A DEVOPS PRACTITIONERS GUIDE
EVERY MINUTE NEW RELIC HANDLES:

- 40M+ HTTP REQUESTS
- 1.8B+ NEW DATA POINTS
- 1000T+ EVENTS QUERIED
LEAD DEVELOPMENT TEAMS?
ARE DEVELOPERS?
ARE ON-CALL?
OWNERSHIP
OWNERSHIP

‣ Owning software architecture and project work
‣ Owning observability
‣ Owning the deployment
OWNING SOFTWARE ARCHITECTURE AND PROJECT WORK

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DESIGNING FOR RESILIENCY
Teams deal with their own cruft and are empowered to fix it.
MAINTAINABILITY IS PART OF VELOCITY
AUTONOMY & COLLABORATION
AUTONOMY
WORK ON ONE THING AT A TIME
Rotating hero handles distractions
MOTIVATIONS FOR MONITORING

‣ DEVELOPMENT
‣ CUSTOMER COMPASSION
‣ BUSINESS INTELLIGENCE
DEVELOPMENT

▸ FEATURE VISIBILITY
▸ TROUBLESHOOTING
▸ CAPACITY
CUSTOMER COMPASSION

» SERVICE QUALITY
» SLOS
BUSINESS INTELLIGENCE

‣ Who is using your product
‣ ROI
THINGS TO MONITOR:

‣ **SYSTEM/APPLICATION BOUNDARIES**
‣ **DECISION POINTS**
‣ **BOTTLENECKS**
‣ **PRIMARY INDICATORS OF SERVICE QUALITY**
KEEP MONITORING ASYNCHRONOUS
METRICS

‣ PRE-AGGREGATED
‣ LIGHTWEIGHT
EVENTS

‣ Point in time/sample
‣ Detailed
LOGS
TRACES

▶ TRACES PATH ACROSS SERVICES
MELT
METRICS, EVENTS, LOGS, TRACES
MONITORING-FIRST MENTALITY
SHARED CODE? TEMPLATES? HAVE YOUR MONITORING BUILT INTO THAT.
OWNING THE DEPLOYMENT
PLAYING NICELY WITH OTHERS
<table>
<thead>
<tr>
<th>OVERRIDE REASON</th>
<th>GATEKEEPER CHECKS</th>
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<td>GK is too sensitive</td>
<td>7</td>
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<tr>
<td>No one takes you seriously GK</td>
<td>6</td>
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<tr>
<td>pffftt</td>
<td>6</td>
</tr>
<tr>
<td>why would I care about synthetics minions</td>
<td>6</td>
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</tbody>
</table>
ALERTING

UNEXPECTED PROBLEMS THAT YOU NEED A HUMAN TO FIX
SQUISH FALSE ALERTS

- Add allowed lateness
- Tune to be more or less specific
- Replace the alert
- Delete the alert
INCIDENT COMMAND
"BETTER INCIDENT MANAGEMENT TO REDUCE MTTR"
BLAMELESS CULTURE FOSTERS COLLABORATION
DON'T REPEAT INCIDENTS
IT'S NOT OWNERSHIP IF YOU'RE NOT ALLOWED TO FIX IT
OWNERSHIP
OWNING SOFTWARE ARCHITECTURE AND PROJECT WORK

‣ Treat maintainability as reliability
‣ Autonomy requires effective collaboration
OWNING OBSERVABILITY

▸ BUILD MONITORING INTO YOUR SYSTEM
▸ SHARE MONITORING BETWEEN TEAMS

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OWNING THE DEPLOYMENT

‣ Mercilessly squish false positive alerts
‣ Don't repeat incidents
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‣ Build monitoring into your system
‣ Share monitoring between teams
‣ Mercilessly squish false positive alerts
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