
SENSORY FRIENDLY MONITORING

Keeping the noise down

 QuintessenceAnx



APPDYNAMICS

When we try to know everything...

The collage features several overlapping notification windows:

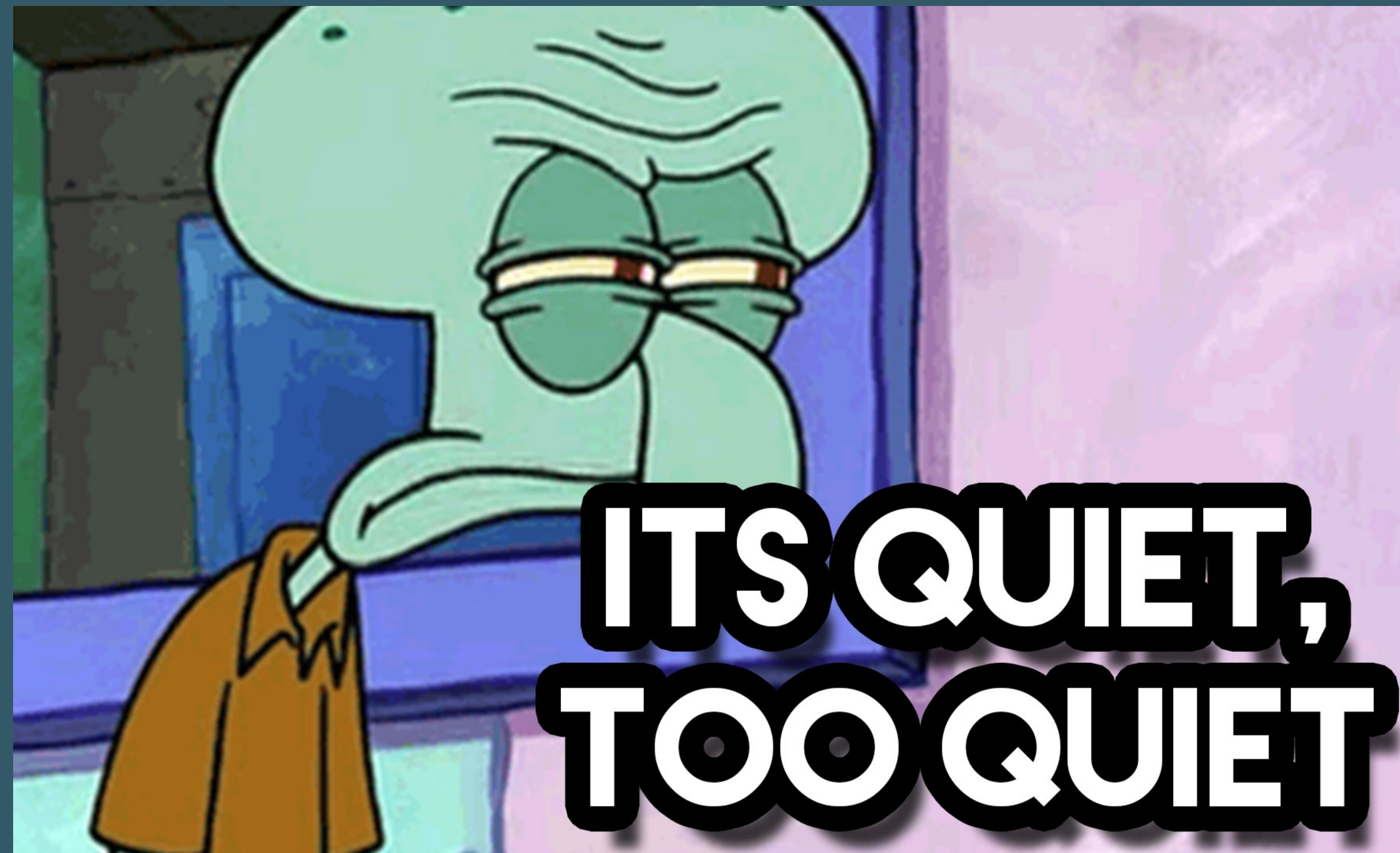
- Slack #gcp channel:** A series of bot notifications reporting lognames and bucket statuses. A user named 'dror' has also joined the channel.
- JIRA Cloud:** A notification stating 'Helen transitioned a Story from To Do to Done' with a link to 'TIS-18: Update the documentation on the launch sequence'.
- Confluence:** A notification that a page titled 'Project Milestone Overview' was created in the 'Space Company' by 'Eve'.
- System Status:** A dashboard showing 'Management Portal' as 'Operational' and 'API' as 'Major Outage'.
- Trello:** A notification from a bot stating '@brian created Taco Drone Deliveries' with options to 'Join', 'Subscribe', 'Due Date', 'Labels', and 'Attach Conversation'.
- Lunch Train:** Notifications from a bot stating 'You've started a lunch train' and '@mathowie started a...' with mentions of '@lima, @anna, @evie'.
- Other UI Elements:** A 'MISSION: DEMO ACCOUNT' header, a 'Multitenancy Demo' section, and a 'Partial System Outage' alert.

In the center of the collage is a cartoon illustration of a woman with long brown hair and a blue top, looking extremely stressed with wide, frantic eyes and a large open mouth. A speech bubble above her contains the text 'ACK! ACK!!! ACK! AAACK!' in a jagged, hand-drawn font. The background behind her is pink with white teardrop shapes, suggesting a state of panic or intense pressure.

Too much noise can...

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

Meanwhile, when we
turn the dial too far...



Let's find a happy medium.

**Consider:
the cost of noise**

Your brain on alerts



Time cost?

~25 minutes

Quality cost



Cost of multitasking



So how to reduce the noise?

Be aware, not overwhelmed

- Determine the sources of noise
- Categorize the types of noise
- Channel the noise into a productive workflow
- Create a routine to clear the clutter

Sources of noise

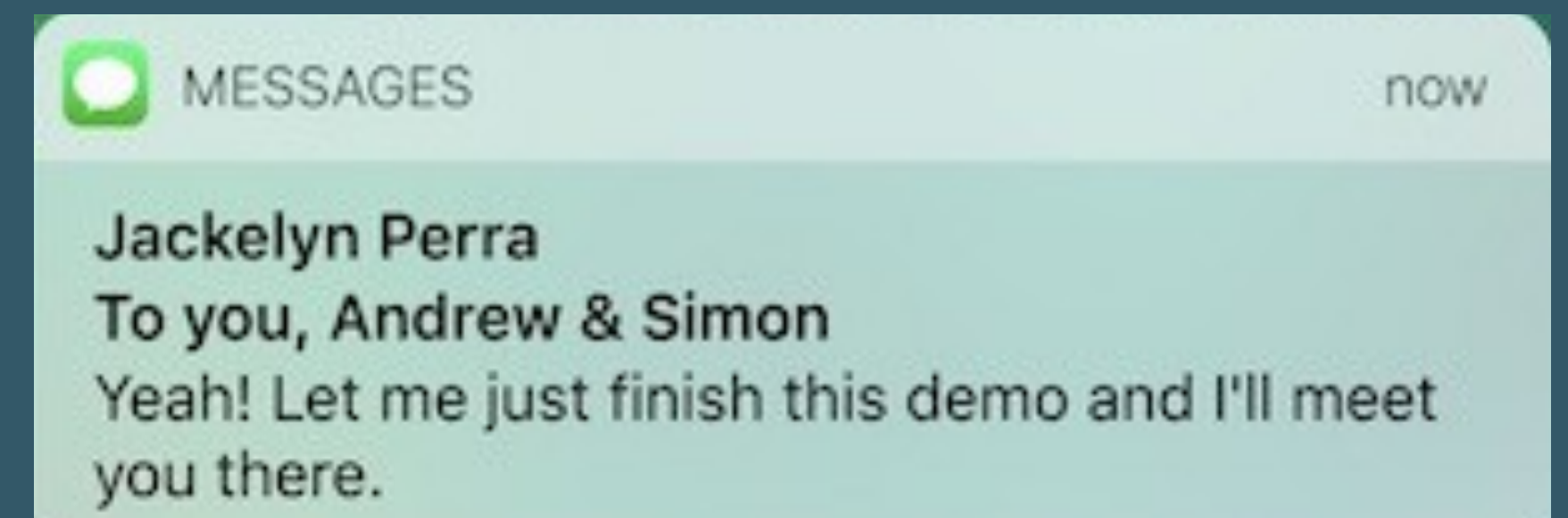
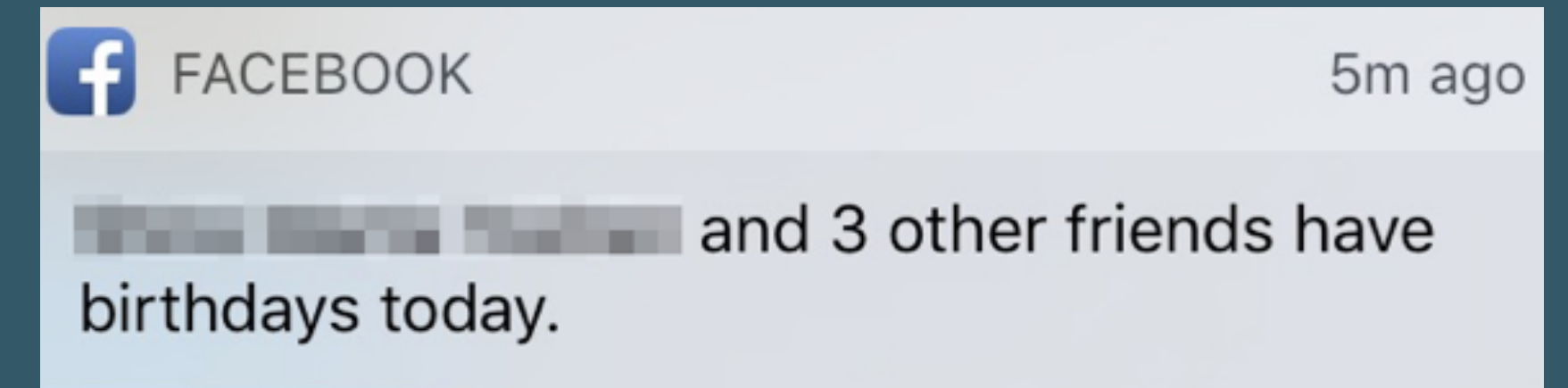
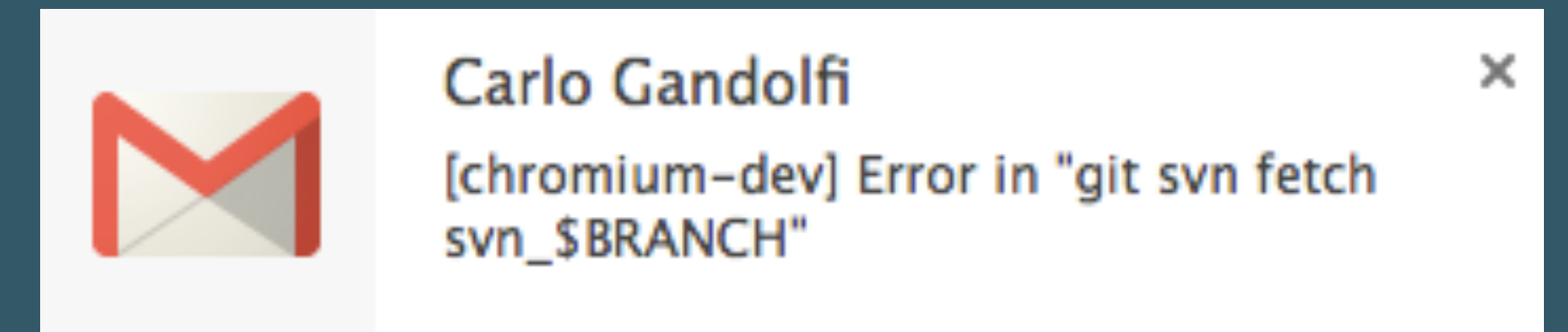


**Wait, I need to be aware of
myself?**

Absolutely.

How often do you...

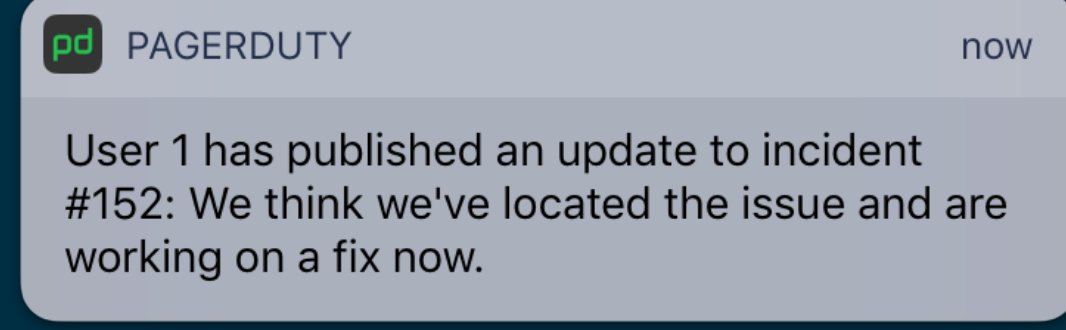
- ...check your email?
- ...check your social media?
- ...check your text messages?
- ...check your Apple / Google messages?
- ... the list goes on.



All alerts are fictional.

Communication & Boundaries

- Plan for set times to focus on your work and mute non-critical alerts
- This includes messages from friends & family
- When setting boundaries make sure your friends, family, and co-workers know what you consider to be relevant emergencies
- Set reasonable expectations for yourself and others



But what about external sources of noise?

Start categorizing your noise



- False positives
- False negatives
- Fragility
- Frequency (just fix it)

Save time: create your noise flow



- What needs to be known
- Who needs to know it
- How soon should they know
- How should they be notified

Re-Evaluate Redundancy

Know How to Add a Little
Complexity to Stop a Vacuum

a.k.a. A bad day in ChatOps

Resilient noise builds trust

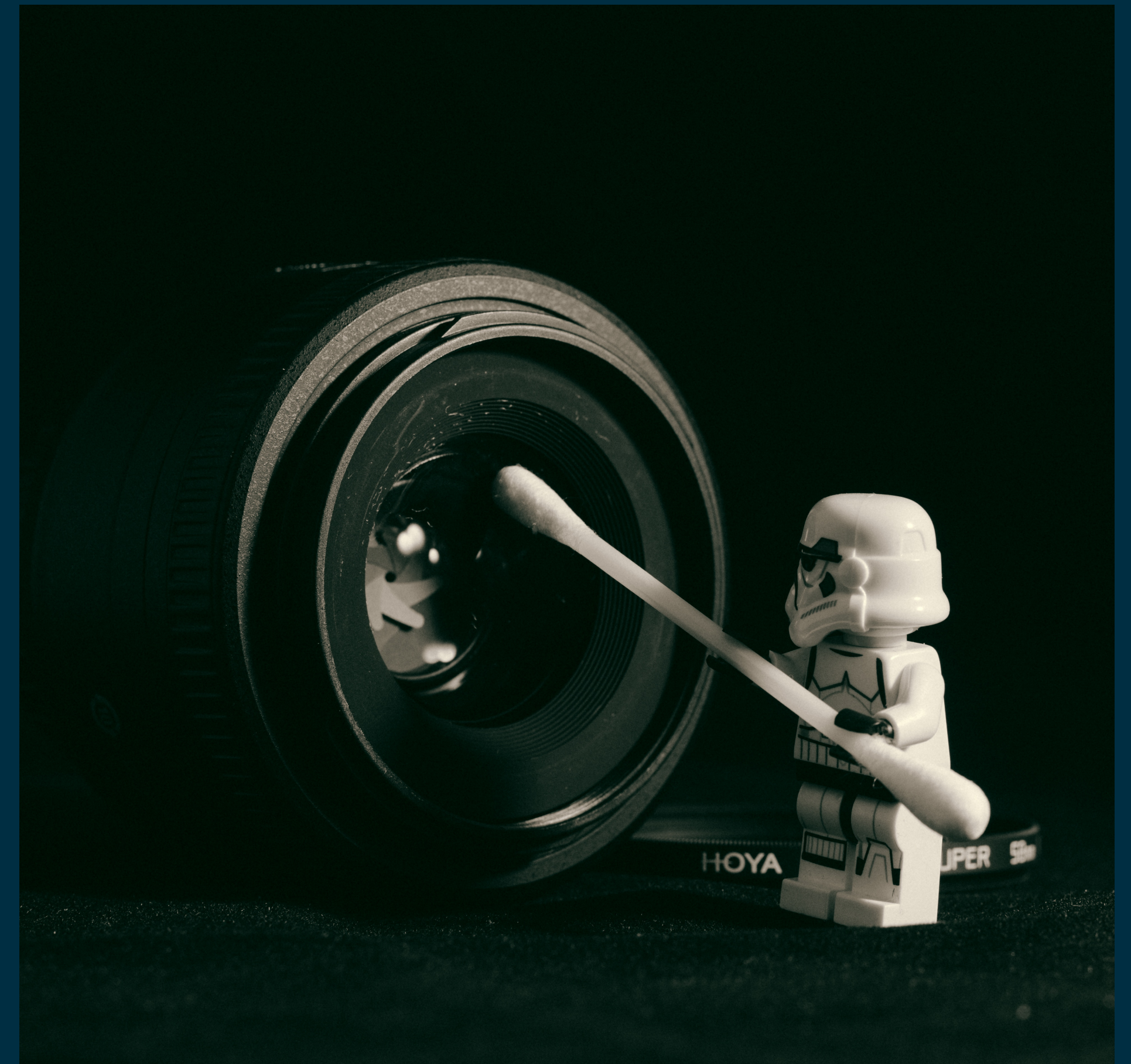
- How reliable are your tools and services?
- How much notification duplication is needed?
- Do you have the ability to switch alert endpoints in the event of a service outage?
- Do you regularly evaluate the reliability of your services (external and internal)?

All alerts are fictional.

Keep alerts relevant: Sprint Cleaning

For every alert triggered, ask:

- Was the notification needed?
- How was the incident resolved?
- Can the solution be automated?
- Is the solution permanent?
- How urgently was a solution needed?



Slides & Additional Resources Available on Notist

<https://noti.st/quintessence>

Thank you!



 QuintessenceAnx

Technical Evangelist 🥑

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