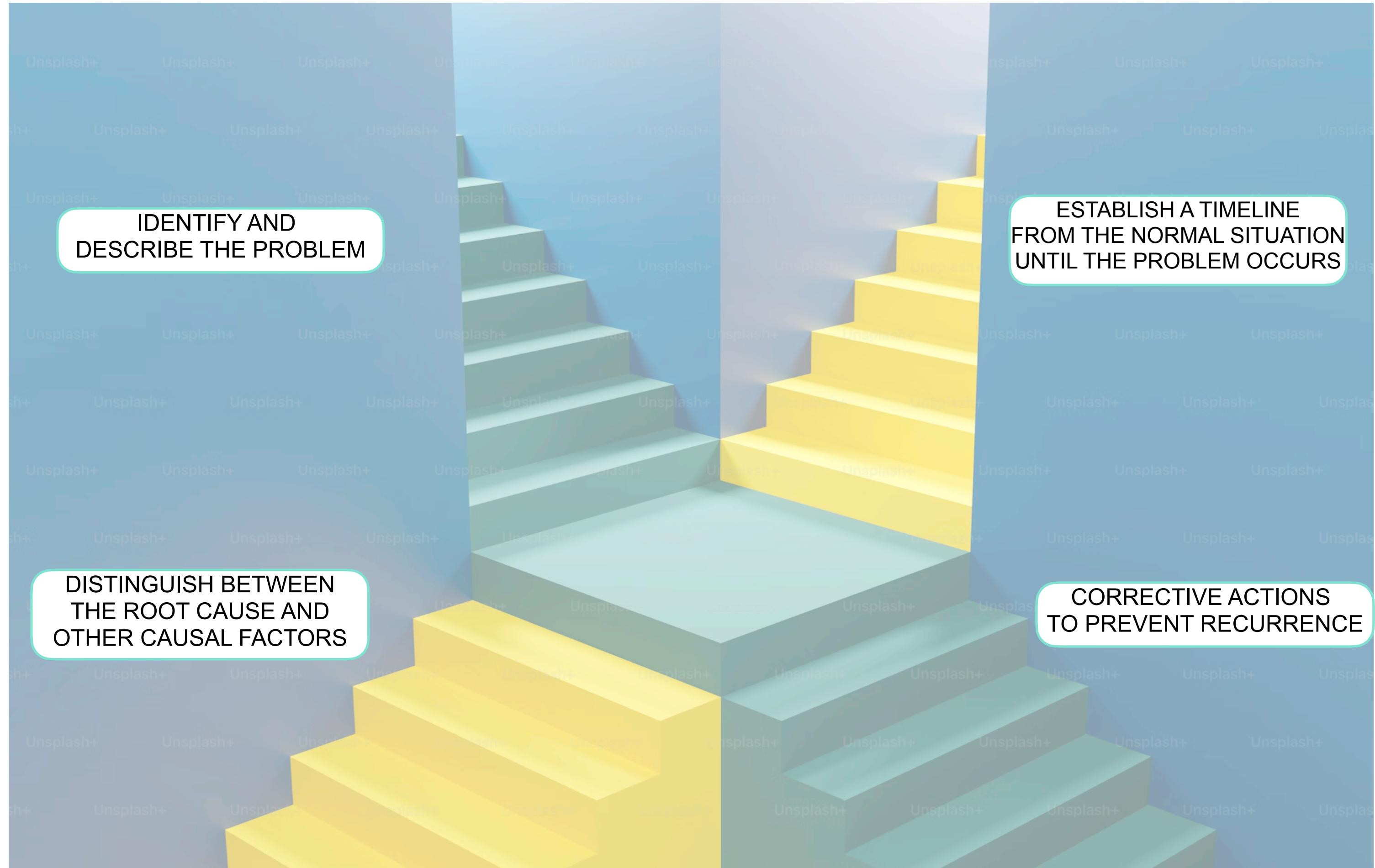
**CUSTOMERS**

**MANAGERS**

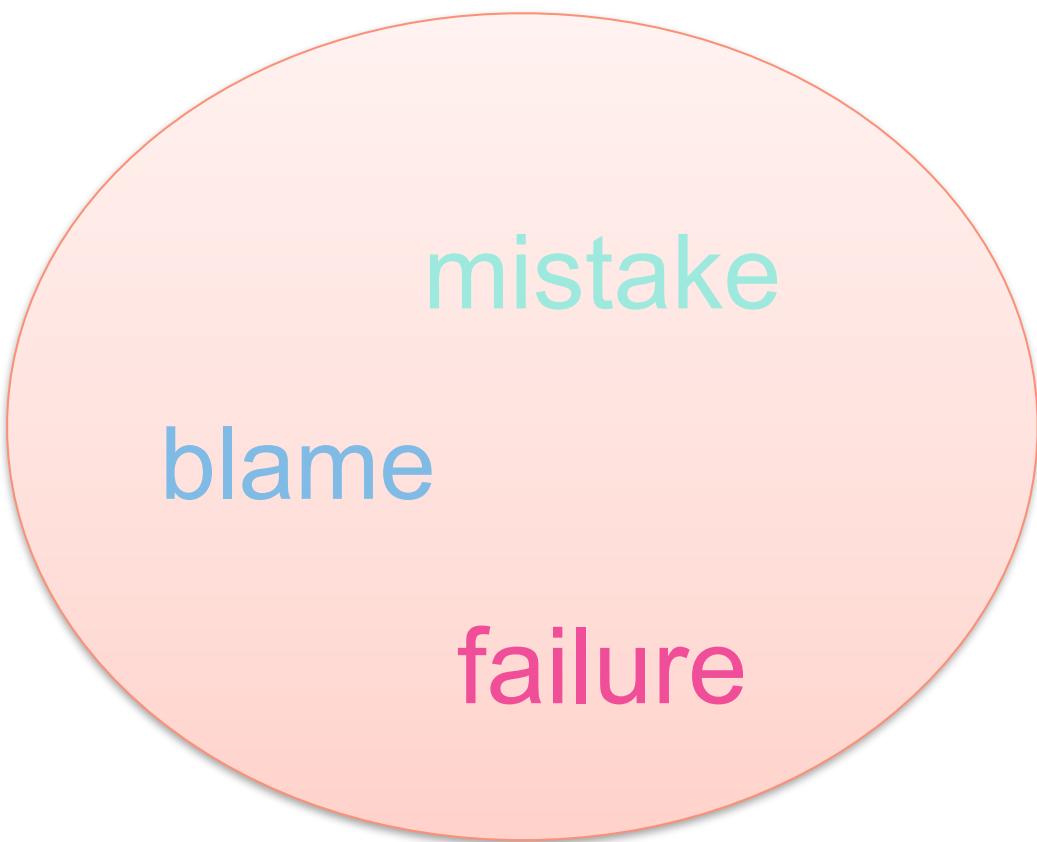
# WHAT'S A POSTMORTEM?

The document in which you describe the incident, its resolution and what could be done to prevent it from happening again.

SOURCE: ROOTLY



# POSTMORTEM CULTURE



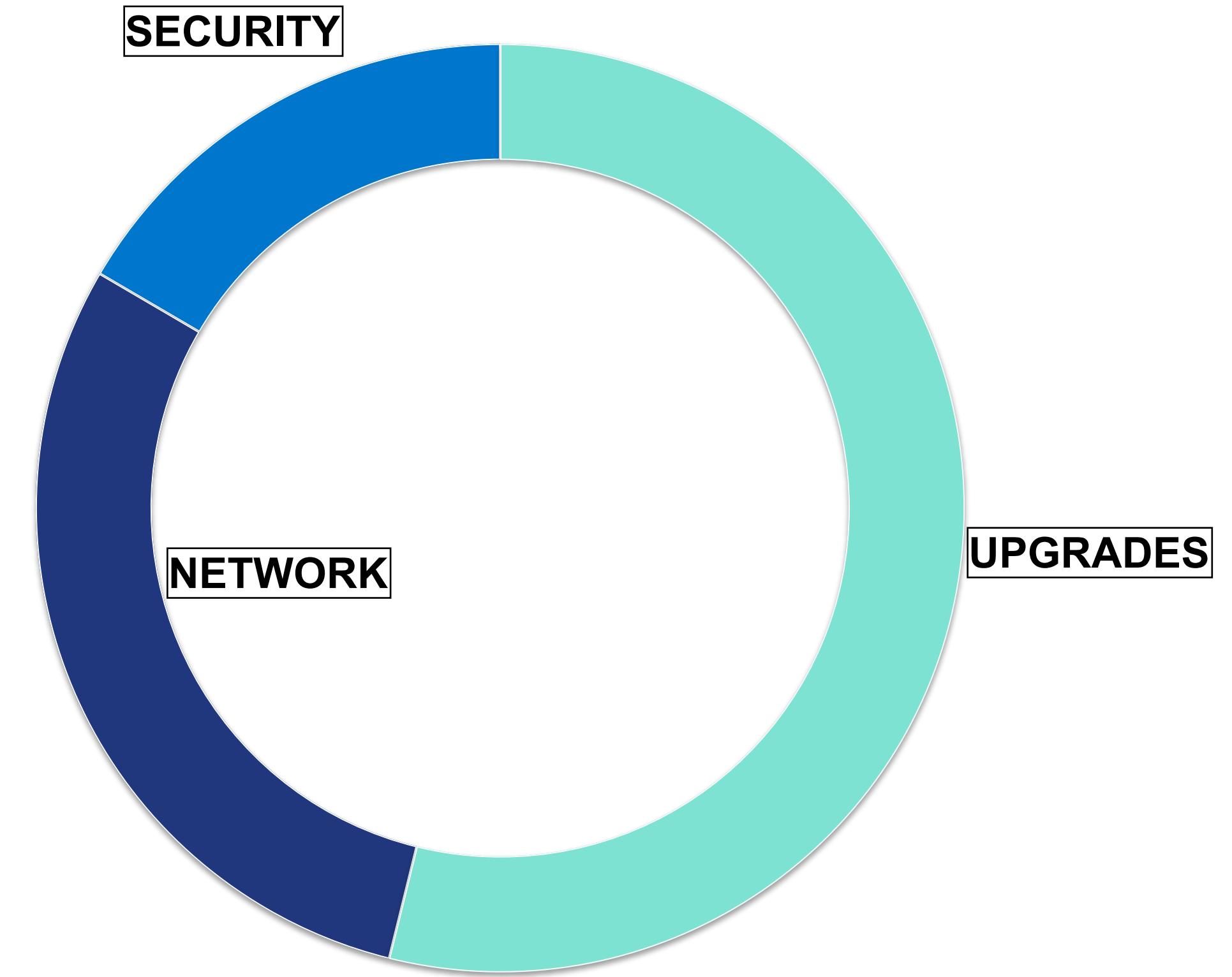


CUS  
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ABIL  
ITY

SEC  
URI  
TY

# TOP SEVERITY 1 AND 2 INCIDENTS' ROOT CAUSES



# FOCUS ON OBSERVABILITY

MOVE AWAY FROM  
3RD PARTY TOOLS

CREATE UPTIME  
CHECKS  
(SYNTHETIC  
MONITORING)

CREATE SLOS AND  
BURN RATE ALERTS

INTEGRATE WITH  
ELASTIC  
OBSERVABILITY AI  
ASSISTANT



# Observability

## Rules

Rules Logs

Error found in 13 rules. Show rules with errors

Overview

Alerts

SLOs

Cases

AI Assistant

Logs

Explorer BETA

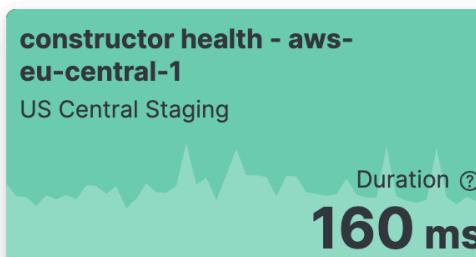
Stream

Observability

## Current status

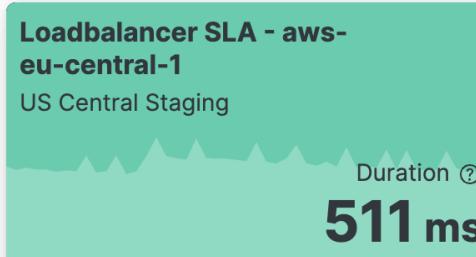
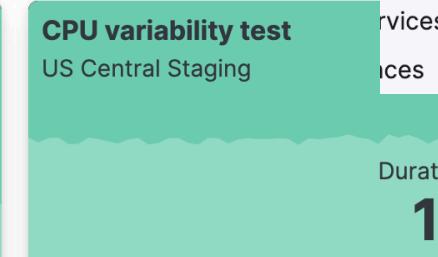
56 Up 0 Down 0 Disabled

Showing 56 Monitors



## Last 6 hours

0 Errors



## Create rule

### Custom threshold

Alert when any Observability data type reaches or exceeds a given value. [Learn more](#)

Observability > SLOs

Observability

SLOs

Showing 1-25 of 91980 SLOs

Sort by SLI value ▾ Group by None ▾

SLI	Target	Value	Metric	Period	Tags
MIS Overall 10m Aggregated Events Latency	Target 99%	100%	MIS	30 days	+1
MIS Overall 60m Aggregated Events Latency	Target 99%	100%	MIS	30 days	+1
MIS Overall 1m Aggregated Events Latency	Target 99%	100%	MIS	30 days	+1
MIS Index Service Latency	Target 99.6%	100%	MIS	30 days	+1
Elasticsearch search engine availability	Target 99.95%	100%	elasticsearch	30 days	+1
Elasticsearch search engine availability	Target 99.95%	100%	elasticsearch	30 days	+1
Elasticsearch search engine availability	Target 99.95%	100%	elasticsearch	30 days	+1
US Central Staging	Duration 58 ms	58 ms	US Central Staging	30 days	+1
North America - US Central	Duration 503 ms	503 ms	North America - US Central	30 days	+1
Loadbalancer SLA - azure-eastus2	Duration 152 ms	152 ms	US Central Staging	30 days	+1
Loadbalancer SLA - gcp-us-central1	Duration 23 ms	23 ms	North America - US Central	30 days	+1

elasticsearch

## Observability

[Overview](#)[Alerts](#)[SLOs](#)[Cases](#)

## Logs

[Explorer BETA](#)[Stream](#)[Anomalies](#)[Categories](#)

## Infrastructure

[Inventory](#)[Metrics Explorer](#)[Hosts BETA](#)

## APM

[Services](#)[Traces](#)[Dependencies](#)

## Synthetics

[Monitors](#)[TLS Certificates](#)

## Uptime

[Uptime Monitors](#)[TLS Certificates](#)

## User Experience

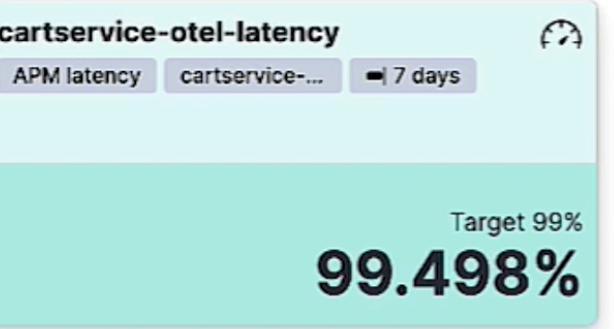
[Dashboard](#)

## Universal Profiling

# SLOs

[Tell us what you think!](#)[Stop refreshing](#)[Create new SLO](#) Search your SLOs...

Sort by slo status ▾

 Compact view

Rows per page: 25 ▾

&lt; 1 &gt;



# FOCUS ON INFRASTRUCTURE

REMOVE UNUSED  
ALLOCATORS

UPGRADE TO  
HIGHER INSTANCE  
FAMILIES

CHECK THE BILL AND  
CLEAN UP



# FOCUS ON DOCUMENTATION

UPDATE  
DOCUMENTATION

UPDATE  
RUNBOOKS

WRITE NEW  
PROCESSES

GET INVOLVED  
WITH THE  
COMMUNITY



# FOCUS ON INCIDENT MANAGEMENT

SPEND **LESS TIME**  
IN IDENTIFYING  
INCIDENT  
SEVERITY

INTEGRATE  
RUNBOOKS AND  
DOCUMENTATION

SPEND **MORE TIME**  
IN FIXING THE  
ISSUE

AUTOMATE YOUR  
INCIDENT  
MANAGEMENT  
PLATFORM

# FOCUS ON SYSTEM DESIGN

SERVERLESS  
ES|QL  
eBPF-BASED PROFILING AGENT DONATION TO OTEL  
OBSERVABILITY AI ASSISTANT



**EMPOWER**

**UPSKILL**

People

**OBSERVE**

**DECIDE & REACT**

# RESOURCES

- <https://sre.google/sre-book/postmortem-culture/>
- <https://github.com/elastic/elasticsearch/>
- <https://www.elastic.co/guide/en/elasticsearch/reference/current/esql.html>
- <https://www.elastic.co/elasticsearch/ai-assistant>
- <https://www.elastic.co/search-labs>
- <https://docs.elastic.co/serverless>
- <https://www.elastic.co/blog/elastic-donation-proposal-to-contribute-profiling-agent-to-opentelemetry>
- <https://www.elastic.co/observability/opentelemetry>

# QUESTIONS? THANK YOU

YOUR FEEDBACK HERE!

