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;

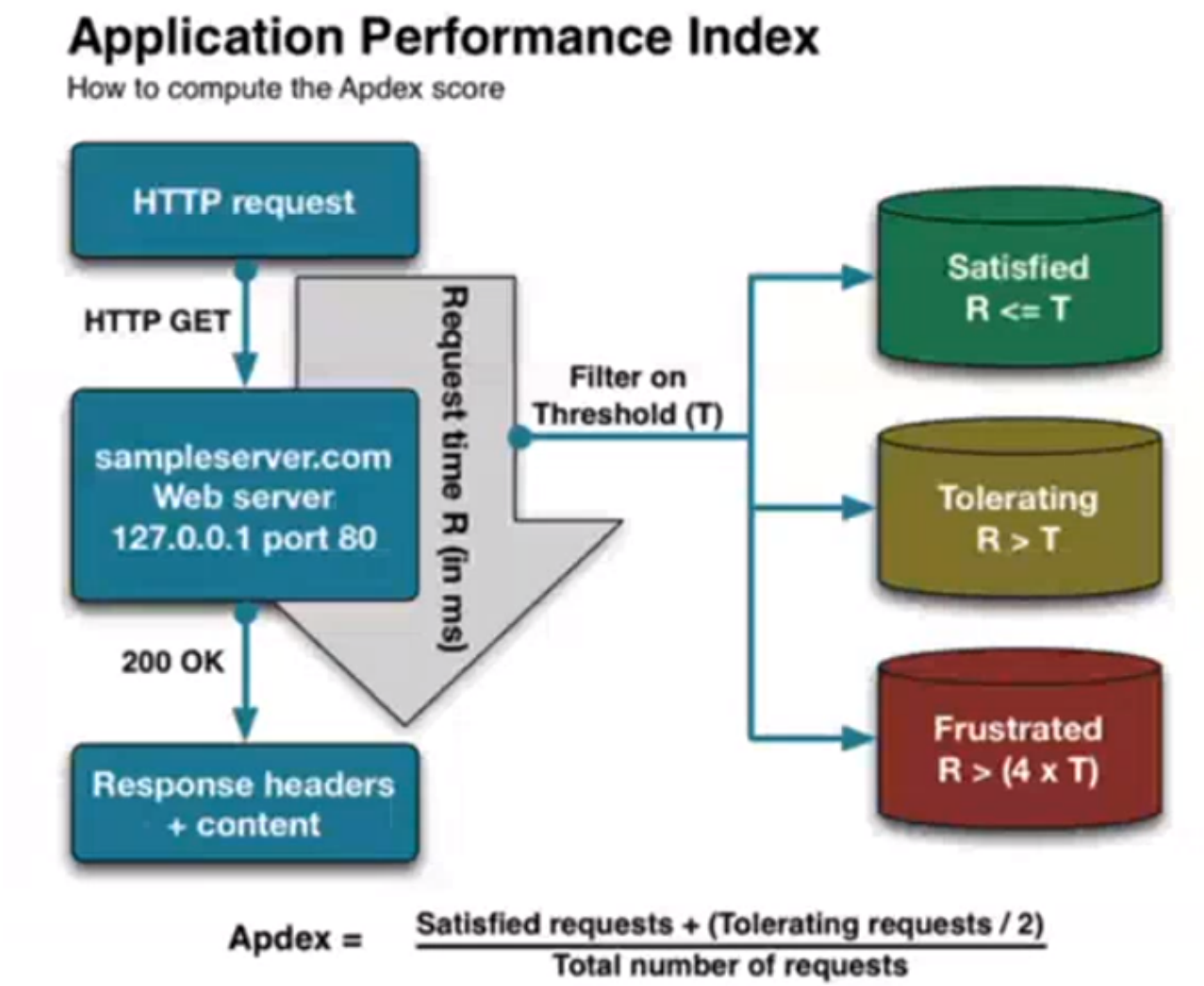
Threshold: Critical level settings that will trigger a Violation;

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



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

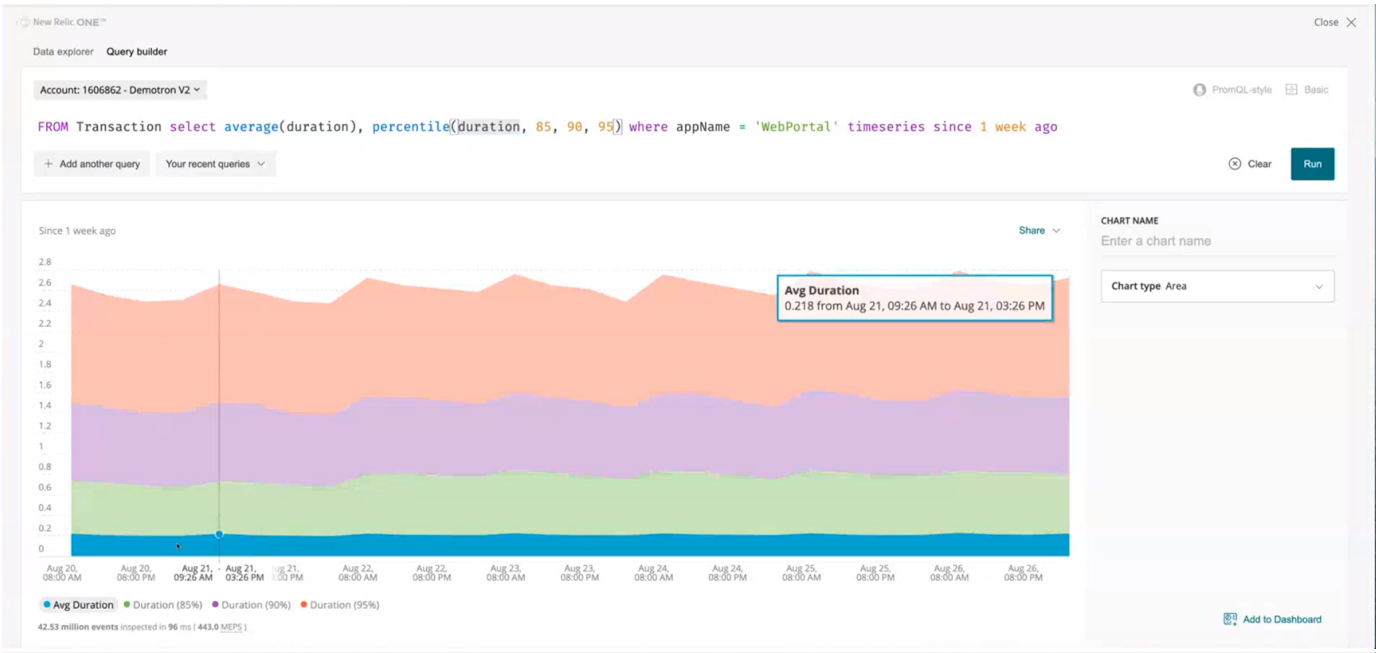
Varia de 0 a 1, sendo 1 o melhor.

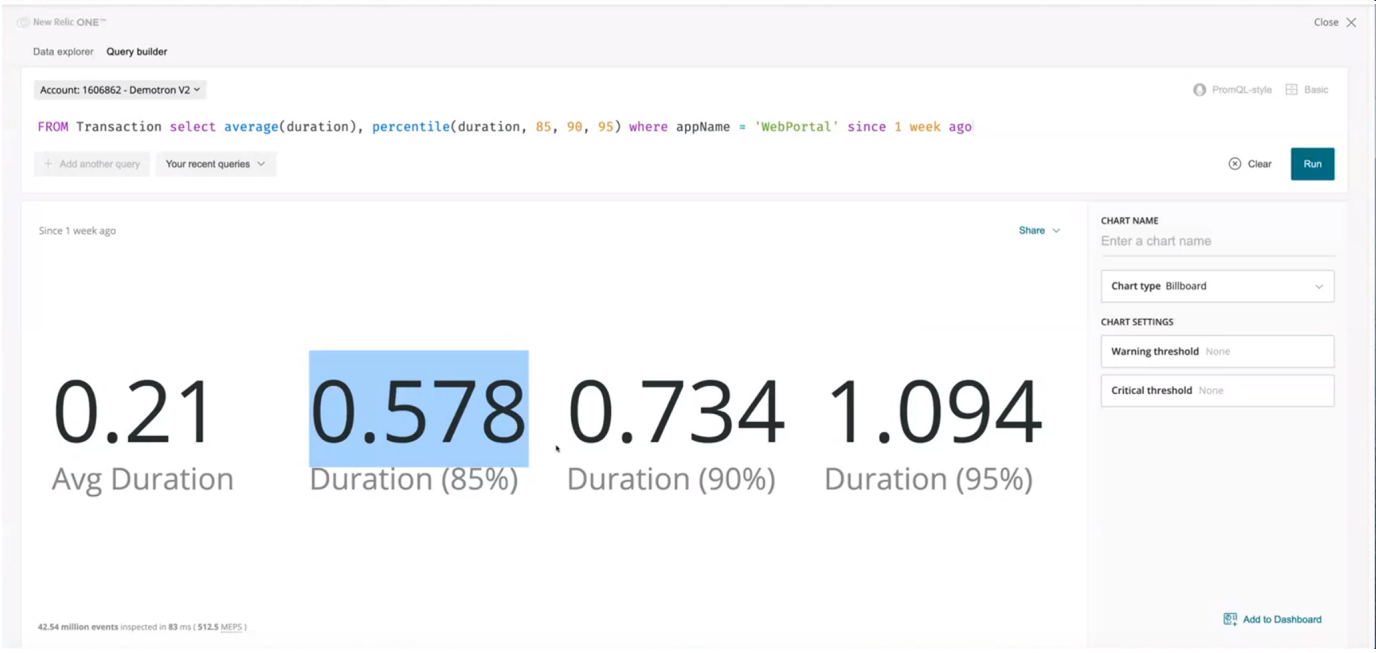
Dicas do ajuste:

- 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. Aplication Runtime
4. Quality
5. User Experience
6. User Story

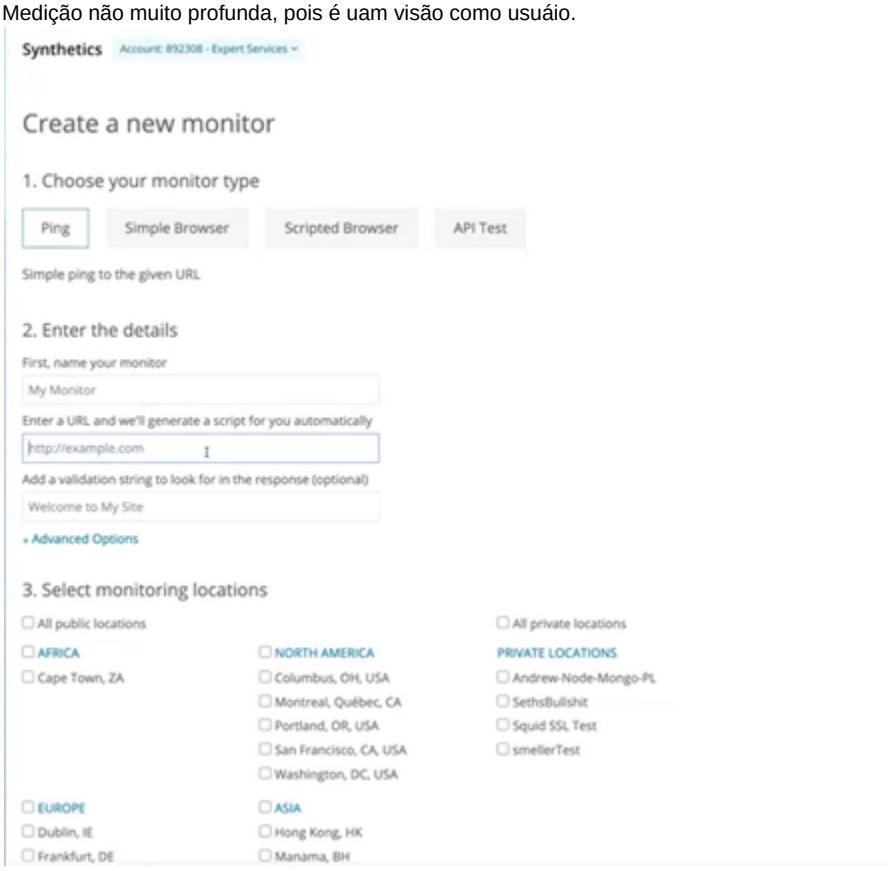
Synthetics

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 uam visão como usuáio.



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.

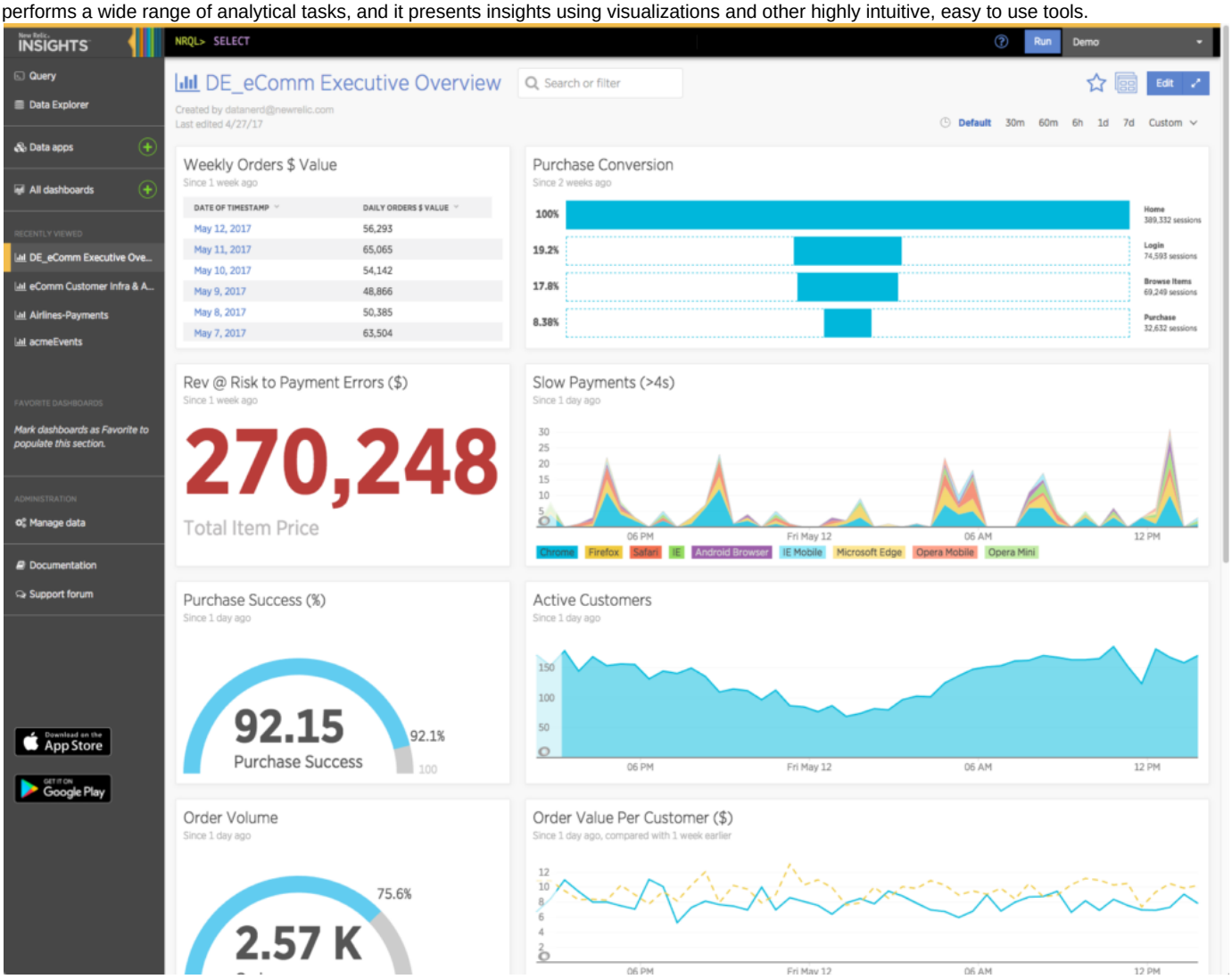
API tests: Are used to monitor your API endpoints. This can ensure that your app server works in addition to your website. New Relic uses the `http-request` module internally to make HTTP calls to your endpoint and validate the results.

Testar sua api. Faz chamadas de get/post.

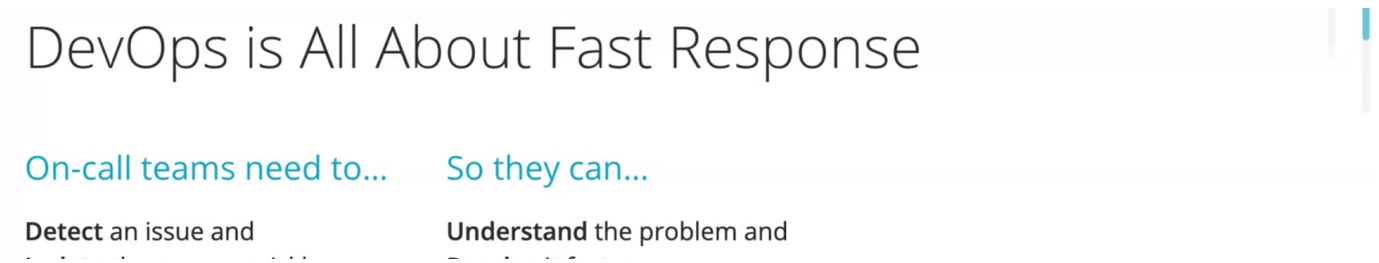
Insights

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

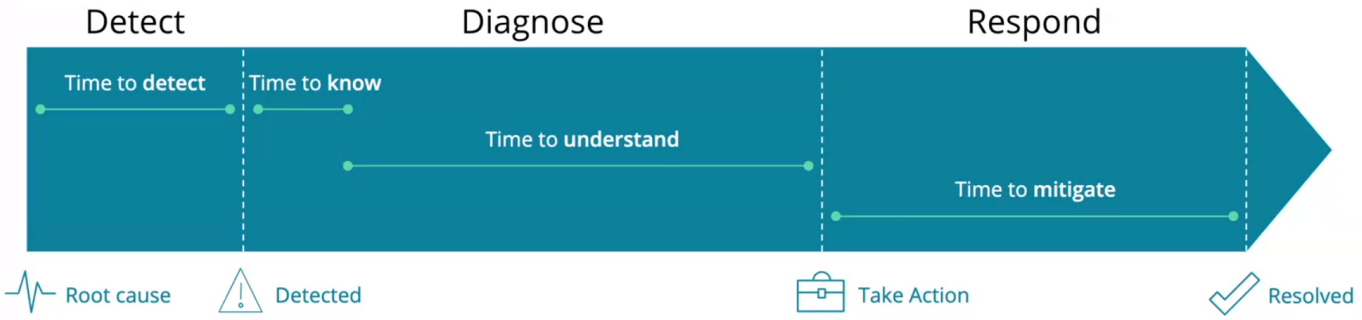
New Relic Insights is your key to unlocking the full value and potential within all of this data. Insights doesn't just collect and manage data; it performs a wide range of analytical tasks, and it presents insights using visualizations and other highly intuitive, easy to use tools.



AI (Applied Intelligence)



Isolate the source quickly **Resolve** it faster



Alert Fatigue Is Real

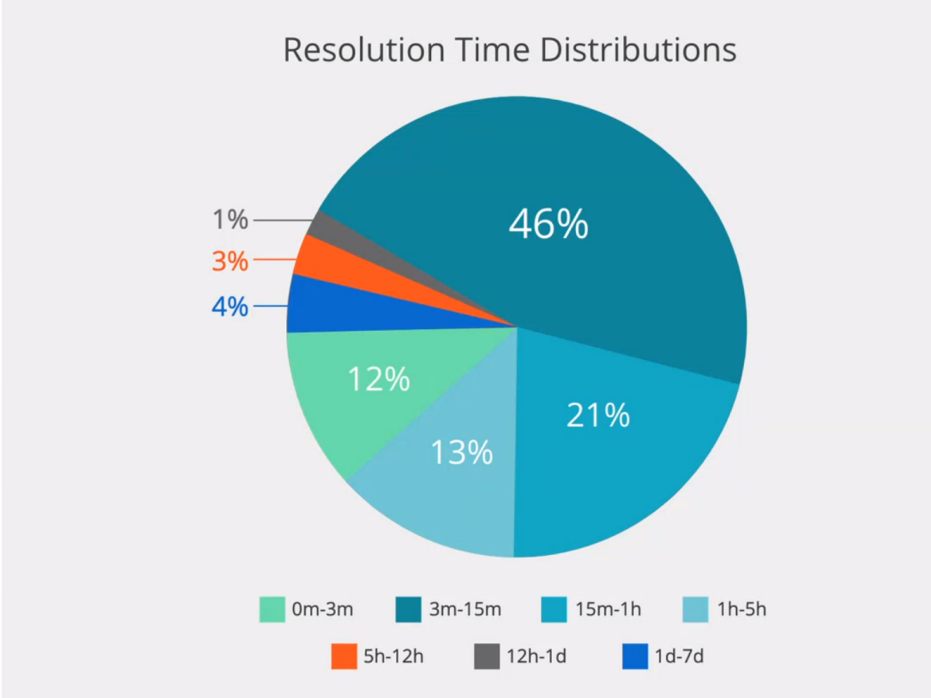
500+ Integrations

2,200 Services

8,800 Incidents (per day)

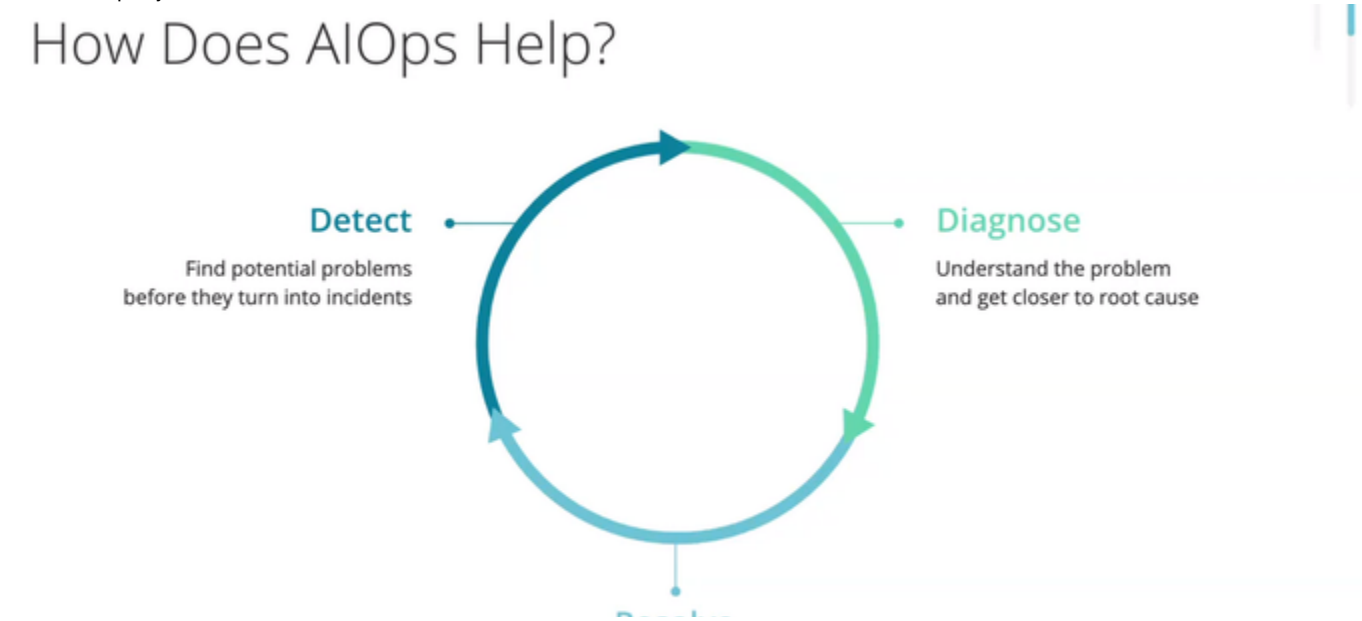
40% Low urgency

25 Avg pages/day for each user



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

Como o AIOps ajuda?



Resolve

Take action to fix the problem

O aiops permite criar uma correlação entre alertas.

Politica 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=PLmhYj7Jl81JHVUZvGmDthWZ0AqqkMsP_p

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