A Bartender’s Guide to Network Monitoring

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Date: December 9, 2020
The Menu

► Know your base
► Select the right ingredients
► Going beyond the recipe
► Serve it up “shaken not stirred”
Know your base
Know your base

Cosmopolitan

**Ingredients:**

- 1½ Ounces    Citrus flavored vodka
- 1 Ounce       Cranberry Juice
- ½ Ounce       Orange Liqueur / Triple Sec
- ½ Ounce       Fresh Lime Juice

**Directions:**

1. Combine ingredients into an ice-filled shaker.
2. Shake for 20 seconds.
3. Strain into a chilled martini glass.
4. Garnish with a lemon or lime curl.
Know your base: What kind of “bar” are you?

- Know your business to know purpose
- Gather perceptions within organization
- Set expectations across I/O teams
- Map role to business journey
- Map role to customer journey
Know your base: Know your customers

- Determine / validate achievable SLAs
- Identify necessary SLOs
- Provide SLIs to management
- Make the process repeatable
Know your base: Case Study

- Home purchasing process has changed
- Industry forced to shift
- Problem resolutions times increased
- User experience monitoring was redesigned
- Result should always be a happy closing
Select the right ingredients
The right ingredients

Coquito

**Ingredients:**

- 15 Oz Cream of Coconut
- 14 Oz Sweetened Condensed Milk
- 6 Oz White Rum
- ¼ Tsp Ground Cinnamon
- ¼ Tsp Ground Clove
- 1/8 Tsp Ground Nutmeg
- 1 Tsp Vanilla Extract

**Directions:**

1. Add ingredients into a blender
2. Process until well mixed.
3. Cover and chill until very cold. Serve with a cinnamon stick and/or nutmeg.
The right ingredients: The digital experience

- Map out all dependencies
- Define path to success
- Customize for unique “recipes”
- Always be creating/designing
The right ingredients: Use Case

- Global streaming service provider
- Expanding service in an emerging market
- Performance irregularities
- Unable to identify latency in their network
- CDN PoP was too far from customers
Beyond the recipe
Beyond the recipe

The Volcano

**Ingredients:**

- 2 Oz Fresh Lime Juice
- 2 Oz Pineapple Juice
- 1 Oz Guava Nectar
- 1 Oz Mango Nectar
- 1½ Oz Simple Syrup
- 1 Oz Cherry Liqueur
- 2 Oz Blended Rum
- 2 Oz Aged Rum

**Directions:**

1. Combine ingredients into a large ice-filled shaker. Mix well.
2. Pour into glassware. Add ice and fruit to fill.
Beyond the recipe: The tools needed

- The venue
- Available options
- Taking requests
- Creating the experience
- The delivery mechanism
- Assuring satisfaction
Shaken not stirred
Shaken not stirred

Snickerdoodle Martini

**Ingredients:**

- 1½ Oz Vanilla Vodka
- 1½ Oz RumChata™
- 1 Oz Whipped Cream Vodka
- 1 Oz Half & Half
- 1 Pinch+ Cinnamon Sugar

**Directions:**

1. Rim a martini glass with simple syrup and cinnamon sugar.
2. Combine all ingredients into an ice-filled shaker.
3. Shake well for 30 seconds.
4. Strain into the prepared martini glass.
Mix and serve neat

- Digital experience is company-wide job
- Bridge the business to the I/O teams
- Know the user journey inside out
- Shake things up when you can, don’t stir
Thank You

Taking requests

“What are you feeling?”

“What can I get you?”

“Pick your poison”

“Can I get you something from the bar?”

“What’ll it be?”

“What’s your pleasure?”

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