

New Relic

Fonte de pesquisa: <https://docs.newrelic.com/>

Glossário:

Troubleshooting: is a systematic process used to locate the cause of a fault in a computer system and correct the relevant hardware and software issues. Traduzido como "solução de problemas", o conceito está relacionado a um conjunto de práticas que possui o objetivo de corrigir possíveis falhas na rede. Essa ação é uma ferramenta que ajuda o profissional de TI a lidar com as ocorrências.

Policy: One or more alert Conditions, incident preferences and Notification Channels;

Condition: Behavior being monitored: includes a data source and Threshold settings;

Threshold: Critical level settings that will trigger a Violation;

Violation: An event that may create an Incident;

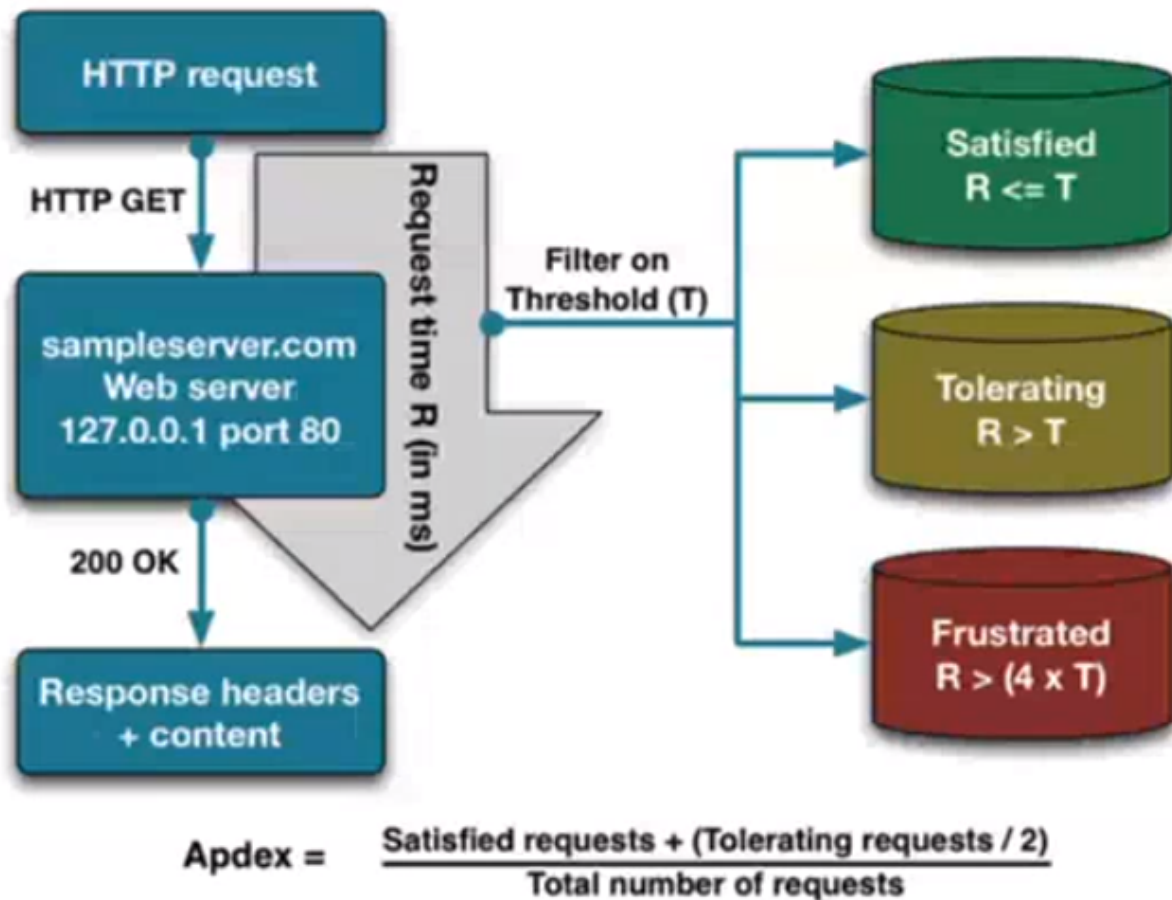
Incident: Incidents are what create Notifications Violations can be combined into on Incident;

Notification: Email, slack message, etc.

APDEX

Application Performance Index

How to compute the Apdex score



É um índice de satisfação. Baseado em tempo de resposta e erros.

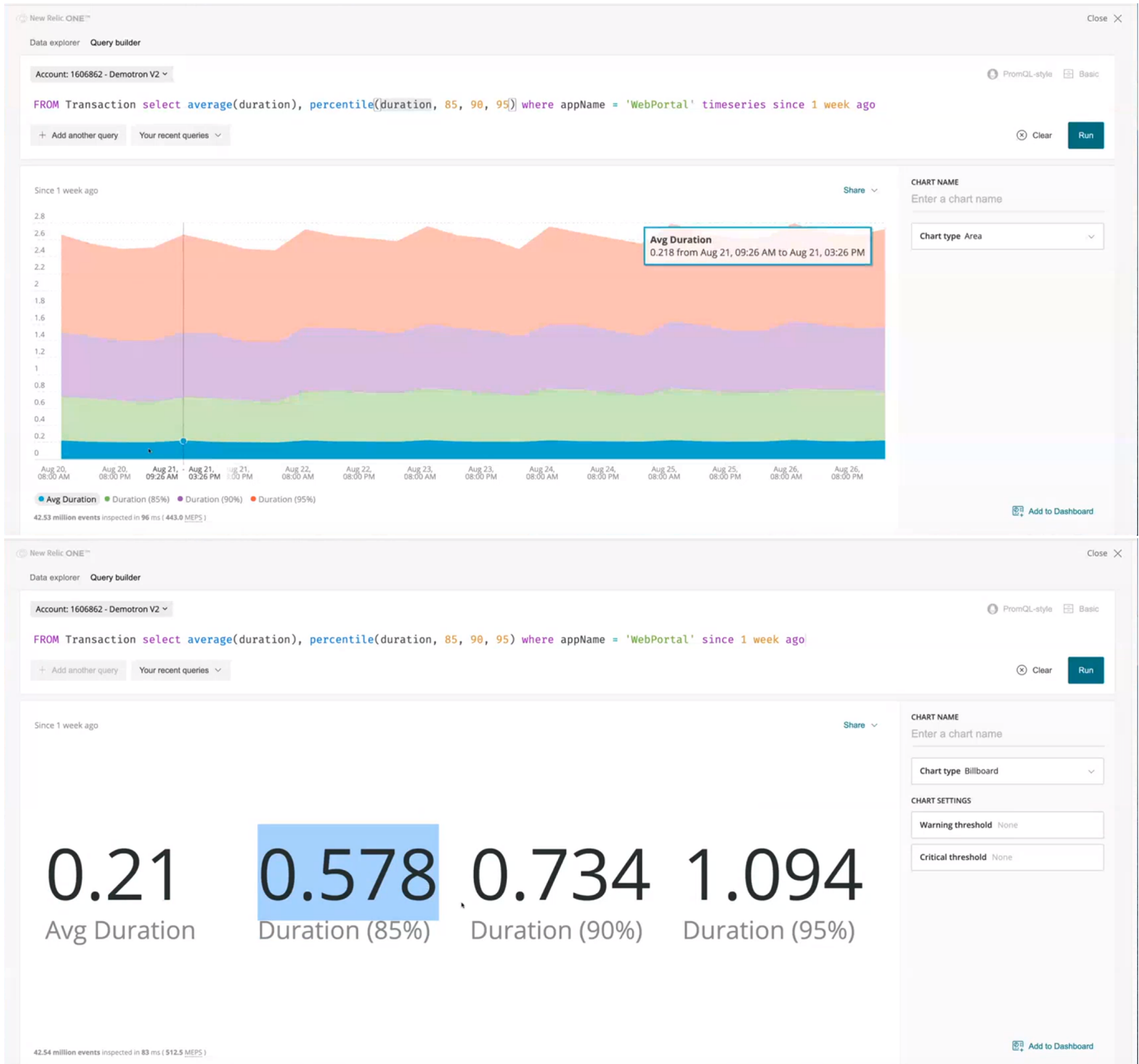
Varia de 0 a 1, sendo 1 o melhor.

Dicas do ajuste:

- Se o target for muito baixo,vão ter alertas falso-positivo.
- Se for alto demais, não vai alertar os problemas.
- Ideal: Próximo da média (pensei na mediana) das transações.

Dica de leitura: <https://newrelic.com/blog/best-practices/how-to-choose-apdex-t#:~:text=If%20you%20have%20an%20app,set%20that%20to%20Apdex%20T.>

Query buscando target:



Key Transactions

Olhar para um grupo das transações de maneira diferente. Se você tem um grupo de transações que você deseja olhar de maneira diferente, use um key transaction para dar foco (cria um apdex para esse grupo).

Alertas

Buscam responder as perguntas:

1. Are we open for business?
2. How's my underlying infrastructure?
3. How's the App's health?
4. How well are we doing?
5. How are customers doing?
6. How's the business doing?

Alertas para as perguntas anteriores estão relacionados à:

1. Availability
2. Infrastructure
3. Application Runtime
4. Quality
5. User Experience
6. User Story

Synthetics

O que é?

Produto de testes sintéticos (Emula as chamadas do usuário, com um robô).

Permite fazer testes em qualquer site, mesmo não sendo o seu.

Medição não muito profunda, pois é uma visão como usuário.

The screenshot shows the 'Create a new monitor' interface in the Synthetics tool. At the top, it says 'Synthetics Account: 892308 - Expert Services'. The main heading is 'Create a new monitor'. Below it, step 1 is 'Choose your monitor type' with four buttons: 'Ping' (selected), 'Simple Browser', 'Scripted Browser', and 'API Test'. Step 2 is 'Enter the details' with three input fields: 'First, name your monitor' (containing 'My Monitor'), 'Enter a URL and we'll generate a script for you automatically' (containing 'http://example.com'), and 'Add a validation string to look for in the response (optional)' (containing 'Welcome to My Site'). There is a '+ Advanced Options' link. Step 3 is 'Select monitoring locations' with three columns of checkboxes. The first column is 'All public locations' with options for Africa (Cape Town, ZA), Europe (Dublin, IE; Frankfurt, DE), North America (Columbus, OH, USA; Montreal, Québec, CA; Portland, OR, USA; San Francisco, CA, USA; Washington, DC, USA), and Asia (Hong Kong, HK; Manama, BH). The second column is 'All private locations' with a section for 'PRIVATE LOCATIONS' containing 'Andrew-Node-Mongo-Pl', 'SethsBullshit', 'Squid SSL Test', and 'smellerTest'.

Ping Monitor: Are the simplest type of monitor. They simply check to see if an application is online. The synthetic ping monitor uses a simple Java HTTP client to make requests to your site.

Simple browser monitors: Are essentially are simple, pre-built scripted browser monitors. They make a request to your site using an instance of Google Chrome.

Abre uma página e acabou. Usa o chrome driver pra rodar. Mostra todas dependencias da página, todas as imagens.

Scripted browser monitors: Are used for more sophisticated, customized monitoring. You can create a custom script that navigates your website, takes specific actions, and ensures specific resources are present. Mais complexo, muda de página e etc.

Requer um pouco de programação.

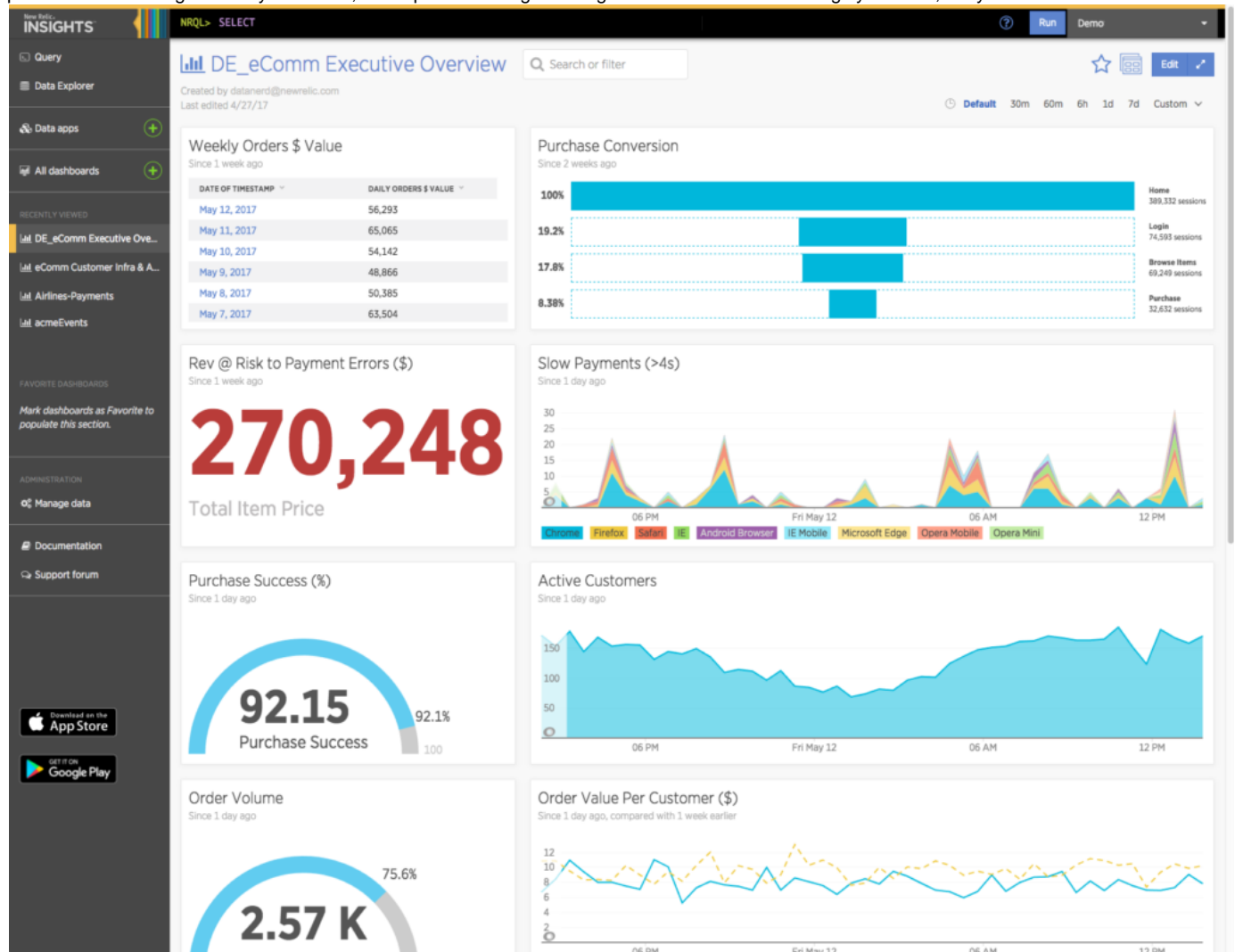
API tests: Are used to monitor your API endpoints. This can ensure that your app server works in addition to your website. New Relic uses the `http-request` module internally to make HTTP calls to your endpoint and validate the results.

Testar sua api. Faz chamadas de get/post.

Insights

É o antigo new relic database. Banco de dado criado em json.

[New Relic Insights](#) is your key to unlocking the full value and potential within all of this data. Insights doesn't just collect and manage data; it performs a wide range of analytical tasks, and it presents insights using visualizations and other highly intuitive, easy to use tools.



AI (Applied Intelligence)

DevOps is All About Fast Response

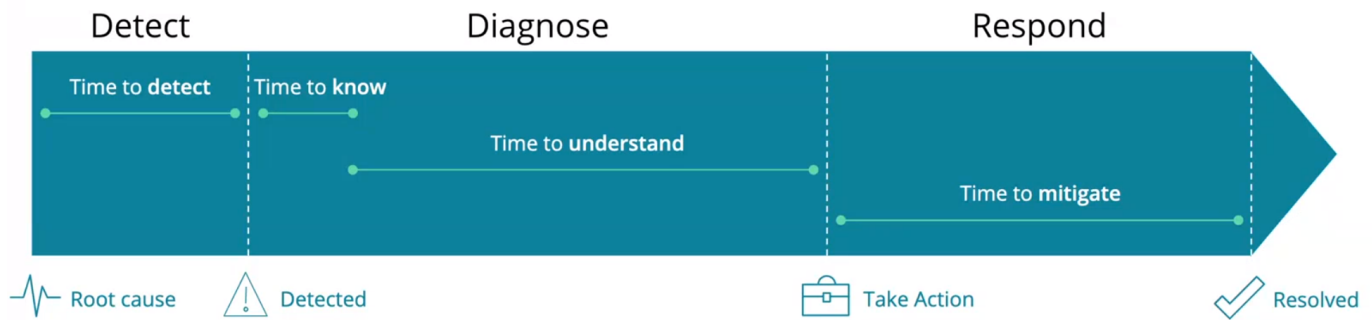
On-call teams need to... So they can...

Detect an issue and

Understand the problem and

Isolate the source quickly

Resolve it faster



Alert Fatigue Is Real

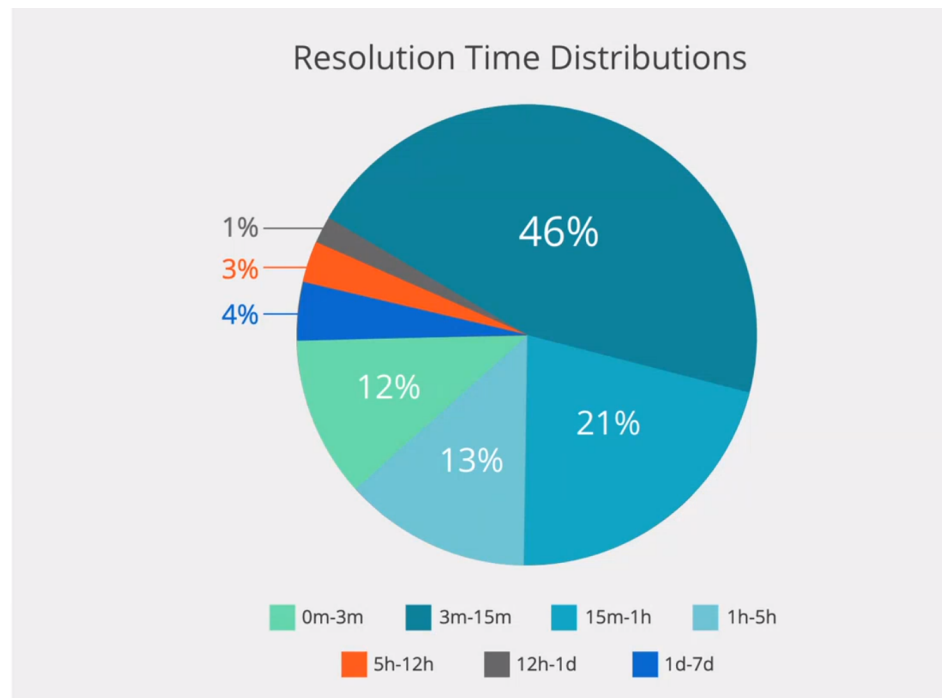
500+ Integrations

2,200 Services

8,800 Incidents (per day)

40% Low urgency

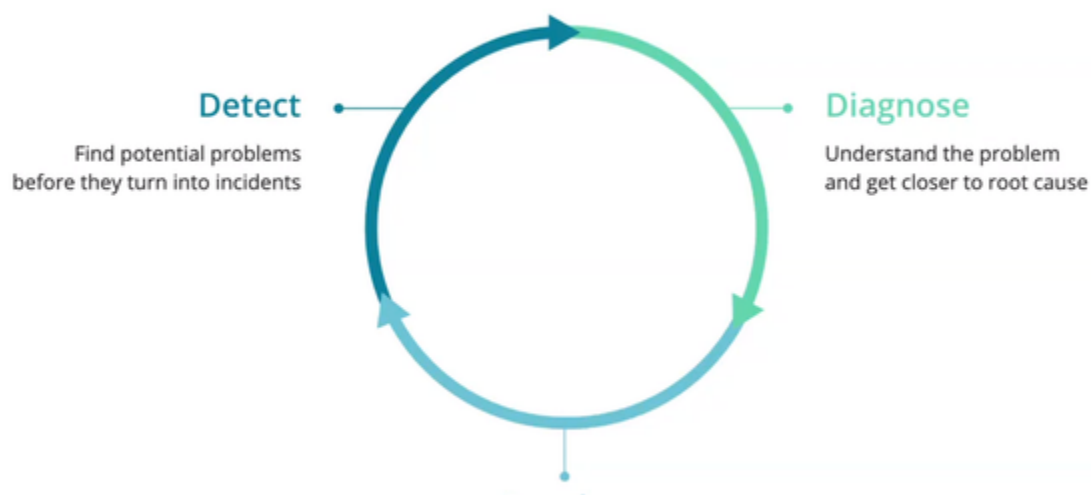
25 Avg pages/day
for each user



Tendo em vista esse cenário de fadiga de alertas, a inteligência artificial pode ajudar na detecção de problemas reais.

Como o AIOps ajuda?

How Does AIOps Help?



Resolve

Take action to fix
the problem

O aiops permite criar uma correlação entre alertas.

Política Alerta

Problema viola politica que aciona o alarme

Outra Fonte - Dashboard

Fonte: <https://www.youtube.com/watch?v=EGMacfyuA9w>

Da uma ideia geral do que cada parte do dashboard significa.

Alert Best Practices

Fonte: <https://www.youtube.com/watch?v=EvG8h3yGapA>

Creating Policy:

Name: your org - your team - app name - enviroment

Playlist - https://www.youtube.com/playlist?list=PLmhYj7JI81JHVUZvGmDthWZ0AqqkMsP_p

NRQL

