WiX Engineering

Keep Alerts Actionable

or Story about the Boy who Cried Wolf

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Hi,

I’m Savva

backend developer
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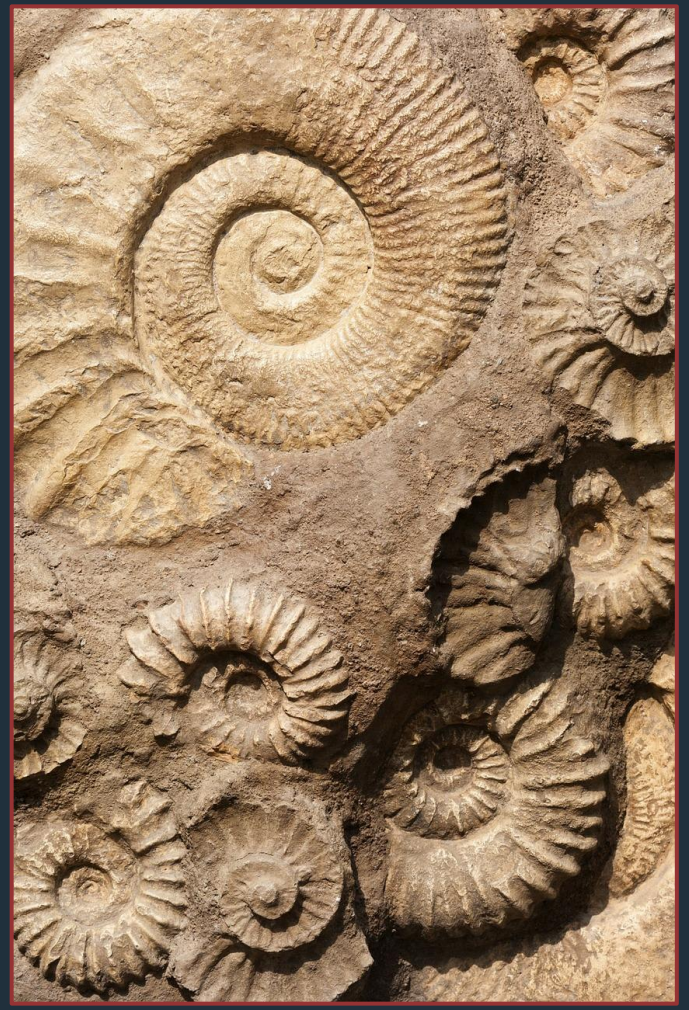
Wix Engineering

- No DevOps
- Developers are in charge
- Monitoring is crucial

01

Monitoring Evolution



In the beginning
we used
SSH & Logs

02

Metrics & Graphs

Metrics & Graphs

- Metrics & Graphs are NOT the goal
- Check only when needed

ALERT

Signals that something went wrong

03

Fine Art of Alerting

- Actionable
- Informative

“

Noisy alerts
train people
to ignore them

Noisy Alerts >>

* enemy

Let me tell you a story...

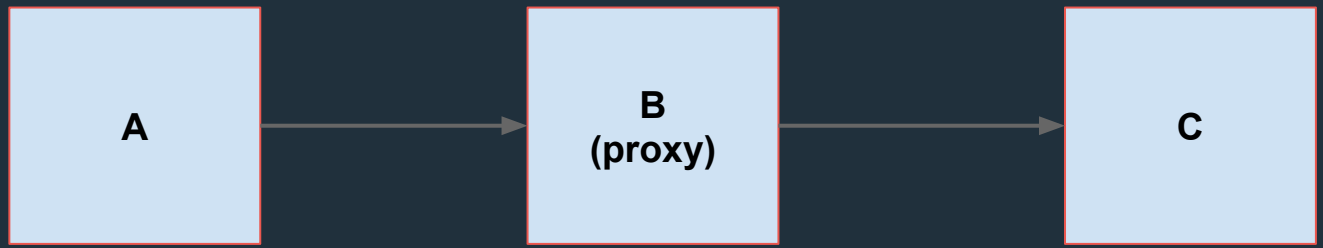
Alerts

- Why do we keep noisy alerts?
    - Technical
        - Little traffic
        - Hard for measure

Alerts

- Why do we keep noisy alerts?
    - Mental
        - Lack of visibility
        - Lack of control
        - Lack of information

Canonical Example



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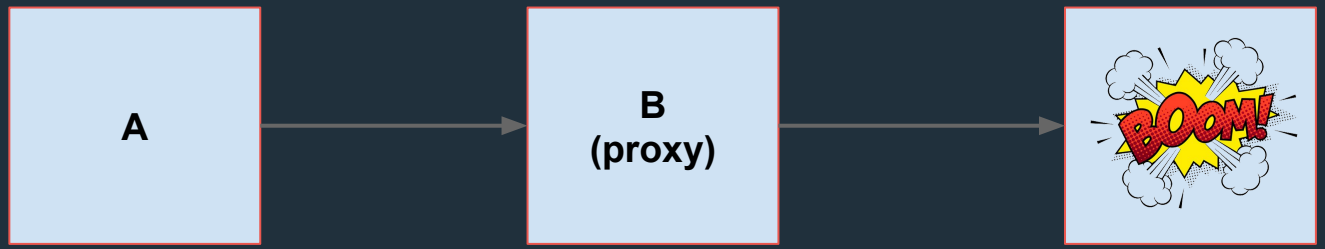

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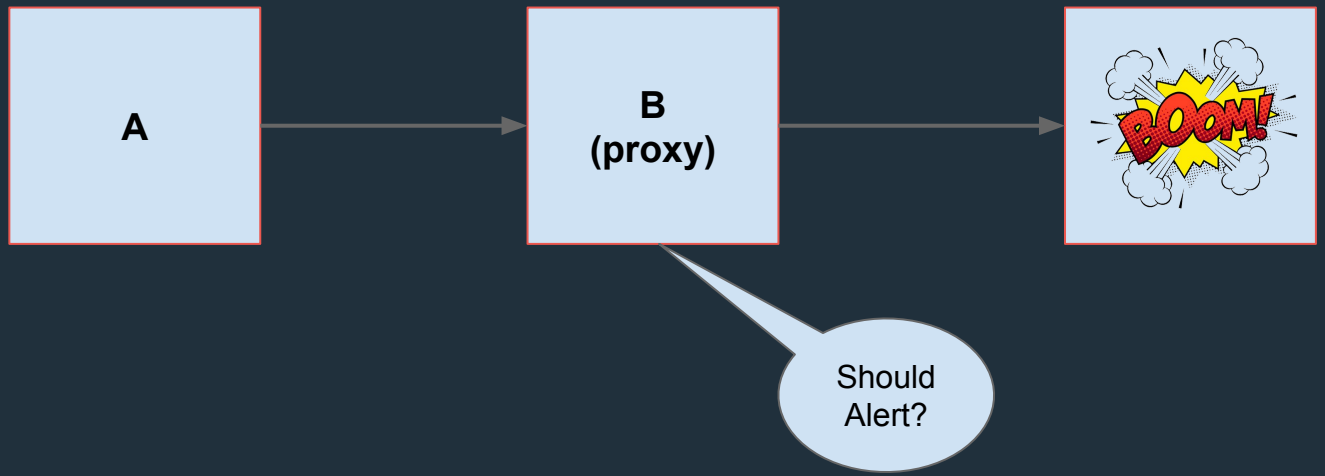


Just try to remove them...

- Some options:
  - Bug tracking system
  - Daily email status
  - Different channel *

#1

Graphs are not the end goal...

Check them, when needed

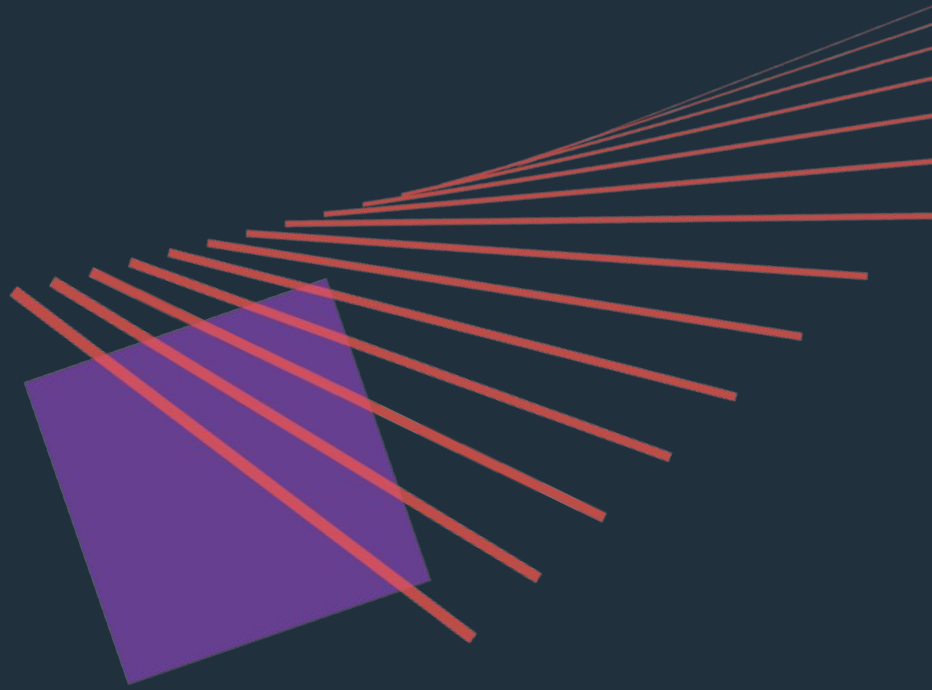
#2

Keep alerts actionable...

Make friends, not enemies

WiX Engineering

Thank You



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