

ADD0

ALL DAY DEVOPS

NOVEMBER 12, 2020

Quintessence Anx

Sensory Friendly Monitoring: Keep the Noise Down





Head's up: Mute your Echo devices in listening range, or use 



When we try to know everything...

DoiT Internation...
vadm
All Threads
CHANNELS
cyber
engineering
gcp
general
random
sales
topside-ci
topside-team
DIRECT MESSAGES
slackbot
vadm (you)
avi
dror
erano
eranshlomi
shayale
sfrnk
ytic
+ Invite people

#gcp
set the channel purpose: Google Cloud Platform Notifications
dror 7:53 AM
joined #gcp by invitation from @vadm, along with @doit-playground-gcp
bot APP 8:07 AM
This is the logname: projects/doit-playground/logs/cloudaudit.googleapis.com%2F...
bot APP 9:37 AM
This is the logname: projects/doit-playground/logs/cloudaudit.googleapis.com%2F...
bot APP 10:28 AM
Bucket advance-coda-4918 was Deleted at location US by sfrnk@doit-intl.com in g
Bucket 'oceanic-runner-6534' was created at location 'ASIA' by 'sfrnk@doit-intl.co
Bucket 'oceanic-runner-6534' was deleted at location 'ASIA' by 'sfrnk@doit-intl.co
Bucket 'constant-melody-9144' was created at location 'EUROPE-WEST1' by 'sfrnk
Bucket 'constant-melody-9144' was deleted at location 'EUROPE-WEST1' with sto
Bucket 'tera-course-8464' was created at location 'AUSTRALIA-SOUTHEAST1' with
Bucket 'tera-course-8464' was deleted at location 'AUSTRALIA-SOUTHEAST1' with
Bucket 'shining-asset-1830' was created at location 'US' with storage class " by 'sfr
Bucket 'shining-asset-1830' was deleted at location 'US' with storage class " by 'sfr

MISSION: DEMO ACCOUNT
Multitenancy Demo

Confluence BOT
Page created in Sp
Project Milesto
By
Eve

Confluence BOT
Page updated in Sp
Project Milesto
Added new Proj
By
Adam

Partial System Outage

Management Portal
API

iPod 2:28 PM



Pick up in 58 min

! ACK

✓ RESOLVE

... MORE

Trello BOT 12:11 PM
@brian created Taco Drone Deliveries
Card
Lunch Train BOT 4:20 PM
You've started a lunch tra
Lunch Train BOT 4:21 PM
@mathowie started a
@lima, @anna, @evie,
Board the train

tails
etailed notifications about your bounces and complaints. By default, this information
ail. You may also choose to receive feedback notifications via Amazon Simple
m more
ration:
lback: enabled
on: am:aws:sns:us-east-1:613375719869:done__TST
ation: am:aws:sns:us-east-1:613375719869:done__TST

PagerDuty

QuintessenceAnx



Too much noise can



Bury important / high SEV alerts in a sea of low priority notifications



...causing teams to mute individual notifications or their sources.



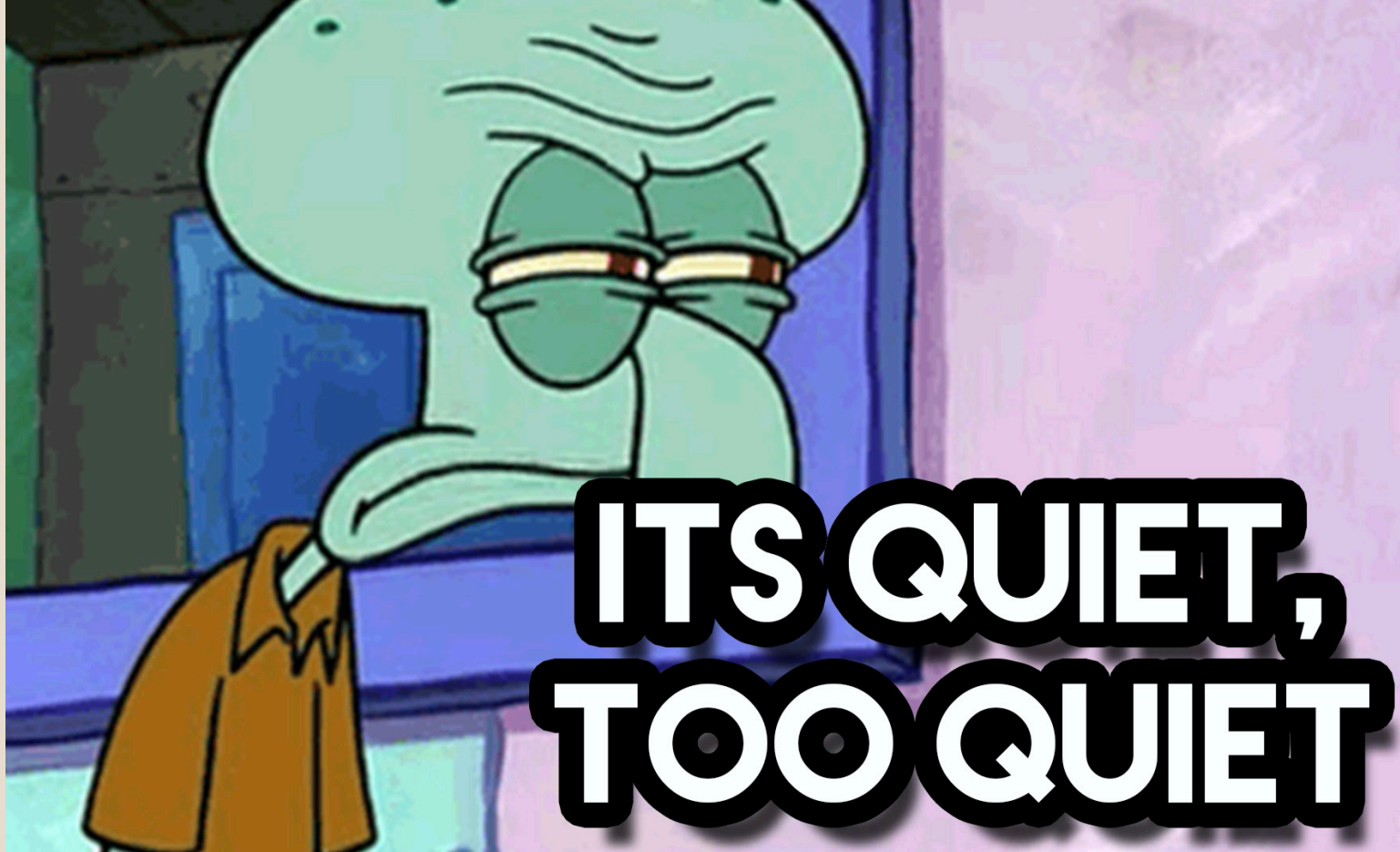
The result?



The people who needed to be notified,
won't be.



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



Let's find a happy medium.



Consider: the cost of noise

Your brain on alerts





Time cost: ~25 minutes

Quality Cost



Multitasking Cost





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 flow



Create a routine to clear the clutter.



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

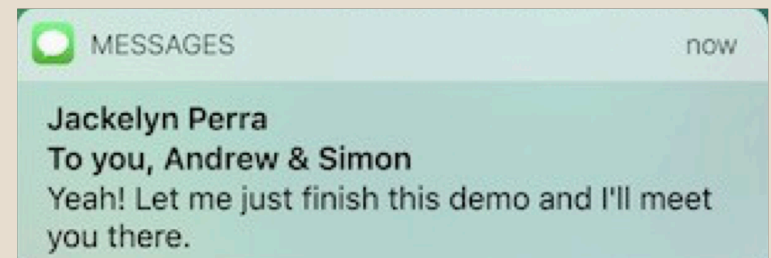
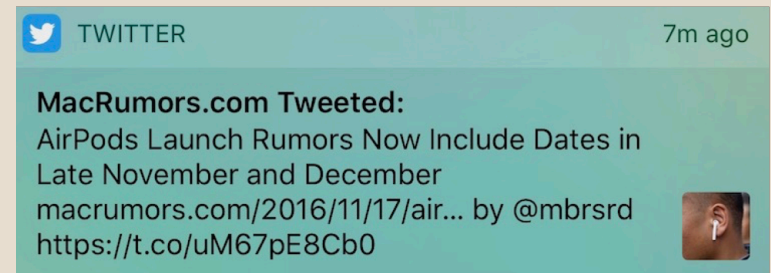
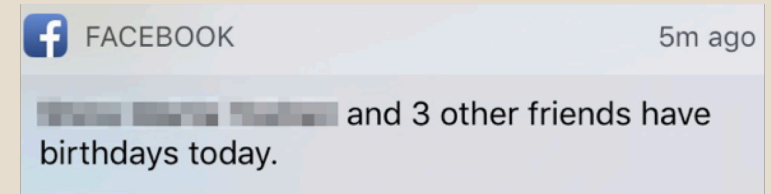
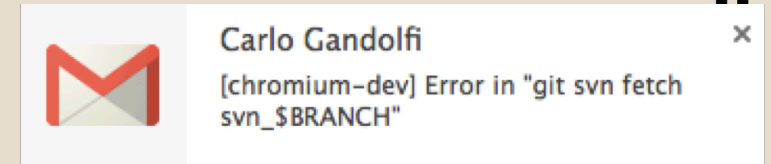




Wait, I need to be aware of myself?

How often do you...

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





Head's up: Mute your Echo devices in listening range, or use 



Communication & Boundaries



Set times to focus on work and mute non-critical alerts.



This includes messages from friends & family



Define “relevant emergency”



Set reasonable expectations for yourself and others.



Communication & Boundaries

- Set times to focus on work and mute non-critical alerts.
- This includes messages from friends & family
- Define “relevant emergency”
- Set reasonable expectations for yourself and others.



User 1 has published an update to incident #152: We think we've located the issue and are working on a fix now.

And what about external sources of noise?



Categorize your noise



False positives





False negatives





Fragility





Frequency (fix it)



Noise Categories

- False positives
- False negatives
- Fragility
- Frequency





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



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

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?



Can you switch alert endpoints in the event of a service outage?



Do you regularly evaluate the reliability of your services (internal and external)?



Reliability & Redundancy

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



Keep alerts relevant: Sprint Cleaning



For every alert triggered, ask:



Was the notification needed?



How was the incident resolved?



Can the solution be automated?



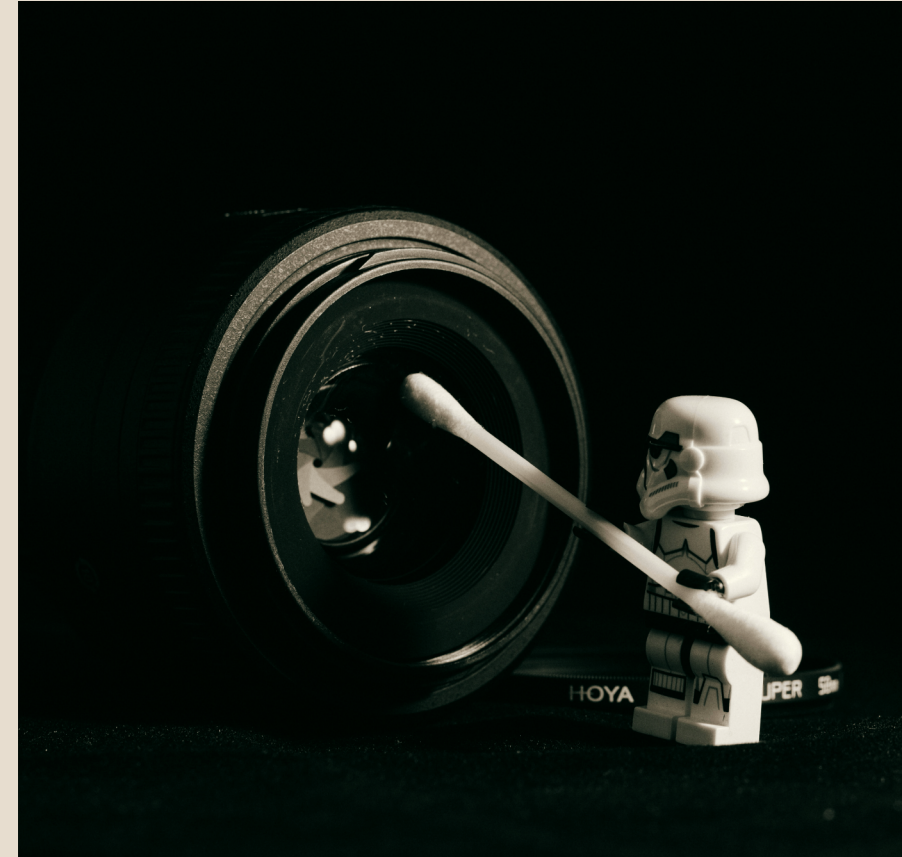
Is the solution permanent?



How urgently was a solution needed?

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 is the solution needed?





Slides & Additional Resources on Notist

<https://noti.st/quintessence>



Thank you!

Quintessence Anx

Developer Advocate 🥑

@

PagerDuty

<https://noti.st/quintessence>

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