



WHO'S ON CALL? (LIGHTNING TALK)

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ABOUT AMGEN

Amgen is a values-based company, deeply rooted in science and innovation to transform new ideas and discoveries into medicines for patients with serious illnesses.

Our Mission is to Serve Patients

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WHO'S ON CALL? – THE QUESTION

IMAGINARY AMGEN OPS TEAM FOR APP X – AND THEIR CUSTOMER



Sally



Harry



Ming



**Very Important
Customer - Judy**

HOW?

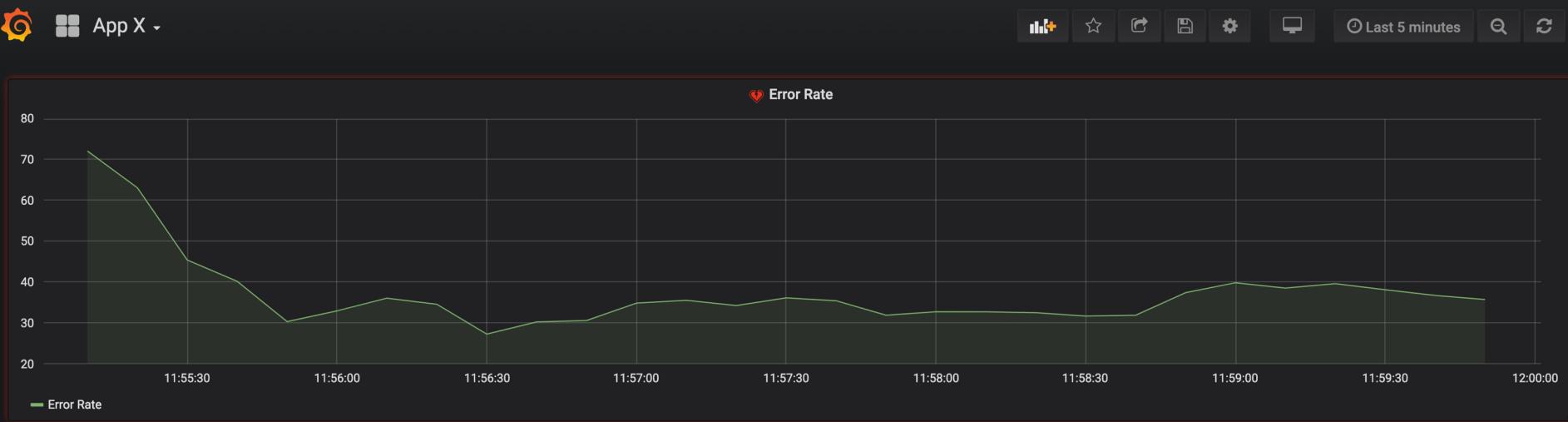
- **Start Collecting**
 - Determine reliable source of your rotation and on call data
 - Setup collection in Telegraf or Fluentd and choose a reasonable interval (exec inputs or http input) ex. ruby /path/on-call.rb
 - Choose fields from strings/ints and tags (helps with group by)
 - Store in Influx or Elasticsearch or both while you test!
 - Create the graph panel's showing on call data in the SLO dashboards

Current On Call - InfluxDB				Current On Call - Elasticsearch				
Time ▾	first	user_name	layer	current_oncall.layer	current_oncall.user_name	current_oncall.user_email	@timestamp ▾	
2019-02-21 12:16:22	ming@testme.test	Ming	2.00	2	Ming	ming@testme.test	2019-02-21T20:46:41.000Z	
2019-02-21 12:16:21	ming@testme.test	Ming	2.00	1	Harry	harry@testme.test	2019-02-21T20:46:41.000Z	
2019-02-21 12:16:20	ming@testme.test	Ming	2.00	3	Sally	sally@testme.test	2019-02-21T20:46:41.000Z	
2019-02-21 12:16:19	ming@testme.test	Ming	2.00	2	Ming	ming@testme.test	2019-02-21T20:46:31.000Z	
2019-02-21 12:16:18	ming@testme.test	Ming	2.00	1	Harry	harry@testme.test	2019-02-21T20:46:31.000Z	
2019-02-21 12:16:17	ming@testme.test	Ming	2.00	3	Sally	sally@testme.test	2019-02-21T20:46:31.000Z	
2019-02-21 12:16:16	ming@testme.test	Ming	2.00	3	Sally	sally@testme.test	2019-02-21T20:46:21.000Z	
	1	2	3	4	2	Ming	ming@testme.test	2019-02-21T20:46:21.000Z

OPERATIONS USE CASE: MY APP ERRORS UP AND MY USERS ARE FEELING DOWN

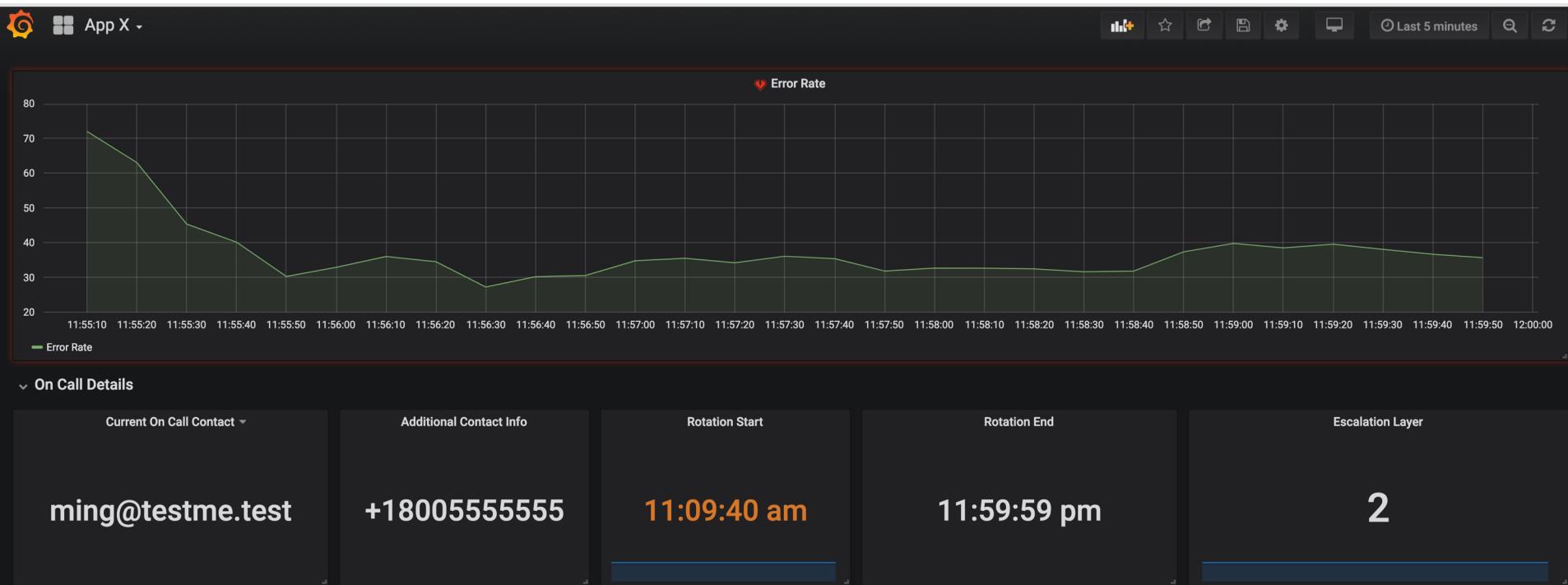


- IT'S THE MIDDLE OF THE NIGHT, WHO'S THERE?





JUST EXPAND THE ROW



TEAM MANAGEMENT USE CASE: DON'T LET ANY ONE WITHER FROM ON CALL BURN OUT

<p>On Call Person</p>  <p>Sally</p>	<p>Days On Call This Year</p> <p>121.66</p>	<p>Incidents Responded To On Call</p> <p>70</p>
<p>On Call Person</p>  <p>Harry</p>	<p>Days On Call This Year</p> <p>121.66</p>	<p>Incidents Responded To On Call</p> <p>28</p>
<p>On Call Person</p>  <p>Ming</p>	<p>Days On Call This Year</p> <p>121.66</p>	<p>Incidents Responded To On Call</p> <p>56</p>

Why?

"Failures are a system problem" – Adrian Cockcroft (AWS Re:Invent 2018)
"And people on call are still part of that system's design and automation"- Me

✓ Operations Use Case

- ✓ Help connect people faster (reduce friction)
- ✓ Understand who's building and running code (if you build it, you ship and run it)
- ✓ Democratize the people behind the metrics
- ✓ Graph all the people in Grafana, not just all the things

✓ Management Use Case

- ✓ Don't let people burn out
- ✓ Improve the On Call Rotation experience
- ✓ Applicable no matter your current level of maturity in operations
- ✓ The flipside of Blameless Postmortem's are recognizing people's SLO achievements

Your on call people are a key part of your system, measure their metrics to support them!

- Thank you GrafanaLabs and Grafana Community!
AMGEN IS HIRING IN SOFTWARE DEV/TEST/OPS
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