ON CALL FOR DEVELOPERS

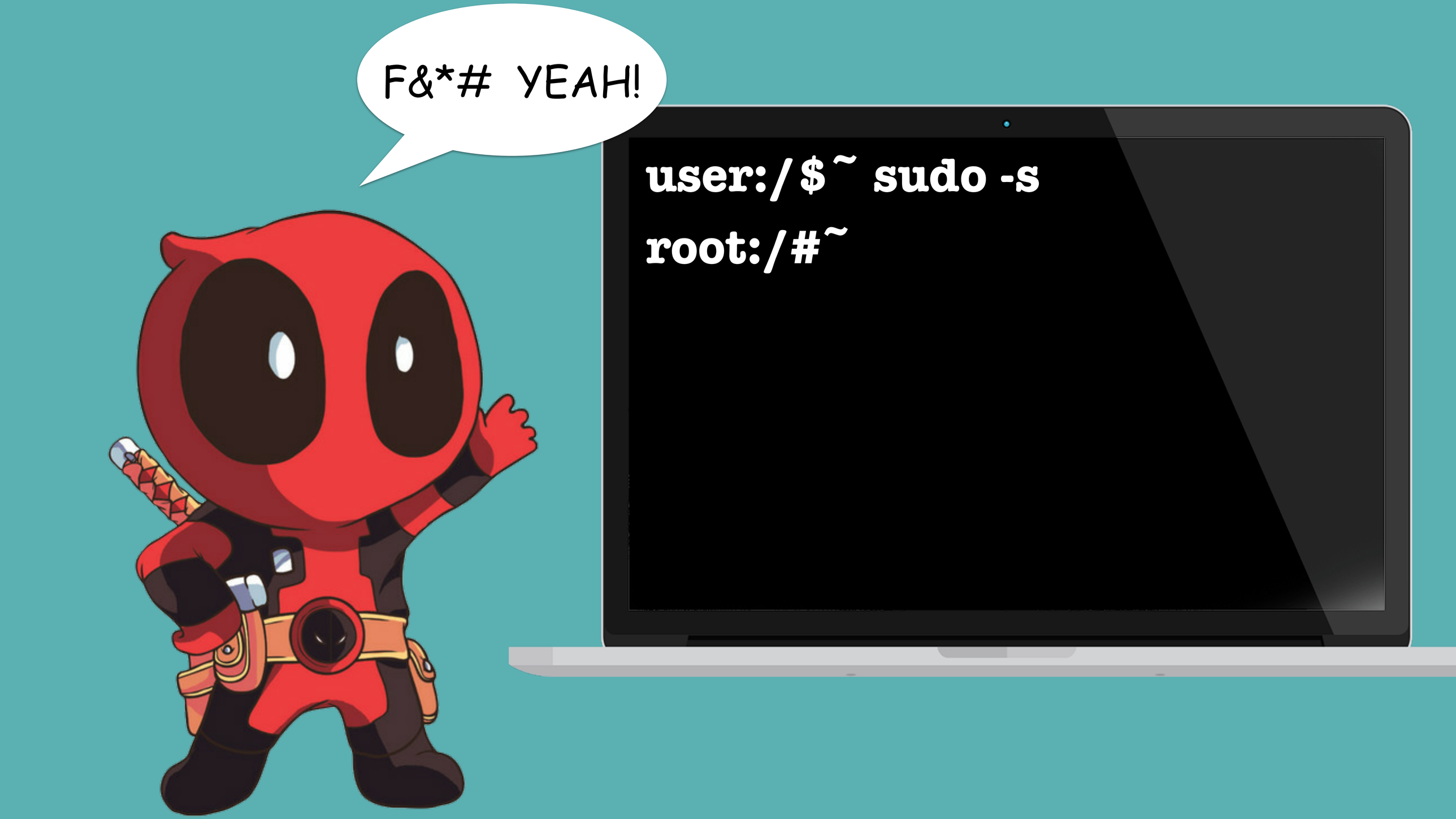
@papa_fire

HELLO

MY NAME IS LEON

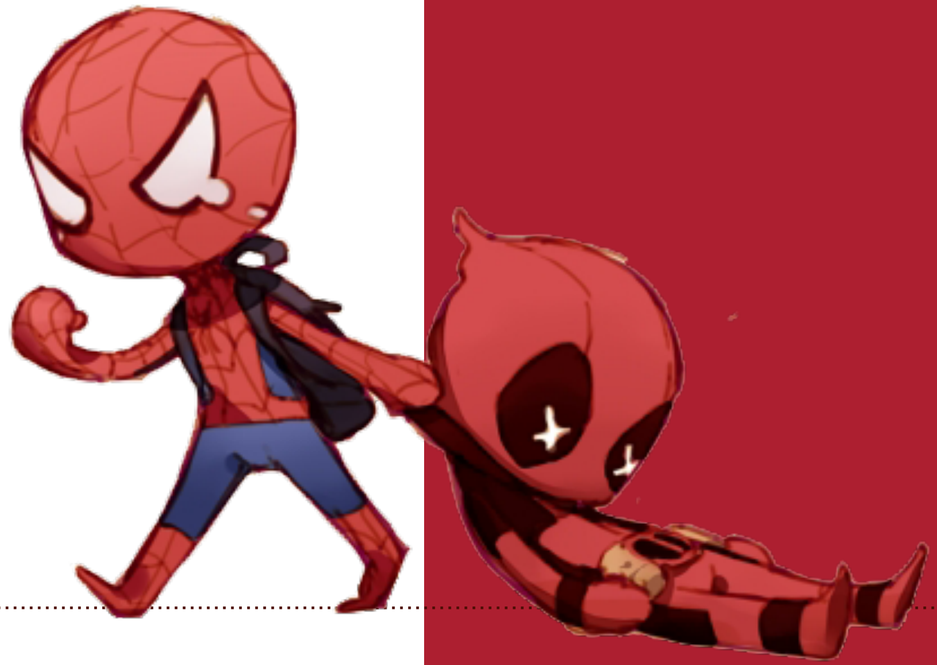
and I am a developer

user:/$~ sudo -s
bash: Permission denied
user is not in the sudoers file.
This incident will be reported.


F&*# YEAH!
user:/$~ sudo -s
root:/#~

WITH GREAT POWER COMES GREAT RESPONSIBILITY

(and more work)



Should Developers Be On Call?

Things that can go wrong

Little..

..yellow..

BOXES!

security

hardware

network

application

performance

process

ONLY ONE HAS TO SUFFER

alert → escalation → resolution

ACTIONABLE ALERTS

1. do I care?
2. can I fix it?
3. can I fix it tomorrow?

ACTIONABLE ALERTS

1. do I care?
2. can I fix it?
3. can I fix it tomorrow?
4. can **someone else** fix it?

…AND?

documentation
documentation
documentation

SAY NO TO
UNDOCUMENTED
ALERTS

DEEP INSTRUMENTATION

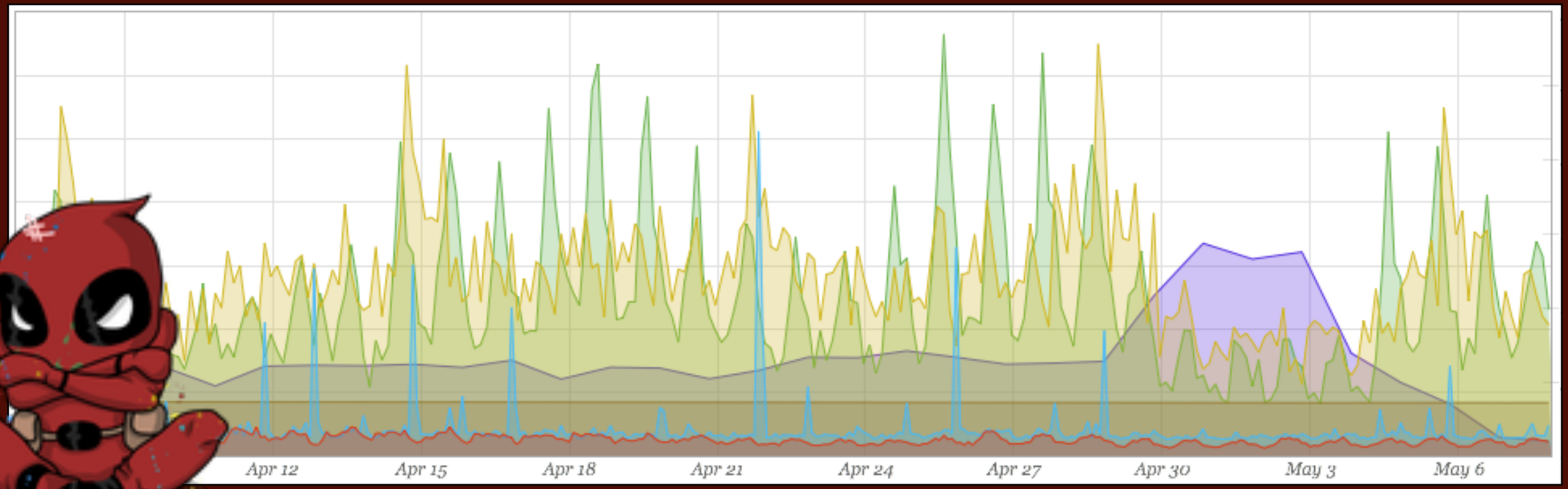
top-down approach

1. understand business
2. monitor business
3. correlate data

network latency
conversions
database load

CPU load
cache hit ratio
API responsiveness

revenue
email bounce rate
performance



MONITOR EVERYTHING - ALERT ON WHAT'S IMPORTANT

CONSTANT INSTRUMENTATION

monitoring
is **NOT**
a feature

CONTINUOUS IMPROVEMENT

AVAILABILITY

BE A GOOD CITIZEN

CLAP
CLAP
CLAP
THAT. WAS.
AWESOME.