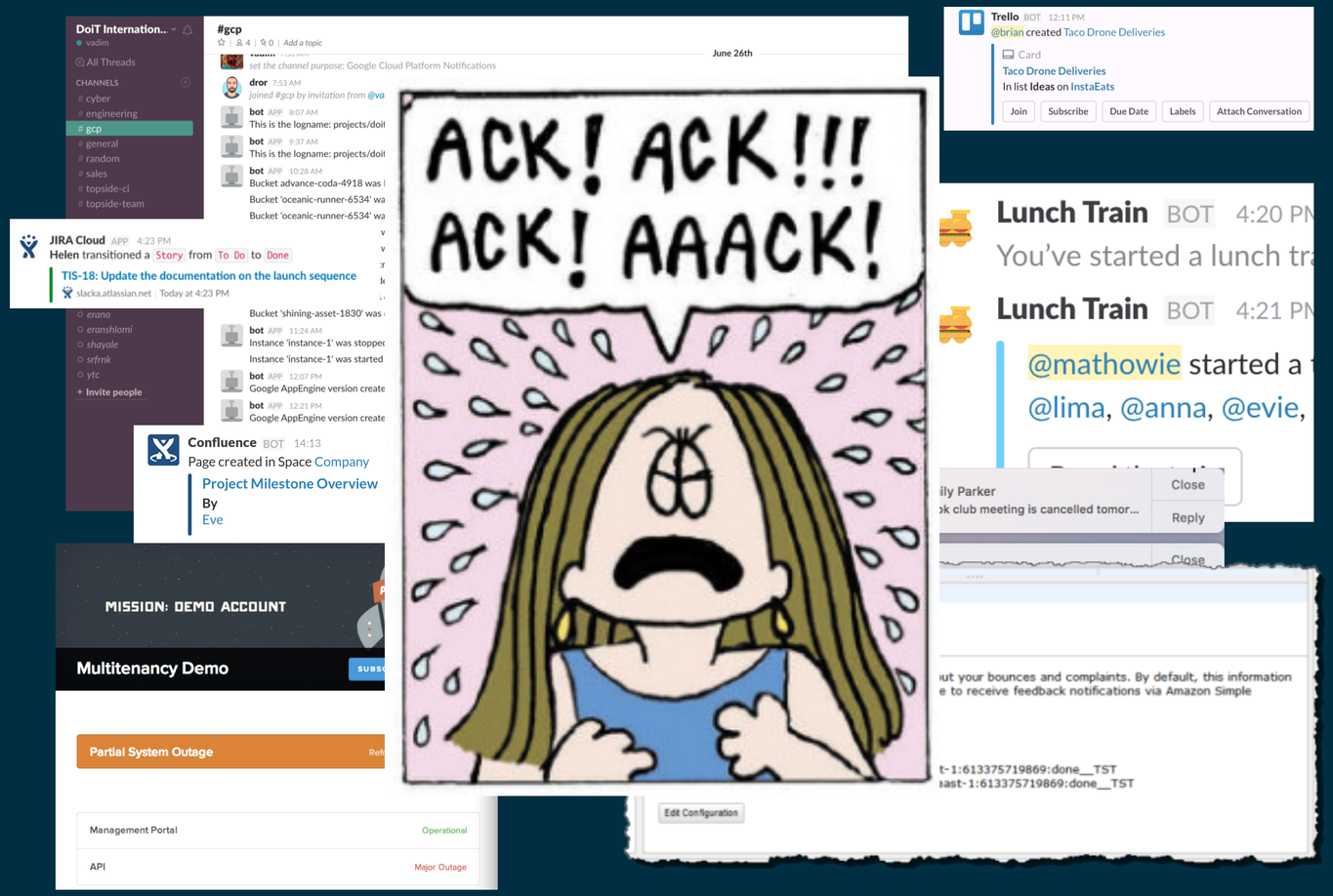
SENSORY FRIENDLY MONITORING

Keeping the noise down

QuintessenceAnx

APPDYNAMICS

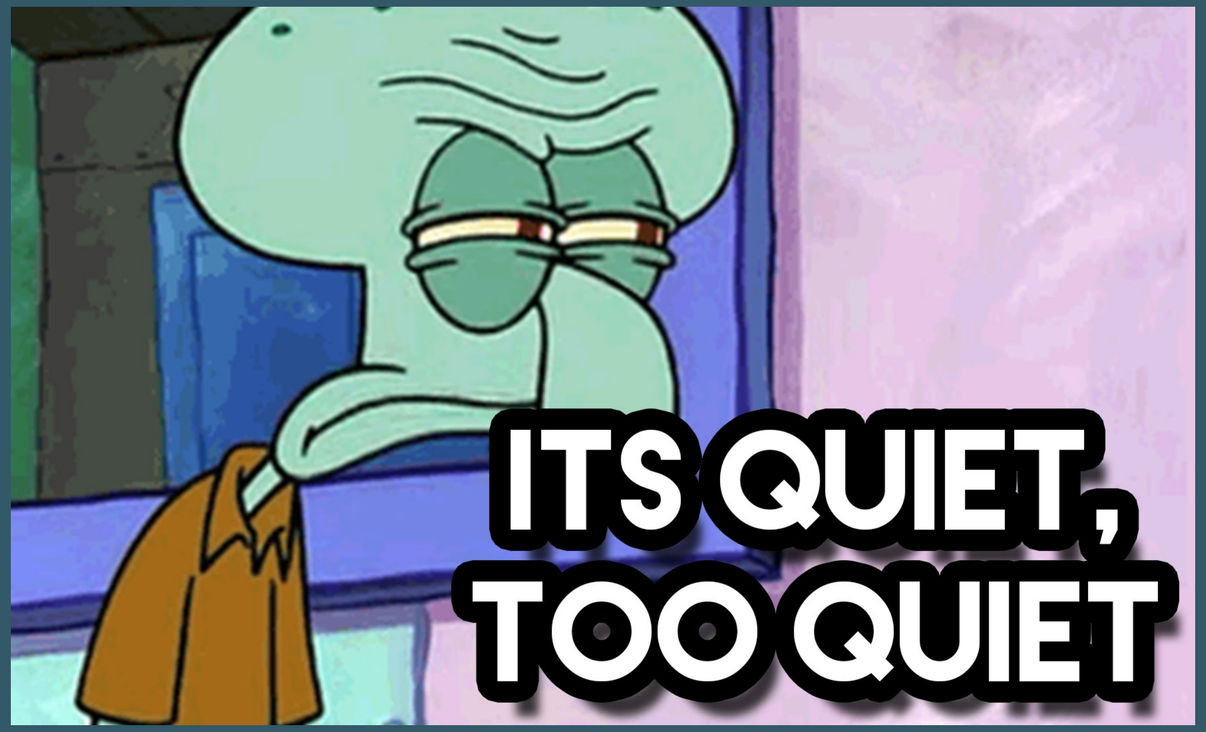
When we try to know everything...



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...



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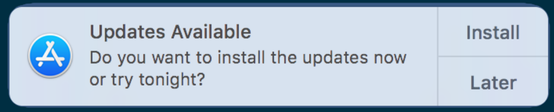

Let's find a happy medium.

All alerts are fictional.

Consider:
the cost of noise

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Your brain on alerts

Base image credit:
Dreamstime

Time cost?

~25 minutes

Quality cost

Source: Mo Selim Art Mo Selim Art Speed Challenge

Cost of multitasking

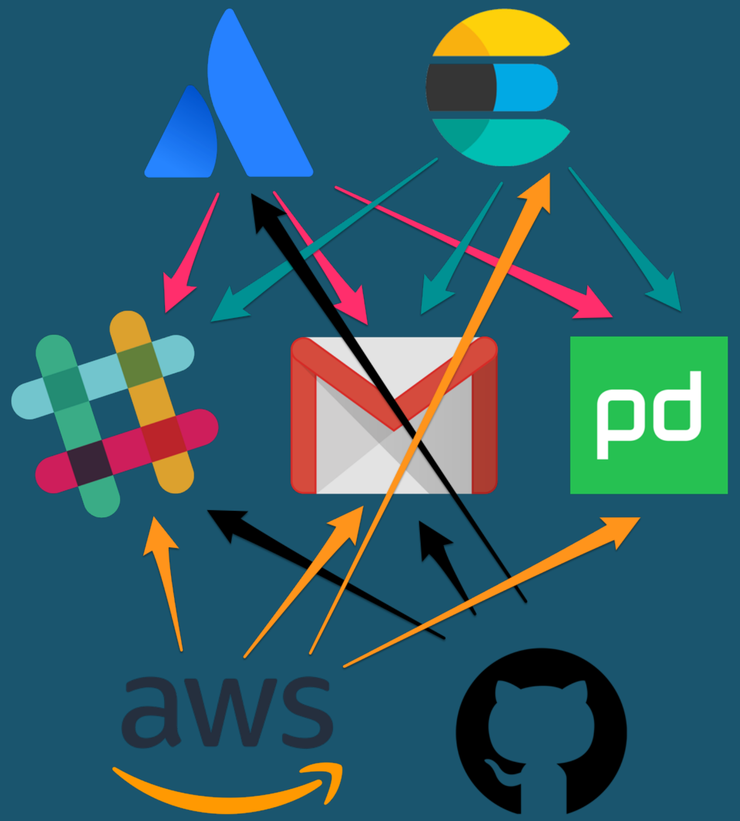
Image credit:
pngtree

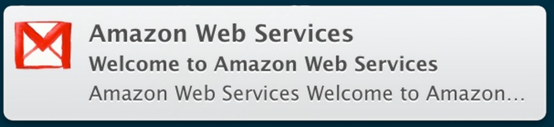
So how to reduce the noise?

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





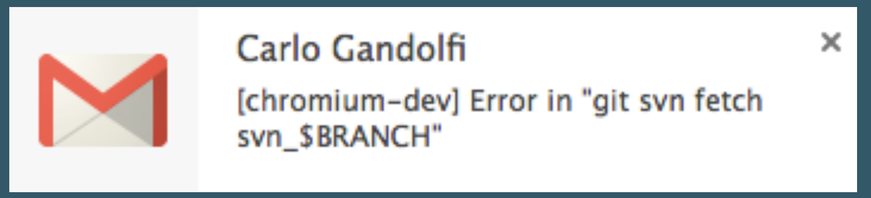
Wait, I need to be aware of myself?

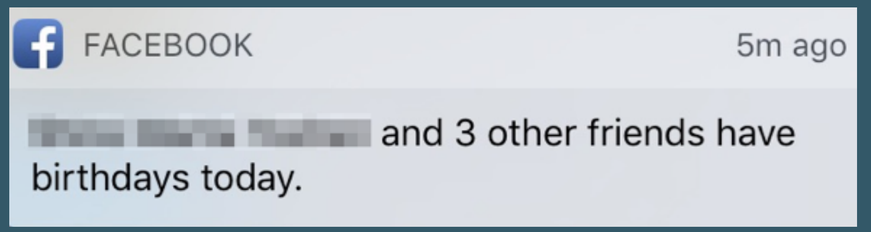
Absolutely.

All alerts are fictional.

How often do you...

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





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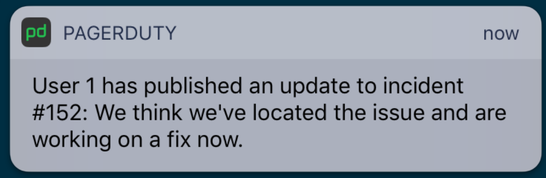
Communication & Boundaries

- 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?

All alerts are fictional.

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

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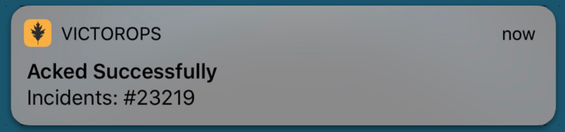
Re-Evaluate Redundancy

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?

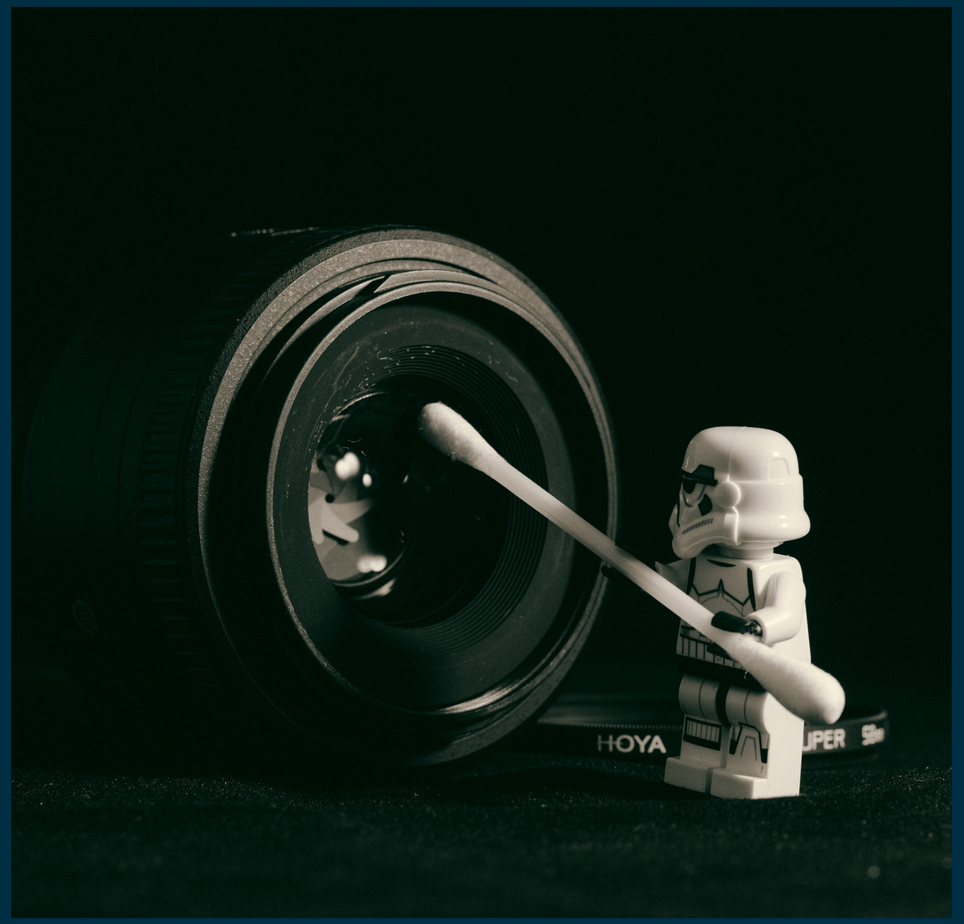


Photo by James Pond on Unsplash

Slides & Additional Resources Available on Notist

https://noti.st/quintessence

Helper Badger
the end!

Thank you!

QuintessenceAnx

Technical Evangelist 🥑

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