

# The Proactive Approach

Data Driven Observability & Incident Response

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# About Matty



DEVOPSDAYS  
CHICAGO 2019



[PagerDuty.com](https://PagerDuty.com)





# About PJ



Humio.com

Logging,  
Monitoring,  
Observability

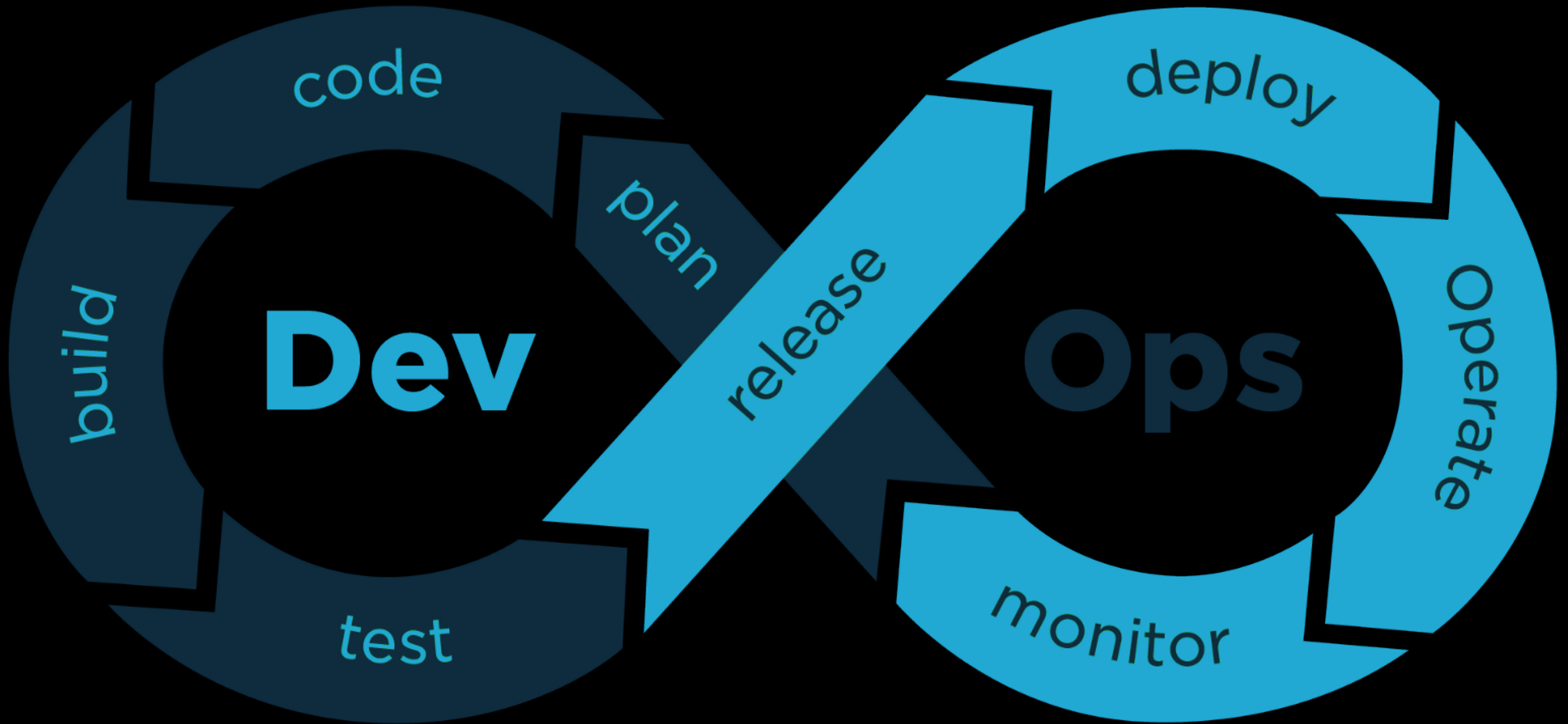




**WARNING**



# Definitions



# Definitions



# Definitions

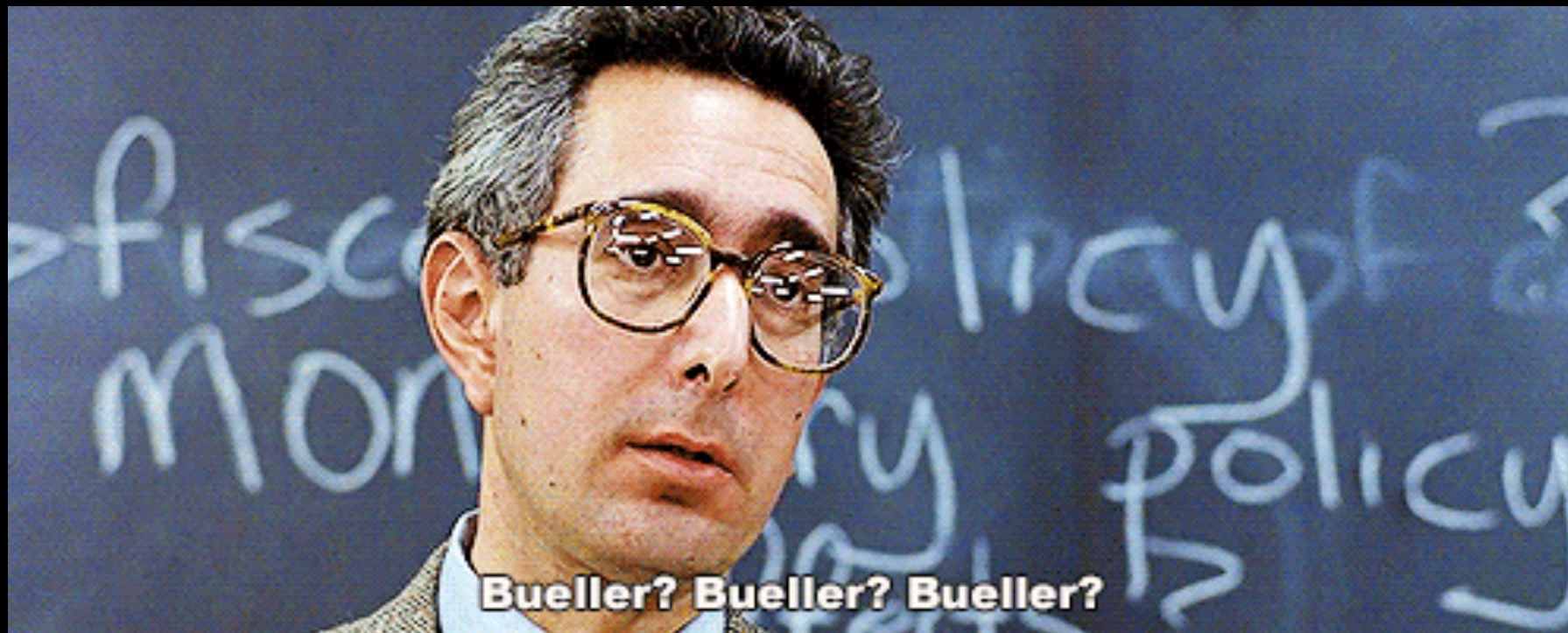




# Definitions



# Feedback Loop



# Feedback Loop





# Feedback Loop

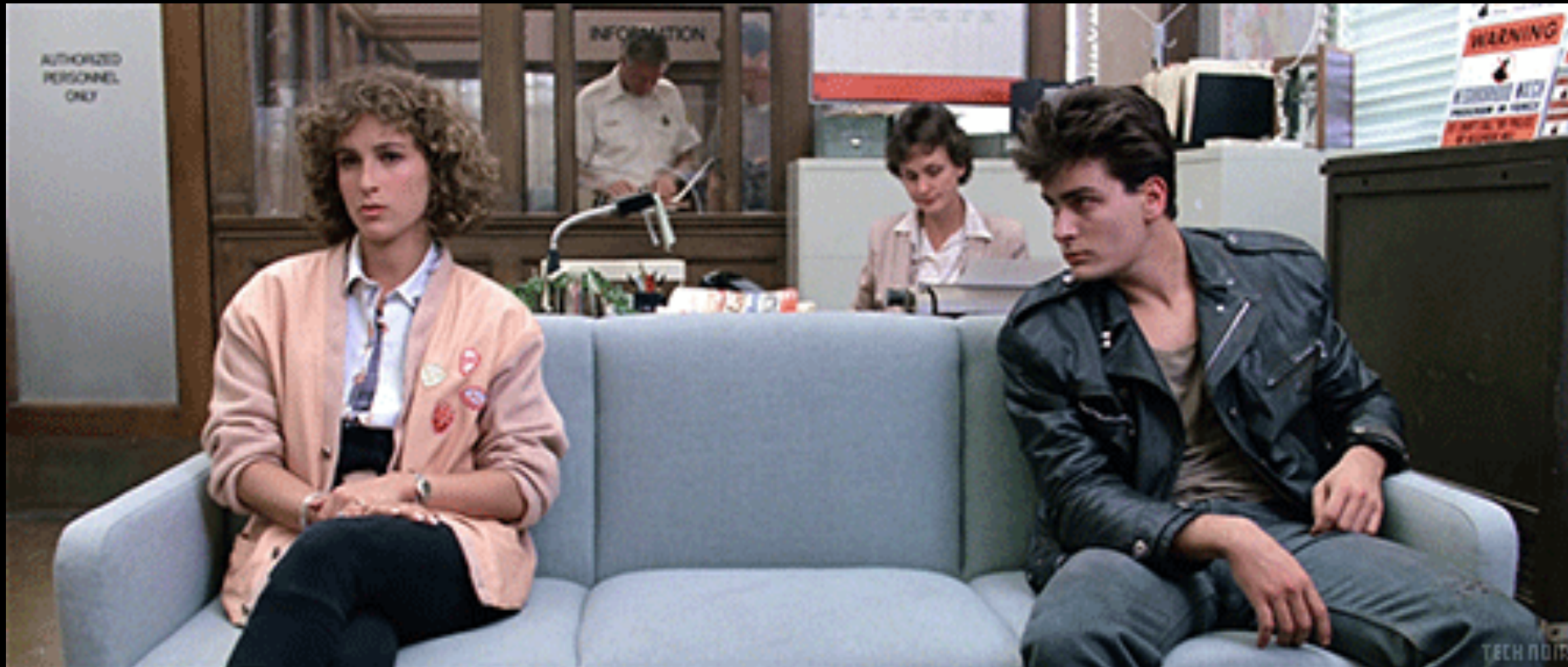


# Observability





# Observability





# Observability



# Observability



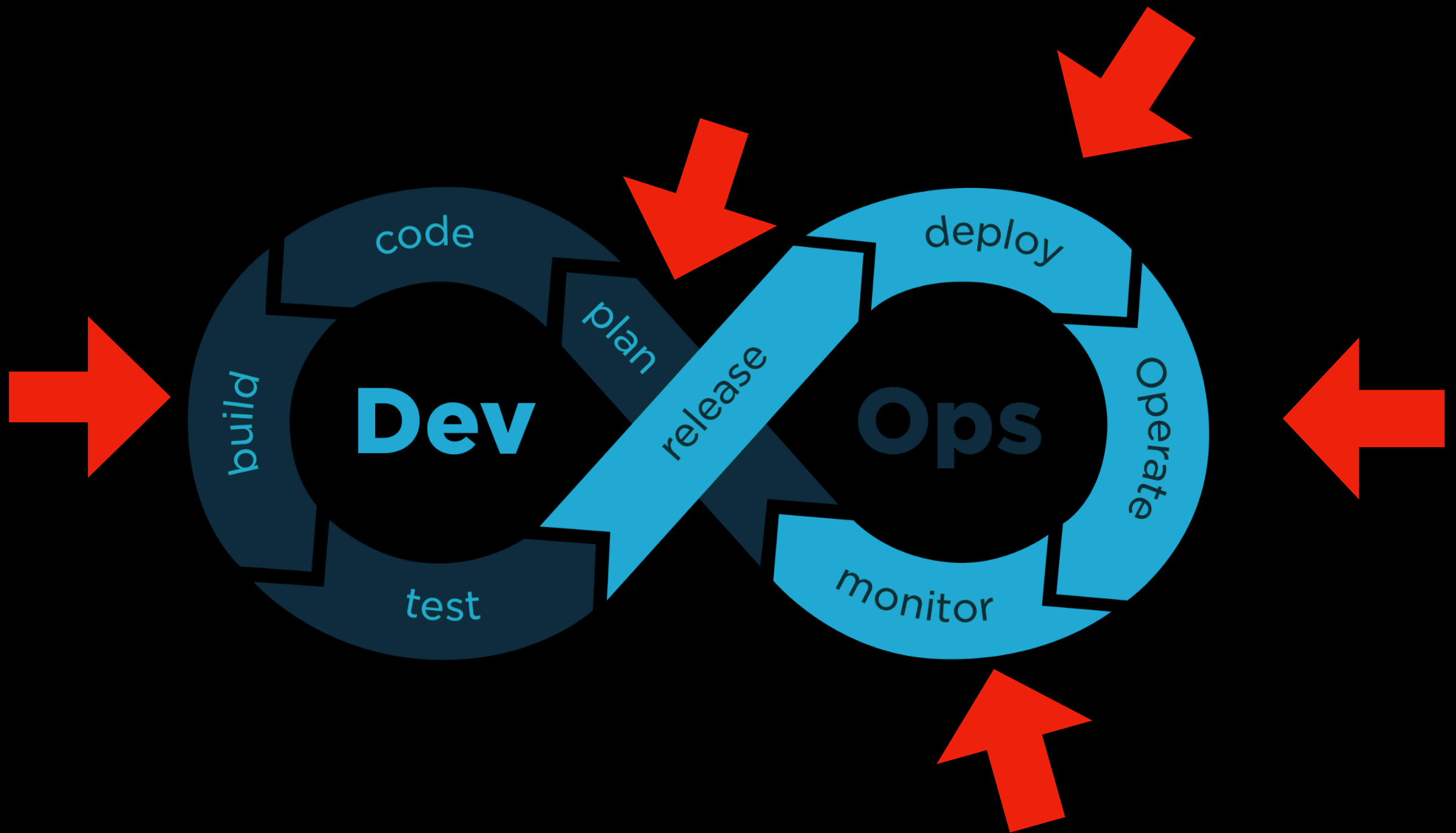
# Observability

“[Observability is] not about logs, metrics, or traces, but about being data driven during debugging and using the feedback to iterate on and improve the product.”

Cindy Sridharan - Distributed Systems Observability



# Observability



# Proactive Programming

Proactive programming  
focuses on eliminating  
problems before they have  
a chance to appear

# Proactive Programming





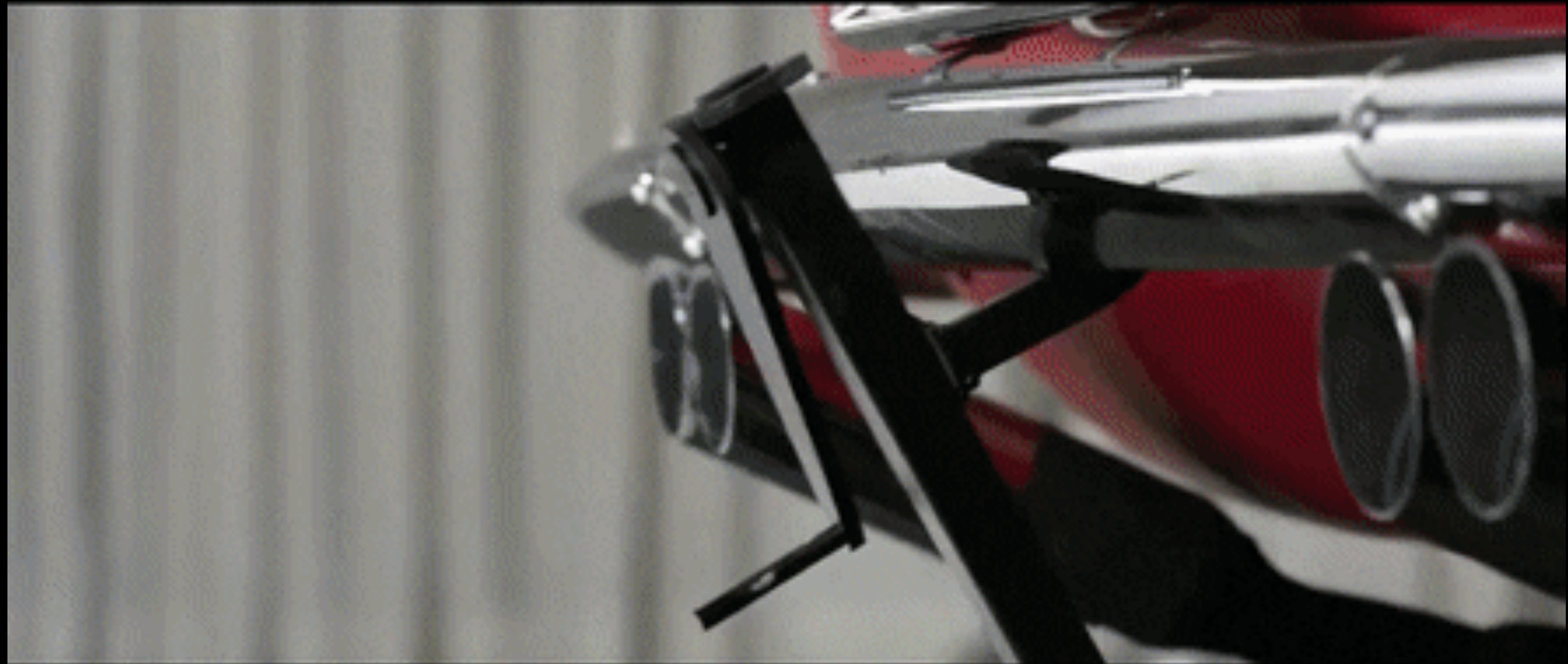
# Proactive Programming



# Proactive Programming



# Proactive Programming





# All of it Together



MAKE GIFS AT [GIFSOUP.COM](https://www.gifsoup.com)

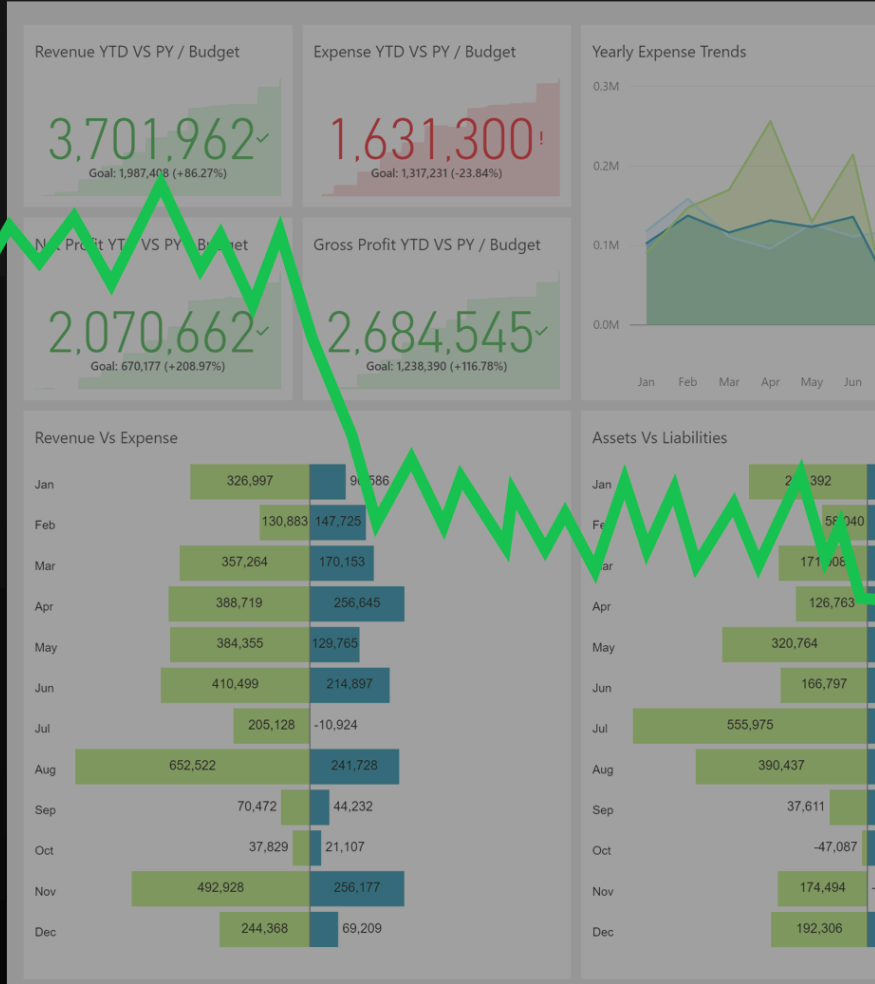
# What is incident response?



**Any unplanned disruption or degradation of service that is actively affecting customers' ability to use the product.**



PEACETIME



...s has been shut down to prevent damage

...this Stop error screen, appears again, follow

...software is properly installed. ...ur hardware or software manufacturer

...ve any newly installed hardware ...ons such as caching or shadowing. ...e or disable components, restart ...anced Startup Options, and then

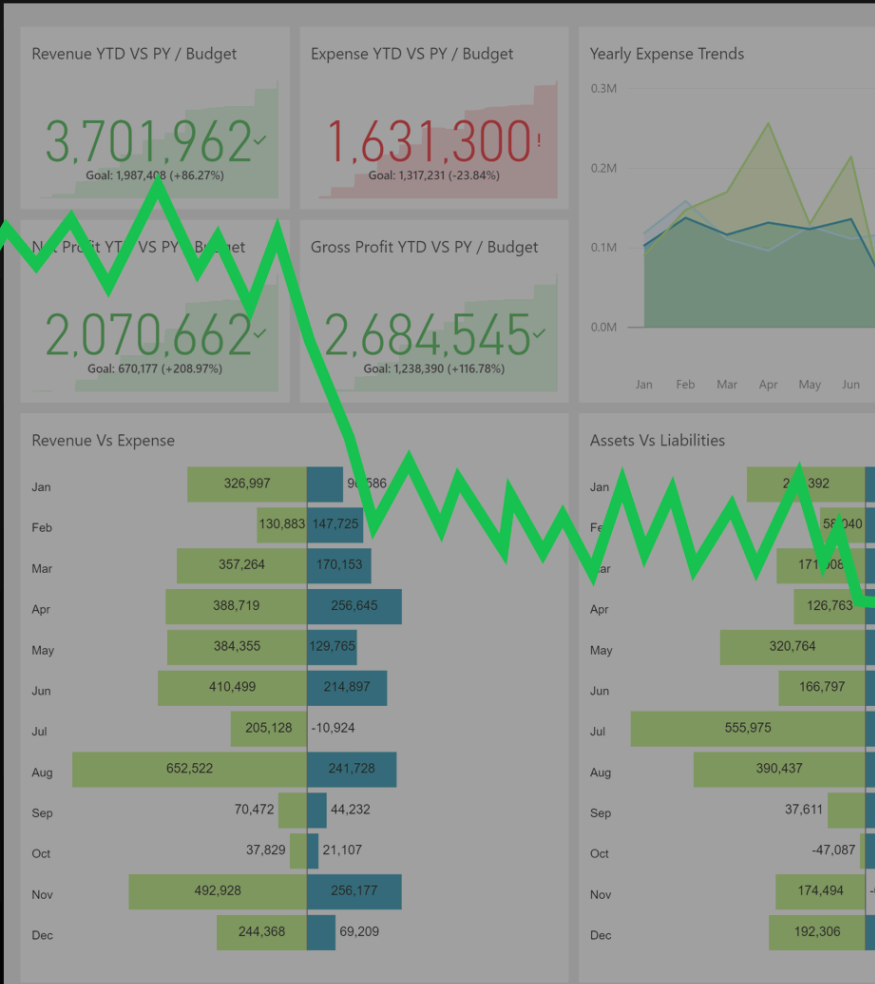
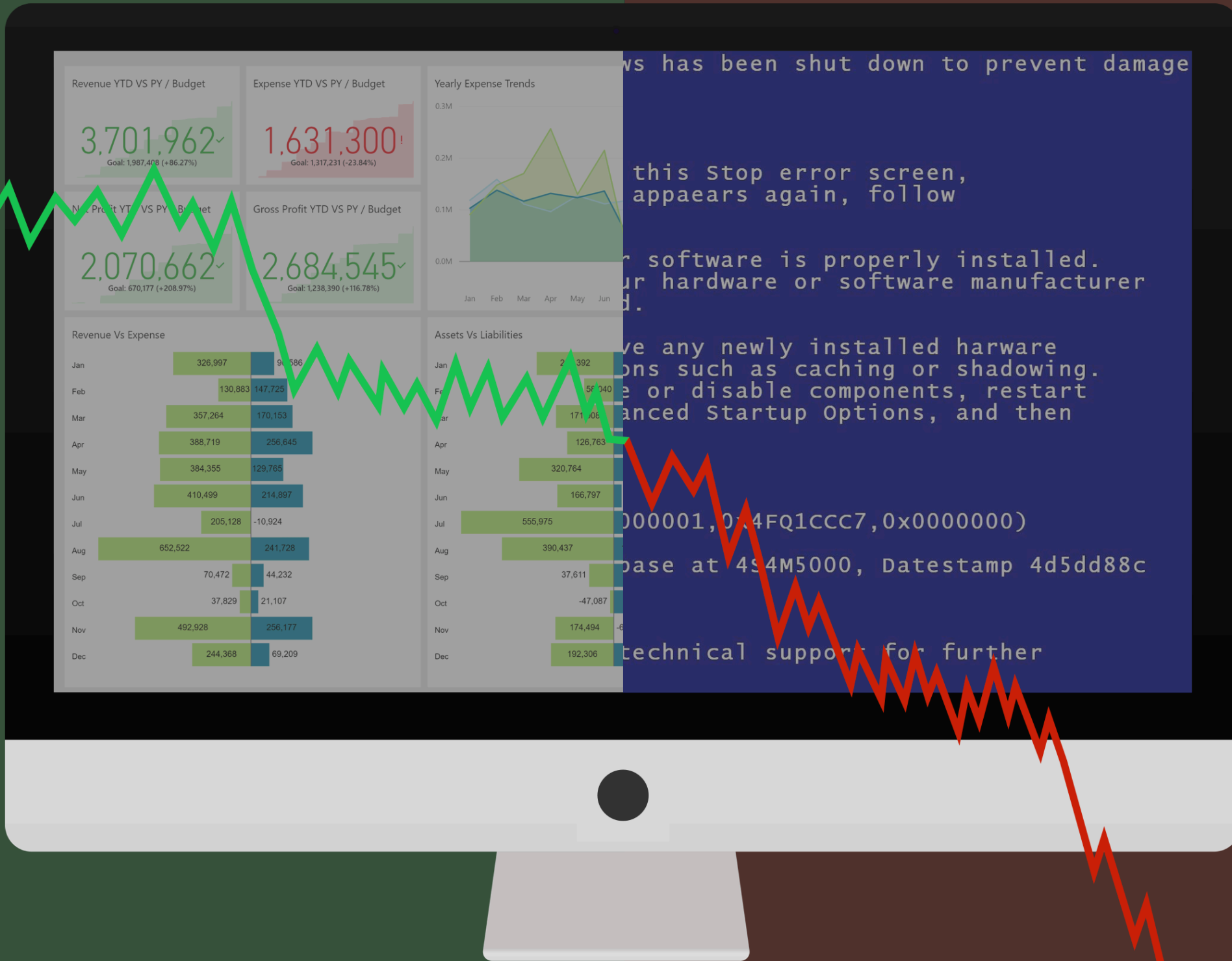
...000001,0x4FQ1CCC7,0x0000000)

...base at 454M5000, Datestamp 4d5dd88c

...technical support for further

WARTIME

NORMAL



...s has been shut down to prevent damage

...this Stop error screen, appears again, follow

...software is properly installed. ...ur hardware or software manufacturer

...ve any newly installed hardware ...ons such as caching or shadowing. ...e or disable components, restart ...anced Startup Options, and then

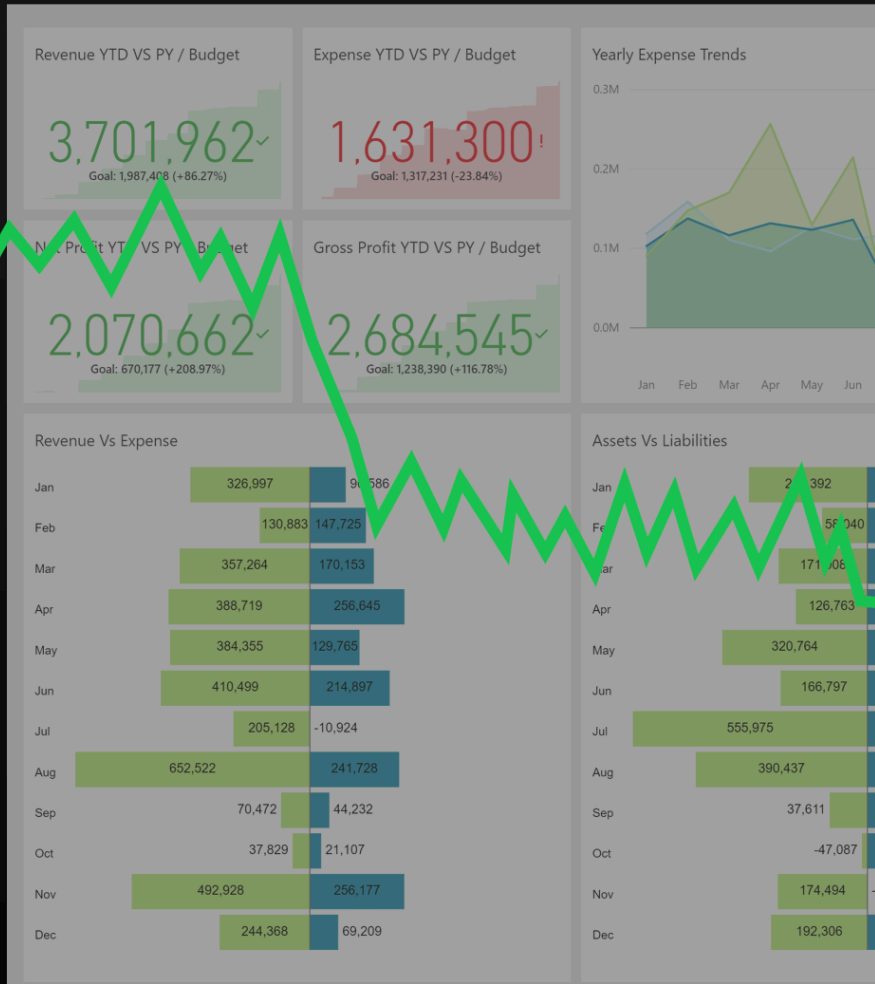
...000001,0x4FQ1CCC7,0x0000000)

...base at 484M5000, Datestamp 4d5dd88c

...technical support for further

EMERGENCY

OK



...s has been shut down to prevent damage

...this Stop error screen, appears again, follow

...software is properly installed. ...ur hardware or software manufacturer

...ve any newly installed hardware ...ns such as caching or shadowing. ...e or disable components, restart ...anced Startup Options, and then

...000001,0x4FQ1CCC7,0x0000000)

...base at 4S4M5000, Datestamp 4d5dd88c

...technical support for further

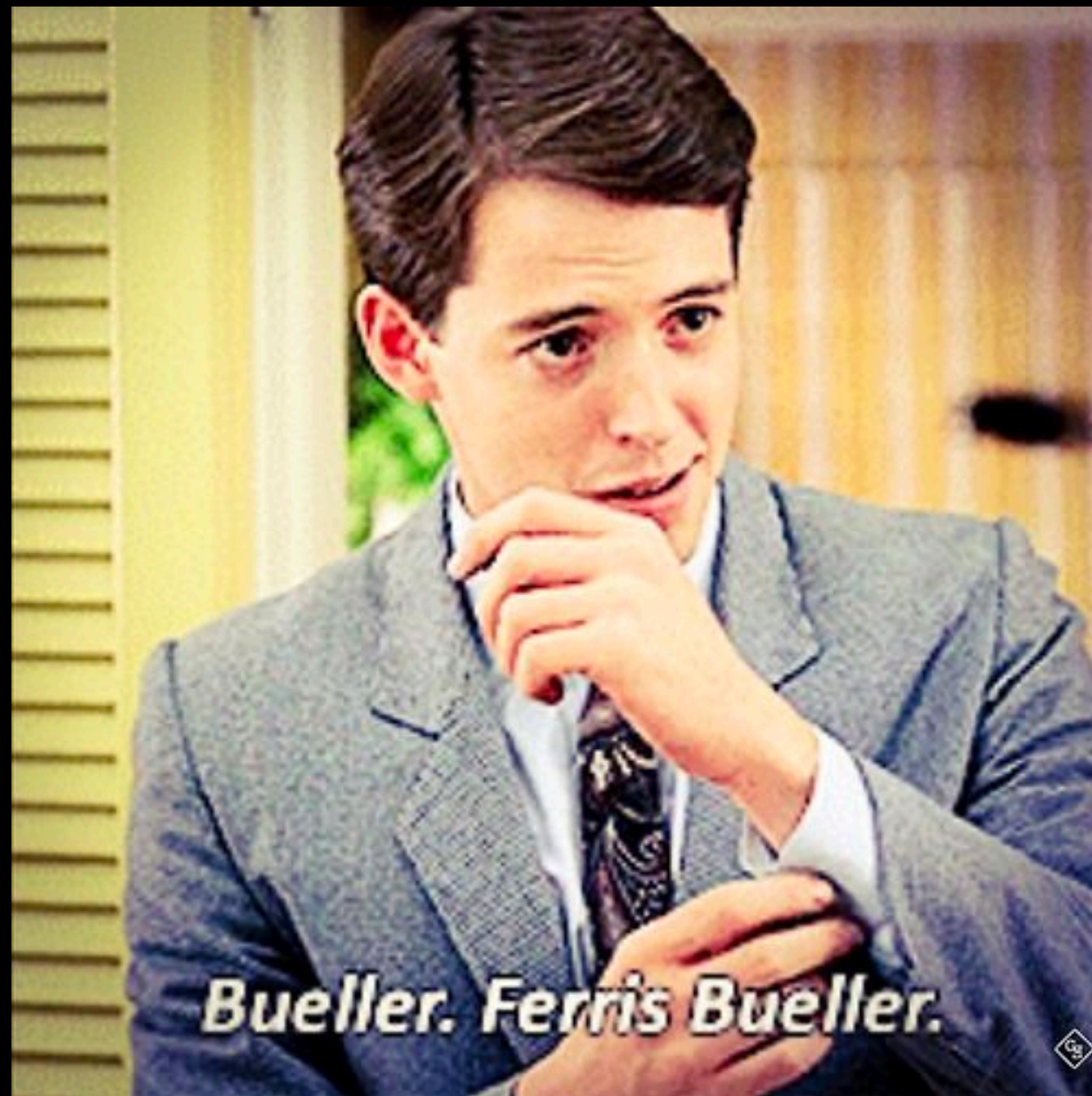
NOT OK



# Don't litigate severity



# Incident Commander





# Not a resolver





# Highest Ranking



# Executive Swoop



pardon my french, but  
you're an [REDACTED]



# Notify stakeholders

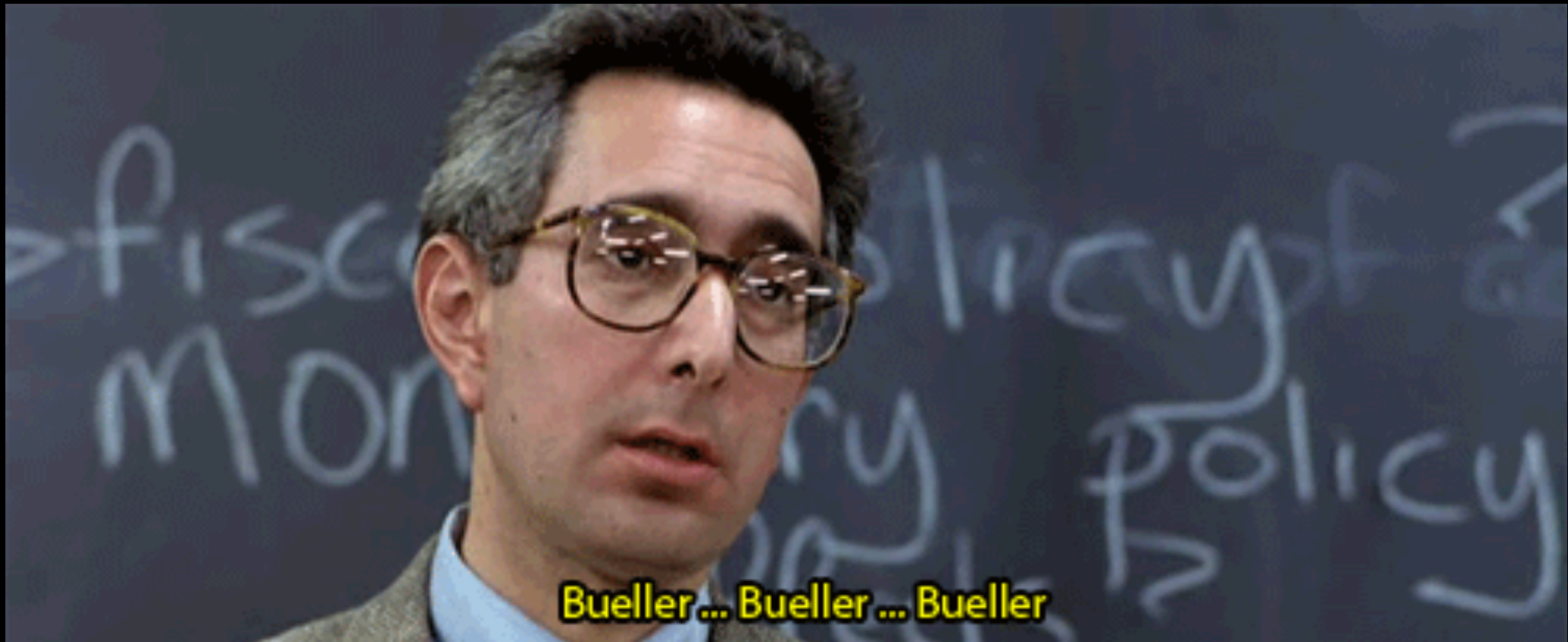




# Sizing up



# Making decisions



This background is blue.



# Rally fast, disband faster



# Don't panic





# At the end of the call





# Post-mortems



*He doesn't trust you?*

# How do we do it?

<https://response.pagerduty.com>

# Questions?

