

Take Action with Observability and Context

Melanie Postma,
Product Marketing Manager
Splunk + VictorOps

Keep up with the Speed of Innovation



Utilize robust monitoring solutions



Understand the impact of deploys to your infrastructure



Reduce MTIM / MTTR by providing context
(hint: Grafana)



Data-driven continuous improvement

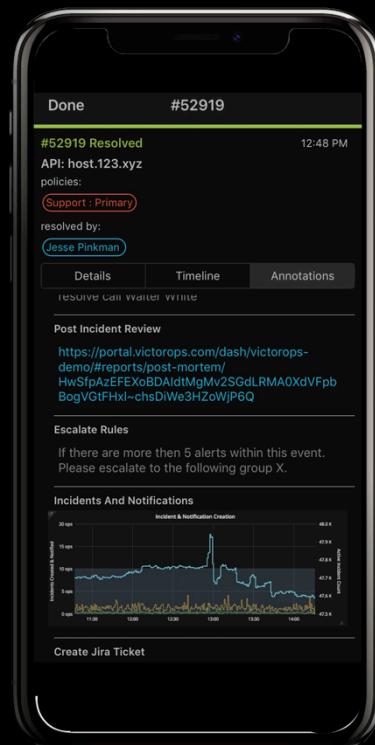
Be Alerted to Unknown Unknowns

- ▶ Rely on robust monitoring solutions
- ▶ Delivery Insights
 - 80% of the time you may have caused the issue
 - Quickly associate or rule out the impact of a deploy on an incident



Reduce MTTM / MTTR with Context

- ▶ All the data you need to jump in and troubleshoot in moments
 - Grafana graphs and metrics
 - Runbooks
 - Annotations
 - Jira tickets



Observability of Incident Lifecycle

Post Incident Review

- ▶ See every action that occurred before and during an event
 - Update annotations or graphs?
 - Update best practices?
 - Send to stakeholders with action items

Reports / Post Incident Review / Name your Post Incident Report here!

Name your Post Incident Report here!

September 1st 2018 1:57 PM – September 14th 2018 1:57 PM Filters

Paging cancelled for mike.d Sep. 14 - 12:00 PM

Incident #500 Pingdom

Pingdom: Critically Low Disk Space on DB01

Policies: Your incidents : your incidents

Resolved by: evansvo

1 Annotation 1 Alert

Add notes to specific actions in your report!

Save Cancel

Pingdom Sep. 14 - 12:14 PM

Critical:

The disk is really really full. Here is a bunch of information about the problem

#501 / 4 annotations

Alert Payload

Annotations

1. Action: This is a test of wildcard matching
2. All about Heelers
3. Blue Heeler

Surface Annotations in Payload

Incident & Notification Creation

Customer was impacted:

Yes

Timeline notes

Hover over a moment in the timeline and click the note icon to add you add will also show here.

Action items

- Don't forget to follow-up with your Cattle Dog! [delete](#)

+ add action item

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THANK YOU