



RED Metrics at Mailchimp

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Metrics
Are
Hard.

Why?

Loads of information

Disparate data from multiple sources

Pressure from all directions



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Pressure from all directions



Always have
to be concerned
with precision
and focus!





More people
want more
metrics
every single
day

How?

How do we support all the products and services we offer to our customers, while maintaining our infrastructure and pulling meaningful data out of the system to help ourselves improve?

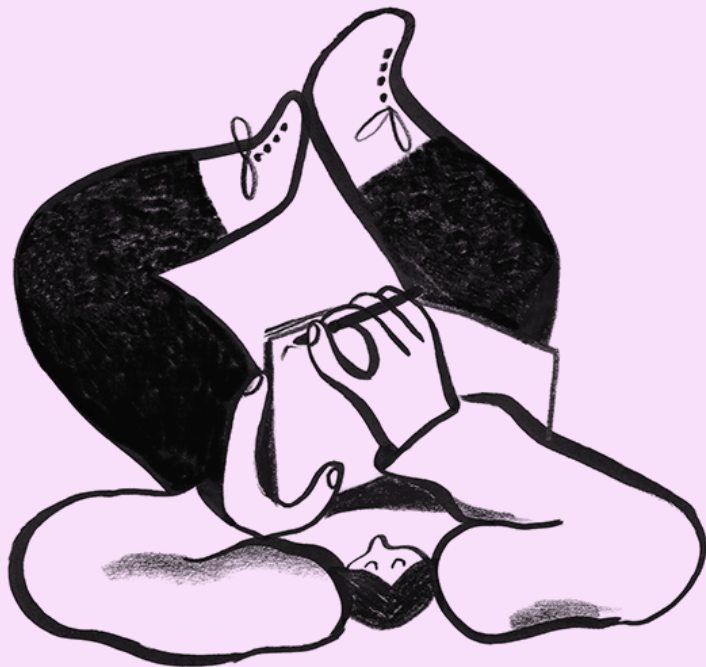


How?

Follow the SRE montra of the 4 golden signals:

- Latency
- Traffic
- Errors
- Saturation

https://landing.google.com/sre/sre-book/chapters/monitoring-distributed-systems/#xref_monitoring_golden-signals



Use RED Metrics

<https://www.weave.works/blog/the-red-method-key-metrics-for-microservices-architecture/>





endpoint

Deployments



/about

/account/accept-module-terms-modal

/account/account-issues-list

/account/affiliate/global

/account/affiliate/notification

/account/affiliate/post

/account/api-key-popup

/account/api-key-qr

/account/apikey-set-label

/account/apis/get-user-logins

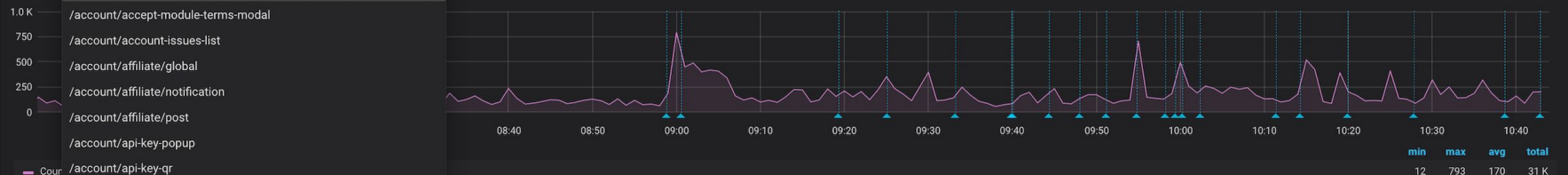
/account/billing-email-modal

/account/billing-history-list

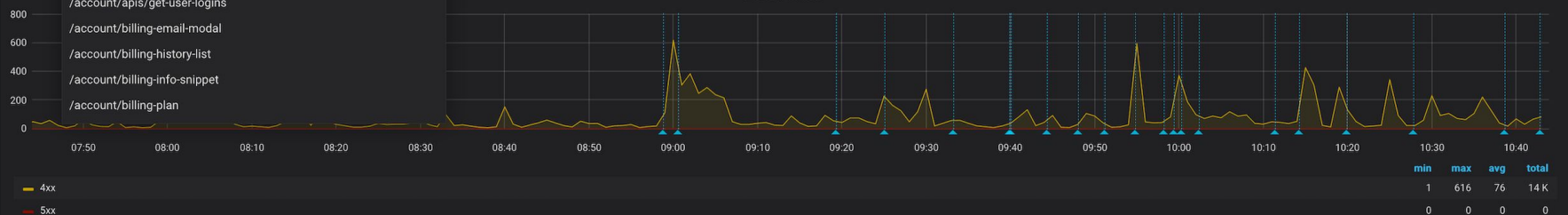
/account/billing-info-snippet

/account/billing-plan

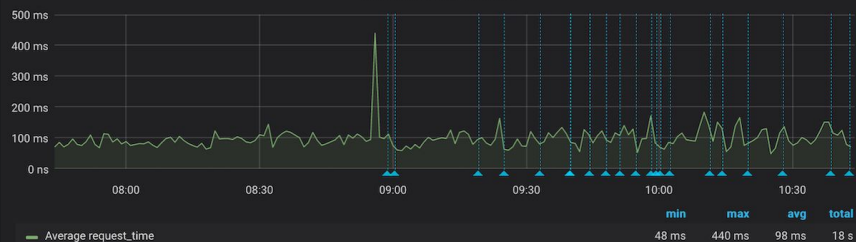
Requests / Minute



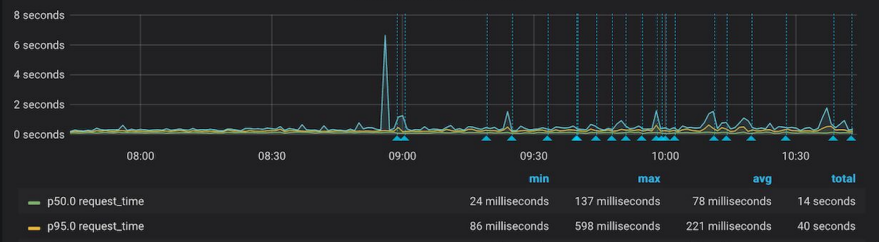
Errors / Minute



Duration (Average / Min)



Duration (Percentiles / Min)

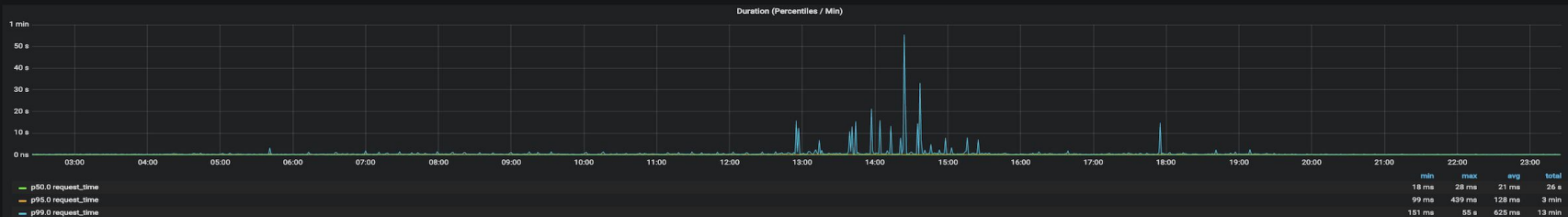
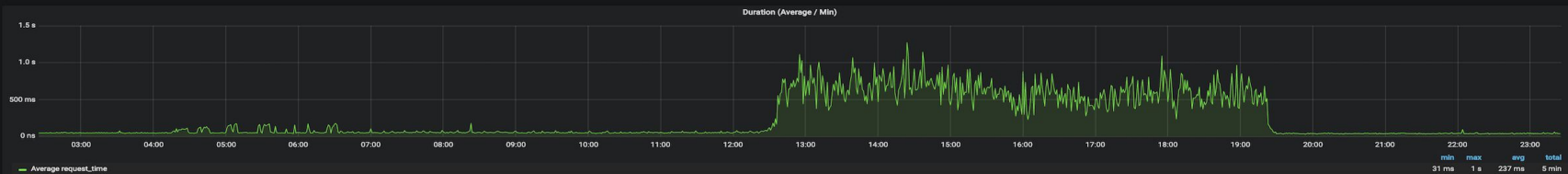




RED Method Statistics -

Feb 14, 2019 02:25:03 to Feb 14, 2019 23:25:42

vhost login.malchimp.com request All



Reduce on call toil

Engage with teams outside of SRE

Enable developers to write
performant code

Expose problems before they have
user facing impact

Work in conjunction with Logging,
Tracing, and Profiling to troubleshoot
quickly



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Thank you.

