

The Proactive Approach

Data Driven Observability & Incident Response

Matty Stratton & PJ Hagerty

About Matty



PagerDuty.com



About PJ



Humio.com

Logging,
Monitoring,
Observability

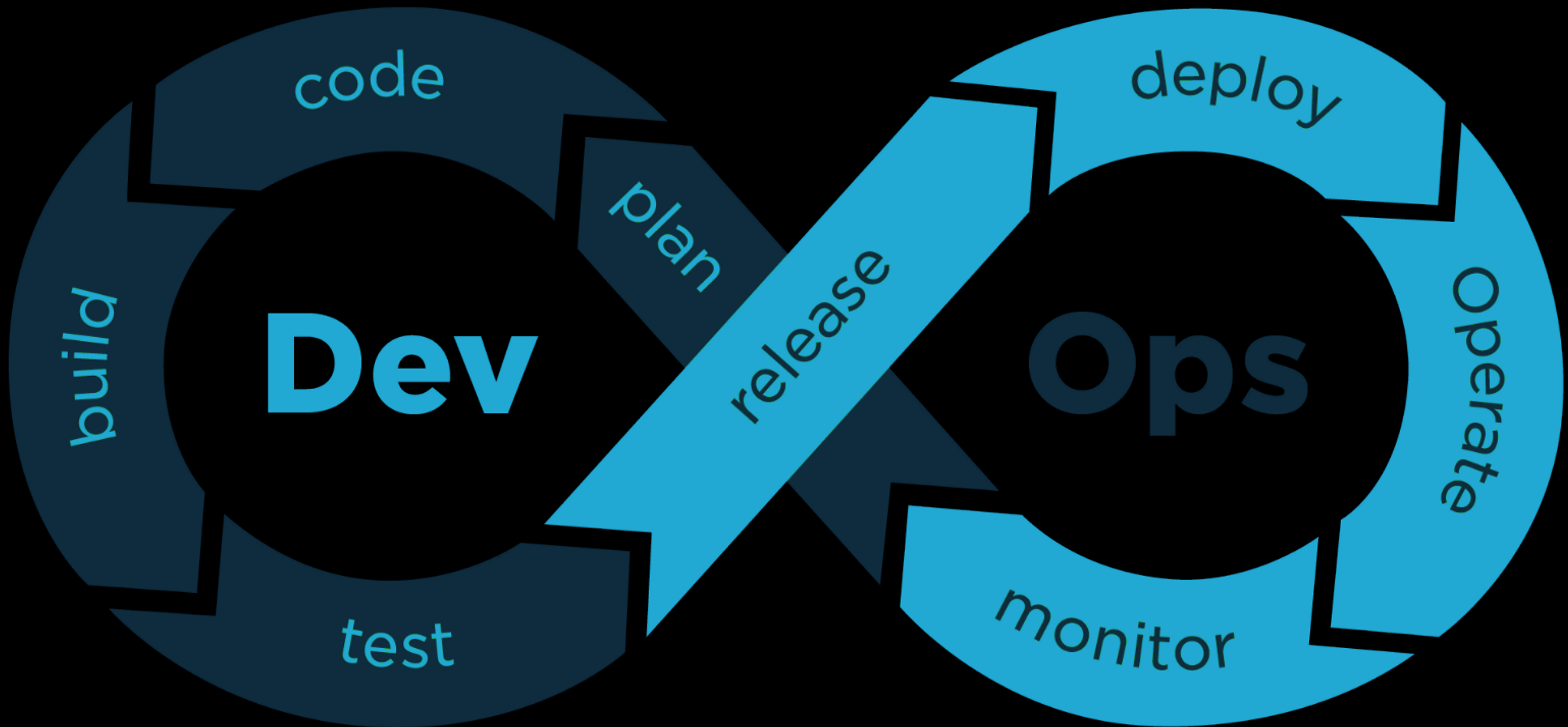


the sausage king of chicago.?



WARNING

Definitions



Definitions



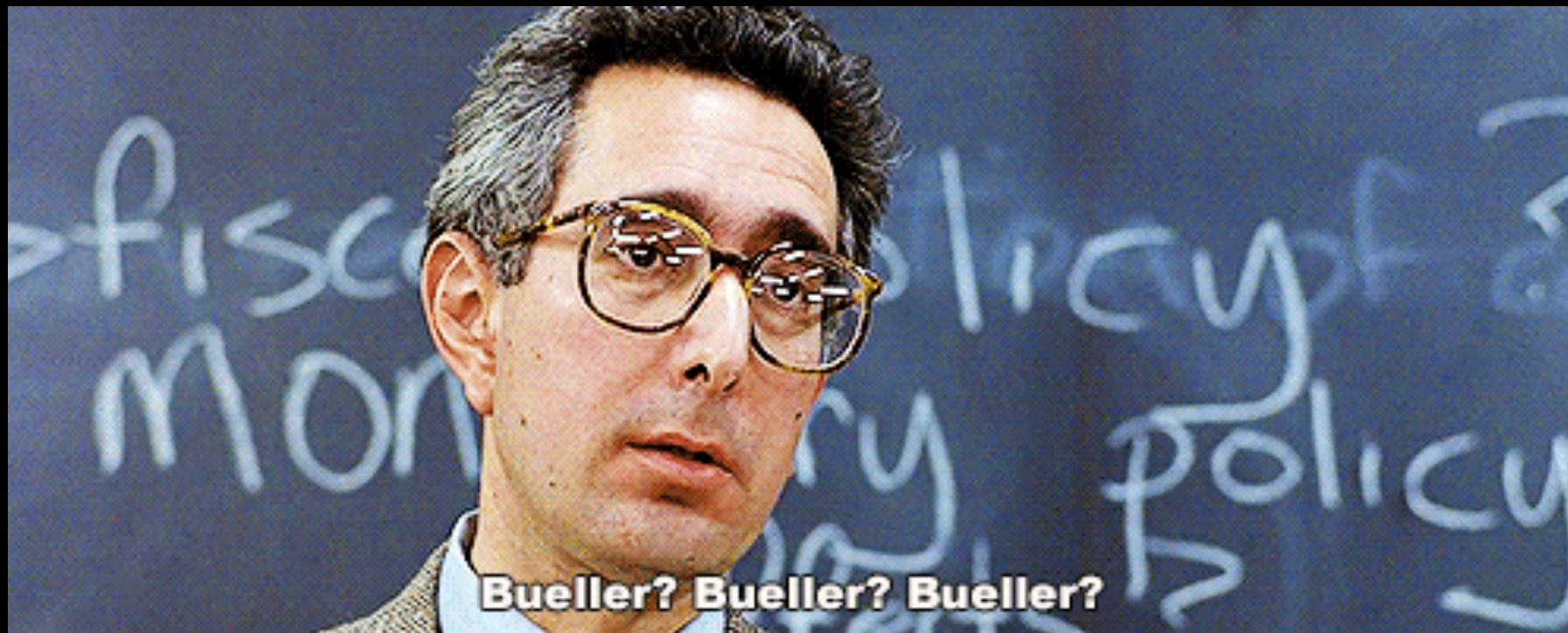
Definitions



Definitions



Feedback Loop



Feedback Loop



Feedback Loop



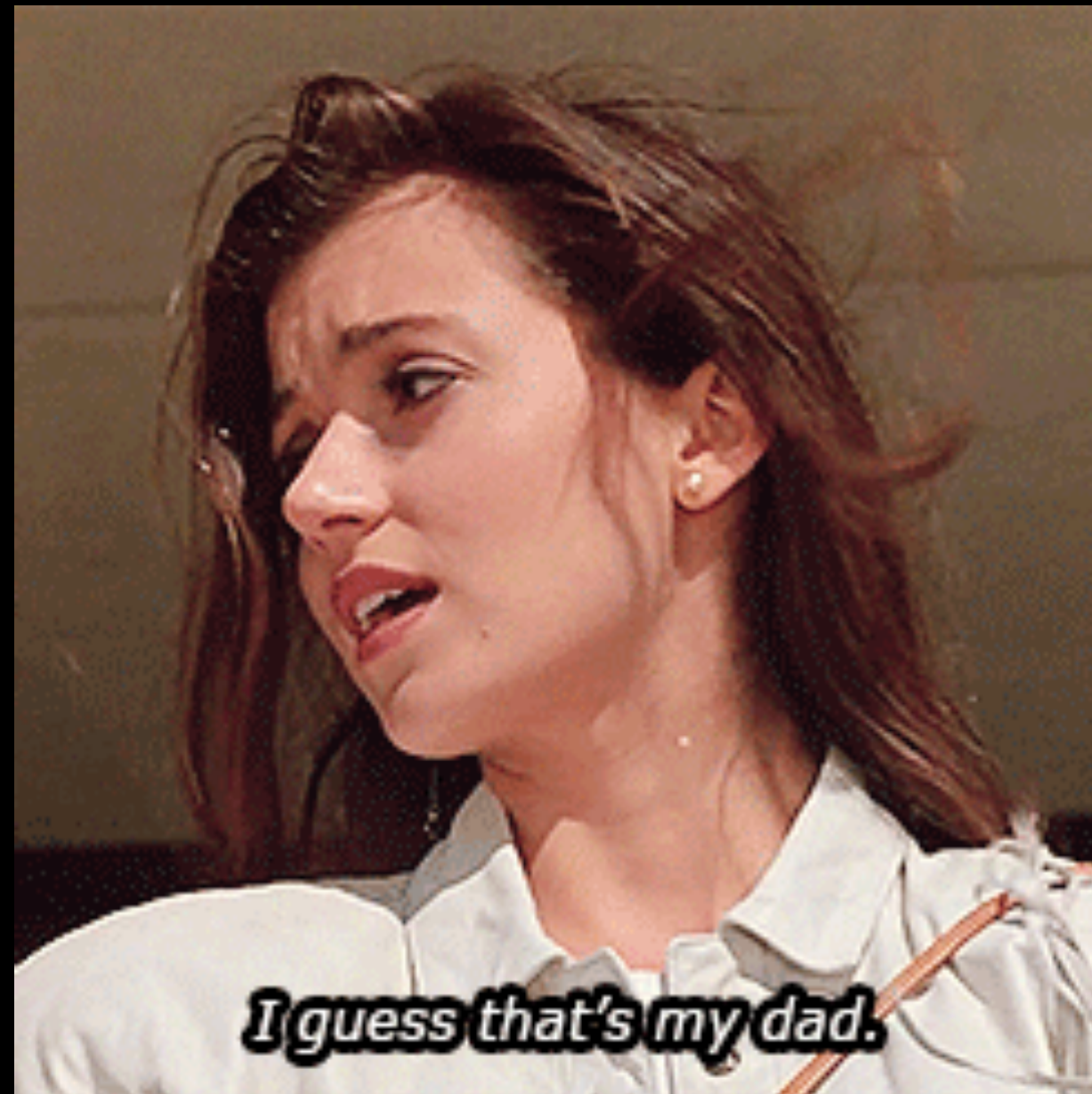
Observability



Observability



Observability



Observability

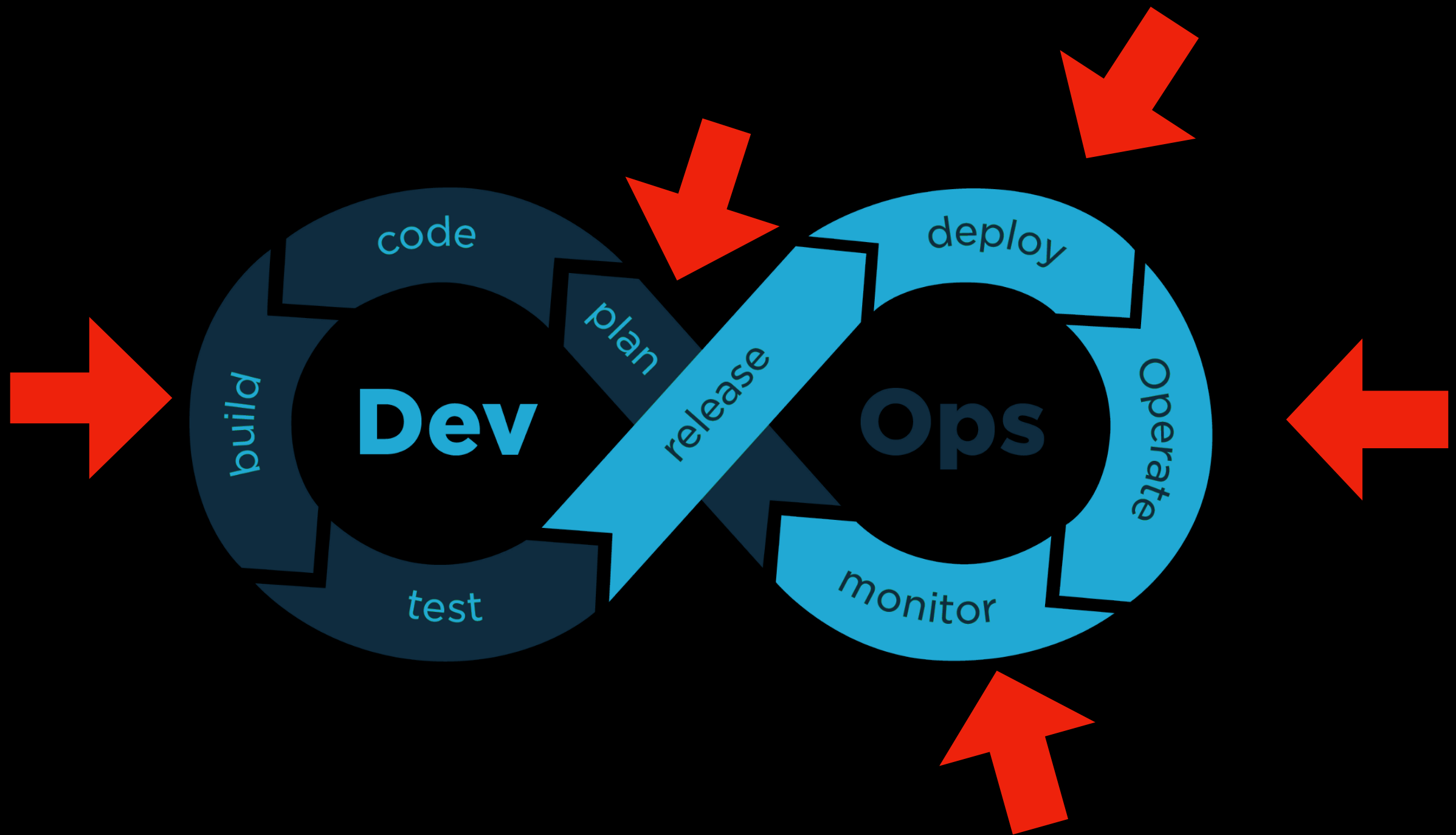


Observability

“[Observability is] not about logs, metrics, or traces, but about being data driven during debugging and using the feedback to iterate on and improve the product.”

Cindy Sridharan - Distributed Systems Observability

Observability



Proactive Programming

Proactive programming
focuses on eliminating
problems before they have
a chance to appear

Proactive Programming



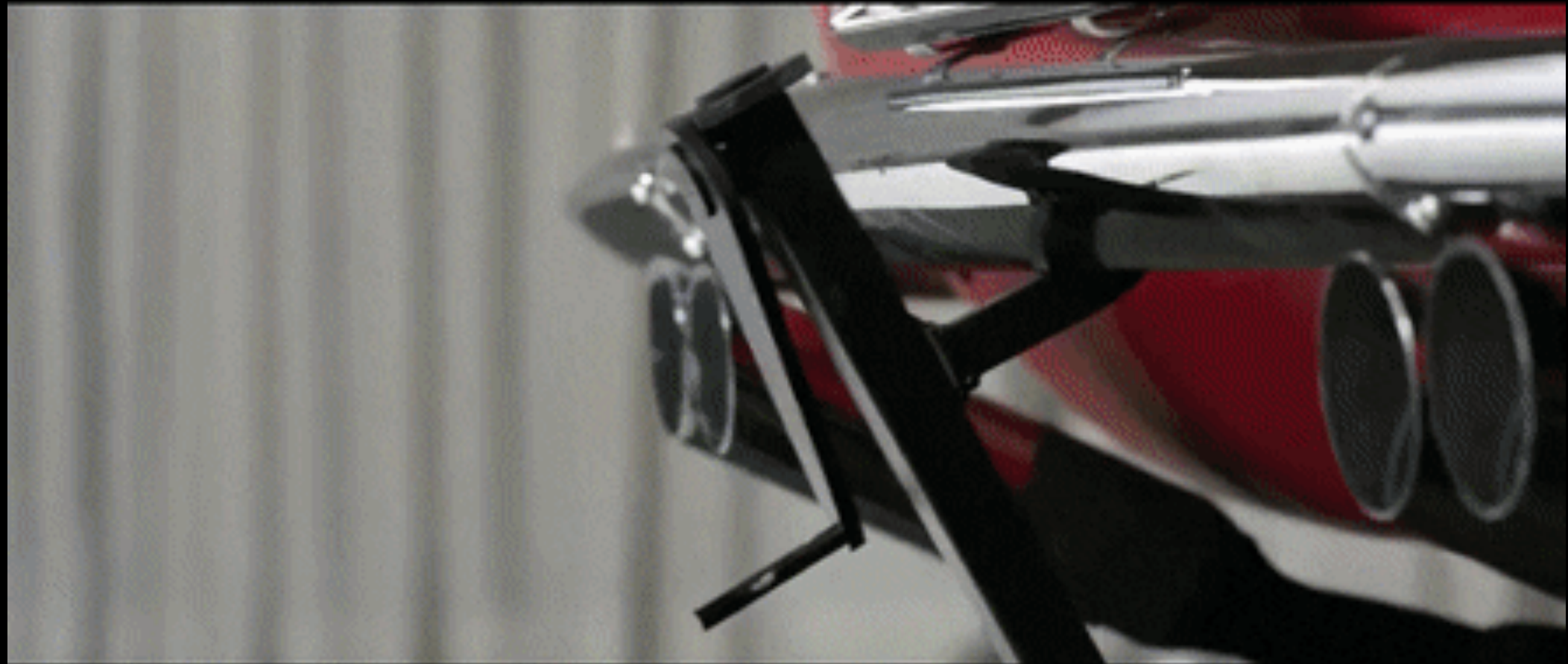
Proactive Programming



Proactive Programming



Proactive Programming



All of it Together



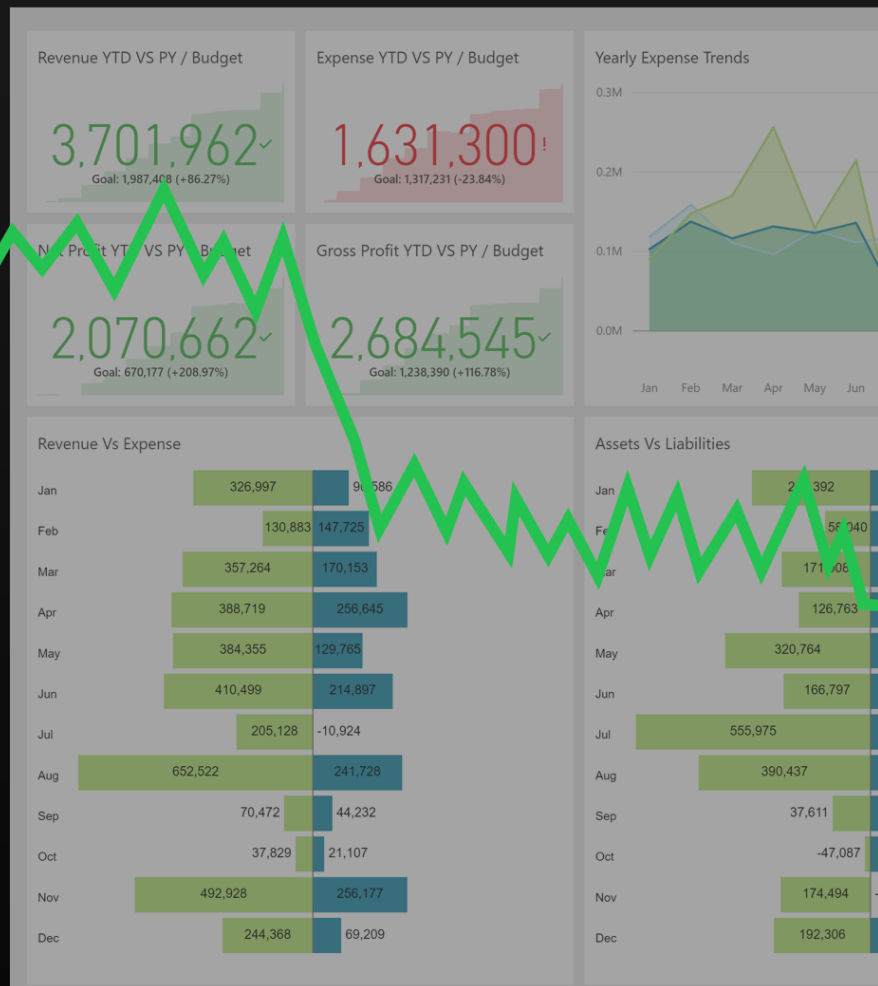
MAKE GIFS AT GIFSOUP.COM

What is incident response?



Any unplanned disruption or degradation of service that is actively affecting customers' ability to use the product.

PEACETIME



...has been shut down to prevent damage

this Stop error screen, appears again, follow

...software is properly installed. ...hardware or software manufacturer

...ve any newly installed hardware ...ns such as caching or shadowing. ...e or disable components, restart ...anced Startup Options, and then

000001,0x4FQ1CCC7,0x0000000)

base at 454M5000, Datestamp 4d5dd88c

technical support for further

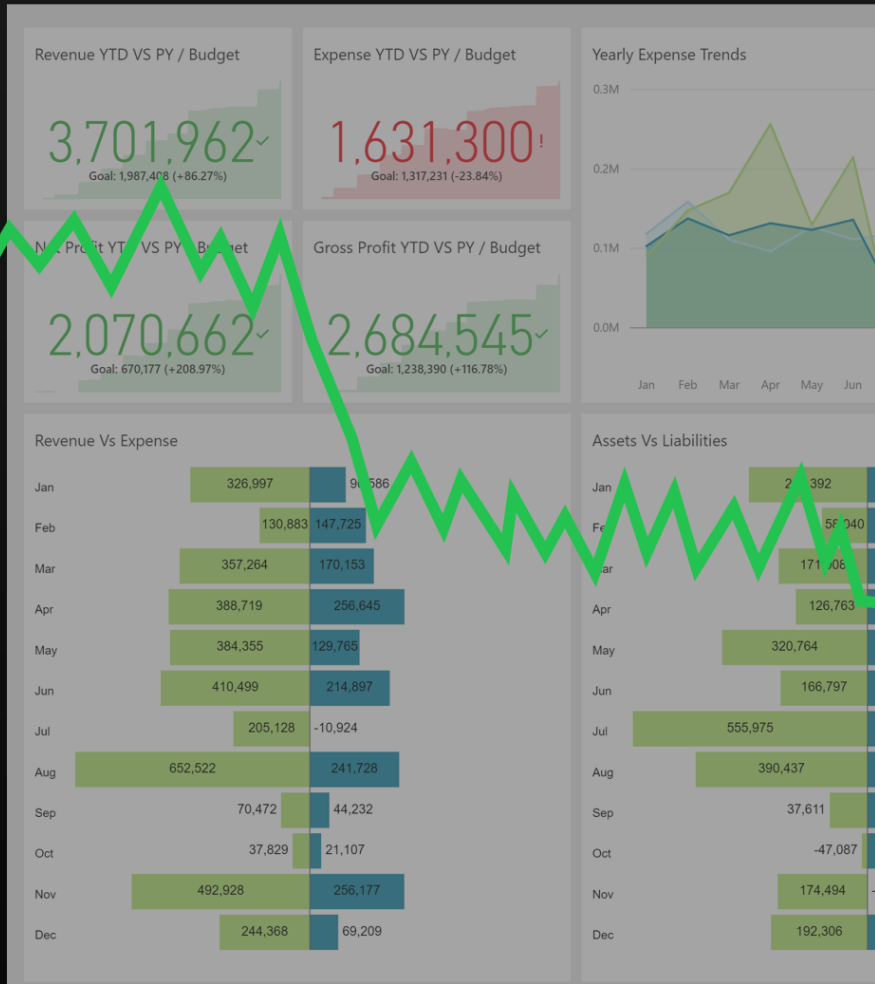
WARTIME

NORMAL



EMERGENCY

OK



...s has been shut down to prevent damage

this Stop error screen, appears again, follow

... software is properly installed. ... hardware or software manufacturer

...ve any newly installed harware ...ns such as caching or shadowing. ...e or disable components, restart ...anced Startup Options, and then

...000001,0x4FQ1CCC7,0x0000000)

...ase at 454M5000, Datestamp 4d5dd88c

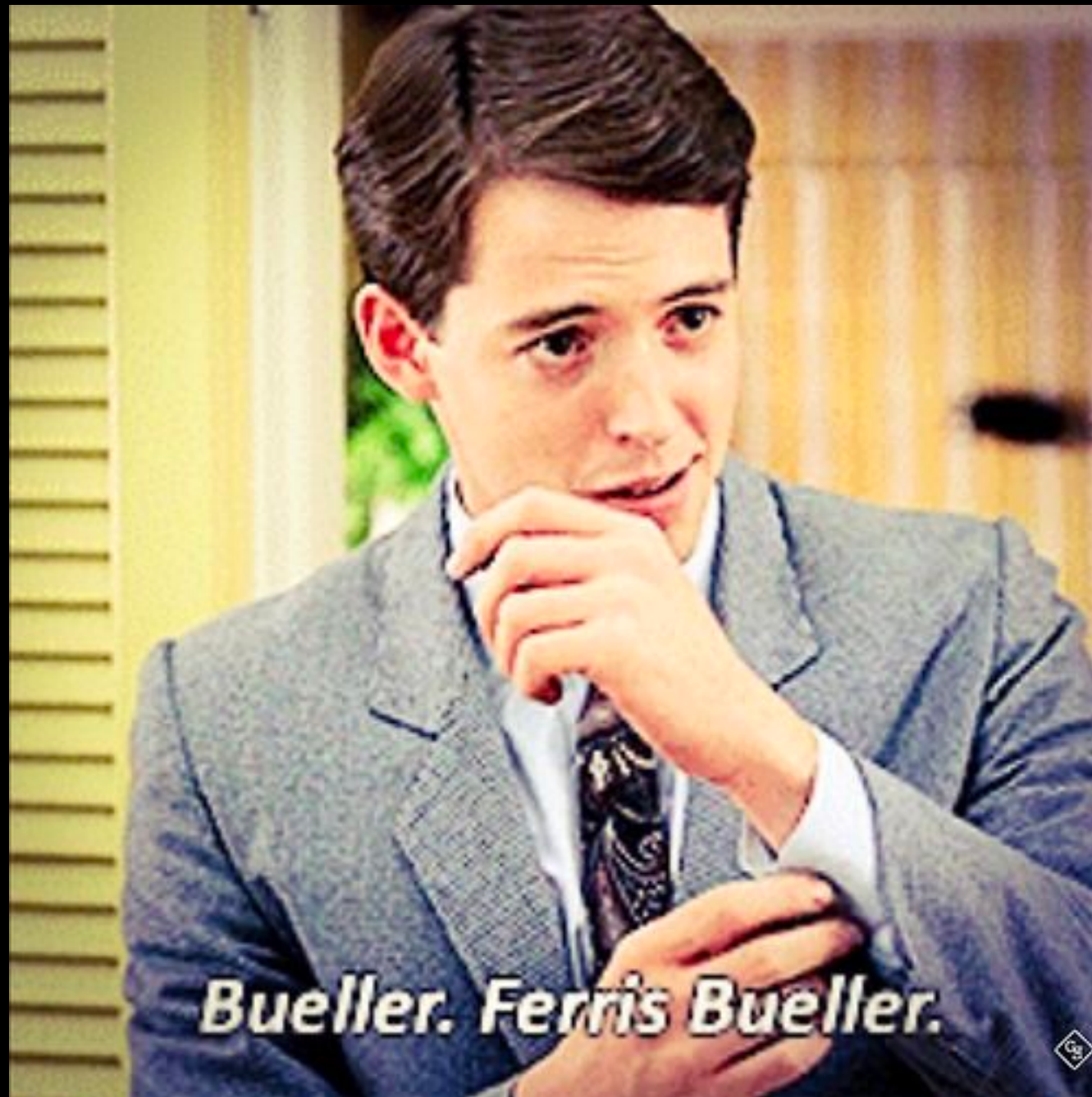
...technical support for further

NOT OK

Don't litigate severity



Incident Commander



Not a resolver



Highest Ranking



Executive Swoop



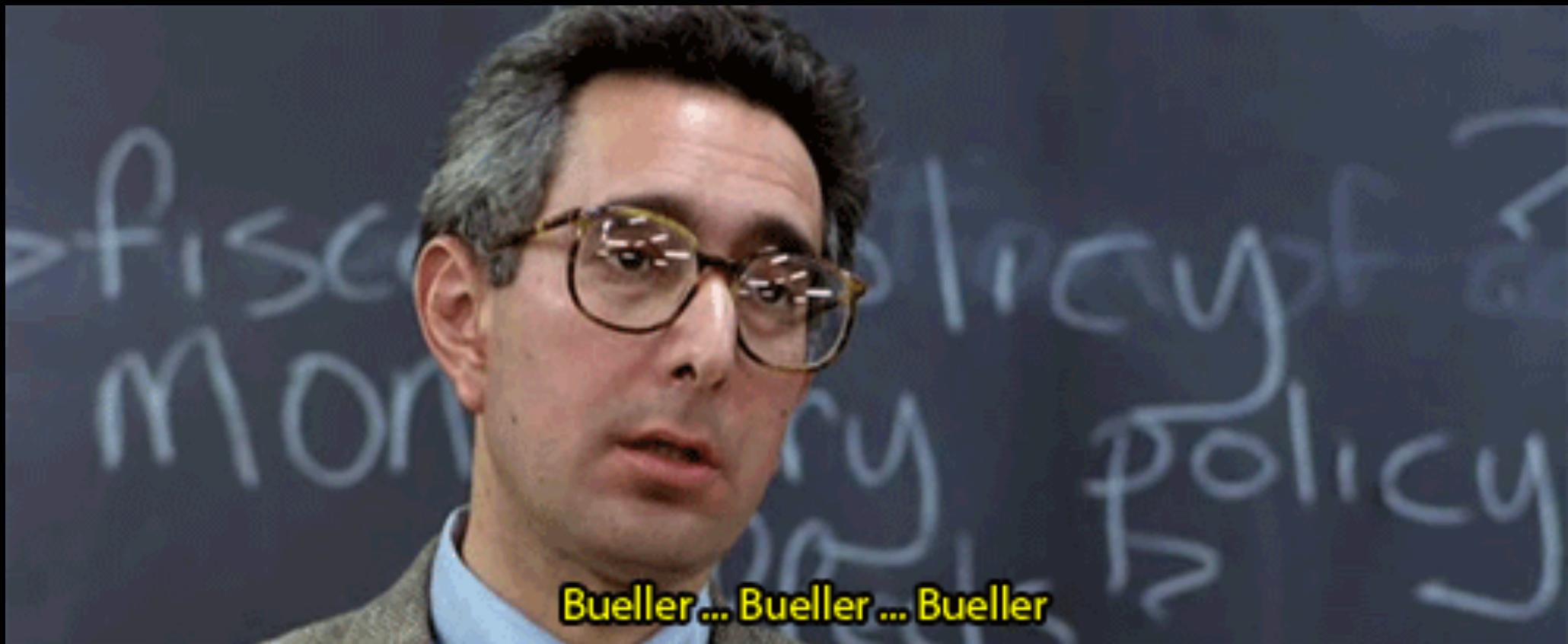
Notify stakeholders



Sizing up



Making decisions



This background is blue.

Rally fast, disband faster



Don't panic



At the end of the call



Post-mortems



How do we do it?

<https://response.pagerduty.com>

Questions?

