

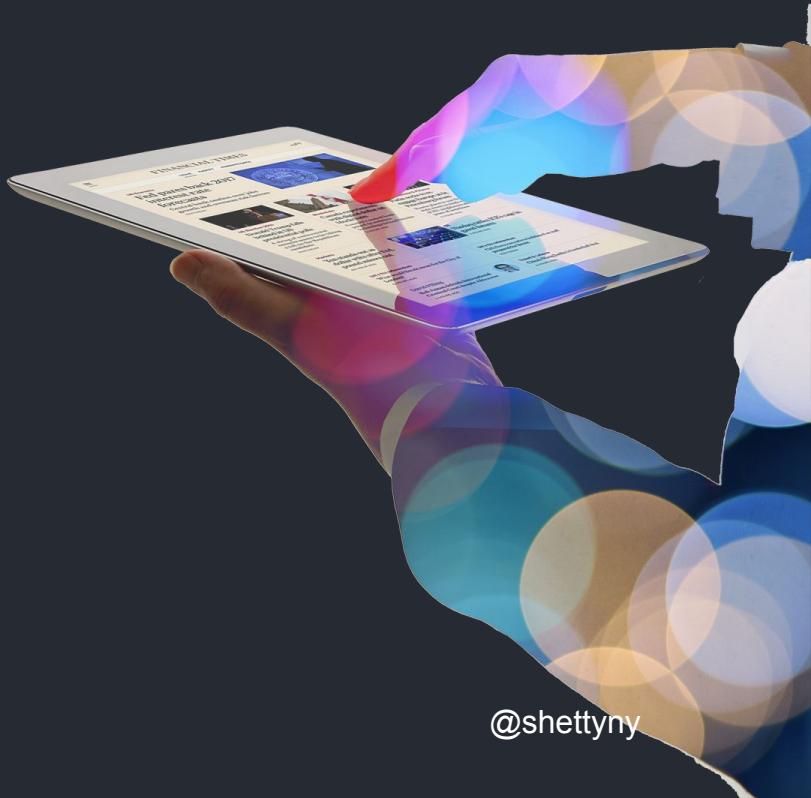
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Monitoring Decoded

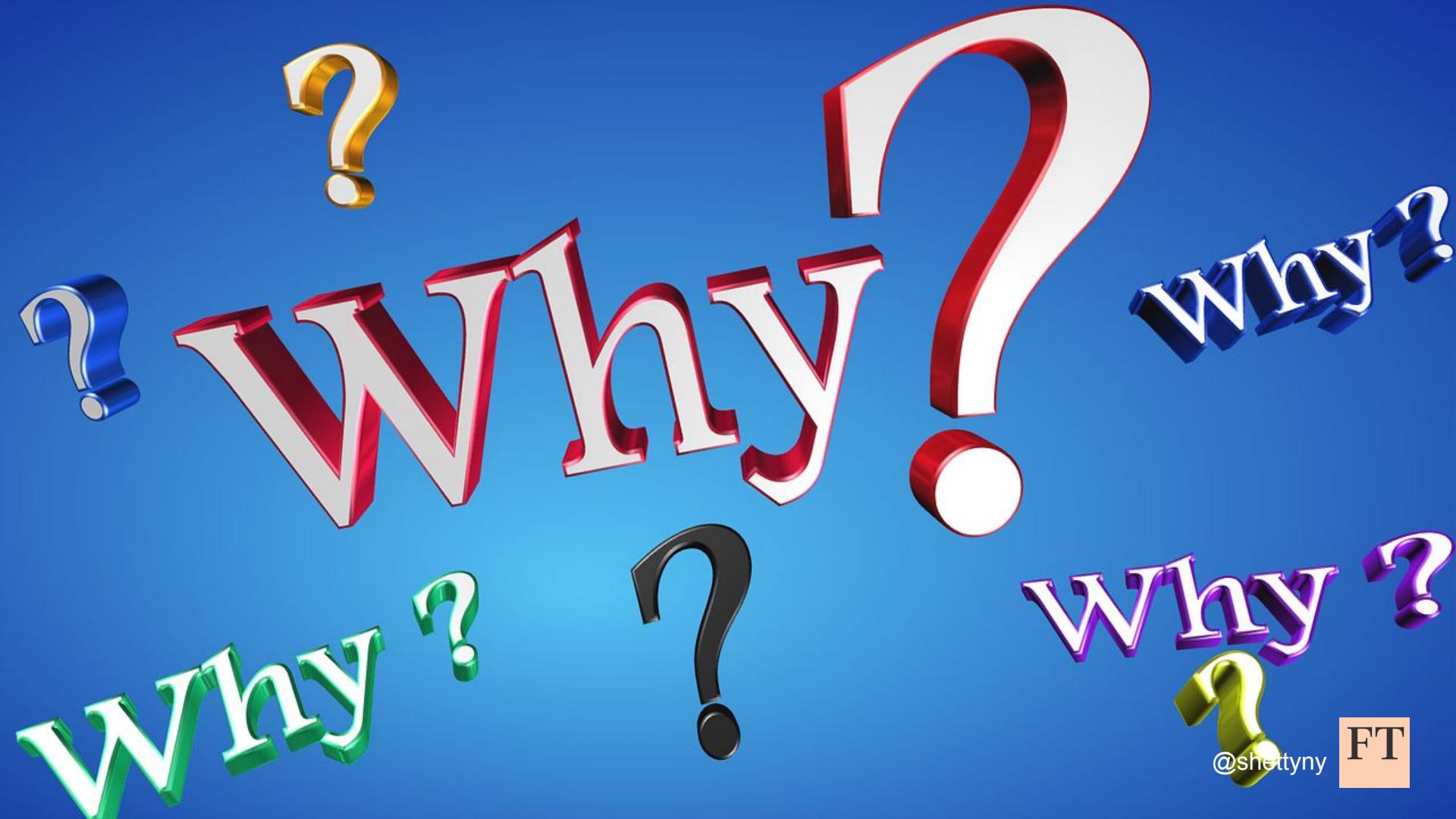
Why, What and How?

Nayana Shetty

Tech Lead, Infrastructure Delivery
Financial Times



@shettyny



Proactive Issue Detection



THIS IS FINE.

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10 Fall		428 Pass		0 Fail	
Access	Access	Application Control Service	Active Directory	API Gateway	API Gateway - DDoS Protection
Platinum	Platinum	Platinum	Platinum	Platinum	Platinum
IT Case Page API (Draft)	IT Case Page API (Draft)	IT Case Page API (Draft)	IT Case Page API (Draft)	IT Case Page API (Draft)	IT Case Page API (Draft)
Platinum	Platinum	Platinum	Platinum	Platinum	Platinum
Origin Home Service V2	Oigned Navigation Service	HAC Authors DB	HAC Prod EU	HAC Prod US	Replicator Assistant - Canada
Platinum	Platinum	Platinum	Platinum	Platinum	Platinum
Universal Publishing Platform APIs	UPF - Content Search API (Draft)	UPF Notifications Push Monitor	UPF Prod Delivery EU	UPF Prod Delivery US	UPF Prod Push API
Platinum	Platinum	Platinum	Platinum	Platinum	Platinum
Github Key Director Lead	How To Spend It	Investor Chronicle	Jira	Kafka	Licence Data Service
Gold	Gold	Gold	Gold	Gold	Gold
virtual-admin-remote-api	Web Admin Tool	Zookeeper	AD Logins for All Consoles	Analyse Africa	API Gateway Endpoint + SSO
Web Admin Tool	Zookeeper	Apache	Apache	Apache	Apache
The Footer	Thomas	YSA Africa	YSA APAC	YSA EMEA	YSA Global
My Data Controller	My Data Controller	My Data Controller	My Data Controller	My Data Controller	My Data Controller
data-audit-service	D2 Email	Digital Voucher Service	Digital Voucher Service	Digital Voucher Service	Digital Voucher Service
Browser	Browser	Browser	Browser	Browser	Browser
Browser	Browser	Browser	Browser	Browser	Browser
FT Nexus OSS	FT Nexus OSS	FT Nexus OSS	FT Nexus OSS	FT Nexus OSS	FT Nexus OSS
Browser	Browser	Browser	Browser	Browser	Browser
Github Key Director	Github Key Director	Health API	Health Aggregator	Healthcheck - Hierarchy Store	Healthcare website
Browser	Browser	Browser	Browser	Browser	Browser
Hordeode Analytics	Hordeode Deployment	Info-Log API	Info-Log API	Info-Log API	Info-Log API
PCI Jamboos	PCI Jamboos	People API	People Finder	personalized-feed-api	postdash-poller
Browser	Browser	Browser	Browser	Browser	Browser
Single Sign On (Draft Processing)	Single Sign On (Draft Processing)	social-login-api	Spark	Spark API	SSO API (Draft)
Browser	Browser	Browser	Browser	Browser	Browser
<h1>Quick & Easy Incident Management</h1>					
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Browser	Browser	Browser	Browser	Browser	Browser
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Happy Service == Happy Customers



WHAT?

Checklist of predicted problems

Use Templates for Monitoring

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USE METHOD, by Brendan Gregg

	Utilisation	Saturation	Errors
CPU	✓	✓	✓
Memory	✓	✓	✓
Disk	✓	✓	✓
Network	✓	✓	✗

RED METHOD, by Tom Wilkie

For every service, monitor request:

- **Rate** - number of requests per second
- **Errors** - the number of those requests that are failing
- **Duration** - the amount of time those requests take

RED method

is about how

happy our users are

while

USE method

is about how

happy our machines are.

by Tom Wilkie

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HOW TO



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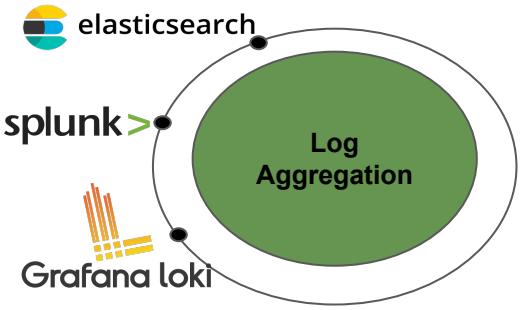
Monitoring Tools

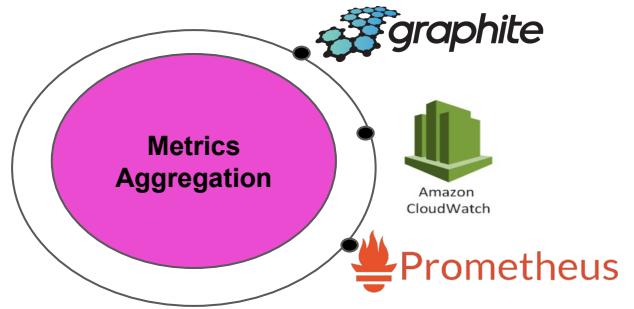
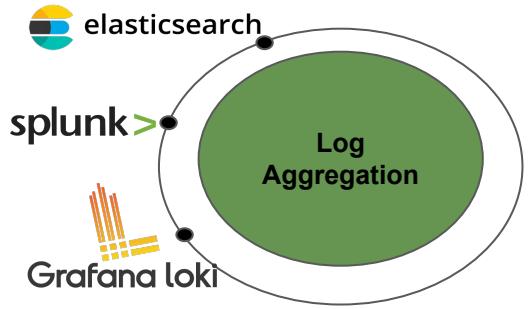
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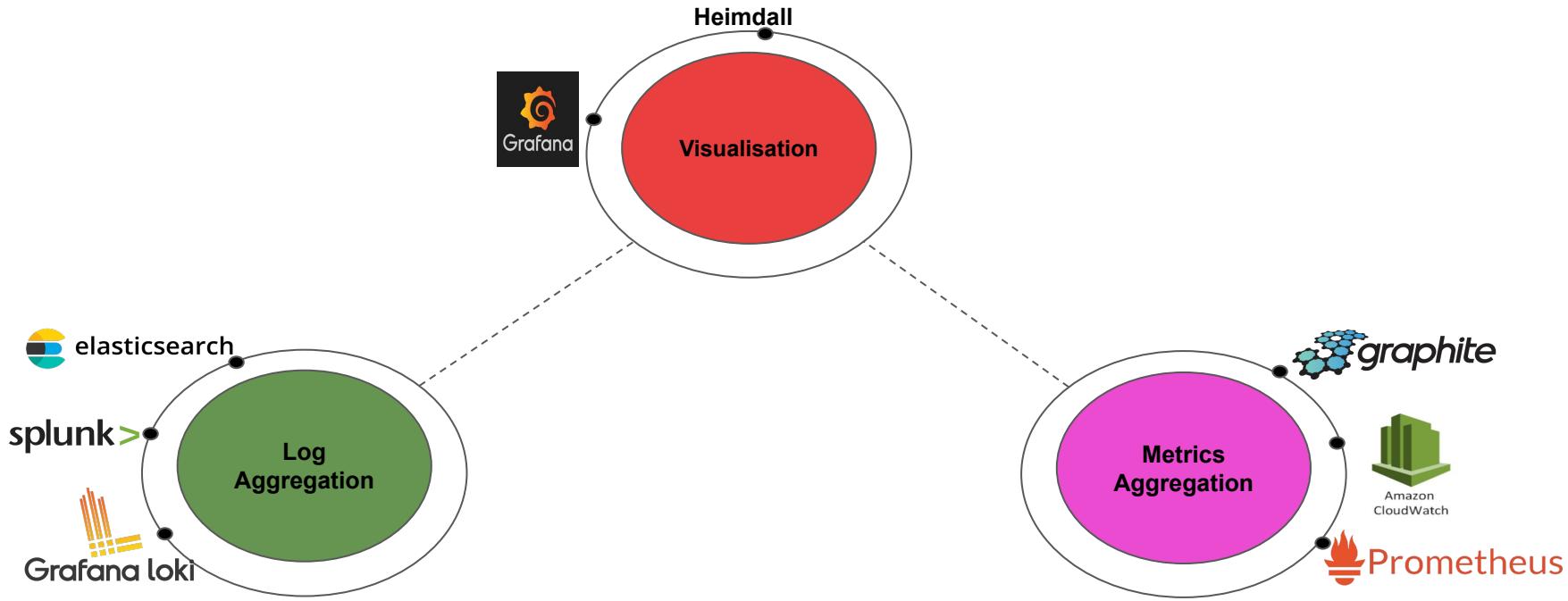
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Monitoring capabilities

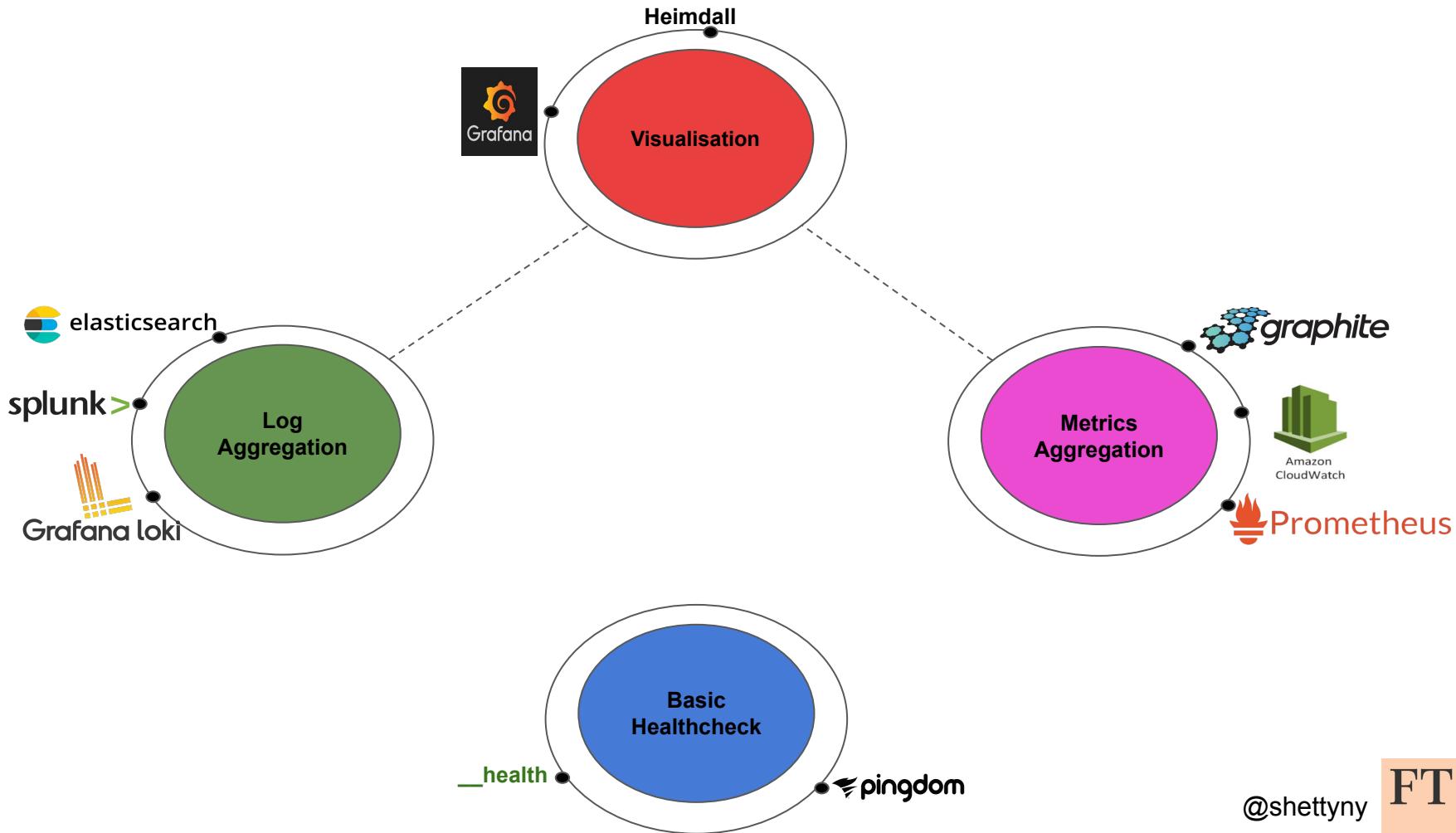






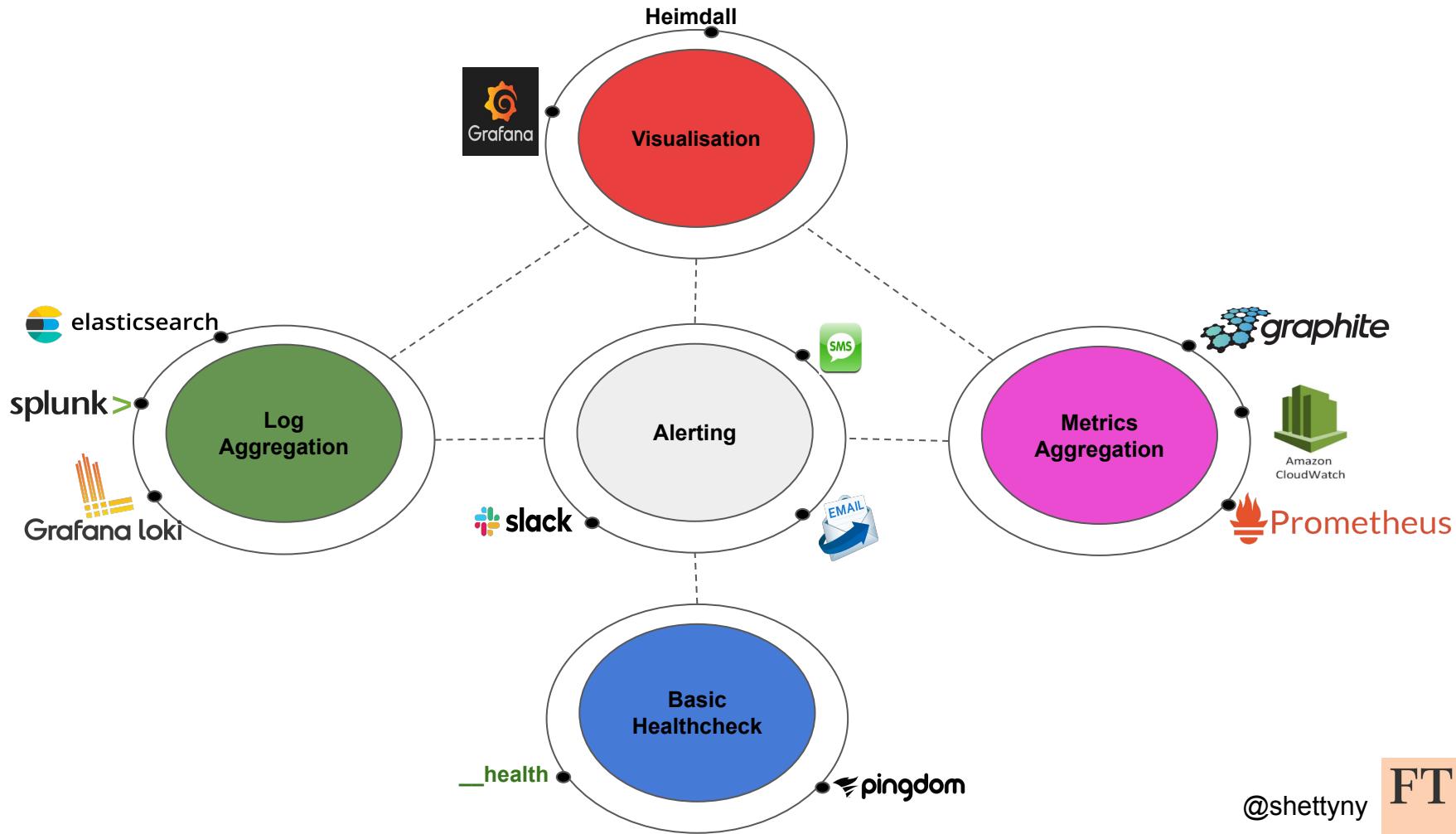
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6 6 *  thank you

The word "thank you" is written in a bubbly, colorful font. The letters are outlined in black and filled with vibrant colors: pink, yellow, green, and orange. Various decorative elements are scattered around the letters: a large green heart above the 'a', a small pink heart above the 'n', a yellow flower above the 'K', a green flower with a yellow center above the 'y', a small green heart above the 'o', a pink butterfly-like shape to the right of the 'u', and a small black star above the 'u'. The background is white.