Modern frameworks for modern alerting

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Datadog is a monitoring and analytics platform that helps companies improve observability of their infrastructure and applications

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Endpoint foobar is unavailable

Logs

Logs

Infrastructure metrics

Logs

Infrastructure metrics

Work metrics

Logs

RUM data

Infrastructure metrics

Work metrics

Logs

RUM data

Infrastructure metrics

Resource metrics

Work metrics

Logs

RUM data

Infrastructure metrics

Resource metrics

Traces

Work metrics

Logs

RUM data

Infrastructure metrics

Resource metrics

Events in our app

Traces

Work metrics

Logs

RUM data

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Events in our app

Traces

Work metrics

AI/ML aggregated data

Logs

RUM data

Browser/UI tests

Infrastructure metrics

Resource metrics

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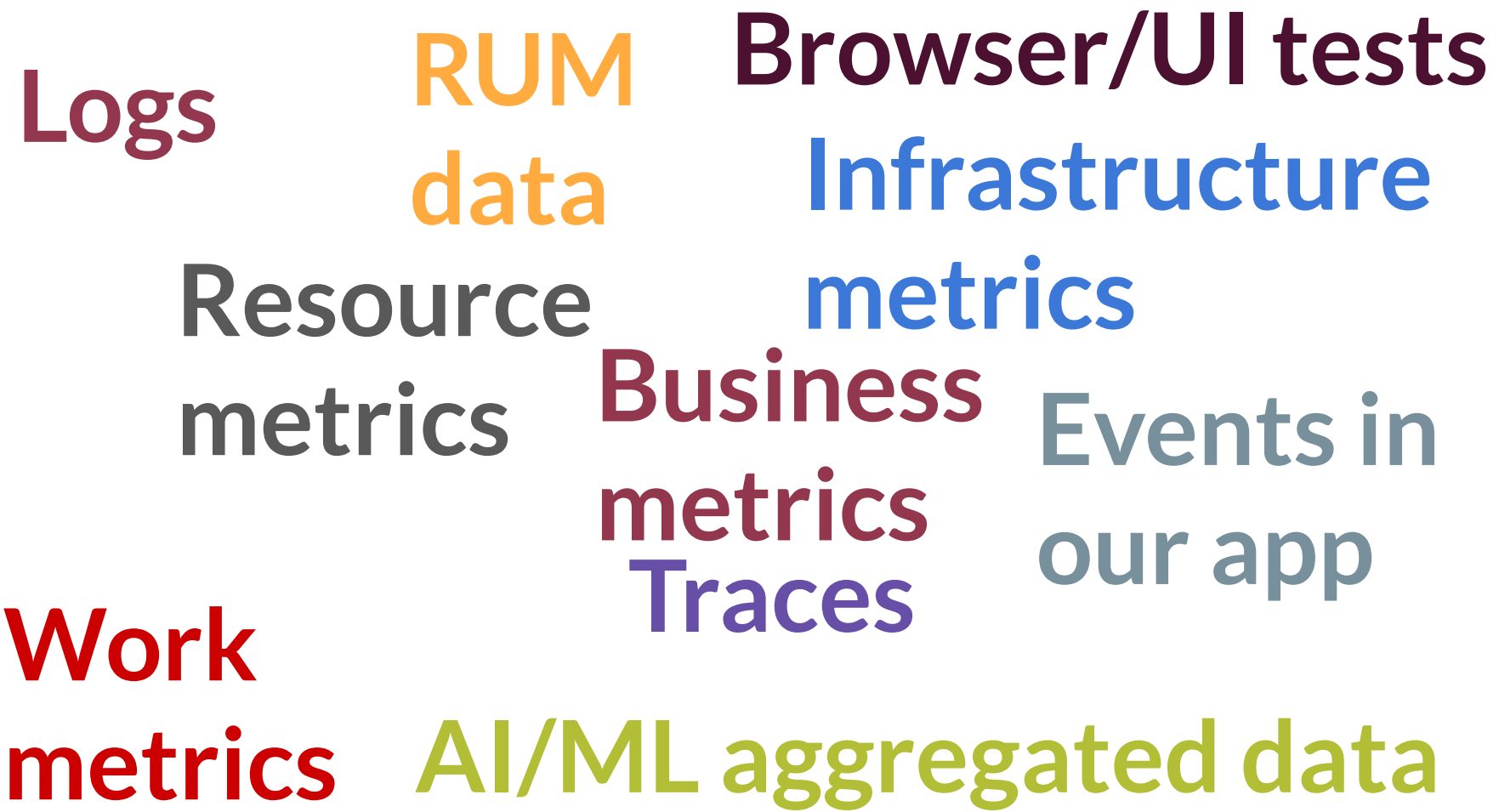
Work metrics

AI/ML aggregated data


Logs
RUM data
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Business metrics
Events in our app
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AI/ML aggregated data

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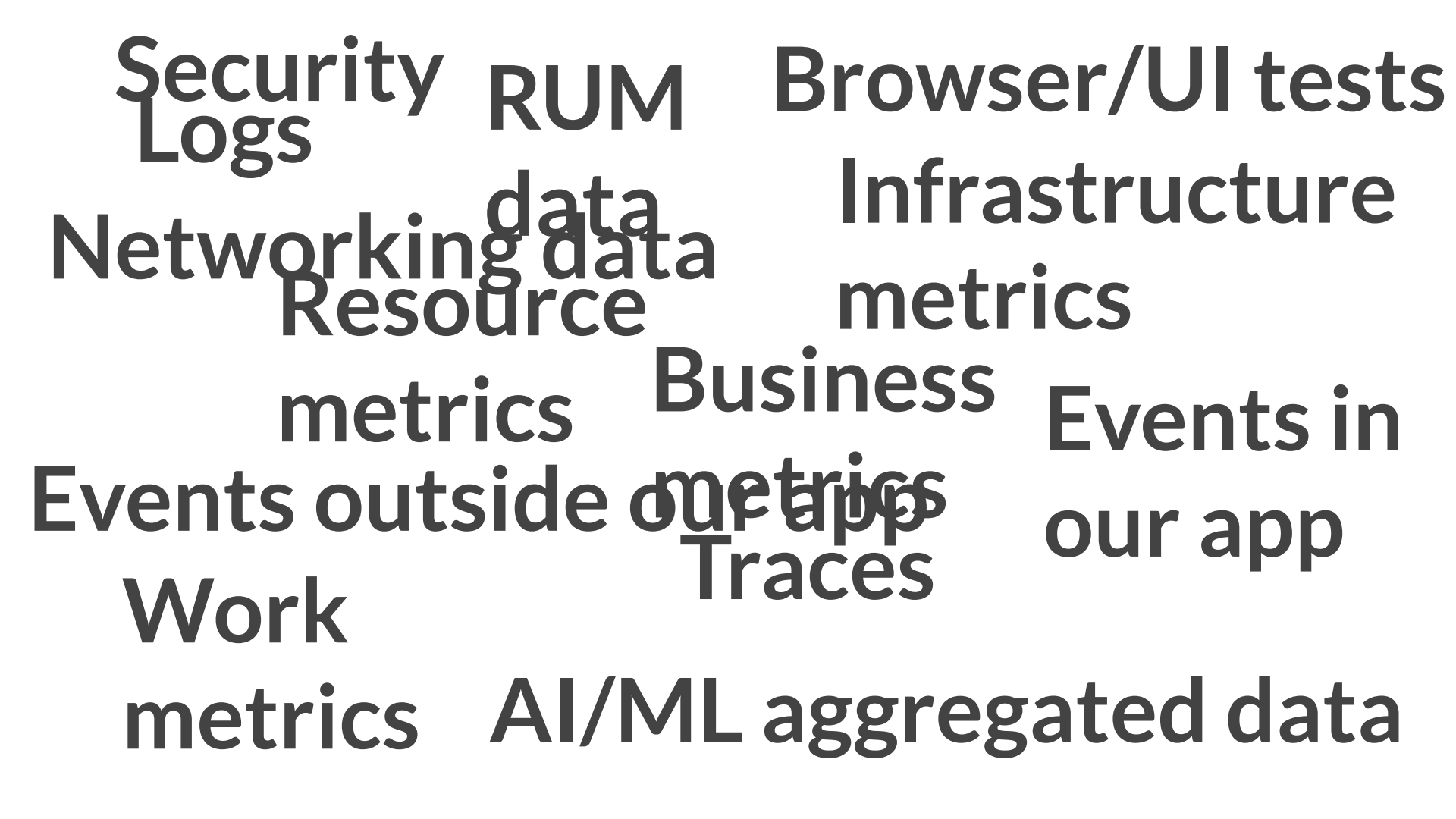
Security Logs
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FOUR
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FOUR GOLDEN

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FOUR
GOLDEN
SIGNALS

Alert

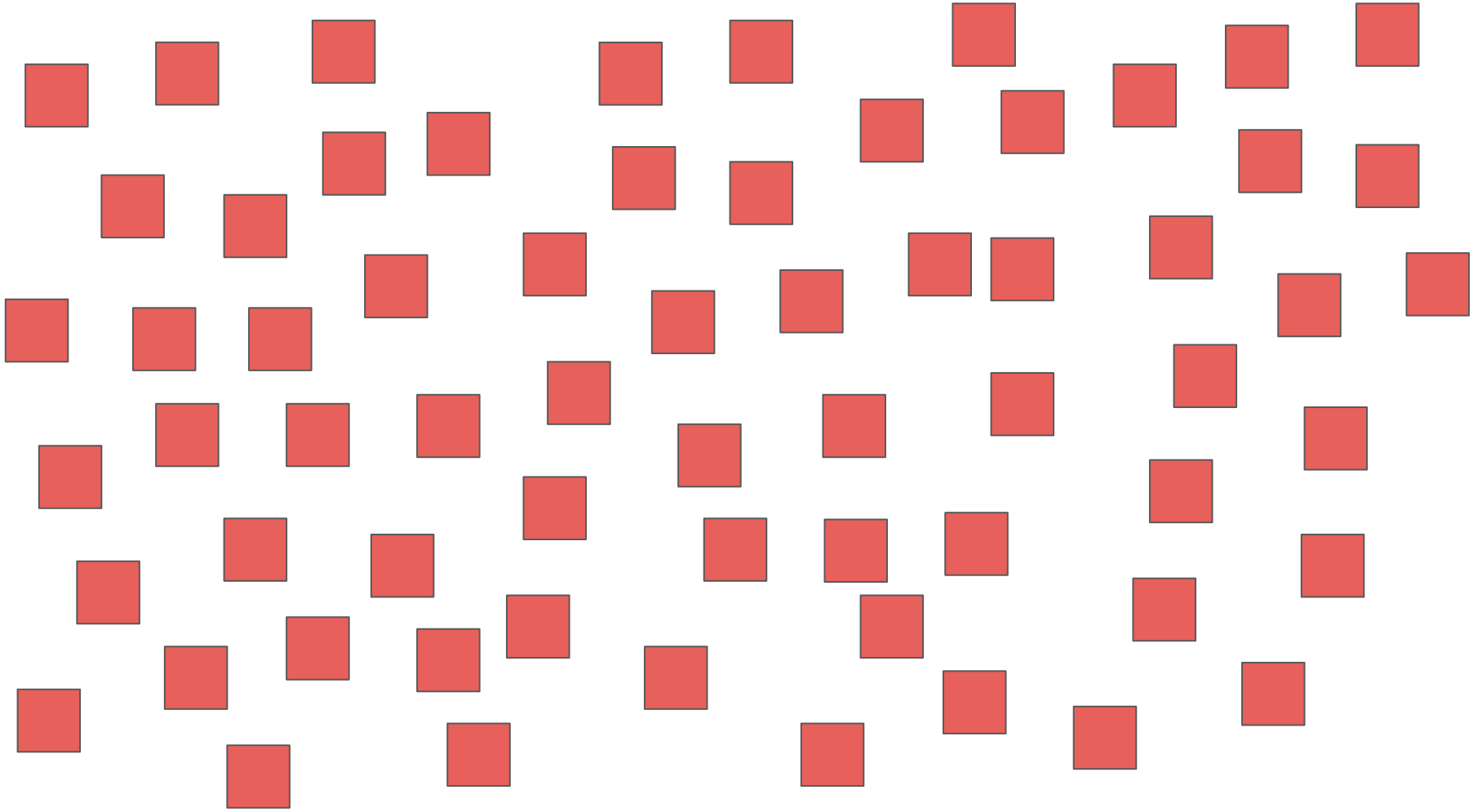
Fatigue

Information

Overload

Service **L**evel
Indicators
Objectives
Agreements

Alerts
Pages

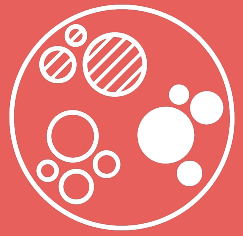


Symptoms vs. Causes

Symptom

18 % of queries are returning an error

Cause



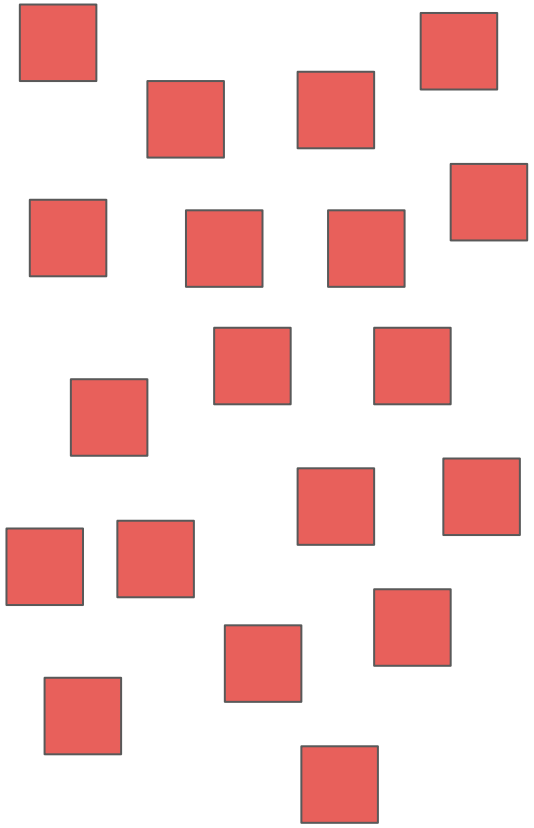
3 nodes of the cluster are down

It is so tempting to page on causes

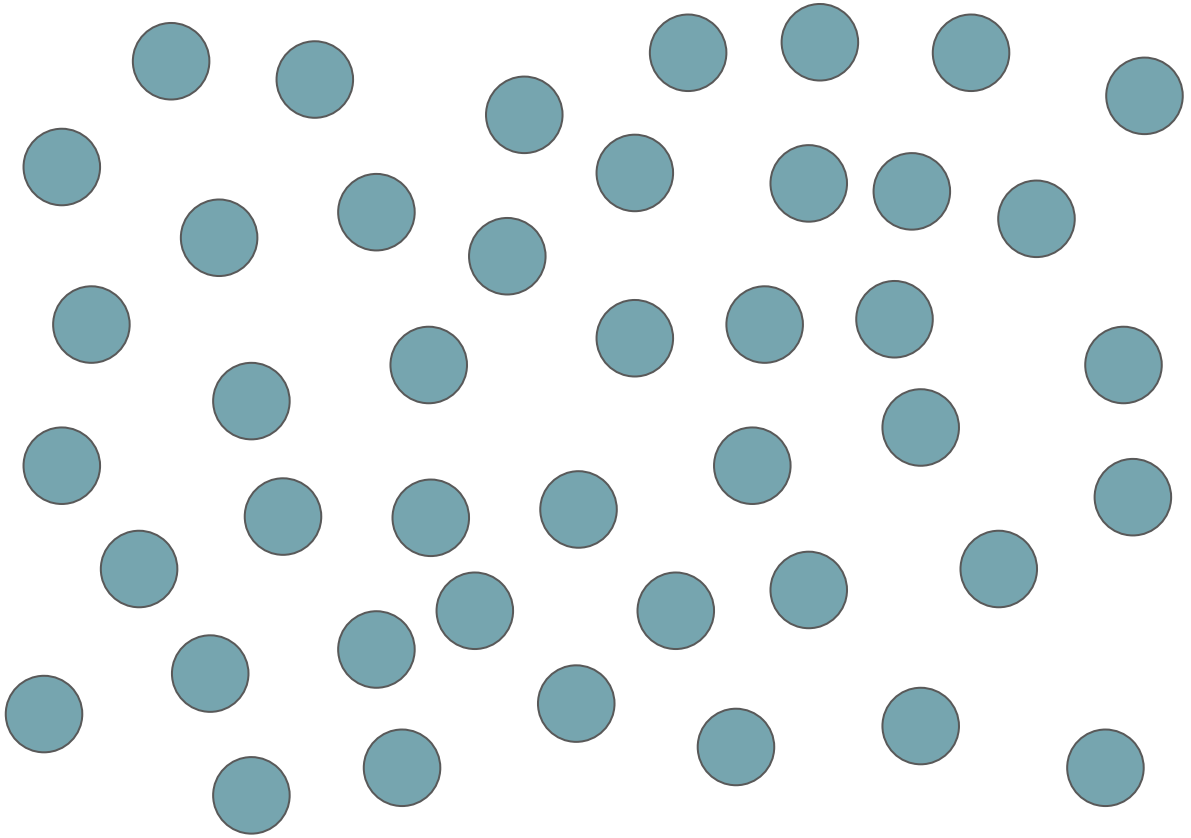
DON’T

SLAs are written based on symptoms

Symptoms

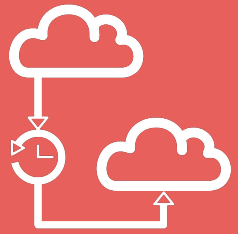


Causes

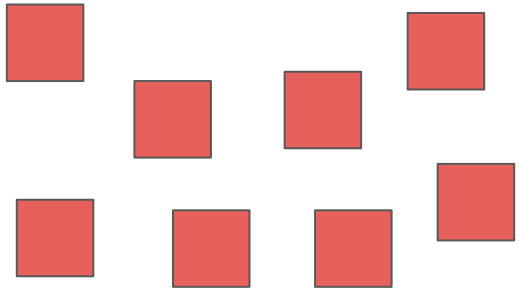


Urgency

High



p99 latency > 100ms

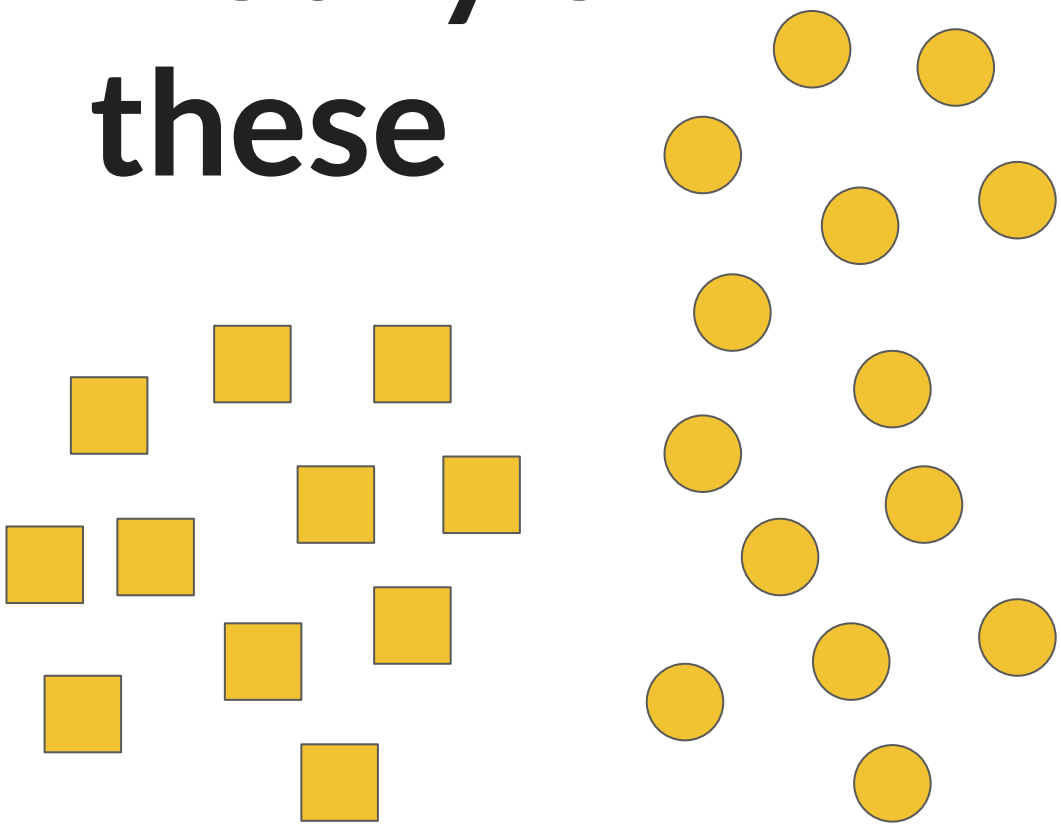


Only page on these
Related to your SLOs

Medium

1 node of the cluster is down

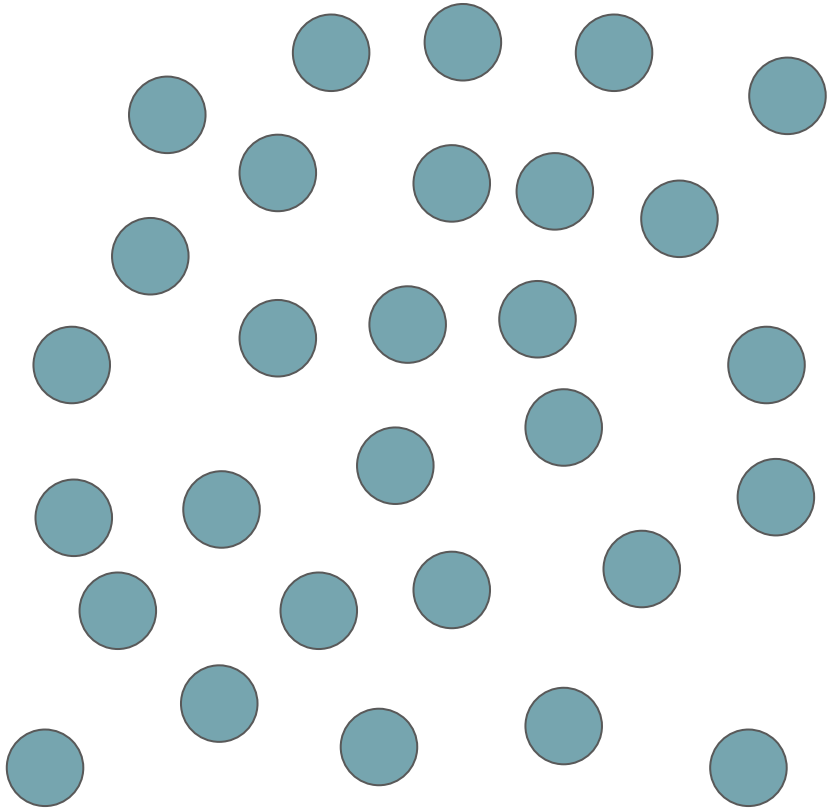
Notify on these



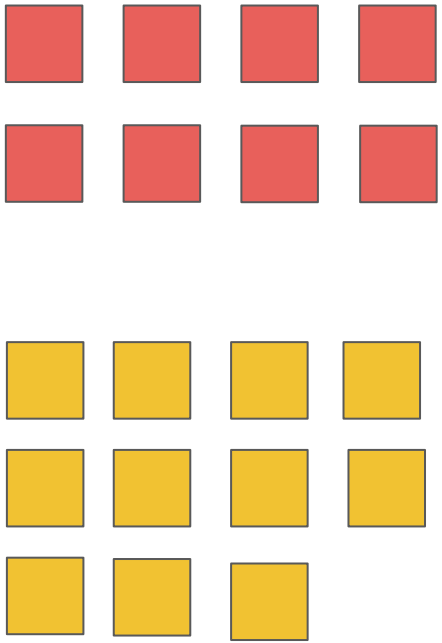
Low

Database I/O is slower than usual

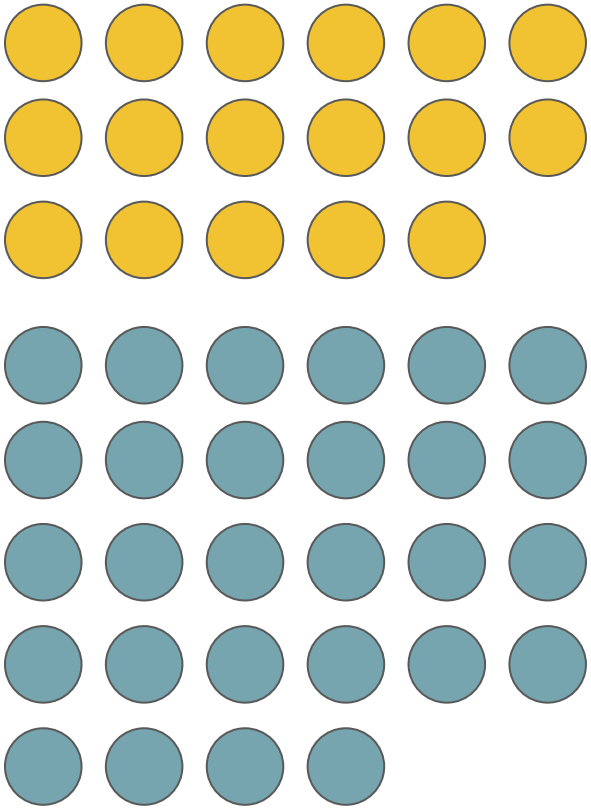
Log these



Symptoms



Causes

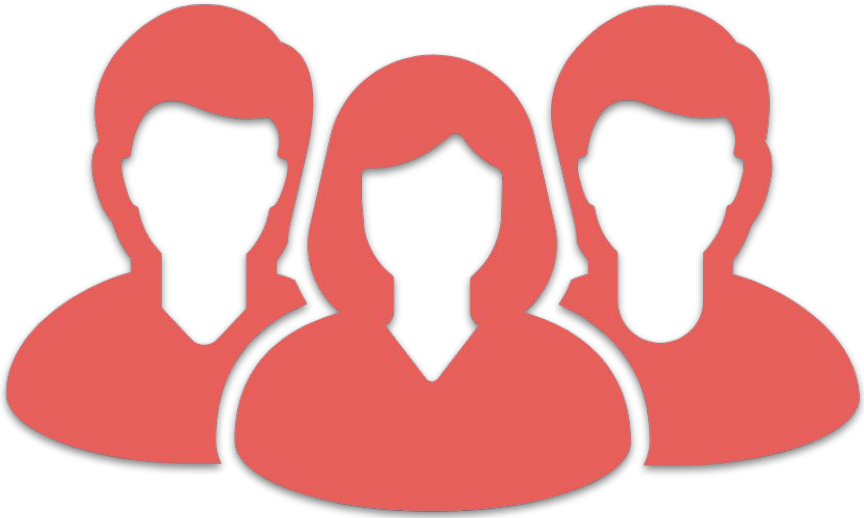


Error Budget

Urgency; but make it (error) budget

SLOs & SLAs

Alert or Page?

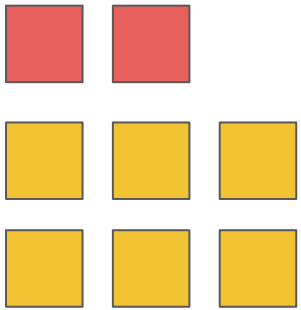


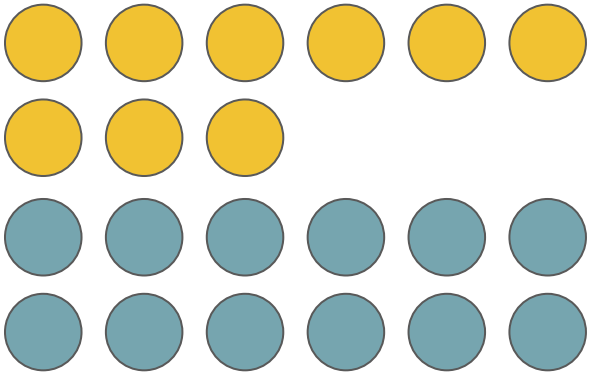
Availability vs. Accessibility

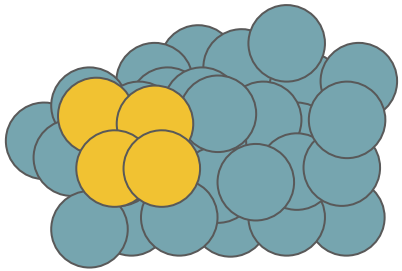
Organise data

by team

Team A







Information

Underload (?)

Thank you!

https://www.datadoghq.com

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