



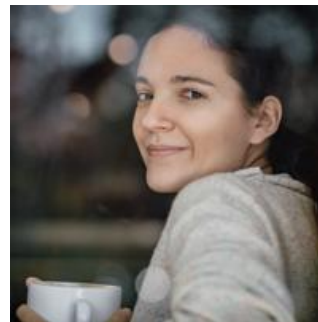
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WEBINAR

**Best Practices for
Monitoring: How to Combat
Alert Fatigue**

Hello!

- Developer Advocate for Logz.io
- a.k.a. "Recovering SRE"
- Worked in IT community for 10 yrs, including ~5 years in "Cloud Engineering" / Infrastructure ... i.e. SREing before it was cool (j.k. it was always cool)
- Mentors underrepresented minorities in tech in the Buffalo NY / Niagara Falls region



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Developer Advocate
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Agenda

- Establish healthy thought patterns regarding
 - Why to monitor
 - How to create a workflow around monitoring / alerts
 - How to setup and maintain boundaries for monitoring and its accompanying noise

DoIT Internation...
vadm

All Threads

CHANNELS

- cyber
- engineering
- #gcp**
- general
- random
- sales
- topside-ci
- topside-team

DIRECT MESSAGES

- slackbot
- vadm (you)
- avi
- dror
- erano
- eramshomi
- shayale
- srfrnk
- ytic
- + Invite people

#gcp

set the channel purpose: Google Cloud Platform

dror 7:53 AM
joined #gcp by invitation from @vadm along with:

bot APR 8:07 AM
This is the logname: projects/doit-playground/k/

bot APR 9:37 AM
This is the logname: projects/doit-playground/k/

bot APR 10:28 AM
Bucket advance-coda-4918 was Deleted at local

1 email address selected.

Email Address: [REDACTED]

Details Feedback

Amazon SNS is returned to you
Notification Service

Current feedback

Email Forwarding
Bounces SNS No
Complaints SNS

Edit Configuration

Multitenancy D

Partial System Ou

Emily Parker
Book club meeting is cancelled tom

Pick up Jane at the airport
in 58 minutes

Close

Snooze



ACK RESOLVE MORE

Trello BOT 12:11 PM
@brian created Taco Drone Deliveries

Card
Taco Drone Deliveries
In list Ideas on InstaEats

Join Subscribe Due Date Labels Attach Conversation

Lunch Train BOT 4:20 PM
You've started a lunch tr

Lunch Train BOT 4:21 PM
@mathowie started a 1
@lima, @anna, @evie,

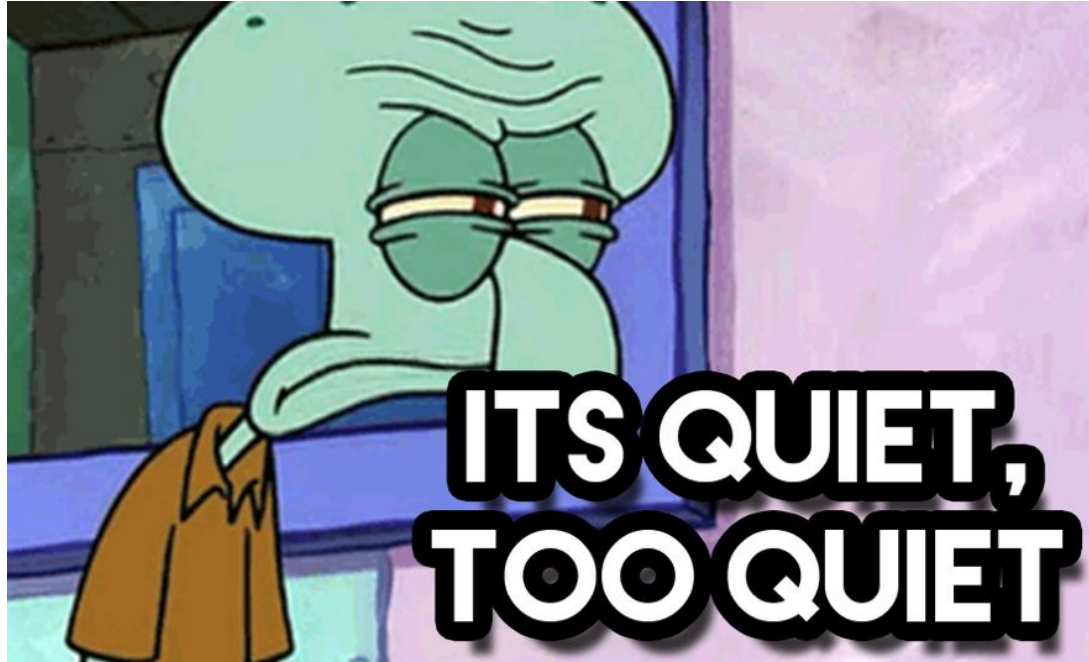
JOT 14:13
in Space Company
lestone Overview

JOT 15:12
in Space Company
lestone Overview
Projects as just discussed with Eve.

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.

Turning the dial back too far,
however...





Updates Available

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

Install

Later

Let's find a happy medium

All alerts are fictional.



What is the cost of noise?

Your brain on alerts



Time cost

~25 Minutes

Quality cost



So how do we 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

- Logging / alert system
- Knowledge base
- Ticketing system
- Chat integrations
- Repetition
 - ...and you 

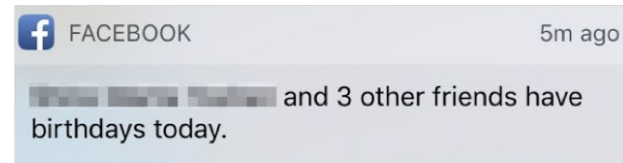
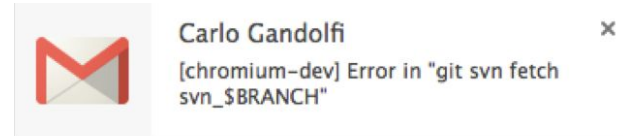


Wait, I need to be aware of myself?

(Absolutely.)

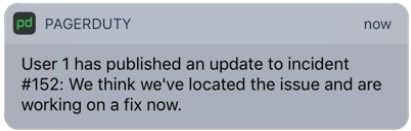
How often do you...

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



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



What about external sources of noise?



Categorizing your noise



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

Save time by creating 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 when to add a little complexity to stop a vacuum.



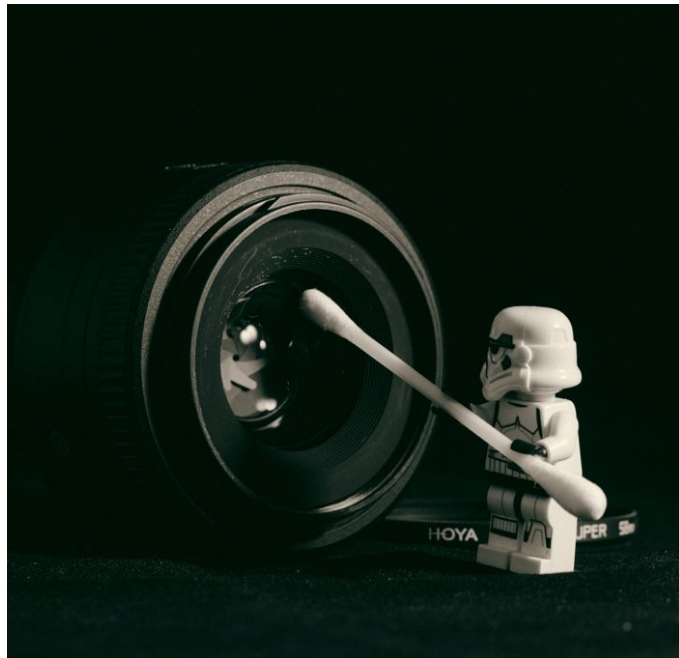
Resilient noise builds trust

- 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)?

Keep alerts relevant with "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?





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Summing it up



Next steps

- Logz.io blog - Building Monitors you can Trust:
<https://logz.io/blog/building-monitors/>
- TechBeacon - How to use monitoring for innovation and resilience, not firefighting:
<https://techbeacon.com/app-dev-testing/how-use-monitoring-innovation-resilience-not-firefighting>



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Questions





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Thanks!

