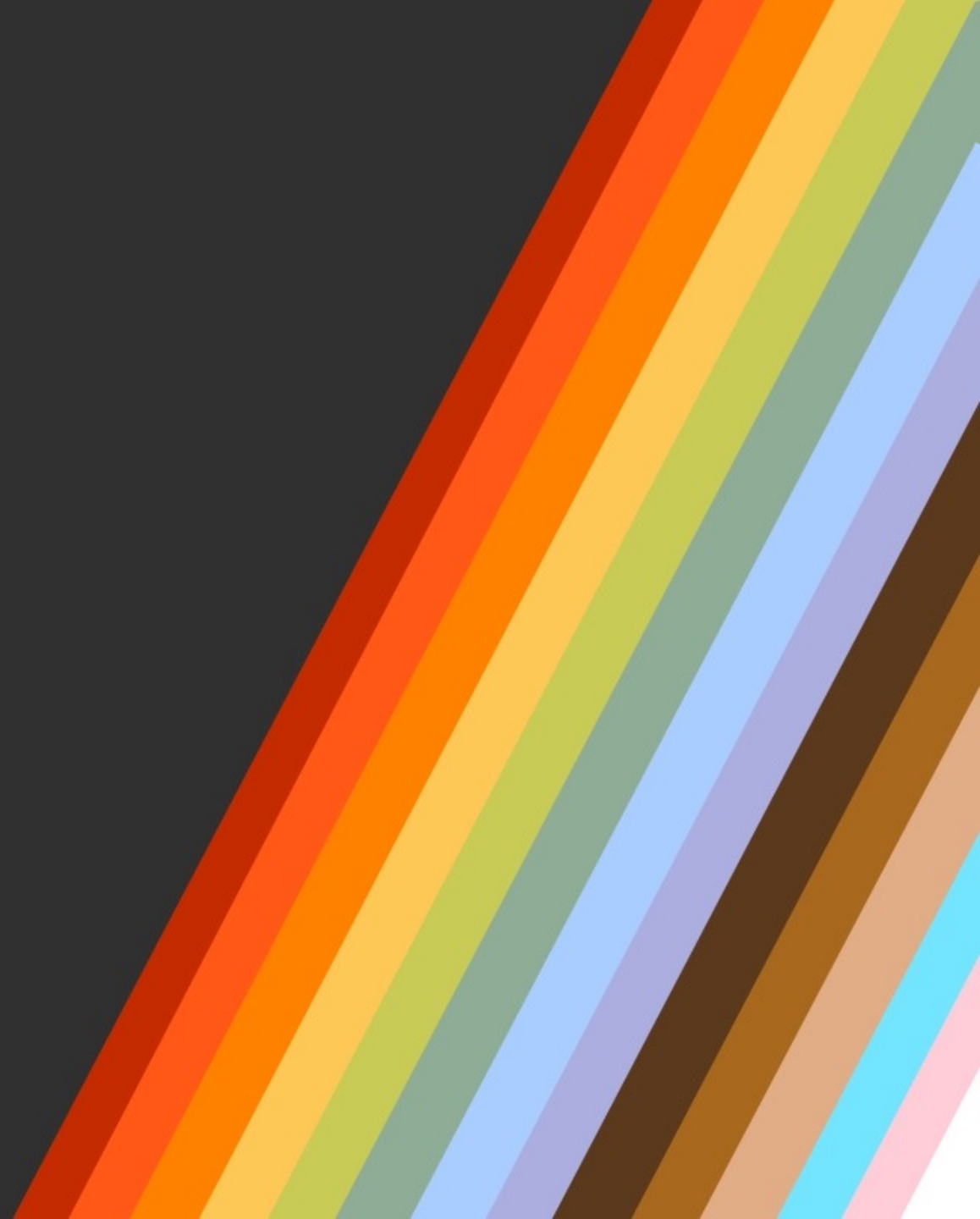


Sensory Friendly Monitoring

Keep the Noise Down

Quintessence Anx
Developer Advocate

PagerDuty



DoIT Internation...
 ● vadim
 All Threads
 CHANNELS
 # cyber
 # engineering
 # gcp
 # general
 # random
 # sales
 # topside-ci
 # topside-team
 DIRECT MESSAGES
 ♥ slackbot
 ● vadim (you)
 ○ avi
 ○ dror
 ○ erano
 ○ eranshlomi
 ○ shayale
 ○ srfrnk
 ○ ytc
 + Invite people

#gcp
 June 26th
 set the channel purpose: Google Cloud Platform Notifications
 dror 7:53 AM
 joined #gcp by invitation from @vadim, along with @doit-playground-gcp
 bot APP 8:07 AM
 This is the logname: projects/doit-playground/logs/cloudaudit.googleapis.com%2Fa...
 bot APP 9:37 AM
 This is the logname: projects/doit-playground/logs/cloudaudit.googleapis.com%2Fa...
 bot APP 10:28 AM
 Bucket advance-coda-4918 was Deleted at location US by srfrnk@doit-intl.com in p...
 Bucket 'oceanic-runner-6534' was created at location 'ASIA' by 'srfrnk@doit-intl.co...
 Bucket 'oceanic-runner-6534' was deleted at location 'ASIA' by 'srfrnk@doit-intl.co...
 Bucket 'constant-melody-9144' was created at location 'EUROPE-WEST1' by 'srfrn...
 Bucket 'constant-melody-9144' was deleted at location 'EUROPE-WEST1' with sto...
 Bucket 'tera-course-8464' was created at location 'AUSTRALIA-SOUTHEAST1' witl...
 Bucket 'tera-course-8464' was deleted at location 'AUSTRALIA-SOUTHEAST1' witl...
 Bucket 'shining-asset-1830' was created at location 'US' with storage class " by 'srfr...
 Bucket 'shining-asset-1830' was deleted at location 'US' with storage class " by 'srfr...
 bot APP 11:24
 Instance 'instan...
 Instance 'instan...
 bot APP 12:07
 Google AppEng...
 bot APP 12:21
 Google AppEng...

iPod 2:28 PM



MISSION: DEMO ACCOUNT
 Multitenancy Demo

Confluence BOT
 Page created in Sp...
 Project Milestc...
 By Eve

Partial System Outage

Management Portal
API

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

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

etails

detailed notifications about your bounces and complaints. By default, this information...
 You may also choose to receive feedback notifications via Amazon Simple...
 m more

iration:

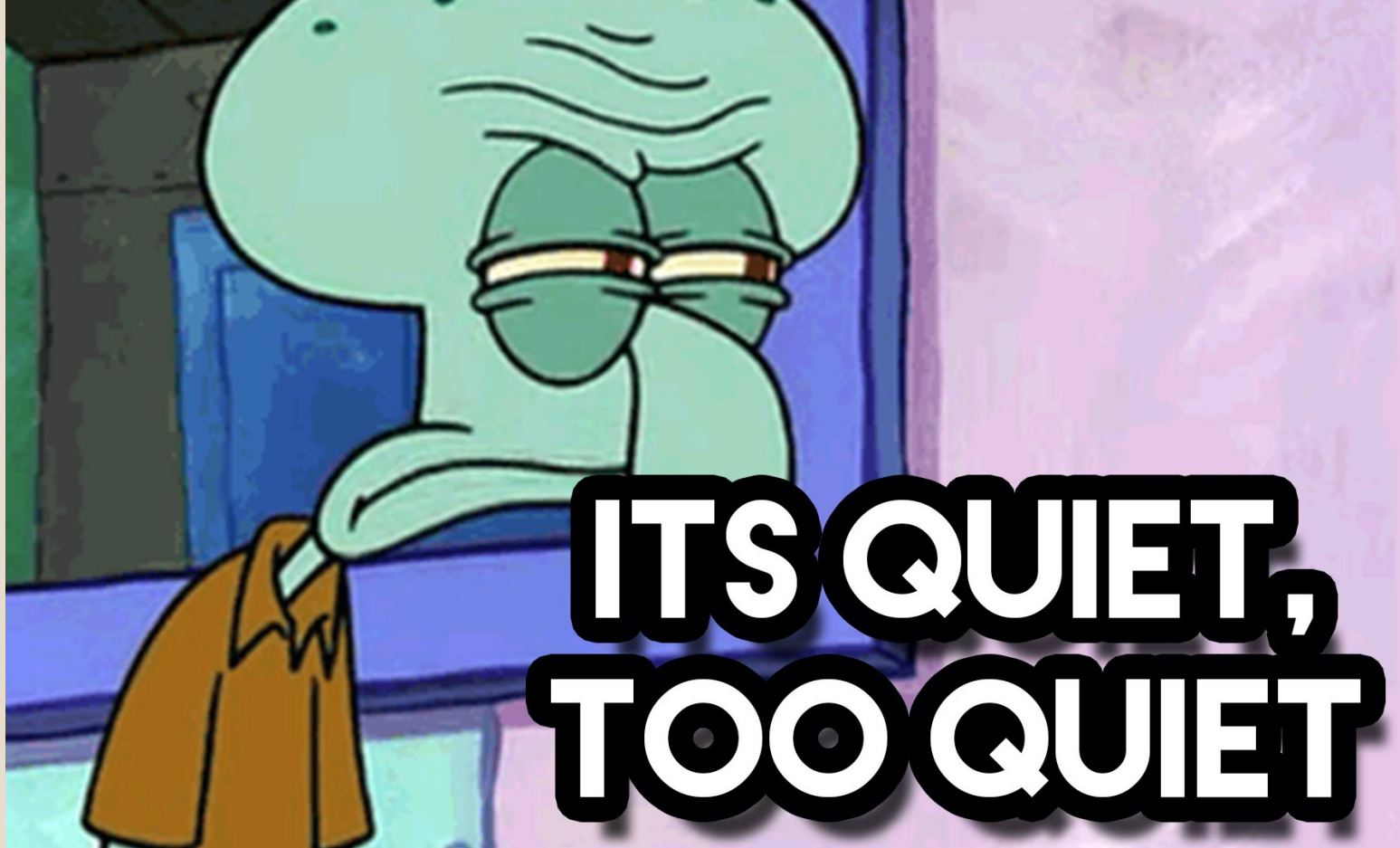
lback: enabled
 on: arn:aws:sns:us-east-1:613375719869:done__TST
 ation: arn:aws:sns:us-east-1:613375719869:done__TST

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.
- ...meaning that the people who needed to be notified, won't be.

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Reduce the noise by being aware

- Determine the sources of noise
- Categorize the types of noise
- Channel the noise into a productive workflow
- Create a routine to clear the clutter

Your brain on alerts



Cost: time and quality degradation

Our brains are not
meant to multitask

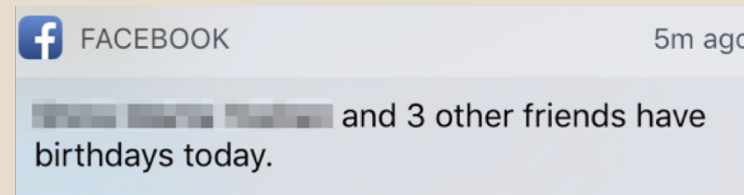
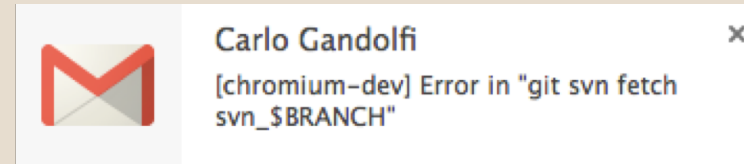


Sources of noise



How often do you...

- ...check your email?
- ...check your social media?
- ...check your text messages?
- ...check your Apple/Google messages?
- ...what about Google Home/Amazon Echo/etc.?
- ...the list goes on.



All alerts are fictional.

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.

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Categorize External Sources of Noise

- False positives
- False negatives
- Fragility
- Frequency



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

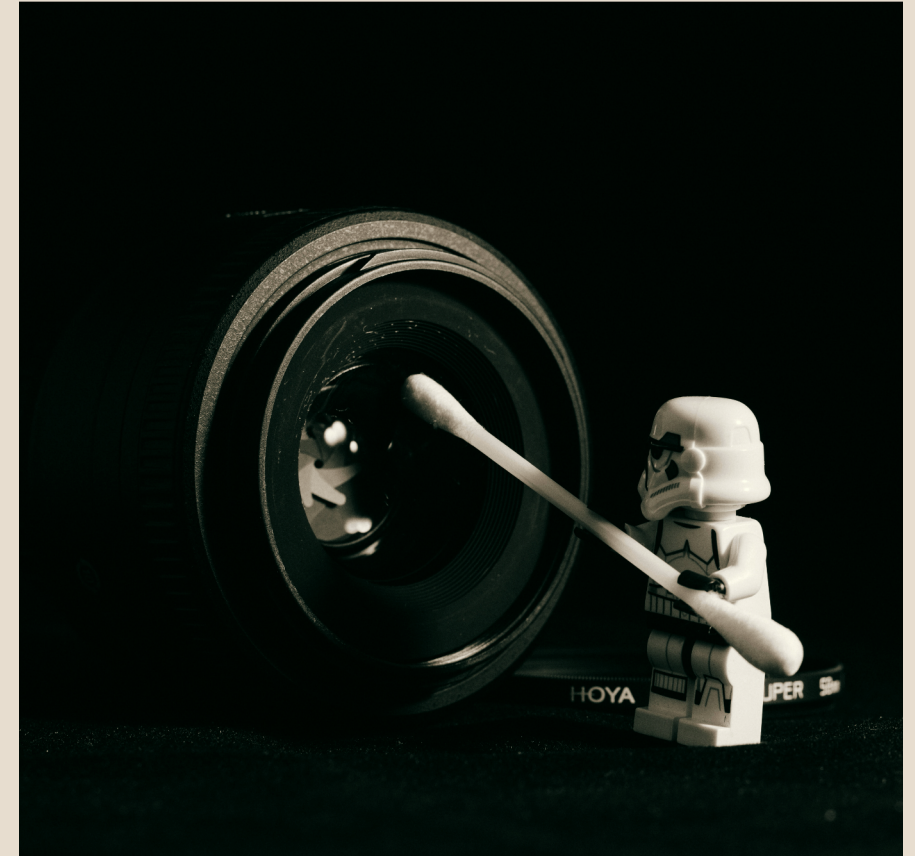
a.k.a. A bad day in ChatOps

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)?

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?



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Thank you!



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Developer Advocate 🥑

@

PagerDuty



<https://noti.st/quintessence>