

SENSORY FRIENDLY MONITORING

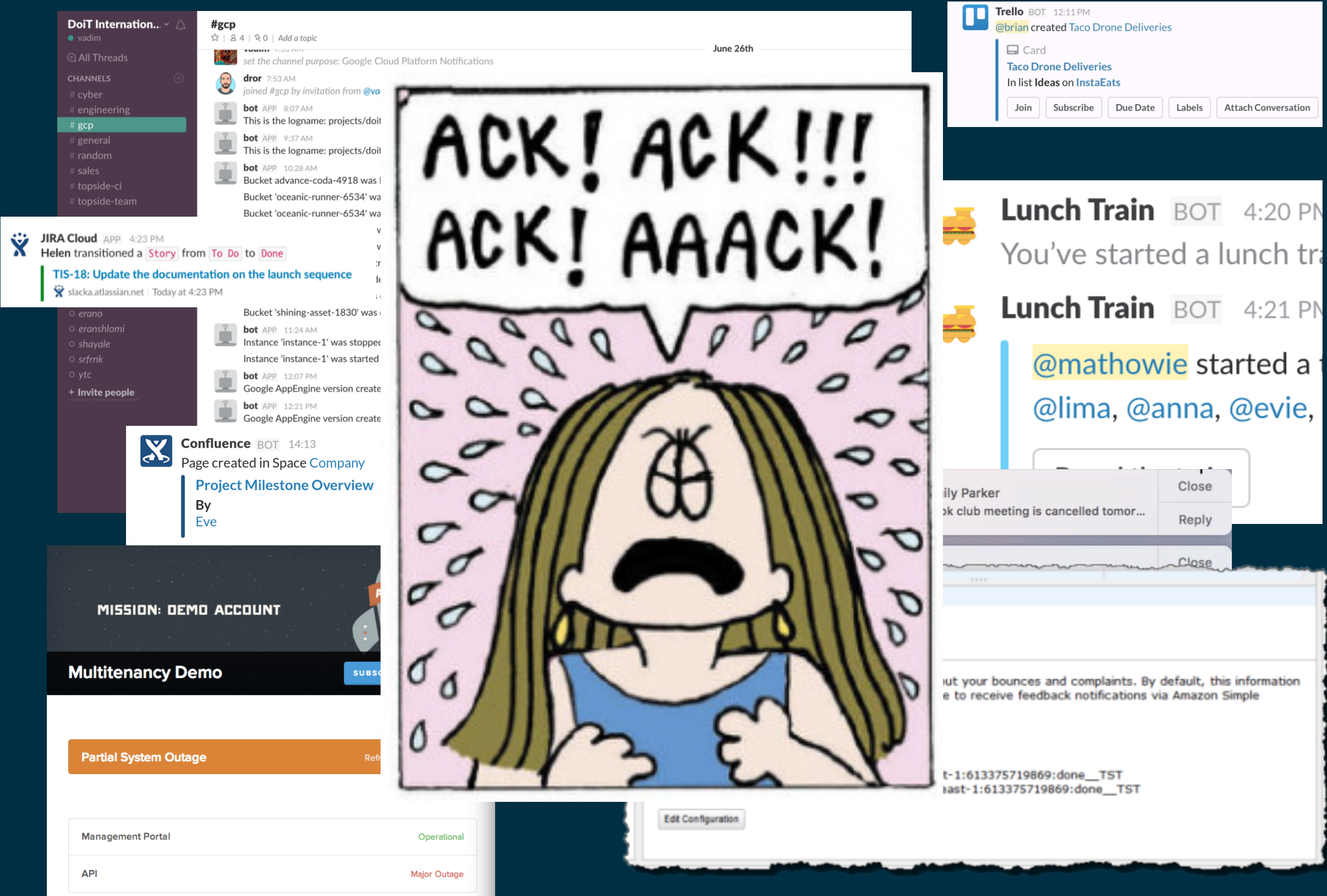
Keeping the noise down



 QuintessenceAnx



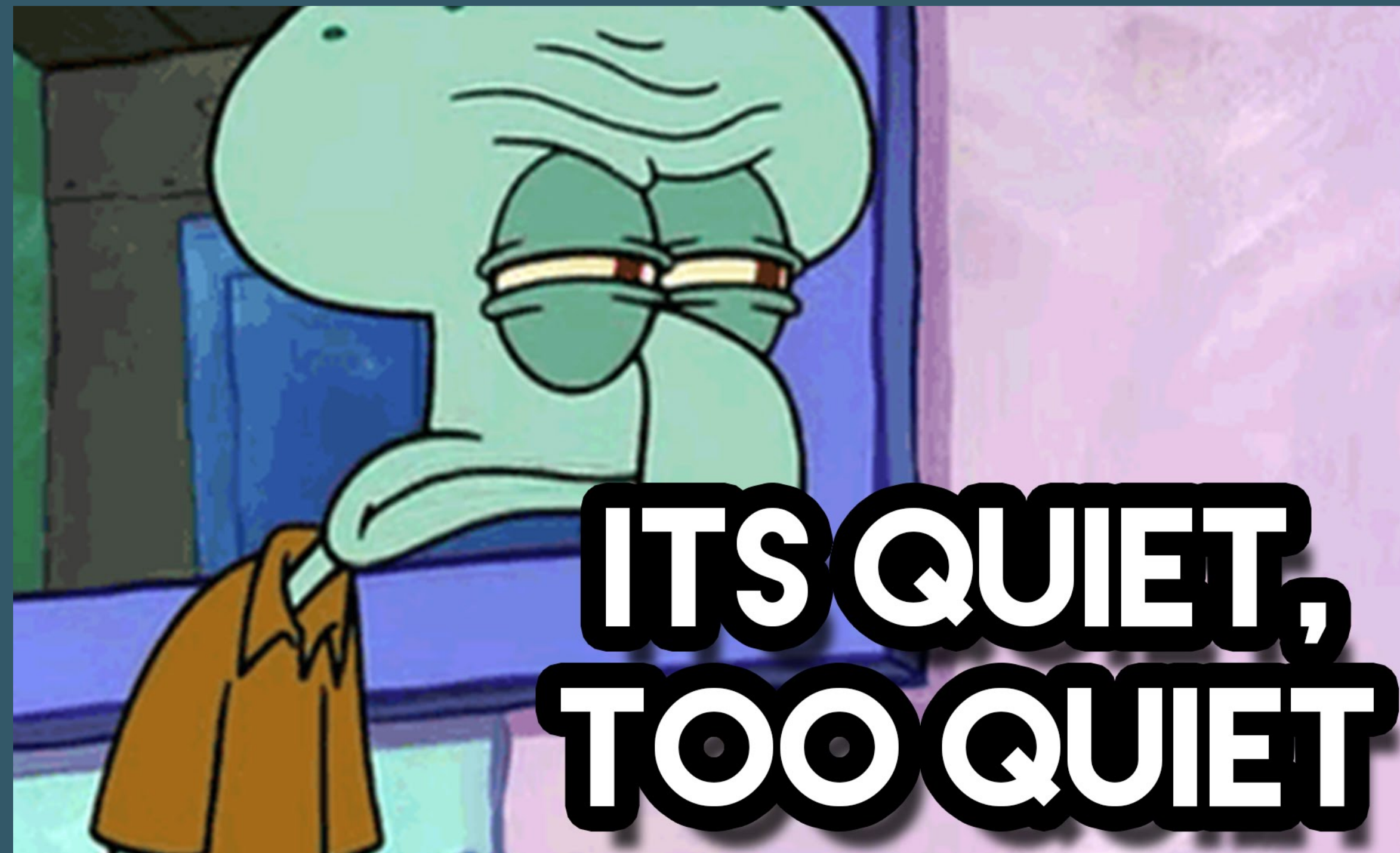
When we try to know everything...



Too much noise can...

- ...bury important / high severity alerts in a sea of low priority notices
- ...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



Source: Mo Selim Art Mo Selim
Art Speed Challenge

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



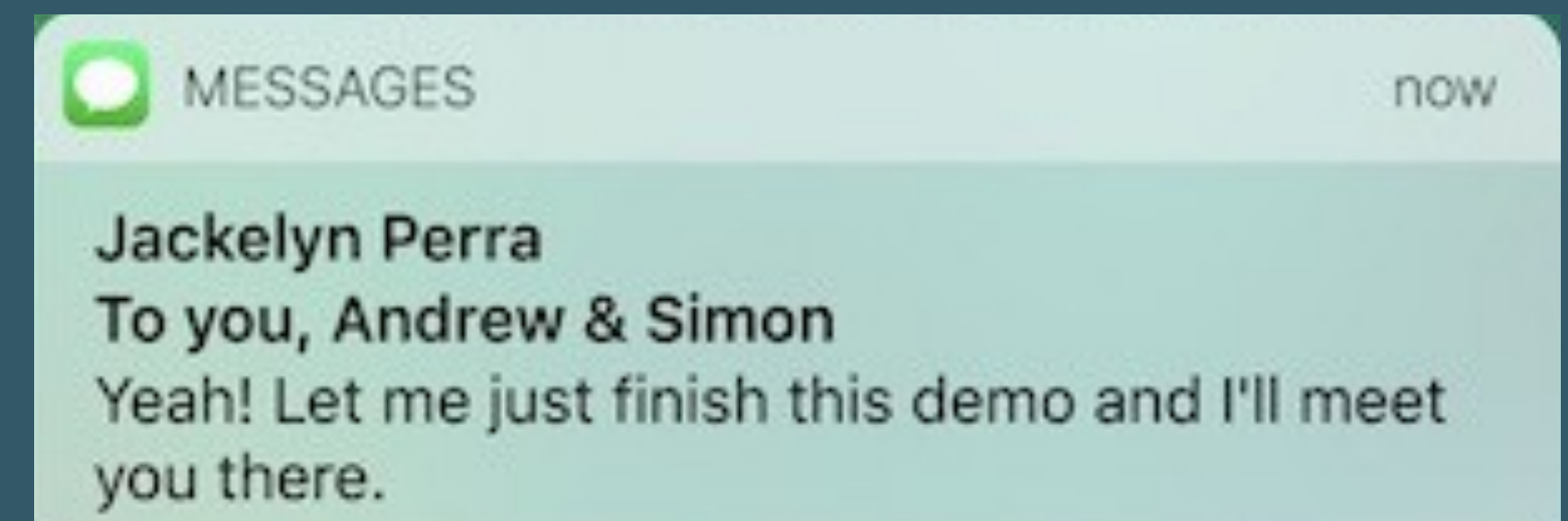
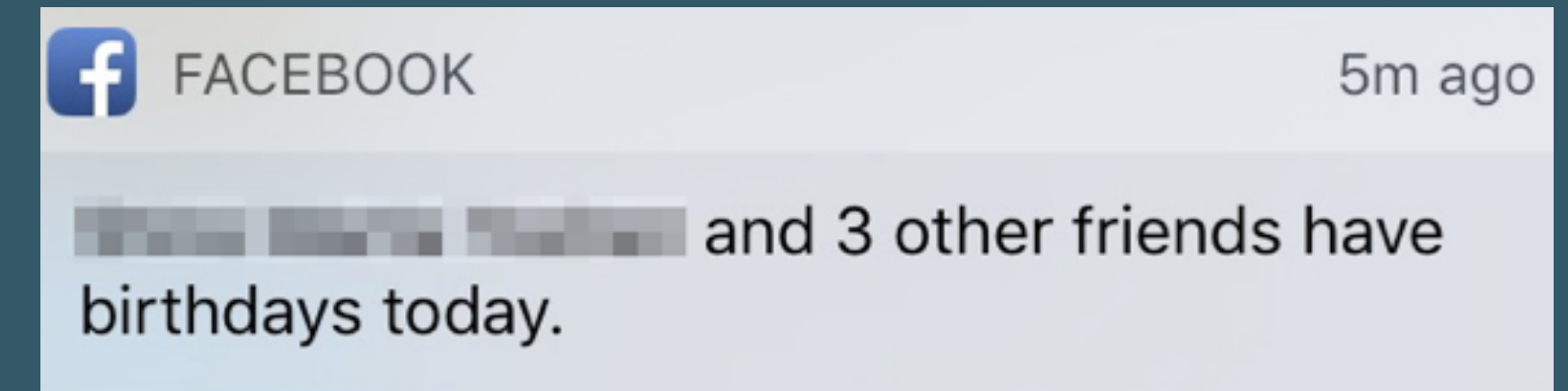
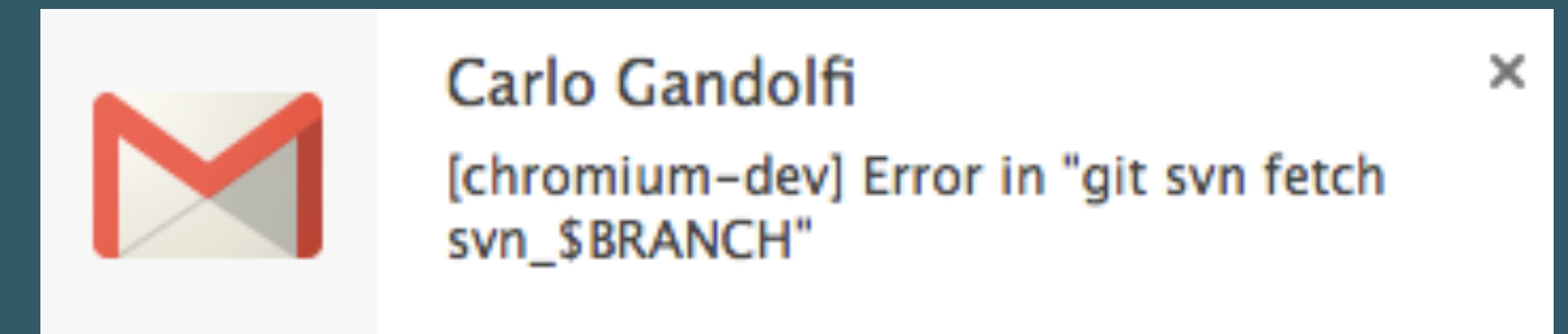
Wait, I need to be aware of myself?

Absolutely.

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.



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 SlackOps

(Sorry Slack.)

 Status

Wednesday June 27, 2018

Outage

Connectivity issues affecting all workspaces

✓

We're happy to report that workspaces should be able to connect again, as we've isolated the problem. Some folks may need to refresh (Ctrl + R or Cmd + R). If you're still experiencing issues, please drop us a line at @feedback@slack.com

9:49 AM PDT · [See in your timezone](#)

Our efforts to isolate the problem and resume connections are ongoing. Your patience through this is greatly appreciated.

9:33 AM PDT · [See in your timezone](#)

We're getting closer to a solution, but we aren't out of the woods yet.

9:03 AM PDT · [See in your timezone](#)

We really appreciate you sticking with us. We know this is a big disruption to your day, and we've got all eyes on this issue to get us back up to normal.

8:33 AM PDT · [See in your timezone](#)

We have no new information to share just yet, but we're continuing our efforts. Your patience is truly appreciated.

8:03 AM PDT · [See in your timezone](#)

We are continuing to work on fixing the connection problems that have been impacting folks. We hope to have the issue fully resolved as soon as possible.

7:33 AM PDT · [See in your timezone](#)

Our team is still looking into the cause of the connectivity issues, and we'll continue to update you on our progress.

7:03 AM PDT · [See in your timezone](#)

We've received word that all workspaces are having troubles connecting to Slack. We're currently investigating the issue, and will have updates shortly.

6:33 AM PDT · [See in your timezone](#)

Services affected

Connections

Status

Resolved

Resilient noise builds trust

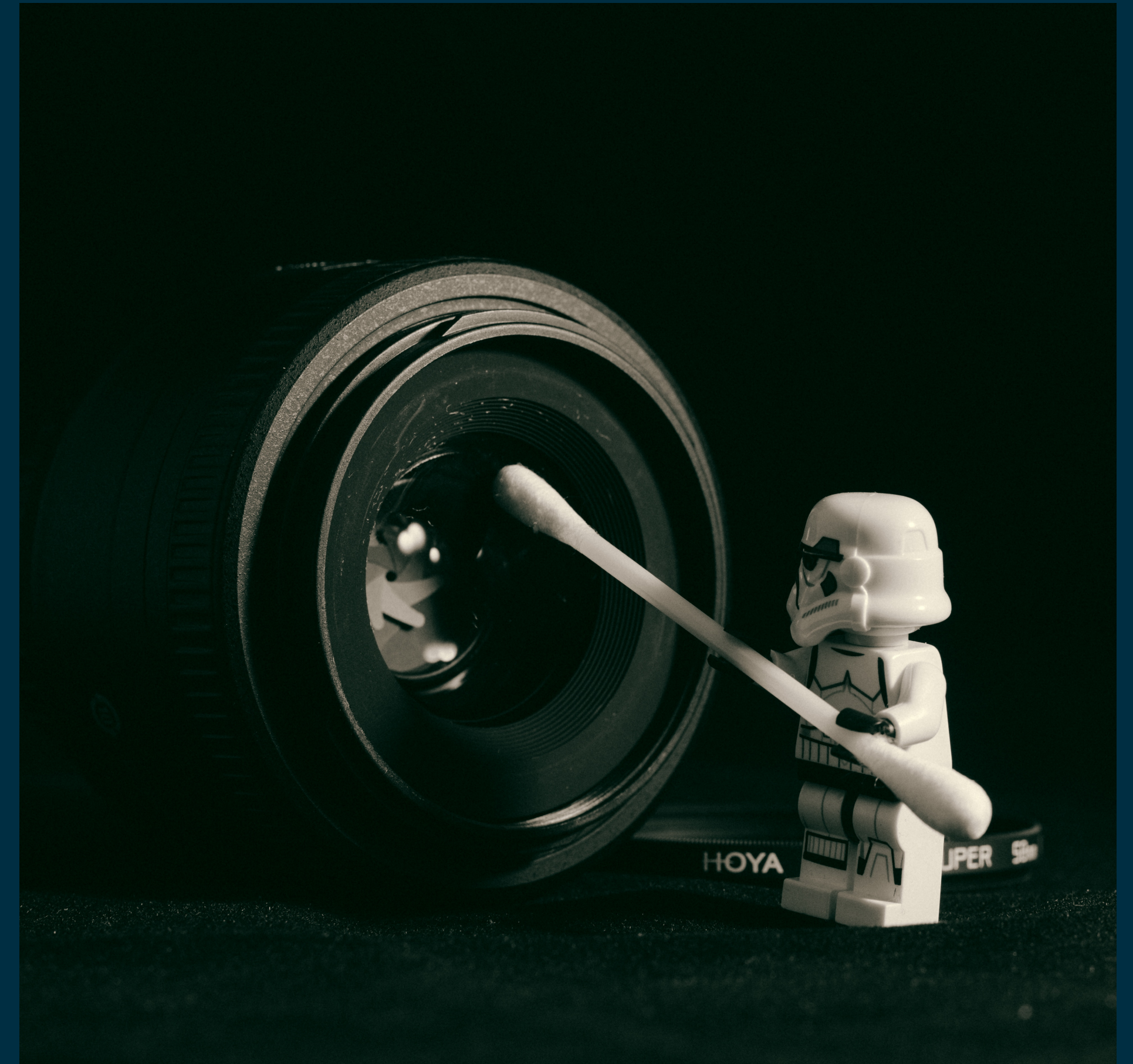
- How reliable are your tools and services?
- How much notification duplication is needed?
- Do you have the ability to switch alert endpoints in the event of a service outage?
- Do you regularly evaluate the reliability of your services (external and internal)?

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?



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>

Slides Available on Notist

<https://noti.st/quintessence>

תודה!



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US Developer Advocate 🥑


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