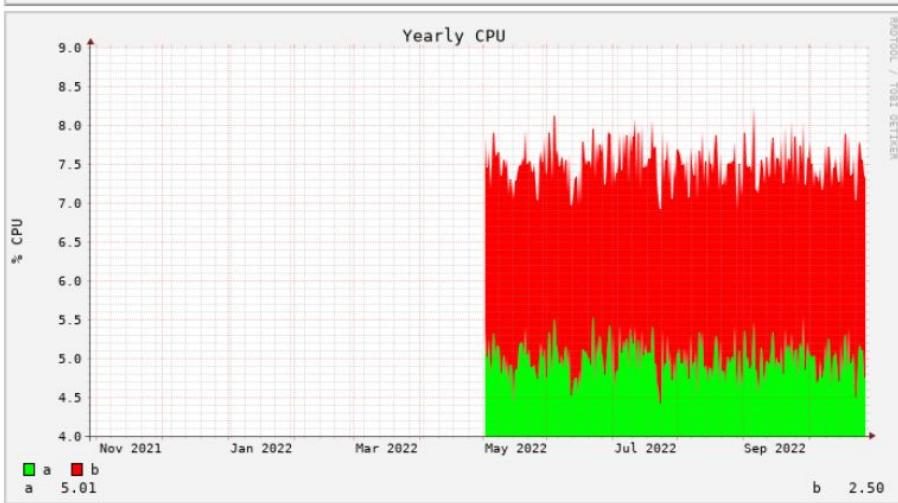
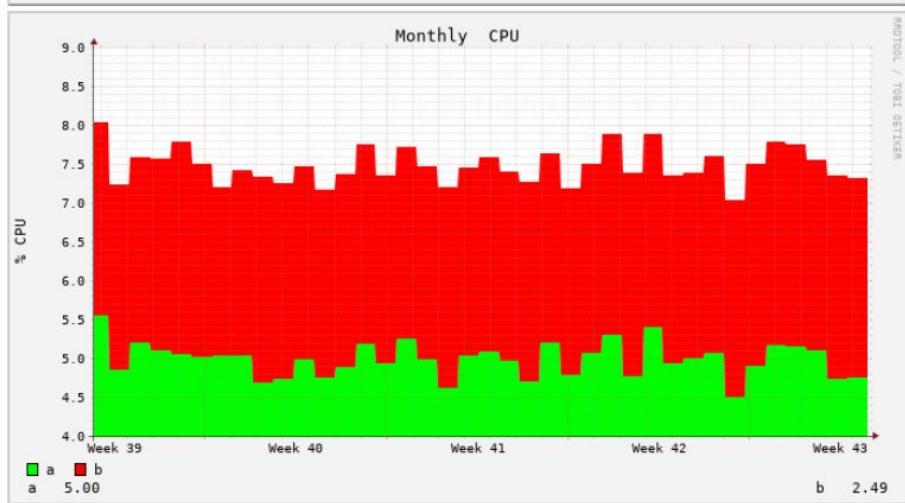
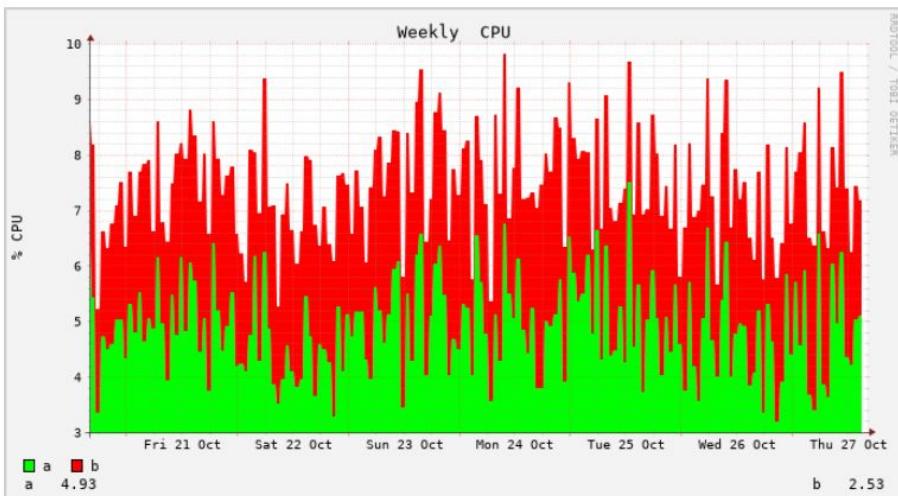
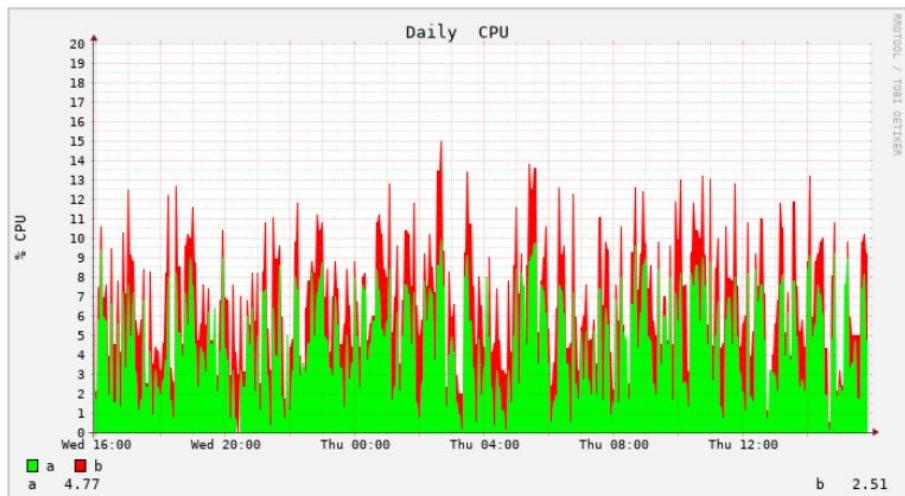


Dashboards and Runbooks: Scrapbooking for Engineers

Colin Douch, Observability @ Cloudflare





Nagios V SHELL

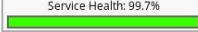
Access Nagios Core

Tactical Overview Hosts Services Hostgroups Servicegroups Configurations System Commands Reports

Tactical Monitoring Overview

Last Check: Mon Jul 22 14:47:28s
 Nagios® Core™ 4.4.3 - www.nagios.org
 Logged in as nagiosadmin

Host Health: 100%


Service Health: 99.7%


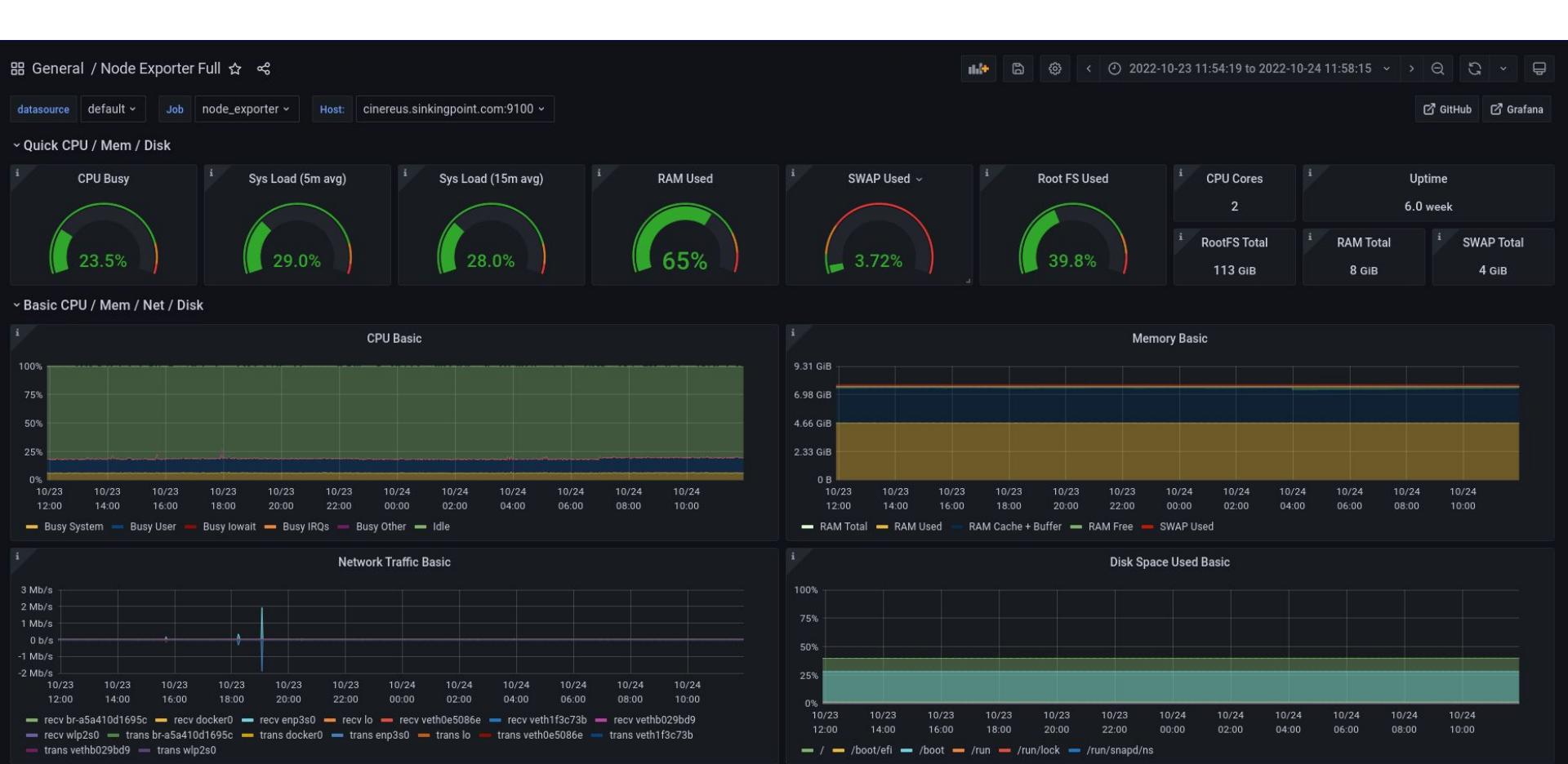
Hosts / Problems

133 Up	0 Down	0 Unreachable
--------	--------	---------------

Services / Problems

660 Ok	2 Warning	0 Critical
--------	-----------	------------

Monitoring Features	Notifications	Event Handlers	Active Checks	Passive Checks
Flap Detection	Notifications	Event Handlers	Active Checks	Passive Checks
All Hosts Enabled 2 Services disabled	All Hosts Enabled 2 Services disabled	All Hosts Enabled All Services Enabled	All Hosts Enabled All Services Enabled	All Hosts Enabled All Services Enabled
No Hosts Flapping No Services Flapping				



Alert References

Search docs

INTRODUCTION

References

Configuration

» Introduction »References

[View in Bitbucket](#)

References

Every alert should have an alert reference so that the people receiving the alert know how to action the alert. All alerts must be directly actionable. Remediation steps should be documented in one of the child pages. Read about our alerting philosophy: Alerting philosophy - what do we care about



Our Engineers spend **60 days** of engineering time every week, interacting with these tools

Creation Time

243 Hours

Consumption Time

1217 Hours

Total

1460 Hours

A Quick Introduction

Hi! I'm Colin

Not British

Observability Lead @ Cloudflare

Thinks Wellington Coffee is
better than Melbourne's



Let's start with a
🌟 story 🌟





Now

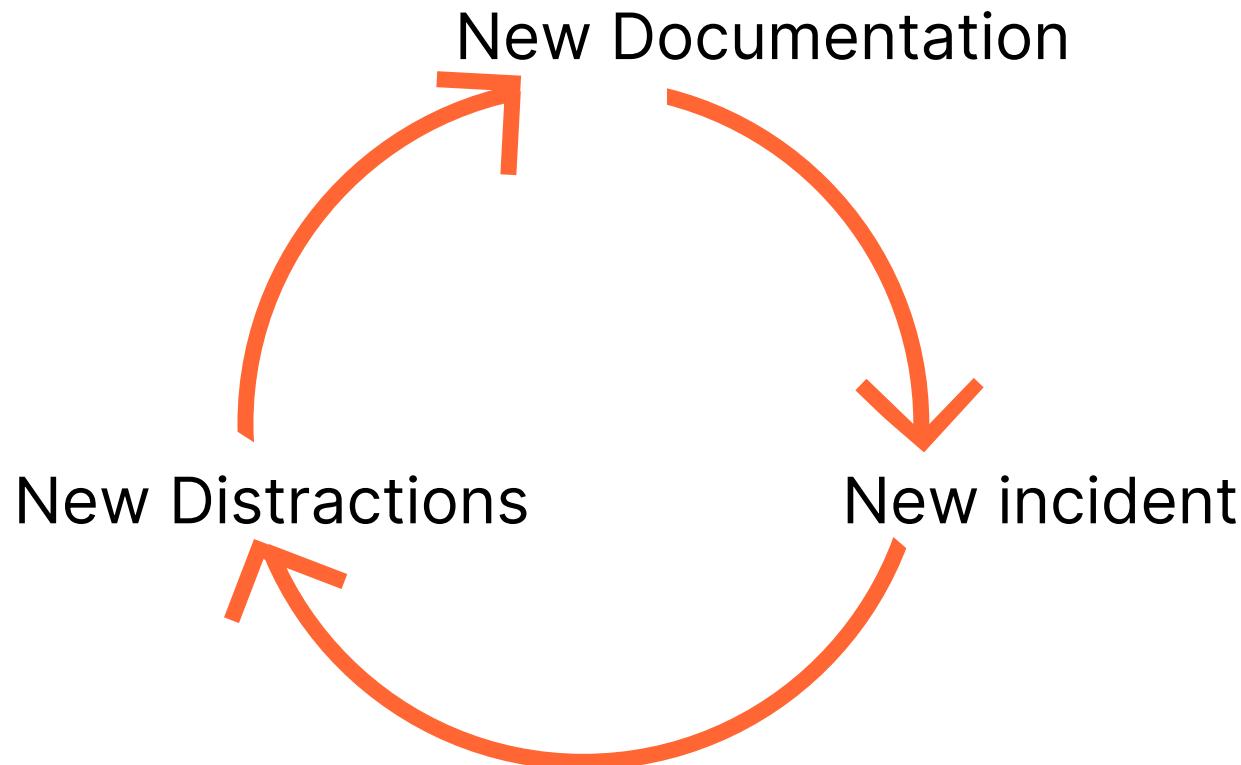
Have you checked the dashboard?

 Now 

What does the runbook say?

 Now 

Have you tried giving up on your hopes and dreams?





We Treat
Incidents Like
Demons

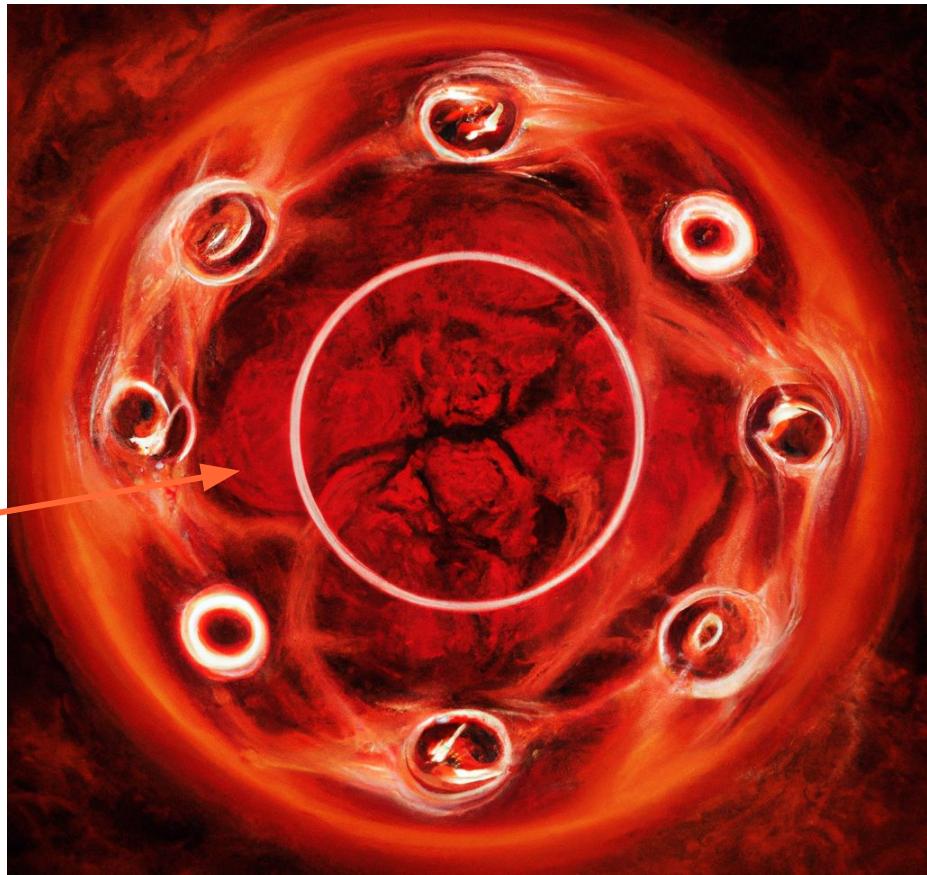


Welcome to **Scrapbooking for Engineers**



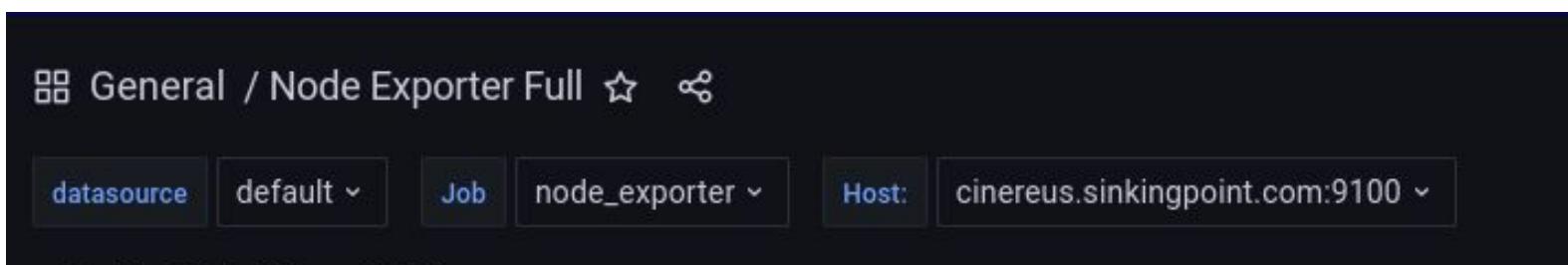


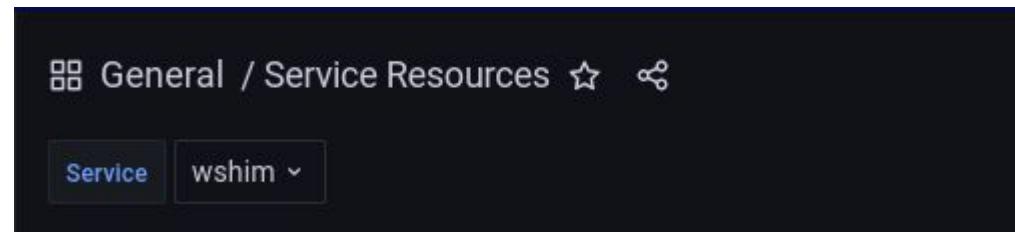
Here lies dashboards and
runbooks





The Meaning of Dashboards and Runbooks, Part 1: The Dashboard





CPU Usage by Colo



CPU Usage by Colo



CPU Usage by Instance



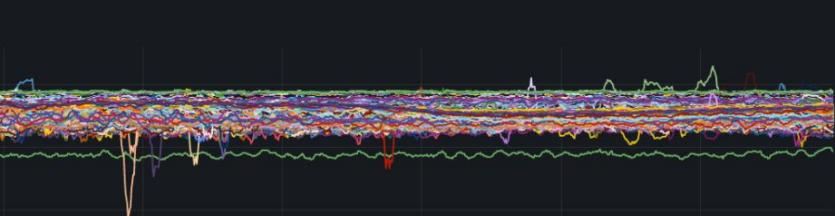
CPU Usage by Colo



CPU Usage by Instance



CPU Usage by Core



It is easier for a camel to go
through the eye of a needle,
than to make a dashboard
that pleases everyone,
forever

name

Colin ▾

Do You Yearn For The Mines

Yes... How did you know? ▾

How Many Bees arrived on Tuesday

7.4 ▾

If a tree falls in a forest...

42 ▾

Why do I long for attention?

Because You're Too Needy ▾

Oh Yeah, What's Your Service Name?

wshim ▾

From 1-10, How Much Does Hardware Interest You

Probably Like a 7? ▾

incident-1883 adhoc	⌘ Dashboard
INCIDENT-1887	⌘ Dashboard
INCIDENT-1896	⌘ Dashboard
incident-1899	⌘ Dashboard
INCIDENT-1923	⌘ Dashboard
INCIDENT-1976	⌘ Dashboard
INCIDENT-1989	⌘ Dashboard
INCIDENT-1996	⌘ Dashboard
INCIDENT-2008	⌘ Dashboard
INCIDENT-2008	⌘ Dashboard
Incident-2032	⌘ Dashboard
incident-2044	⌘ Dashboard

Name	Type
Copy C...	Dashboard
Copy Copy	Dashboard
Co...	Dashboard
Copy copy	Dashboard
Copy Copy	Dashboard
Copy Copy	Dashboard
Cop...	Dashboard
Copy Copy	Dashboard
Copy Copy	Dashboard
Copy Copy	Dashboard
Copy Copy Copy	Dashboard
Copy Copy2	Dashboard
TEST Copy Co...	Dashboard
Copy Copy	Dashboard
Copy Copy	Dashboard

The Meaning of Dashboards and Runbooks, Part 2: The Runbook

The Meaning of Dashboards and Runbooks, Part 2: The ~~Runbook~~ Alert Reference

The Meaning of Dashboards and Runbooks, Part 2: The ~~Runbook Alert Reference~~

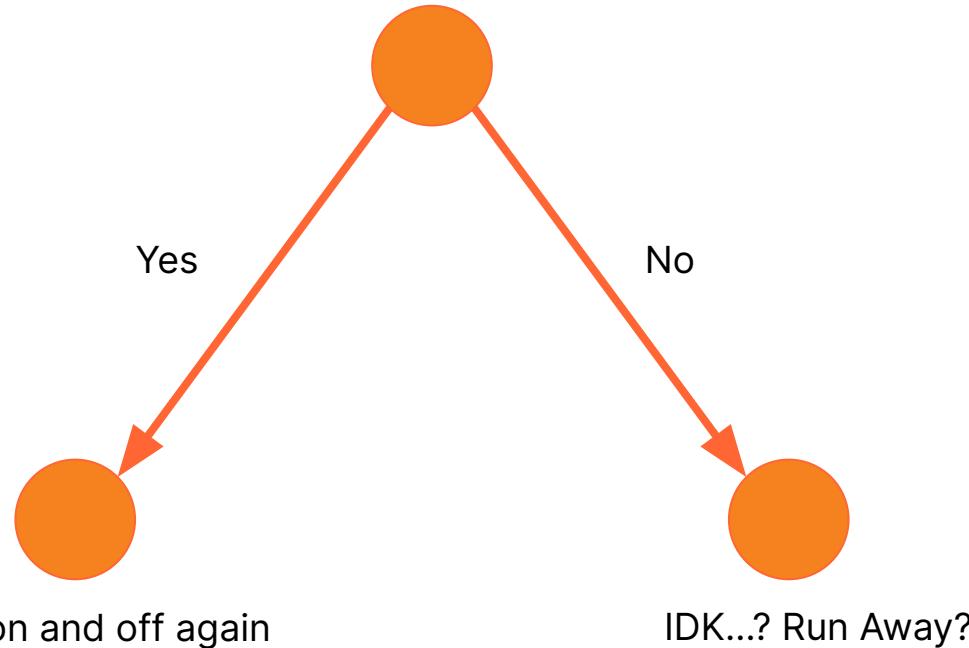
Sysadmin Bible



They document
**how to solve a
problem**



Are the logs making you weep?



Suggested Remediation

Check the consul logs (`journalctl -u consul`) for one of the following issues:

Suggested Remediation

1. Figure out why the Ingestor stopped running.



Automatable Runbooks



Freeform Runbooks



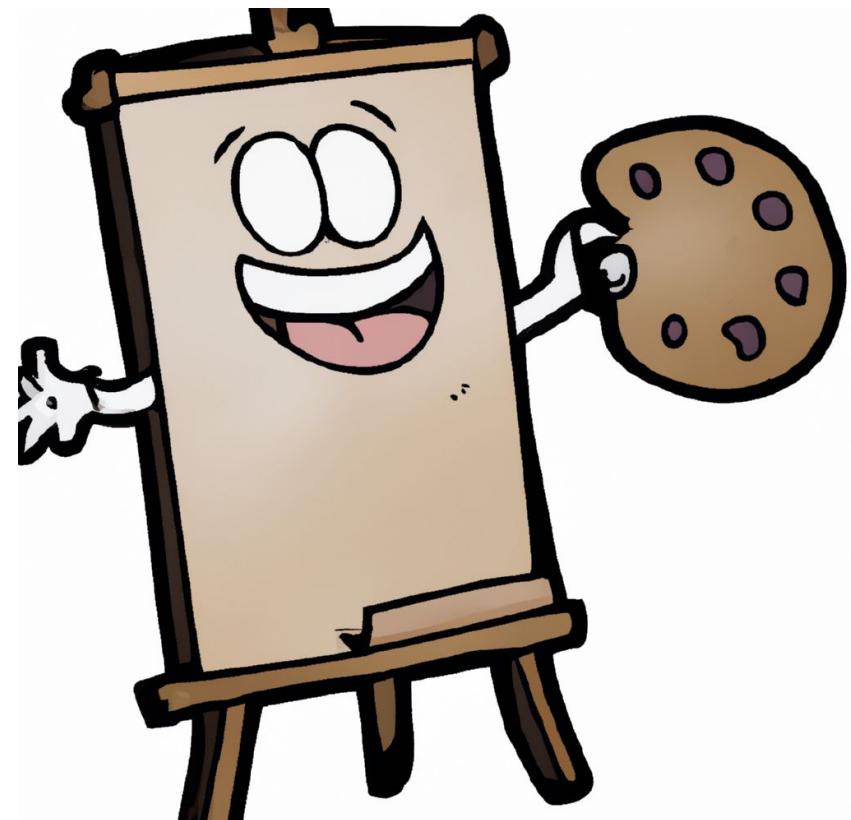
Useless Runbooks

We hold these truths to be
self-evident that Runbooks
should not be long lived

But Why?

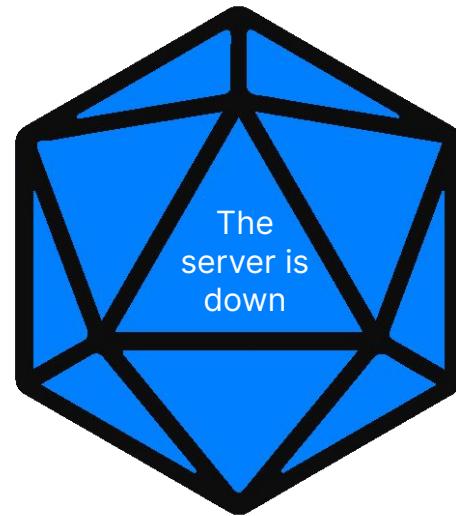
Dashboards and Runbooks are good for concise, **short term** communication

Creativity is *satisfying*

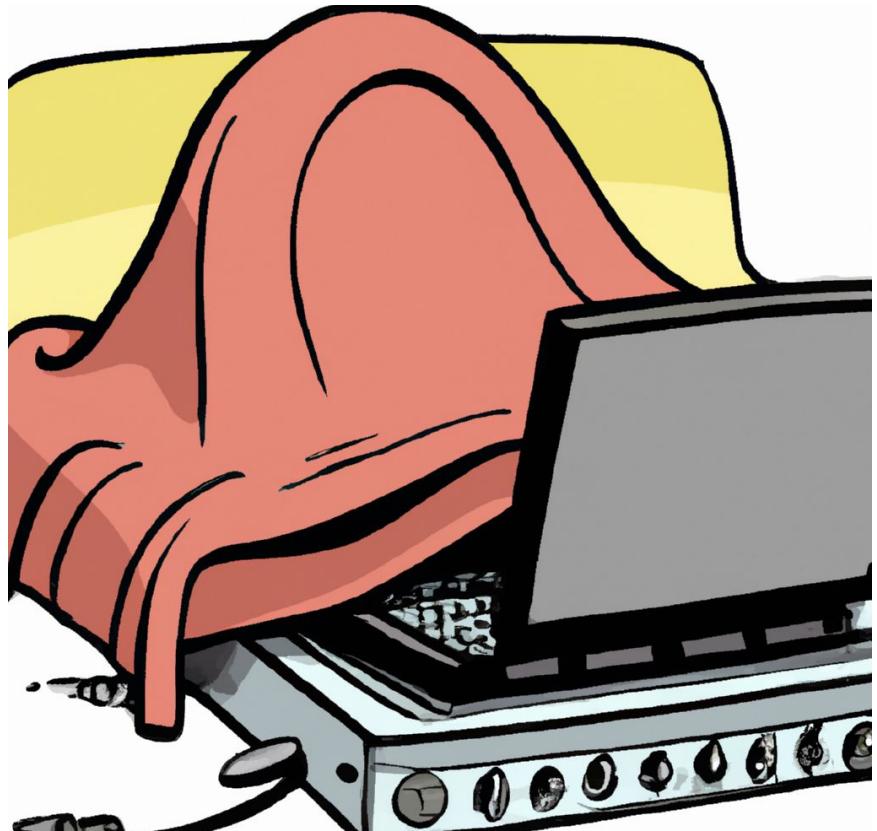




Cargo Culting is
pervasive

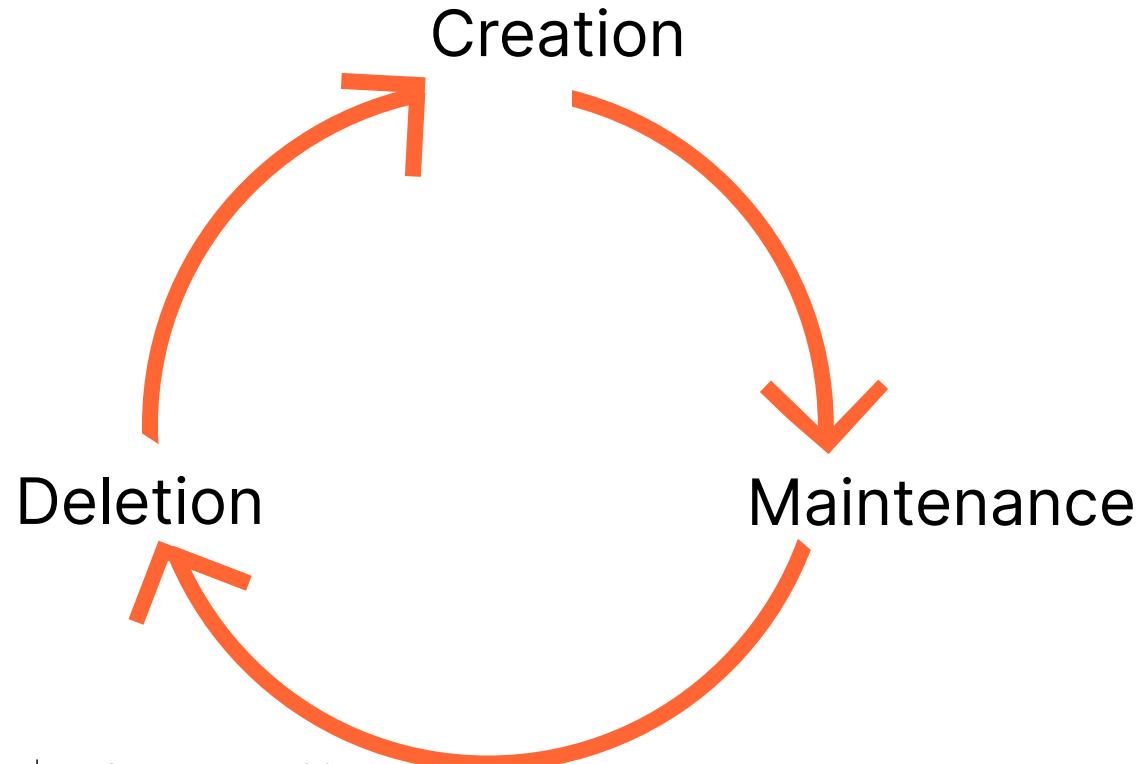


It's comforting



How Can we Do Better?

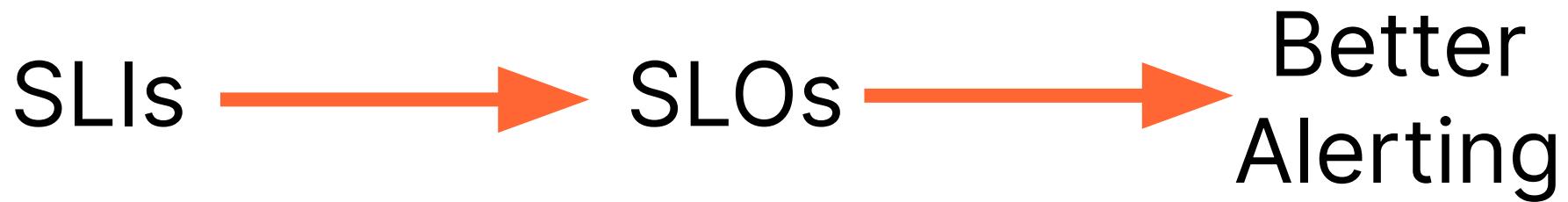
Establish Clear Lifecycles



Composability, rather than trying to solve everyone's problems



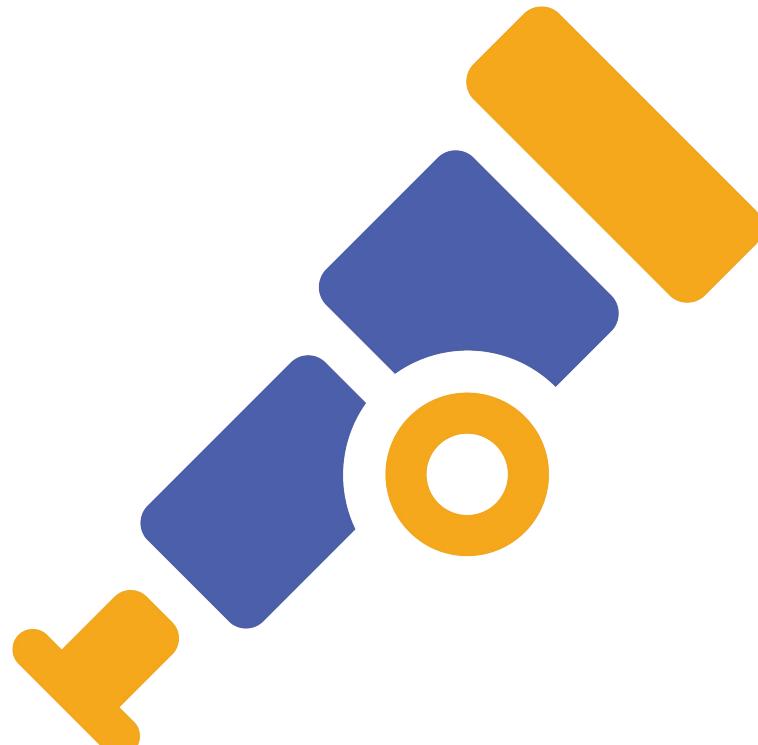
Moving towards SLOs/SLIs



Pre-Instrumented Telemetry causes tunnel vision



Observability over Monitoring



Events and Tracing over Metrics and Logs



Discoverability and Explorability over pre-prepared monitoring



Thanks!



Slides ^