



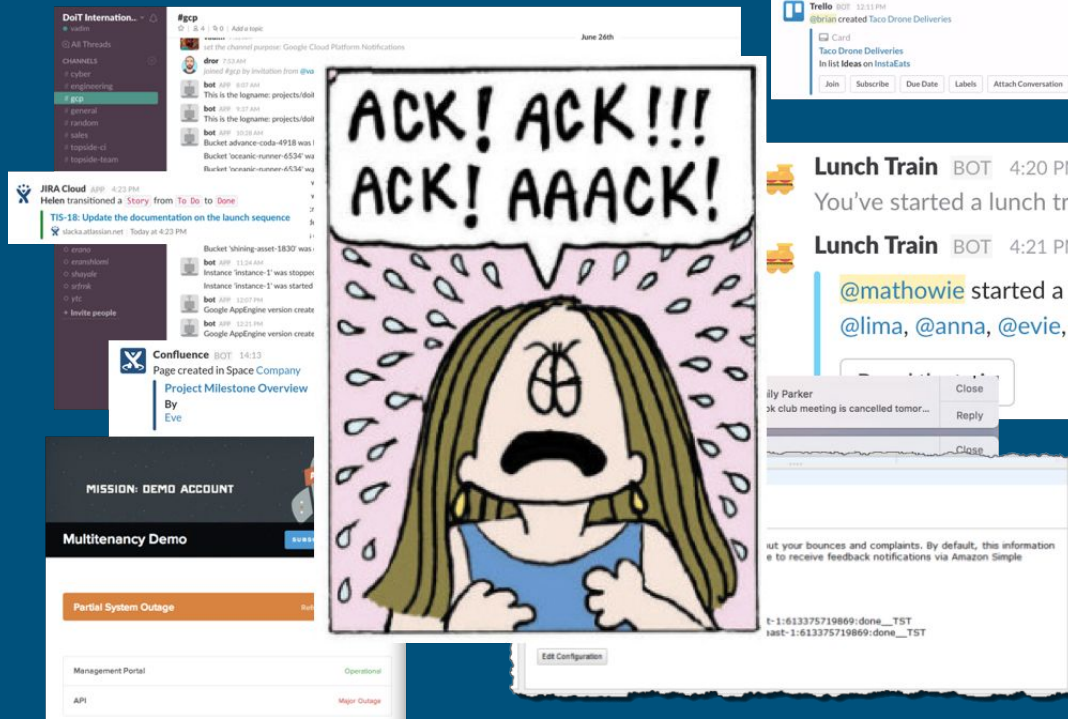
Sensory Friendly Monitoring

Keeping the noise down

 QuintessenceAnx



When we try to know everything ...



Too much noise can ...

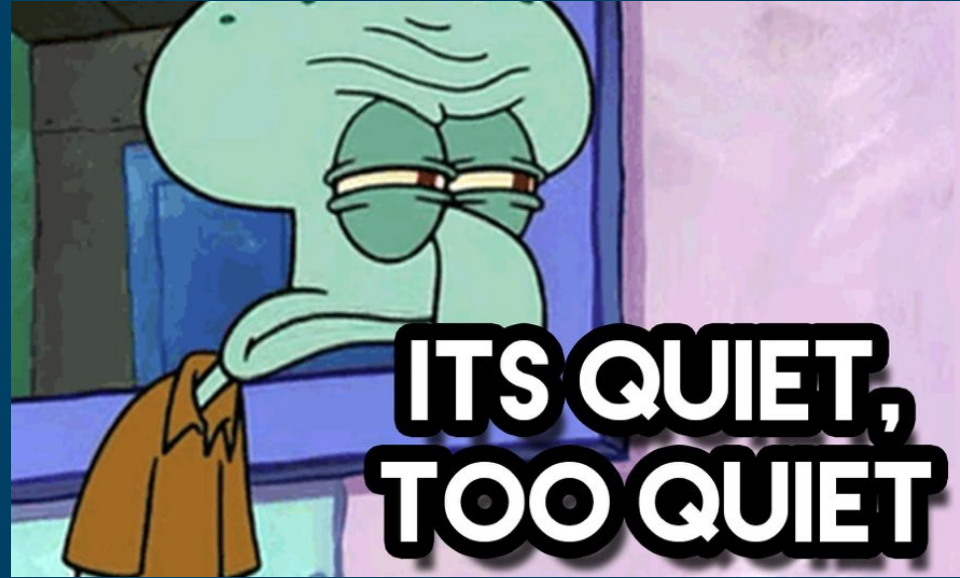
- ... bury important / high severity alerts in a sea of low priority notices
- ... cause engineering teams to start muting alarms or whole notification sources
 - ... which in turn means the people who need to be notified, aren't.



Turning the dial down too far...

...yields mistrust in the quiet,
we are hypervigilant

So we need to find a happy medium.



Updates Available
Do you want to install the updates now
or try tonight?

Install
Later

Consider: the cost of noise



Your brain on alerts: osmotic retention





PAGERDUTY

now

User 1 has published an update to incident #152: We think we've located the issue and are working on a fix now.

Time Cost



~25 minutes

(All alerts are fictional.)



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Quality cost



Multitasking Cost



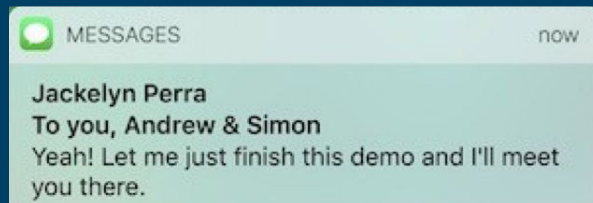
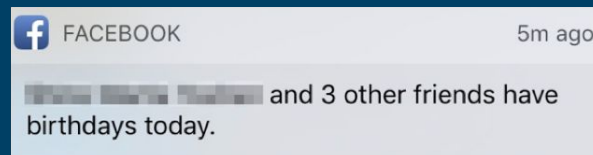
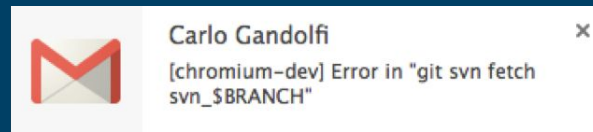
How do we reduce the noise?



Know the sources of noise



Be aware of how you contribute to your noise





Amazon Web Services
Welcome to Amazon Web Services
Amazon Web Services Welcome to Amazon...

Self induced noise

**Communicate and set boundaries
for what works for you**

(All alerts are fictional.)



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External noise

**Categorize and create workflows
around the noise**



Categorize and flow

- False negatives
- False positives
- Fragility
- Frequency (**fix** it)
- What needs to be known
- Who needs to know it
- How soon should they know
- How should they be notified



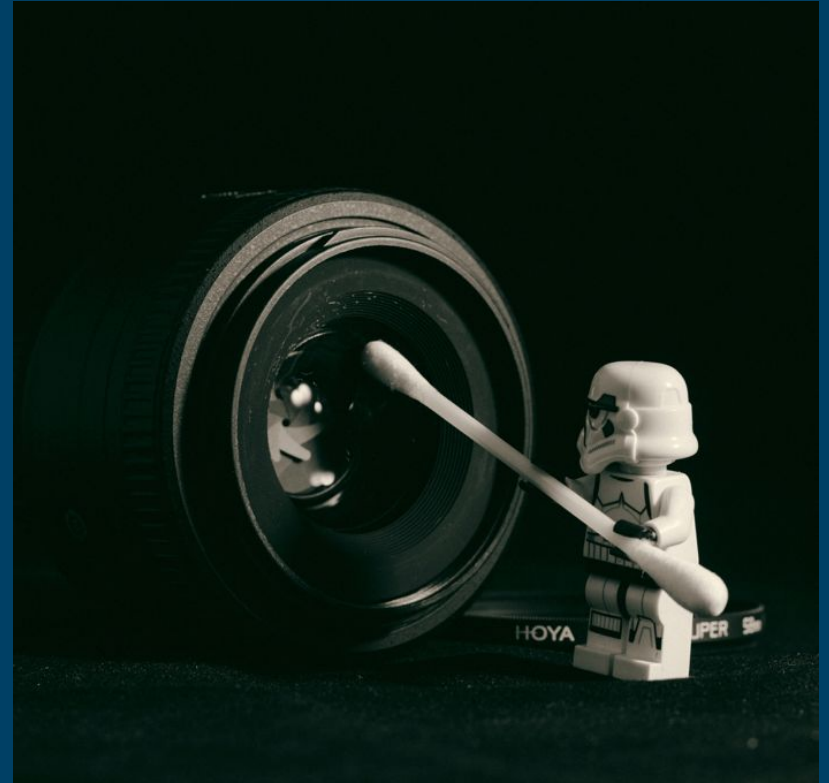


Resiliency builds trust

- How reliable are your tools and services?
- How much notification duplication is needed?
- Do you have the ability to switch alert endpoints / mechanisms in the event of a service outage?
- Do you regularly evaluate the reliability of your services?



Keep Alerts Relevant: Sprint Cleaning



Presentation available on Github

<https://github.com/quintessence/presentations>



Additional Reading

- "The Cost of Interrupted Work: More Speed and Stress" -- Gloria Mark, dept of Informatics @ UC Irvine
<https://www.ics.uci.edu/~gmark/chi08-mark.pdf>
- "Are digital distractions harming labour productivity?" -- The Economist
<https://www.economist.com/finance-and-economics/2017/12/07/are-digital-distractions-harming-labour-productivity>
- "Brief Interruptions Spawn Errors" -- Michigan State University
<https://msutoday.msu.edu/news/2013/brief-interruptions-spawn-errors/>
- "Tenets of SRE" -- Stephen Thorne, Sr Google SRE
<https://medium.com/@jerub/tenets-of-sre-8af6238ae8a8>





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Developer Advocate

