Building A Scalable Monitoring System
Monitoring Mistakes  
Overhauling the System  
The Payoff
I want to look away but I can't!
Monitoring Mistakes

Overhauling the System

The Payoff
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Waiting for your crush to text you back like

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Incredibly Inconsistent
Inconsistent Alerts

 Reported data  Required no action
Inconsistent Alerts

Reported data

Required no action

Immediate action required
make on-call devs miserable
WHAT IS GOING ON??
DON'T

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Monitoring Must Haves

1. Consolidate Monitoring To a Single Place

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Monitoring Must Haves

1. Consolidate Monitoring To a Single Place
2. Make ALL Alerts Actionable
Monitoring Mistakes → Overhauling the System → Action
<table>
<thead>
<tr>
<th>Action Required</th>
<th>No action Needed</th>
</tr>
</thead>
</table>

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## Action Required

- #ops_alerts
- #dev_alerts

## No action Needed
<table>
<thead>
<tr>
<th>Action Required</th>
<th>No action Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>#ops_alerts</td>
<td>#ops_reporting</td>
</tr>
<tr>
<td>#dev_alerts</td>
<td>#dev_reporting</td>
</tr>
</tbody>
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Monitoring Must Haves

1. Consolidate Monitoring To a Single Place
2. Make ALL Alerts Actionable
3. Make Alerts Mutable

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Monitoring Must Haves

1. Consolidate Monitoring To a Single Place
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SHUT UP!

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30 60 90 minutes
Miss new alerts
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<table>
<thead>
<tr>
<th>Mute monitor for...</th>
<th>1h</th>
<th>4h</th>
<th>12h</th>
<th>1d</th>
<th>1w</th>
<th>Forever</th>
</tr>
</thead>
</table>

Manage Partial Muting

<table>
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<tr>
<th>SCOPE</th>
<th>REMAINING</th>
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<tr>
<td>Select scope</td>
<td>Timeout</td>
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Add Scope +  Save Changes

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**Mute monitor for...**

- 1h
- 4h
- 12h
- 1d
- 1w
- Forever

**Manage Partial Muting**

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[Buttons: Add Scope +, Save Changes]
Monitoring Must Haves

1. Consolidate Monitoring To a Single Place
2. Make ALL Alerts Actionable
3. Make Sure Alerts Are Mutable
4. Track Alert History
Tracking Alert History

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Tracking Alert History

48 MB

16 MB

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Tracking Alert History

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On boarding is a breeze
3 On-boarding steps:

1. Monitoring Mistakes
2. Overhauling the System
3. The Payoff
3 On-boarding steps:

1. Show them the monitoring setup
2. 
3. 

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3 On-boarding steps:

1. Show them the monitoring setup
2. If an alert goes off you have to address it
3. 

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3 On-boarding steps:

1. Show them the monitoring setup
2. If an alert goes off you have to address it
3. How to mute a triggered alert
On boarding is a breeze
All alerts must be actionable
I have several questions
No more noise
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Developers began helping to improve our monitoring system
30-40 Alerts
>90 Alerts
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If you want…

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2. Overhauling the System
3. The Payoff

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If you want...

1. On boarding to be a breeze.
If you want...

1. On boarding to be a breeze.
2. On-call developers to be a lot happier
3. Monitoring Mistakes

Overhauling the System

The Payoff
If you want...

1. On boarding to be a breeze.
2. On-call developers to be a lot happier
3. Developers to help improve your monitoring systems
Monitoring Must Haves

1. Consolidate Monitoring To a Single Place
2. Make ALL Alerts Actionable
3. Make Sure Alerts Are Mutable
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Questions?