Linked in
TM

Tier 1 Metamorphosis

Nina Mushiana
SRE Manager
LinkedIn

Who Am I ?

Topics

- What is Tier 1?
- What Value they provide?
- Issues/Concerns/Roadblocks
- What is needed?
- Our Vision - The Linkedin Way

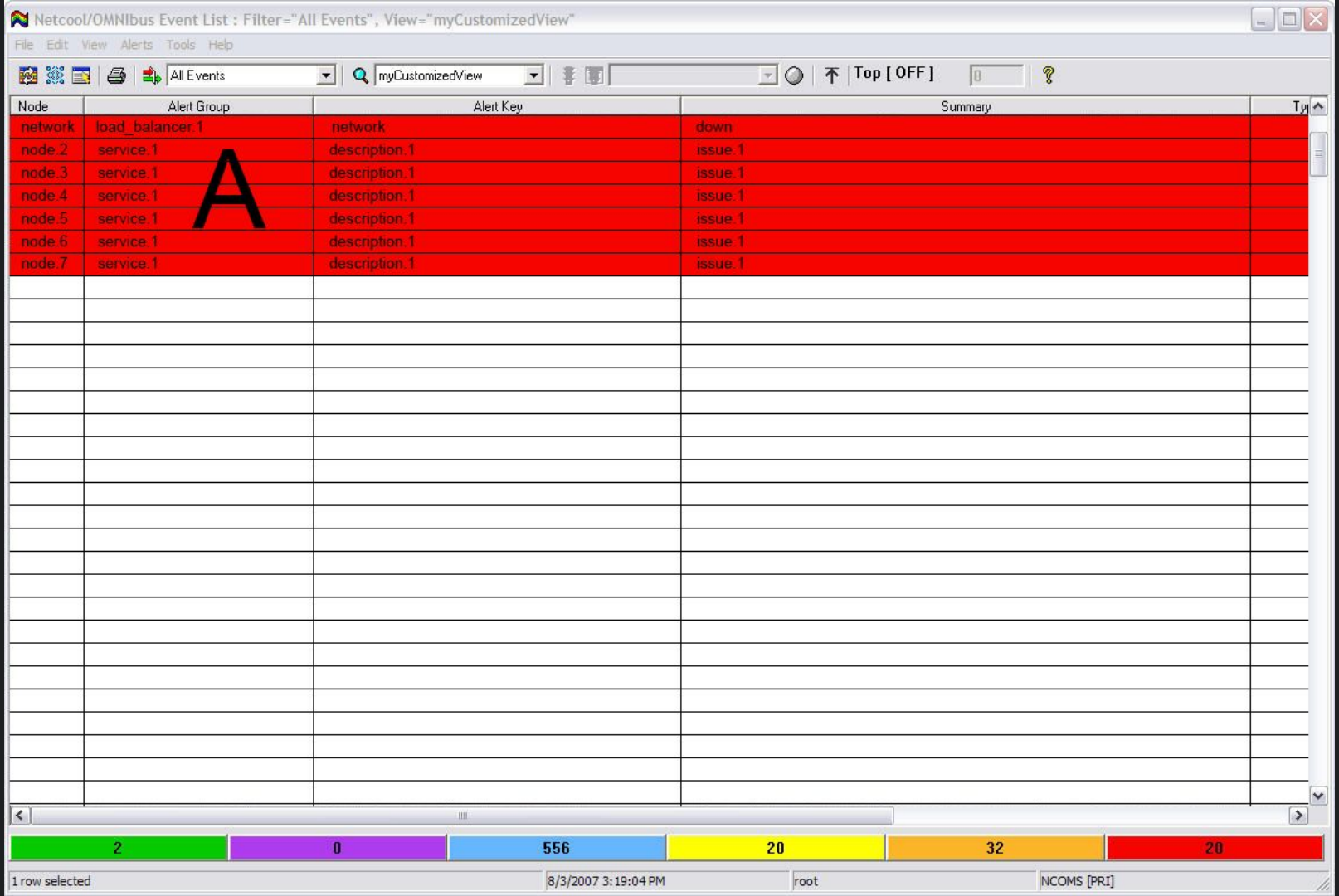
What is Tier 1?

Value

- Eyes on the site 24 x 7
- Incident Management
- Alert Management
- Change Management

- **CORRELATION**

GARY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Node
Alert Group
Alert Key
Summary
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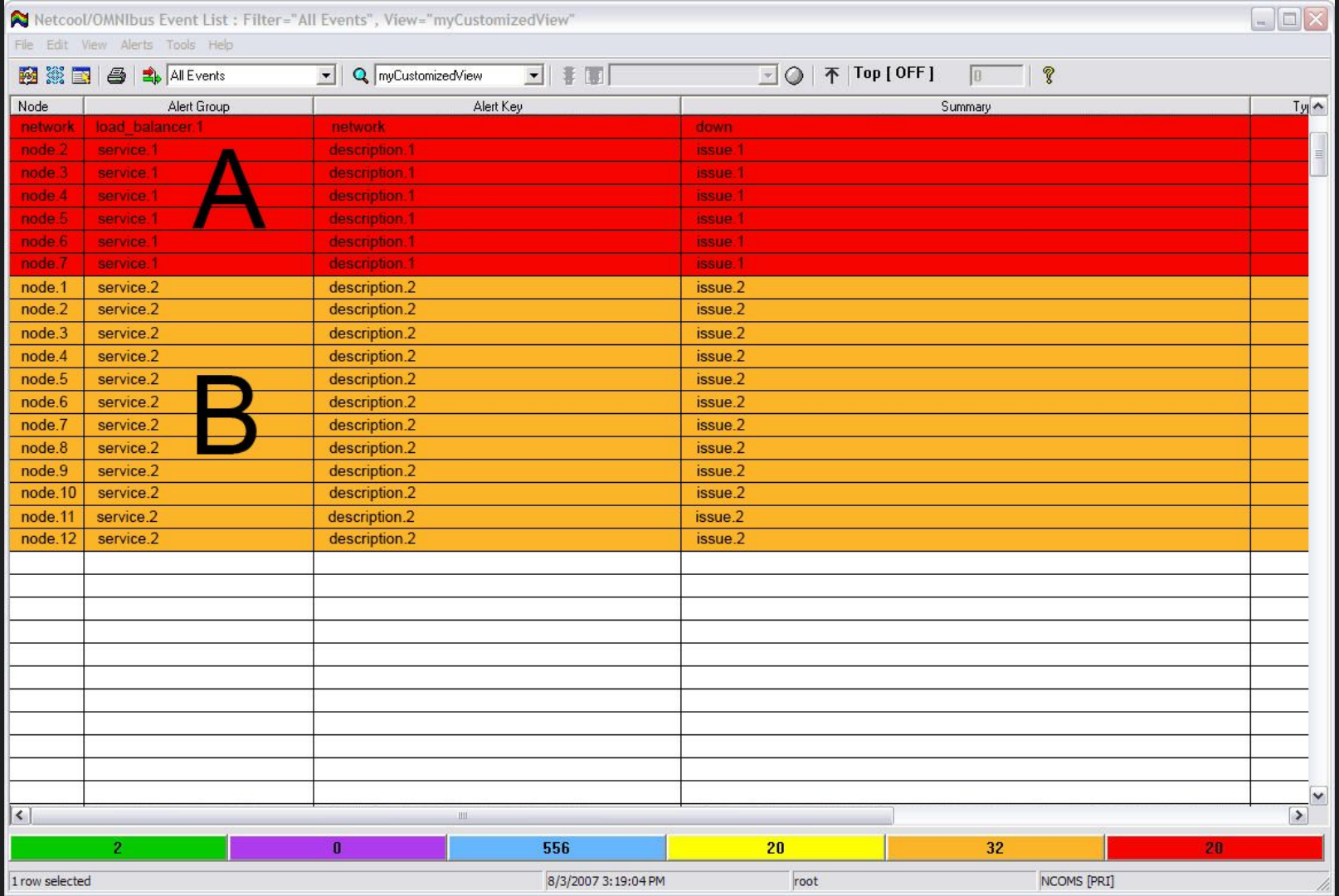
NCOMS [PRI]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Alert Key
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node.2 service.1 description.1 issue.1
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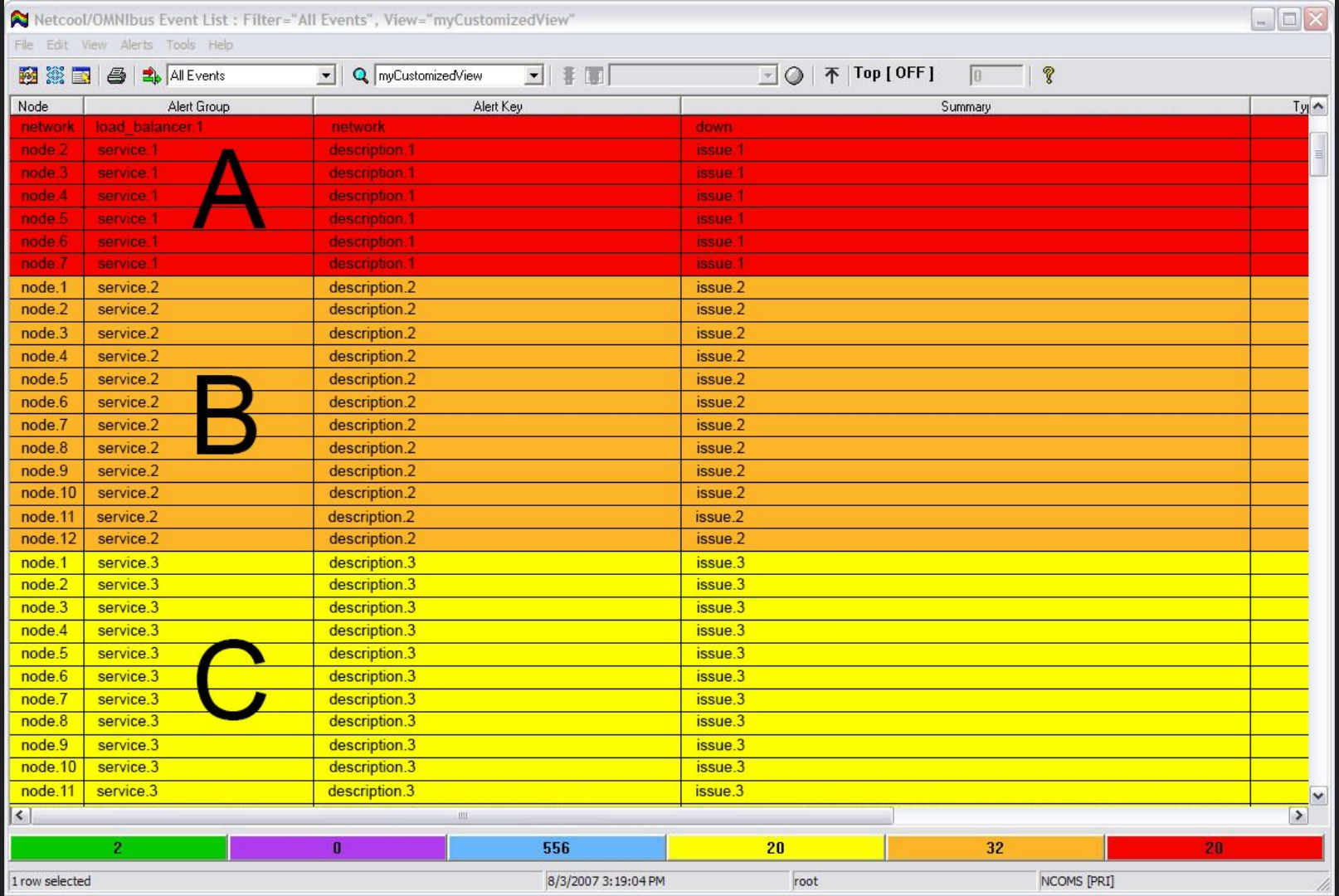
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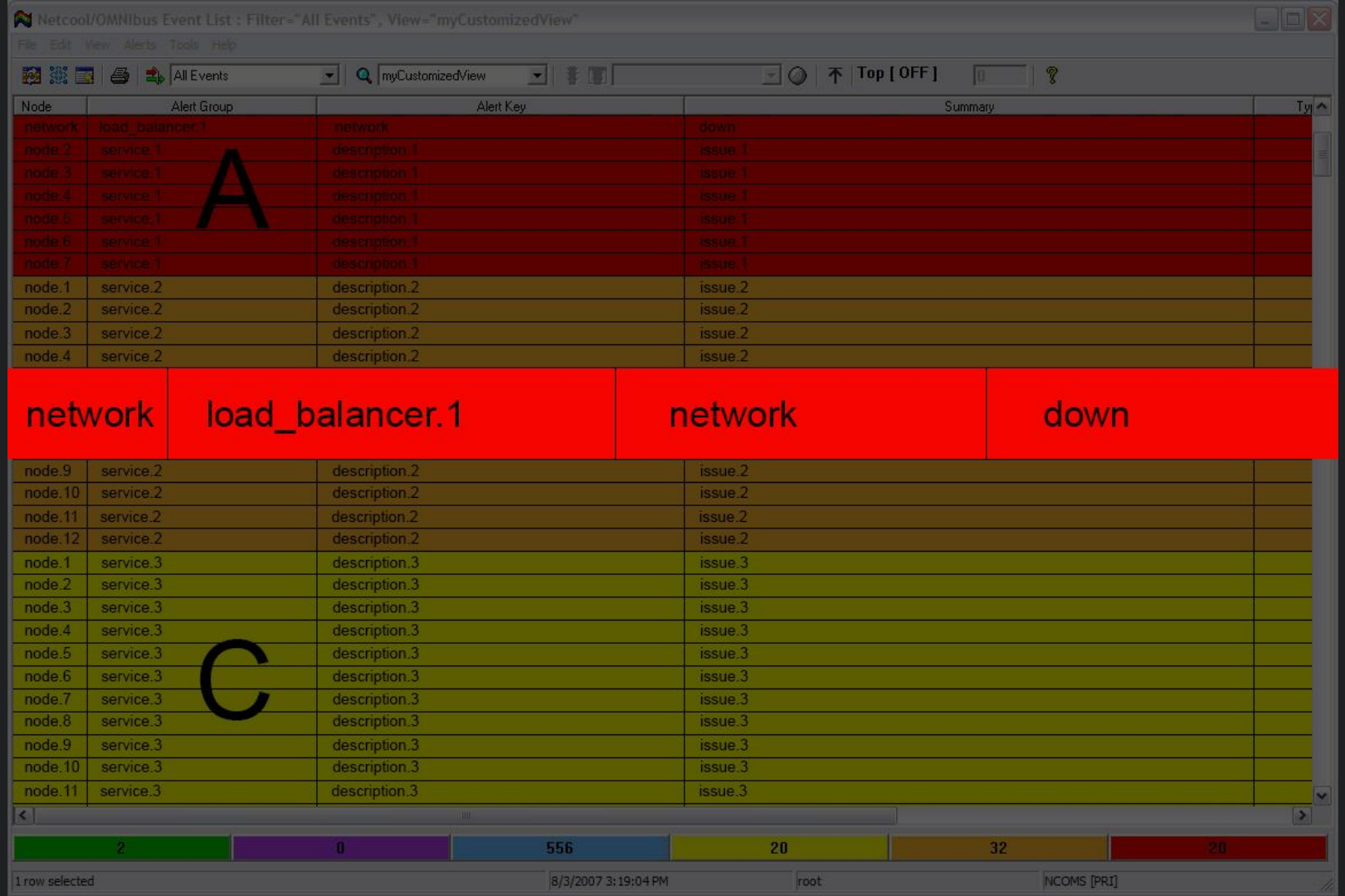
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node.5 service.3 description.3 issue.3
node.6 service.3 description.3 issue.3
node.7 service.3 description.3 issue.3
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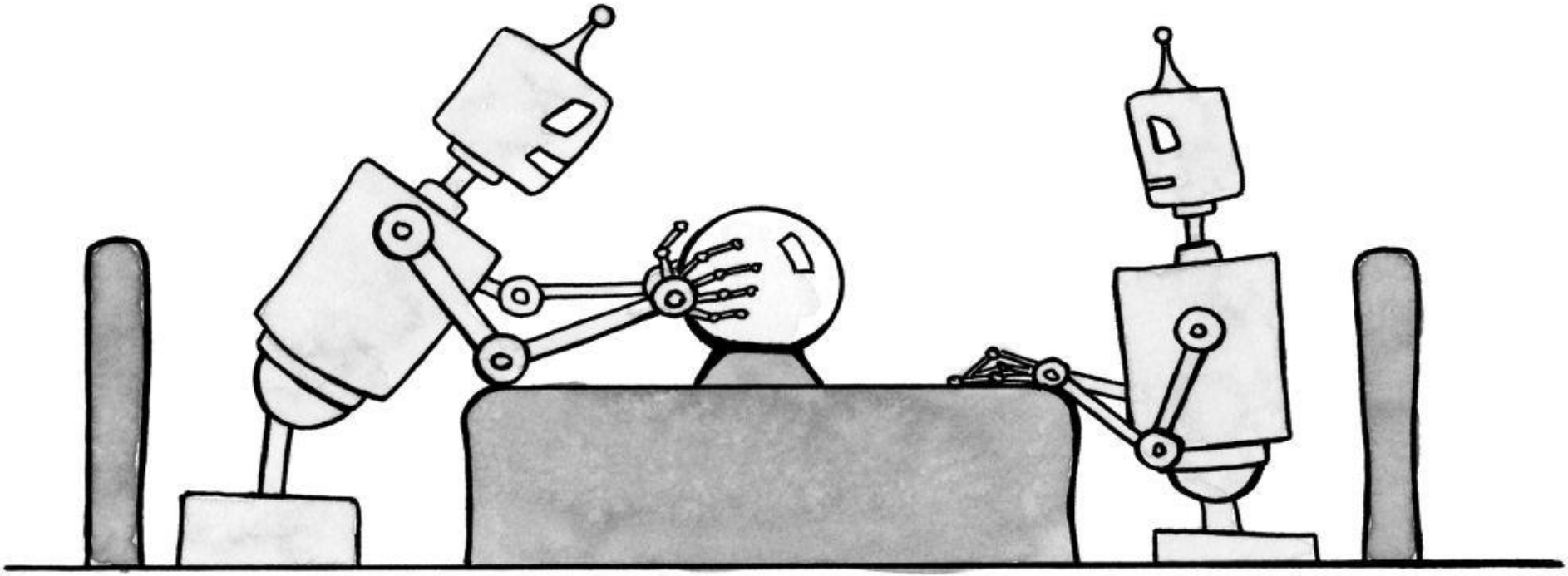
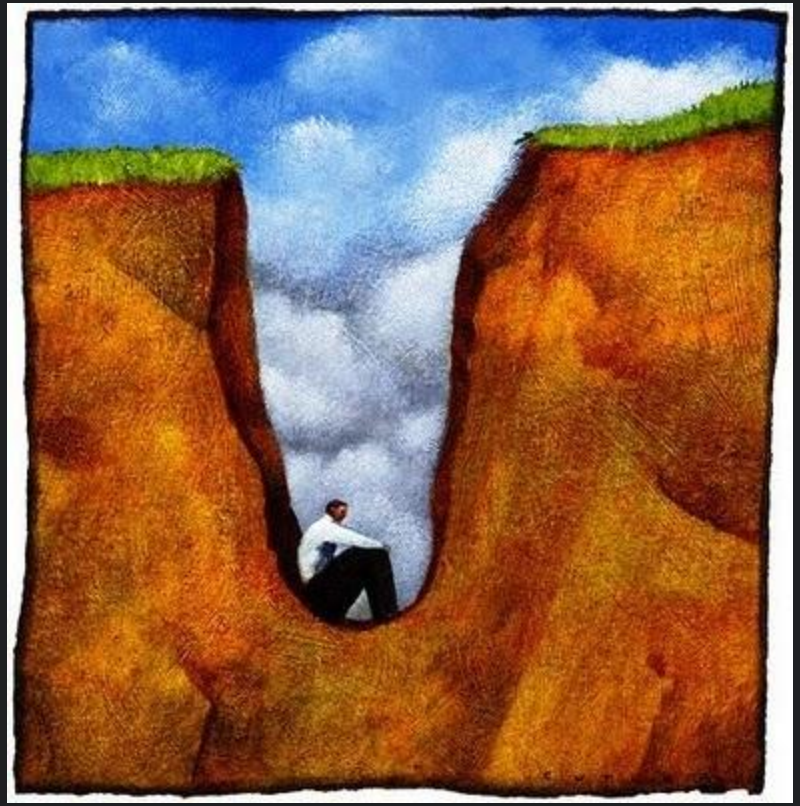
Issue: Repetitious Tasks

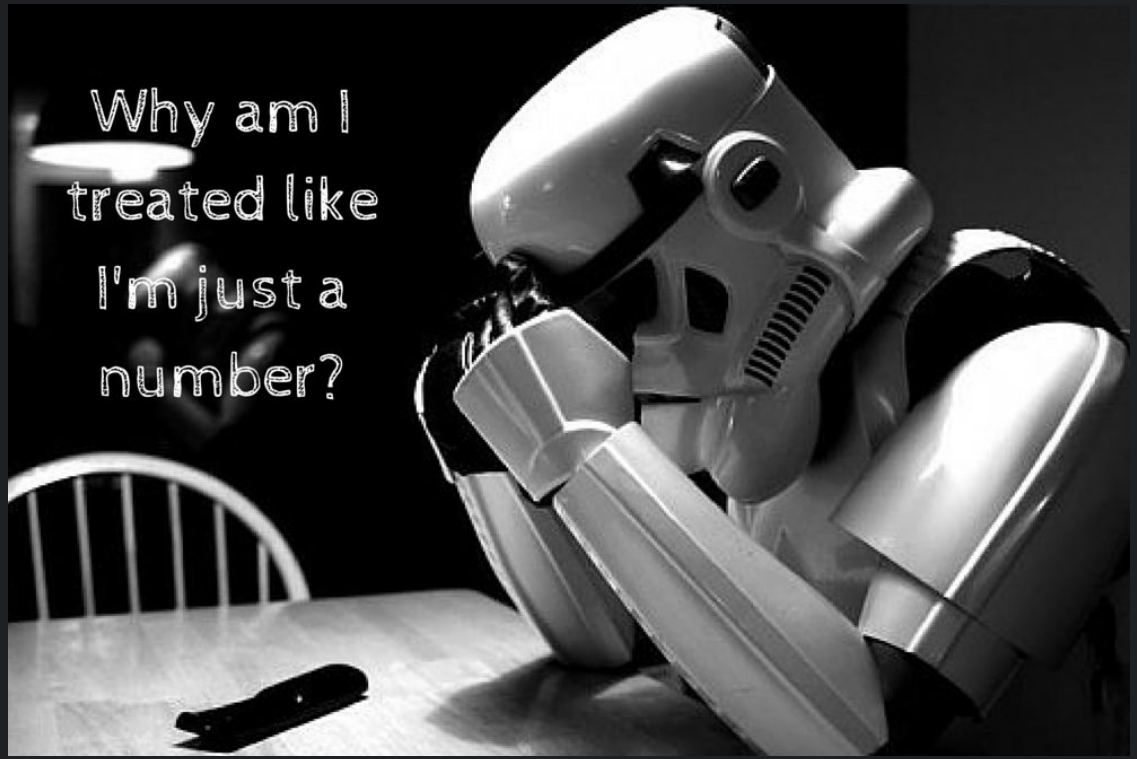


"You will continue to perform the same repetitive tasks that you have always performed."

Issue: No Career Path



Issue: Low Morale



Impact

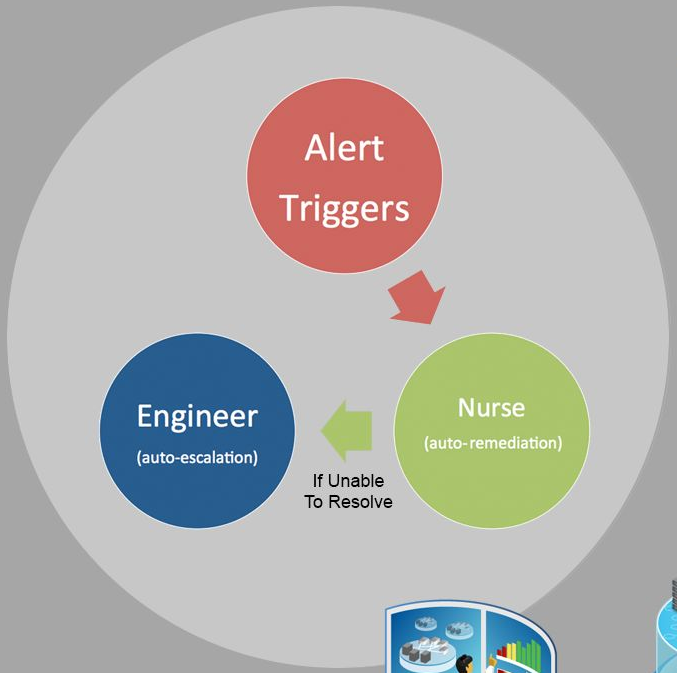
What is needed?

TIME

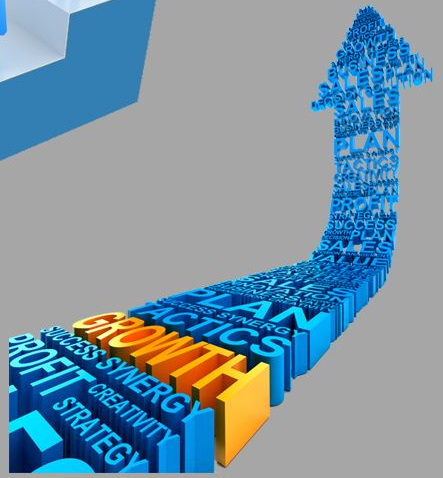
EXPERIENCE

MENTORSHIP

HOW?



Career Transformation

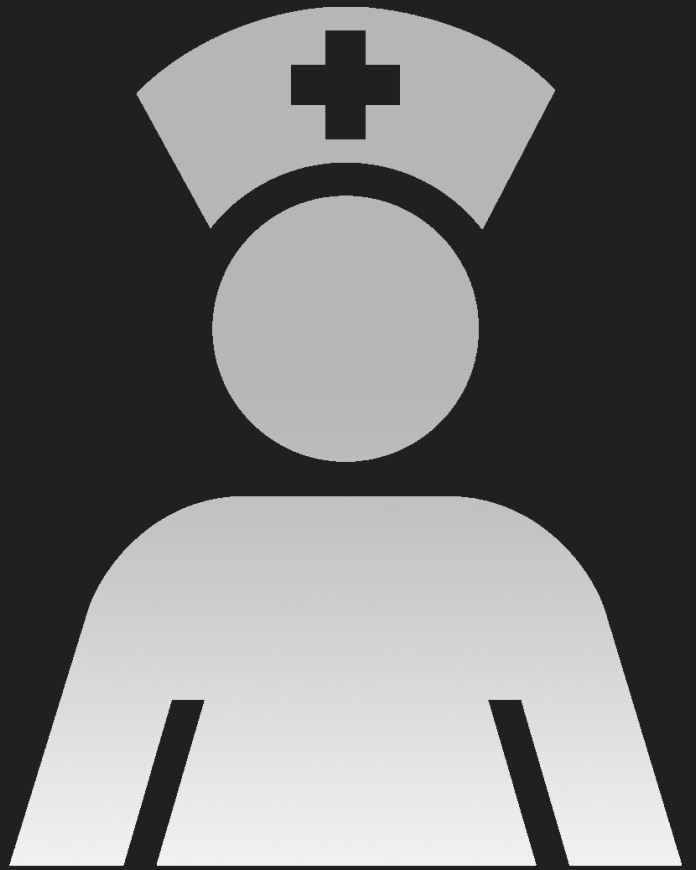


Monitor Growth

Driving & Resolving Site Critical Issues
Proactively Improve Monitoring

NOC

Auto Remediation Engine: Nurse



Auto Remediation Engine: Nurse

- 854k actions taken
- 100% of service health check alerts were automated
- ~37k man hours have been automated
- Now automating ~1100 hours/week

Auto Escalation Tool: Iris

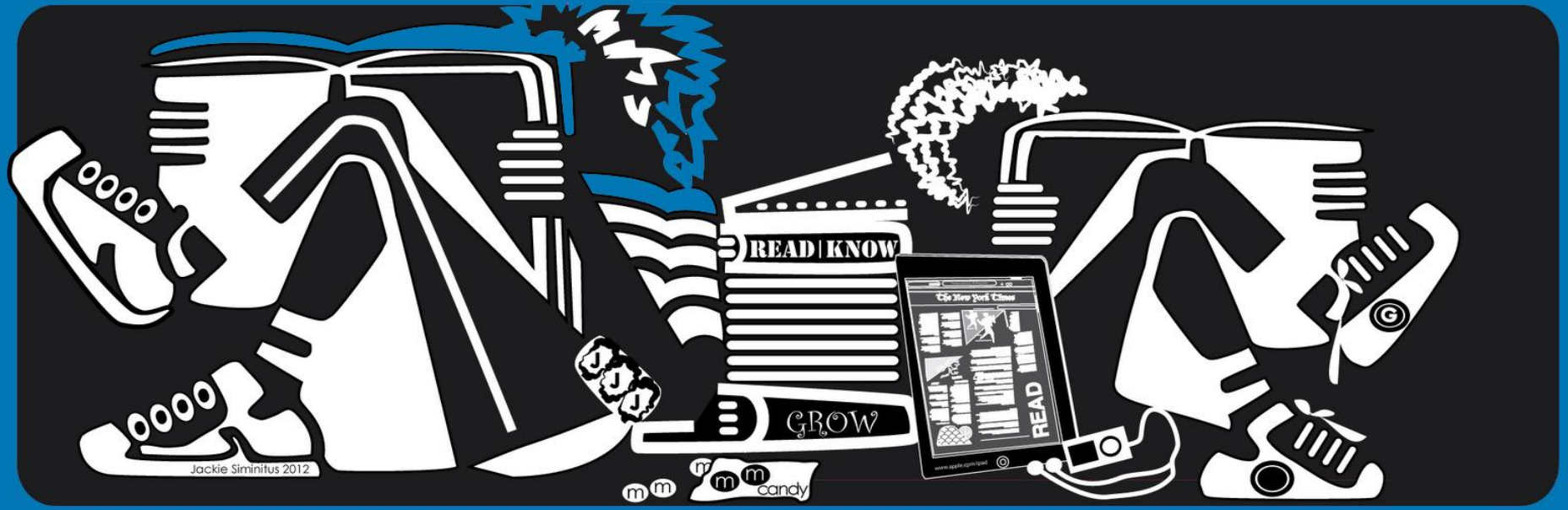
Jeff Weiner
CEO
Mountain View
Helping people you manage build new abilities and skills, work with them to define their career goals and support their efforts to accomplish them.

SME (Subject Matter Expert)

- Project time
- Train the Trainer
- Depth of knowledge
- Better dedicated service

SME (Subject Matter Expert)

NOC to SRE Transition Process



Mentor, Mentee

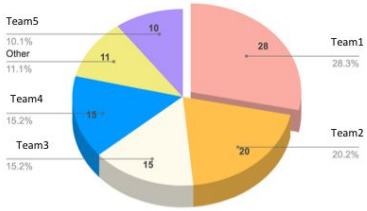
SUCCESS

SRD | GCN Metrics | More

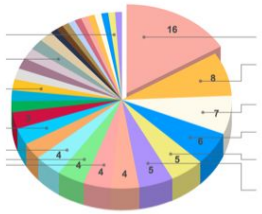
Reset | Major | Medium | Major/Medium | Minor | Postmortems | 2016-03-19 | 2016-04-02 | Submit

Managers | Teams

Breakdown by the Groups



Breakdown by the Teams



Search:

Mean Time To Detect: μ = 119 minute(s)

Median of the Time To Detect: x̃ = 132.5 minute(s)

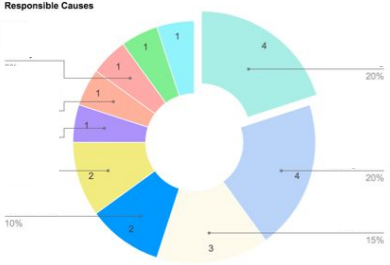
Mean Time To Fix: μ = 81 minute(s)

The Median of the Time To Fix: x̃ = 44.5 minute(s)

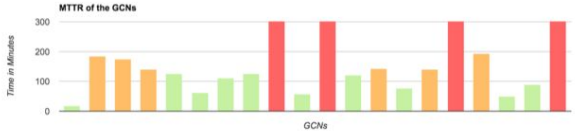
Mean Time To Resolve: μ = 200 minute(s)

The Median of the Time To Resolve: x̃ = 78 minute(s)

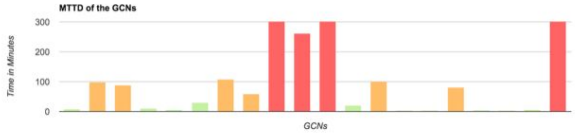
Responsible Causes



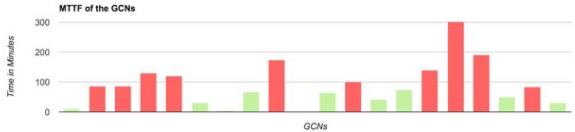
MTTR of the GCNs



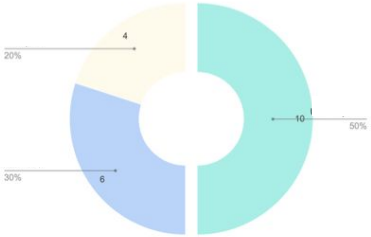
MTTD of the GCNs

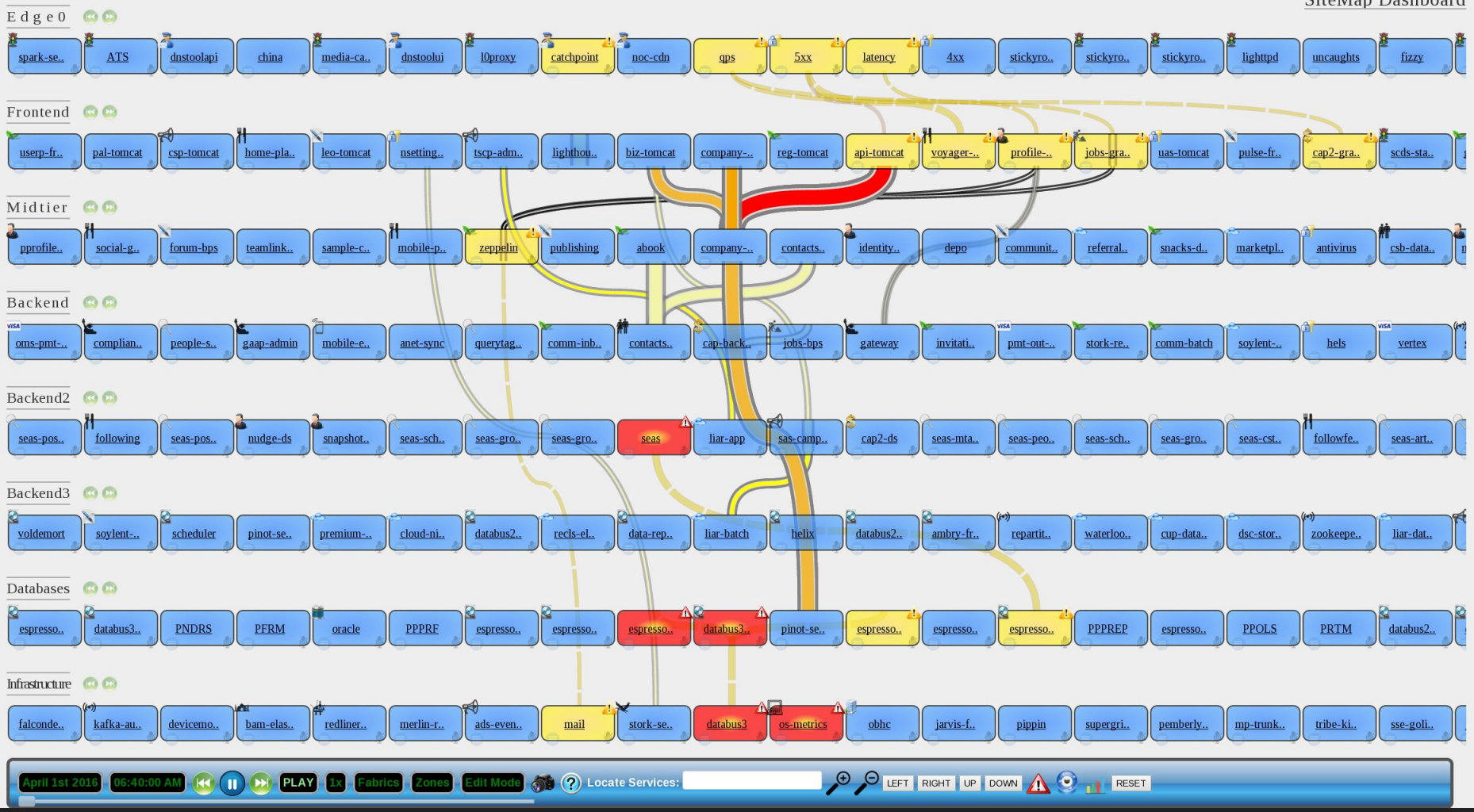


MTTF of the GCNs



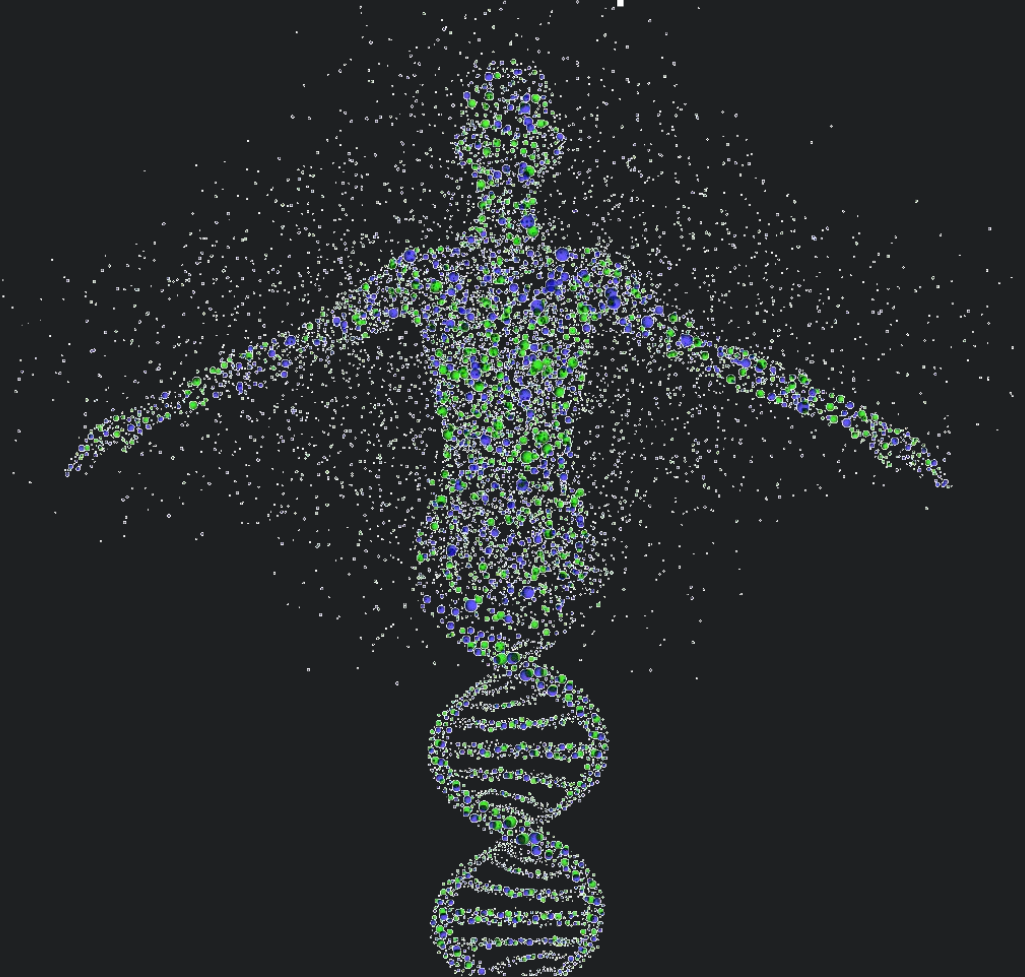
Detected Via

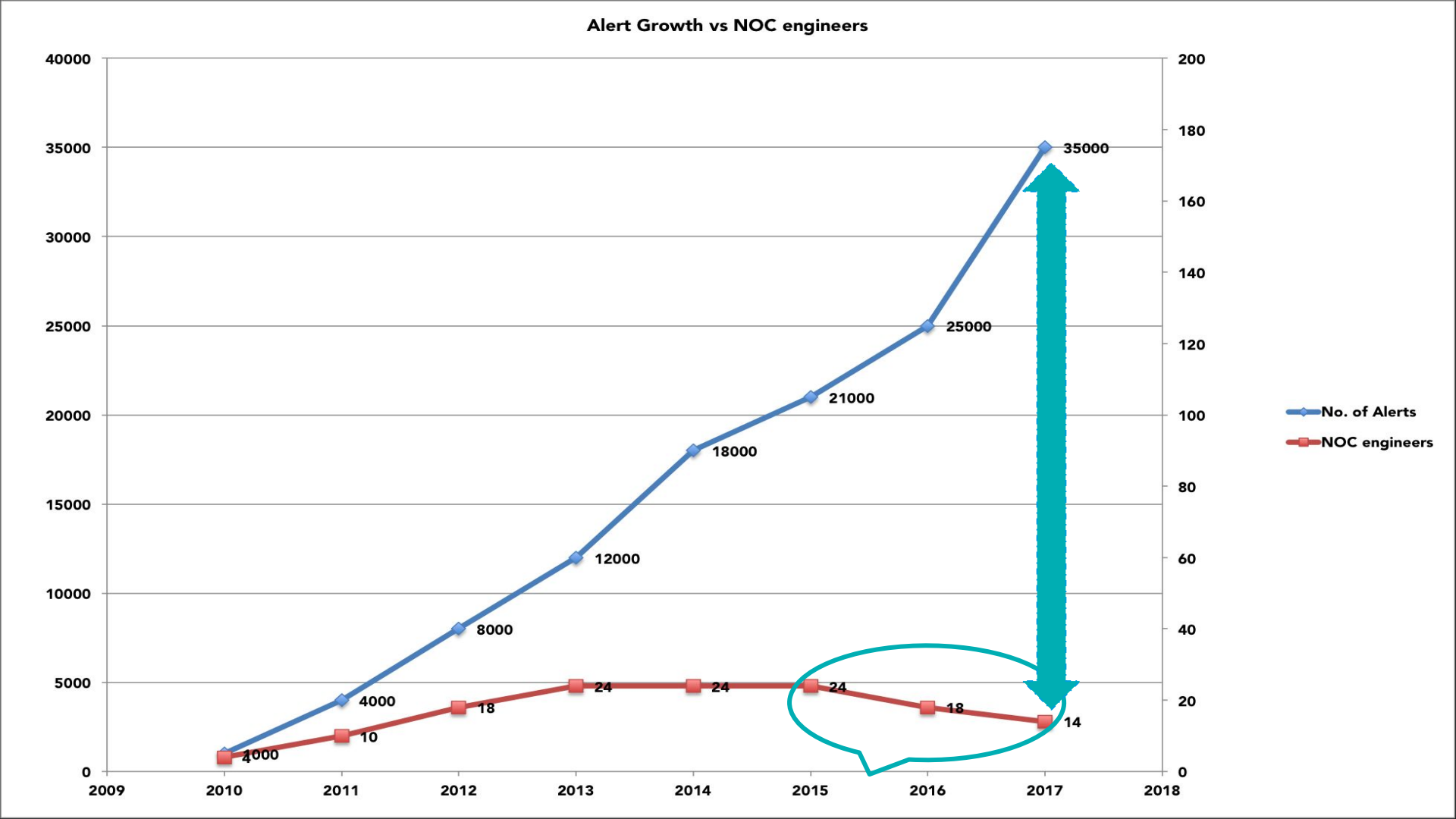



SiteMap Dashboard
Edge0
spark-se.. ATS dnstoolapi china media-ca.. dnstoolui l0proxy catchpoint noc-cdn qps 5xx latency 4xx stickyro.. stickyro.. stickyro.. lighttpd uncaughts fizzy
Frontend
userp-fr.. pal-tomcat csp-tomcat home-pla.. leo-tomcat nsetting.. tscp-adm.. lighthou.. biz-tomcat company-.. reg-tomcat api-tomcat voyager-.. profile-.. jobs-gra.. uas-tomcat pulse-fr.. cap2-gra.. scds-sta..
Midtier
pprofile.. social-g.. forum-bps teamlink.. sample-c.. mobile-p.. zeppelin publishing abook company-.. contacts.. identity.. depo communit.. referral.. snacks-d.. marketpl.. antivirus csb-data..
Backend
oms-pmt-.. complian.. people-s.. gaap-admin mobile-e.. anet-sync querytag.. comm-inb.. contacts.. cap-back.. jobs-bps gateway invitati.. pmt-out-.. stork-re.. comm-batch soylent-.. hels vertex
Backend2
seas-pos.. following seas-pos.. nudge-ds snapshot.. seas-sch.. seas-gro.. seas-gro.. seas liar-app sas-camp.. cap2-ds seas-mta.. seas-peo.. seas-sch.. seas-gro.. seas-cst.. followfe.. seas-art..
Backend3
voldemort soylent-.. scheduler pinot-se.. premium-.. cloud-ni.. databus2.. recls-el.. data-rep.. liar-batch helix databus2.. ambry-fr.. repartit.. waterloo.. cup-data.. dsc-stor.. zookeepe.. liar-dat..
Databases
espresso.. databus3.. PNDRS PFRM oracle PPPRF espresso.. espresso.. espresso.. databus3.. pinot-se.. espresso.. espresso.. espresso.. PPPREP espresso.. PPOLS PRTM databus2..
Infrastructure
falconde.. kafka-au.. devicemo.. bam-elas.. redliner.. merlin-r.. ads-even.. mail stork-se.. databus3 os-metrics obhc jarvis-f.. pippin supergri.. pemberly.. mp-trunk.. tribe-ki.. sse-goli..
April 1st 2016
06:40:00 AM
PLAY
1x
Fabrics
Zones
Edit Mode
Locate Services:
LEFT
RIGHT
UP
DOWN
RESET

im possible

Cultural Impact




Alert Growth vs NOC engineers
40000
35000
30000
25000
20000
15000
10000
5000
0
200
180
160
140
120
100
80
60
40
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2009
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2011
2012
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2016
2017
2018
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8000
12000
18000
21000
25000
35000
4000
10
18
24
24
24
18
14
No. of Alerts
NOC engineers

Just the beginning

Q & A