Lesson 3.3: Monitoring with a DevOps Mindset

DEVOPS CULTURE AND MINDSET

Monitoring with a DevOps Mindset

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Slide 1: Learning Objectives

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Explain why incident dashboards aren't always helpful

Discuss importance of transitioning to proactive monitoring

Identify business metrics for monitoring

Slide 2: Monitoring Has Evolved

Monitoring Has Evolved

Old way: Focus was primarily on system and infrastructure metrics

Related to **availability** and **performance**

“Is the server up?”

Performance measured inconsistently

Slide 3: Boy Who Cried Wolf DevOps

Boy Who Cried Wolf DevOps

Reactive dashboards sounded the alarm

No proactive alerts before a problem

False alarms caused alerts to be ignored

Slide 4: Old Way of Monitoring was NOT a Recipe for Long-term Success

Old Way of Monitoring was NOT a Recipe for Long-term Success

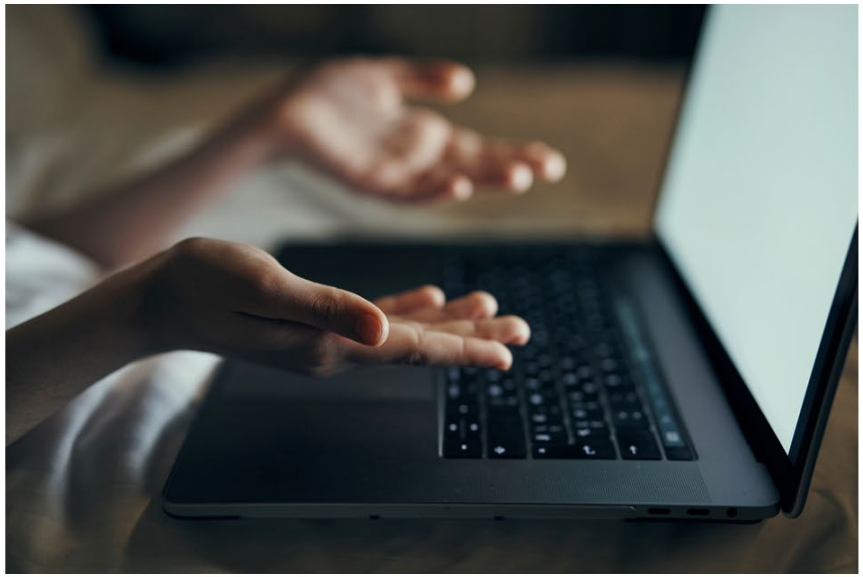
Server up but application not available

Sending alerts that required no action

Stable infrastructure but *un*stable apps

Slide 5: We Realized Our Monitoring Had to Evolve

We Realized Our Monitoring Had to Evolve



Slide 6: Business Metrics as a Way of Monitoring

Business Metrics as a Way of Monitoring

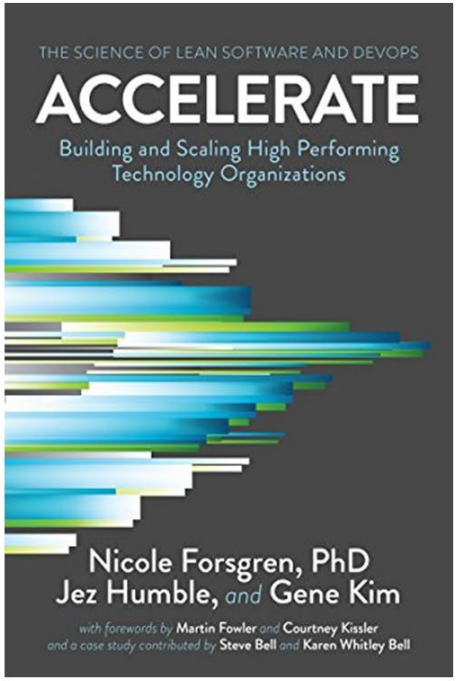
Metric dip alerts team to investigate

Started tracking **M**ean **T**ime **T**o **D**etect

No more 30 minutes to calls to help desk!

Automated alert triggers system to solve in seconds

Slide 7: Accelerate



Slide 8: Observability is Becoming the Industry Norm

Observability is Becoming the Industry Norm

You have the instrumentation you need to understand what's happening within your software

Slide 9: Charity Majors on Benefits of Observability

Charity Majors on Benefits of Observability

Thought leader on current best practices

Approach to monitoring is lagging

Health of the **system** no longer matters

What matters is health of each event

Slide 10: Observability Instead of Monitoring

Observability Instead of Monitoring

It’s now about **unknown** unknowns

It’s no longer about known unknowns

Gone are the days…

Slide 11: You Can’t Monitor Everything

You Can’t Monitor Everything

Engineers have vital **responsibilities**

Auto-remediate what you can

Fail gracefully where you can’t

Shift ops load to providers as much as possible

Slide 12: Learn More from Charity Majors

Learn More from Charity Majors

You can’t predict all **unknown** unknowns

Focus energy where you can **predict**:

- Instrumentation
- Resilience to failure
- Fast and safe deployment

Slide 13: Stop the Sustained Barrage

Stop the Sustained Barrage

If you know how to fix it, **fix it**

Auto-remediate the problem

Disable paging alerts in off hours

Make **system resilient** enough to wait

Slide 14: Check Out Charity Majors’ Company: Honeycomb

Check Out Charity Majors’ Company: Honeycomb

Explore this further

See amazing sampling documents

Check out more **best practices**

Slide 15: Summary

Summary

The **importance** of monitoring cannot be overstated

Transition to some form of proactive monitoring

Identify and **diagnose** unknown unknowns

Observe business metrics and sampling to provide early warnings