KENNA Security

Building A Scalable Monitoring System

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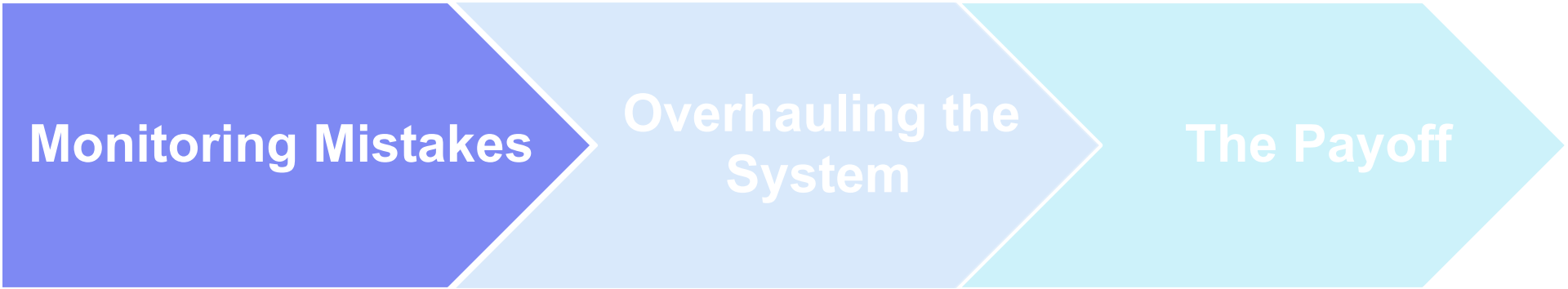

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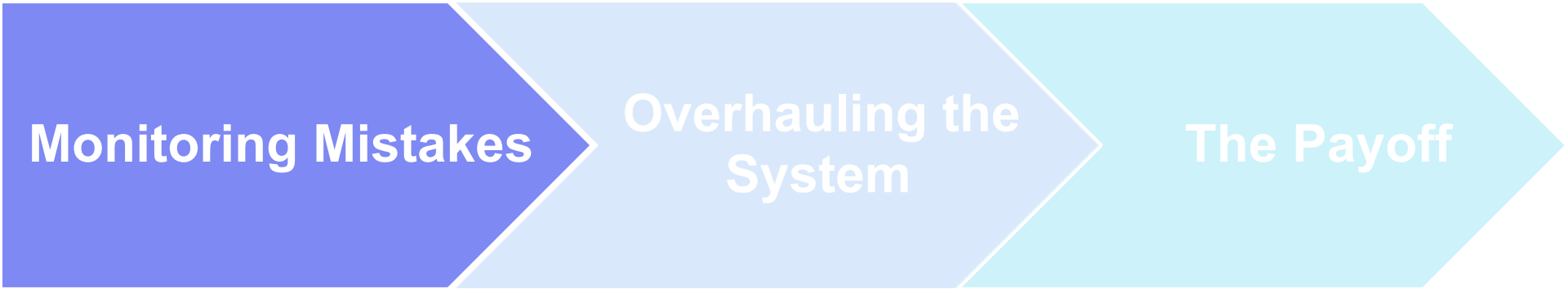

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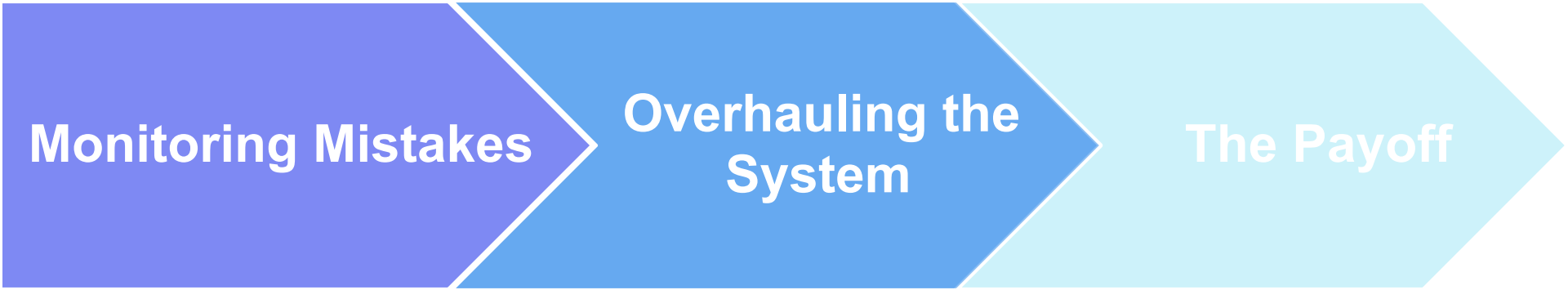

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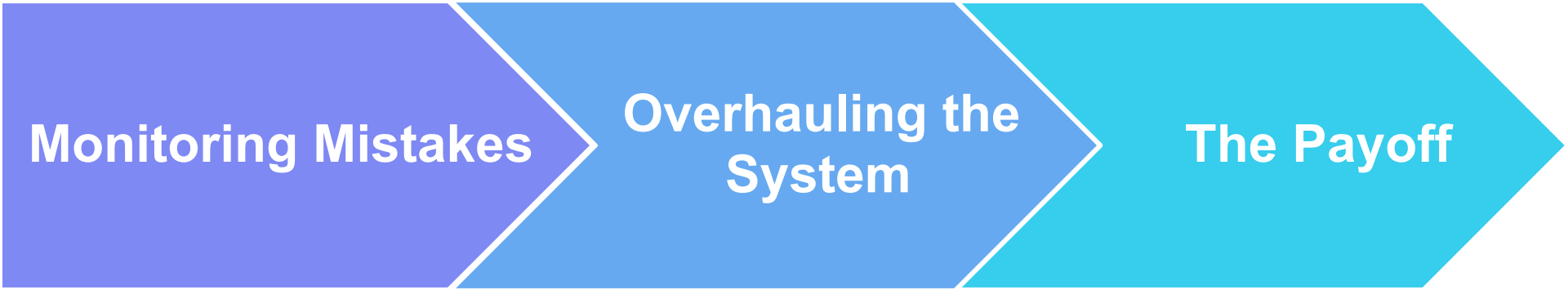

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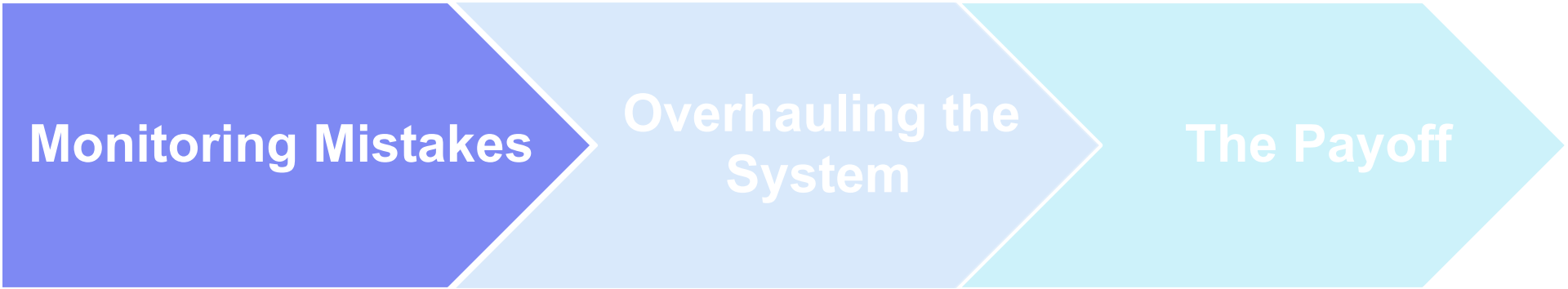

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Monitoring Mistakes | Overhauling the System | The Payoff

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pagerduty

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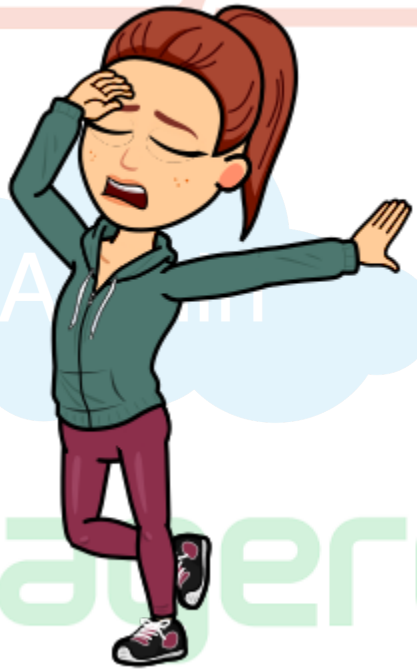

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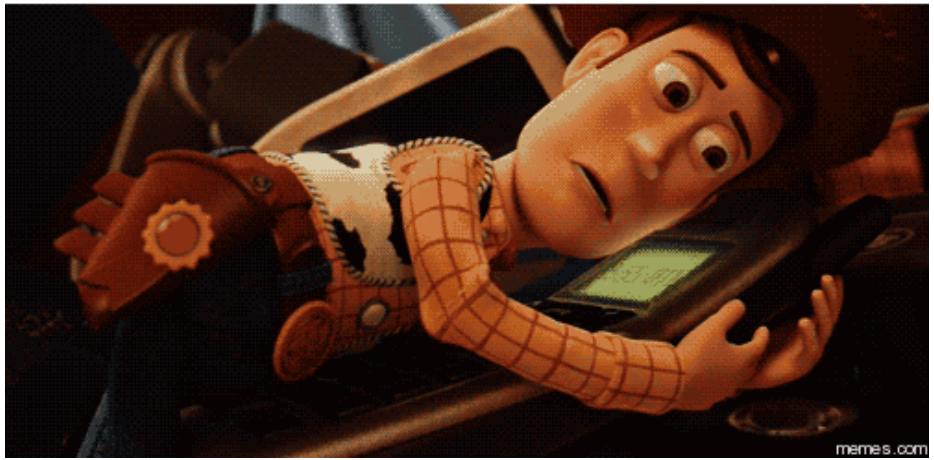
Waiting for your crush to text you back like



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slack

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Incredibly Inconsistent

Inconsistent Alerts

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Reported data

Required no action

Inconsistent Alerts

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Reported data

Required no action

⚡ Immediate action required

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make on-call devs miserable

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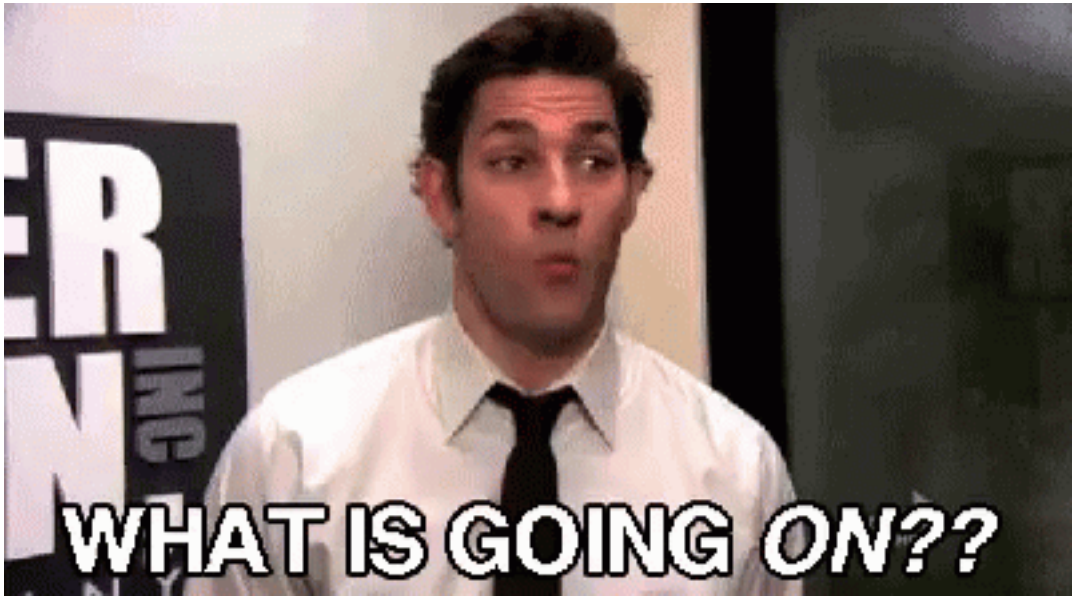

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DON'T

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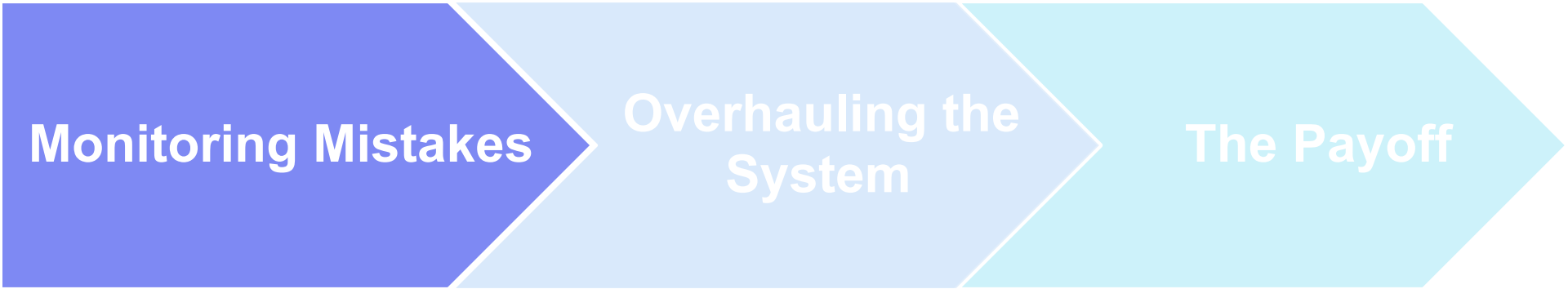

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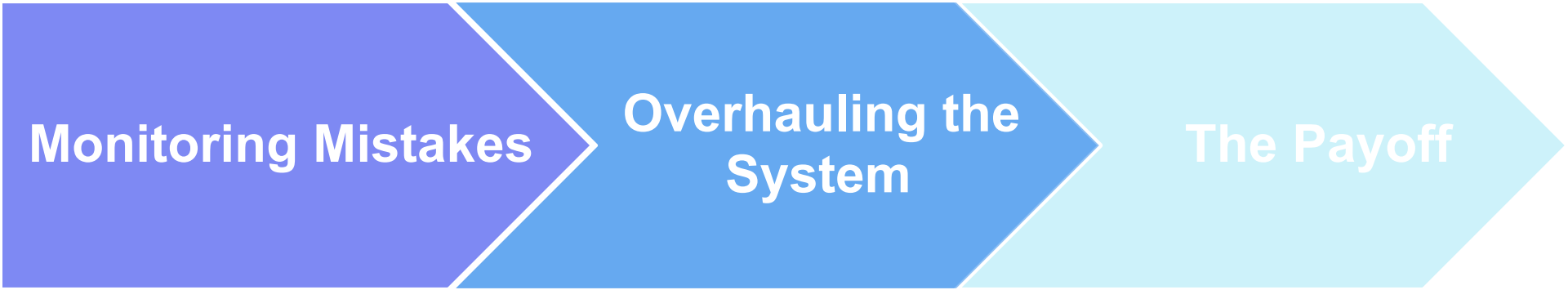

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Monitoring Must Haves

1. Consolidate Monitoring To a Single Place
2.
3.
4.

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Honeybadger

KENNA Security

DATADOG

Honeybadger

KENNA Security

circleci

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Honeybadger

KENNA Security

DATADOG

StatusCake

circleci

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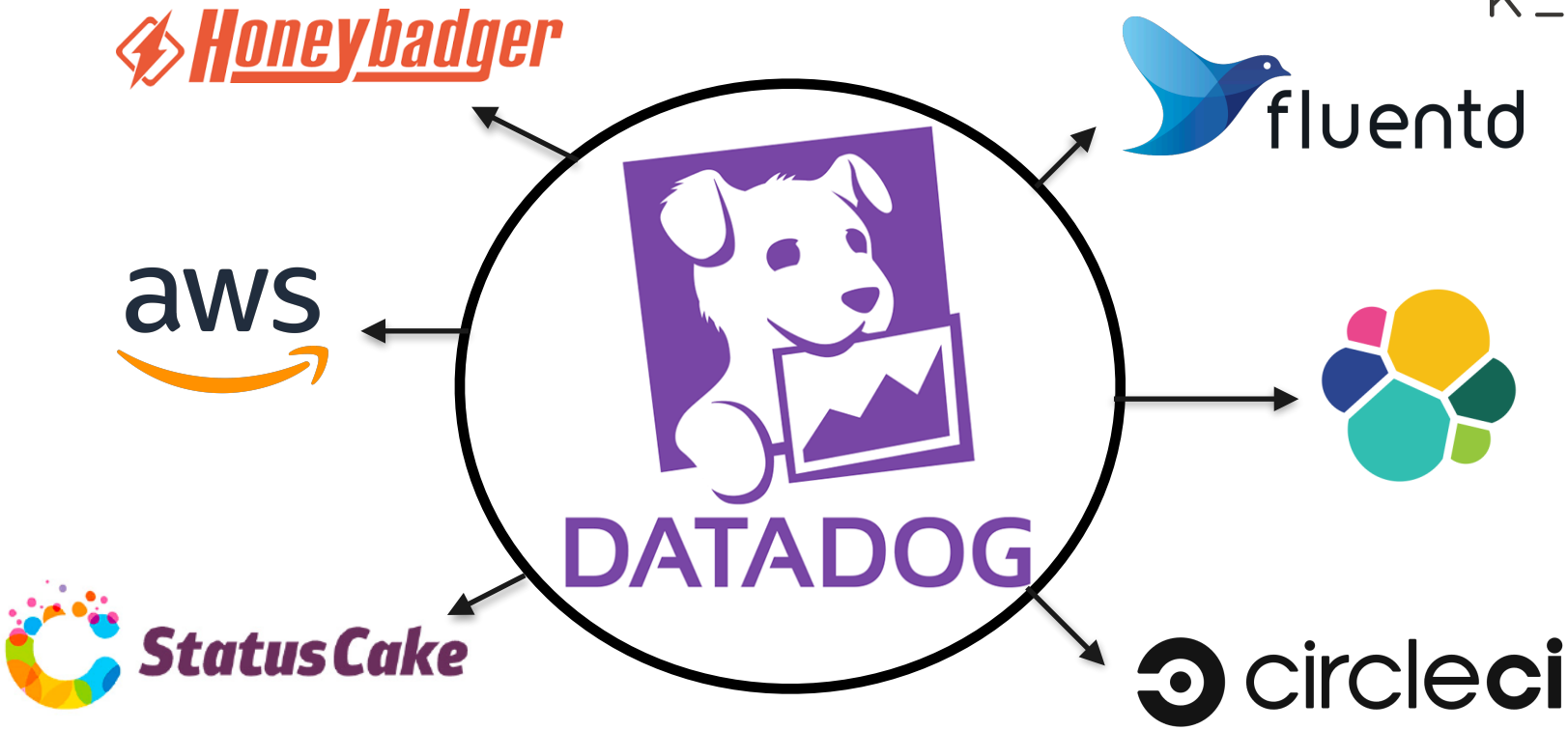

solarwinds appoptics

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SFx

DATADOG

New Relic.

Stackify

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Monitoring Must Haves

1. Consolidate Monitoring To a Single Place
2. Make ALL Alerts Actionable
3.
4.

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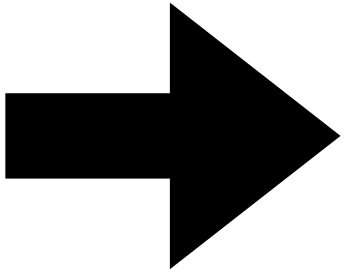

Action

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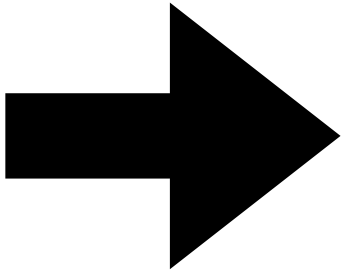

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Action Required	No action Needed

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Action Required	No action Needed
#ops_alerts	
#dev_alerts	

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Action Required	No action Needed
#ops_alerts	#ops_reporting
#dev_alerts	#dev_reporting

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Monitoring Must Haves

1. Consolidate Monitoring To a Single Place
2. Make ALL Alerts Actionable
3. Make Alerts Mutable
4.

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Monitoring Must Haves

1. Consolidate Monitoring To a Single Place
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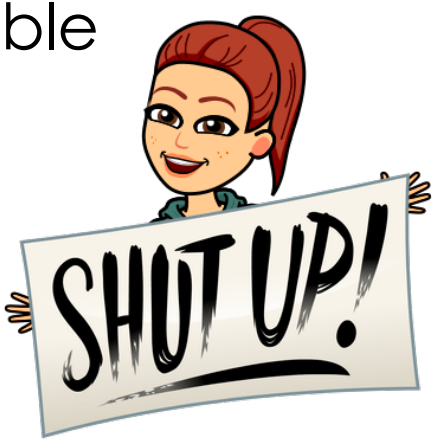

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30 60 90

minutes

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Miss new alerts

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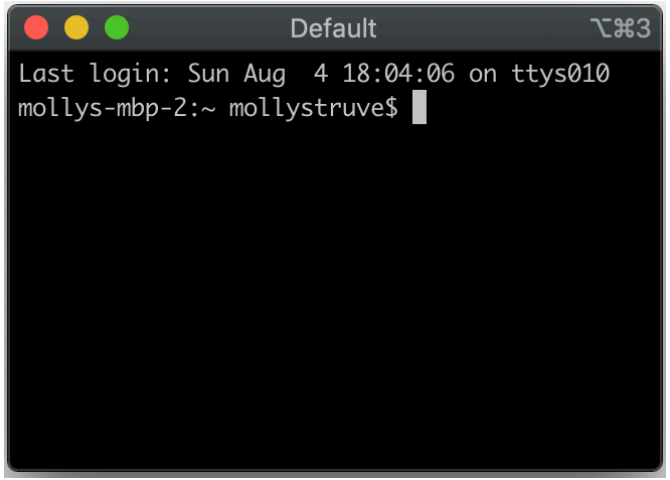

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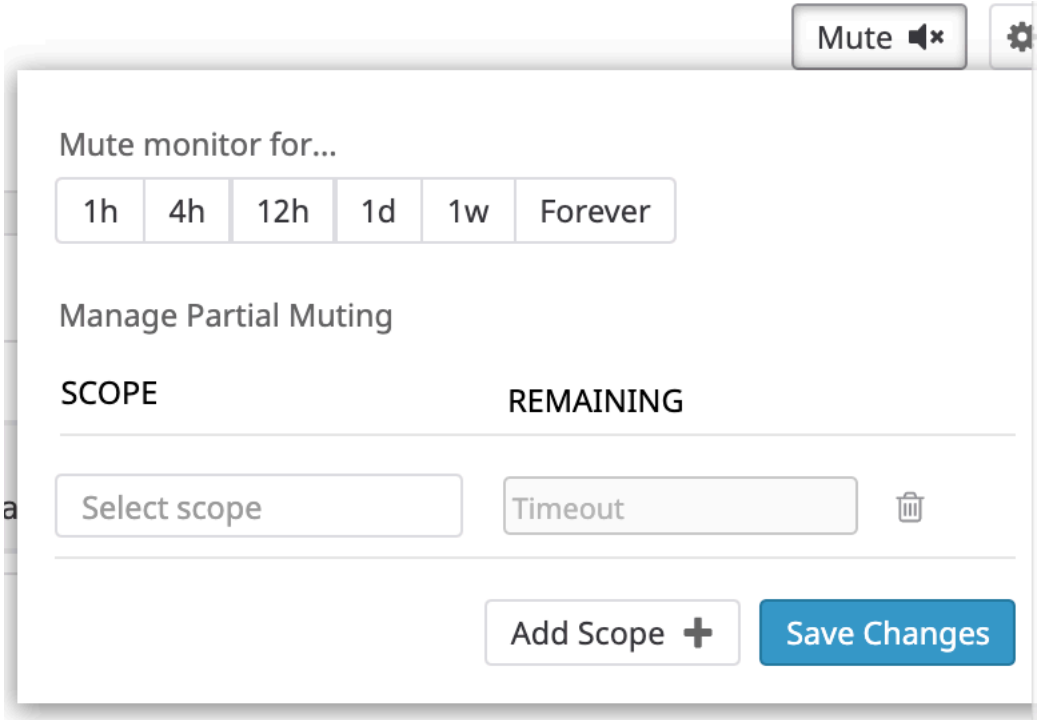

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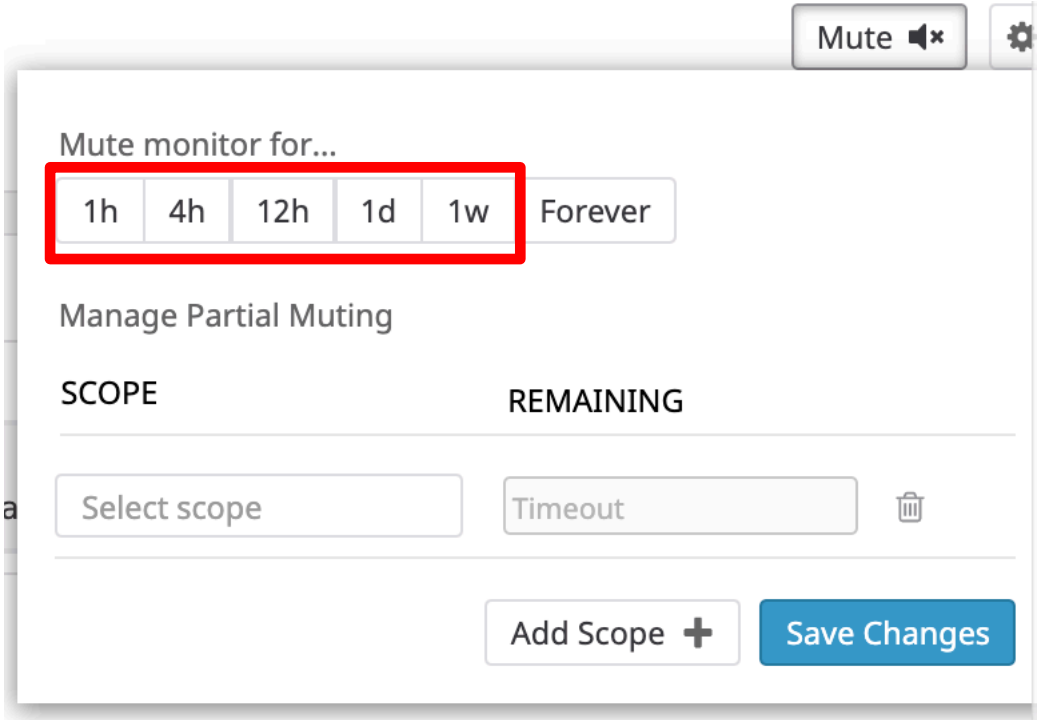

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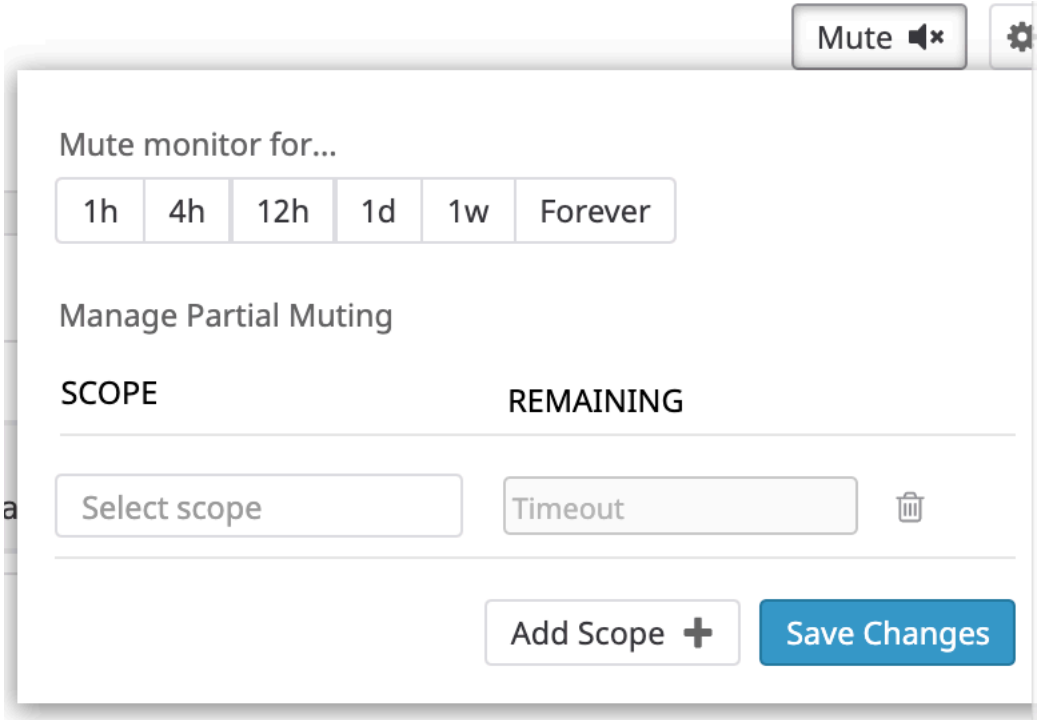

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Monitoring Must Haves

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

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Tracking Alert History

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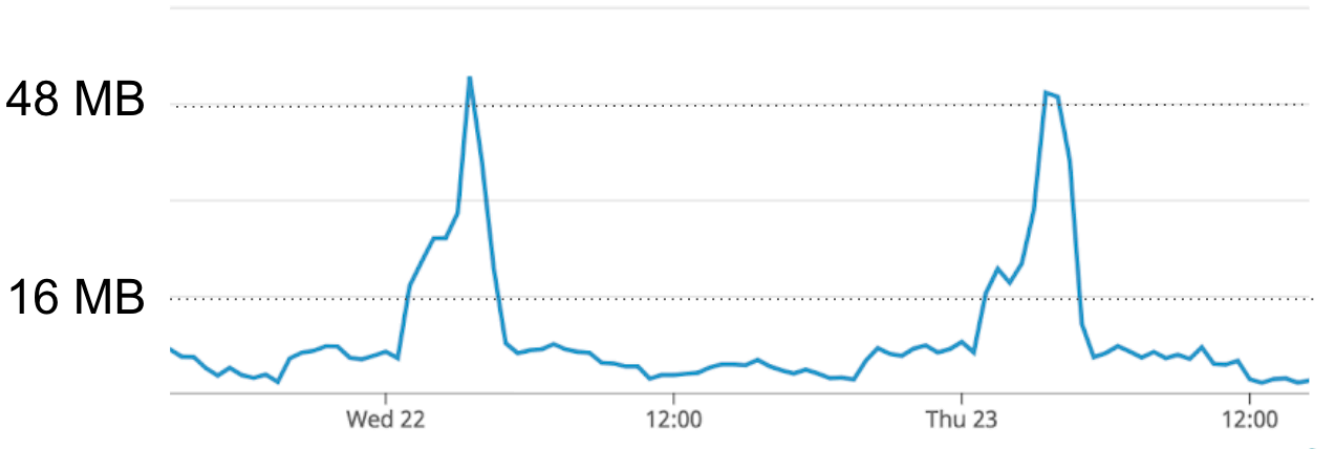
Tracking Alert History



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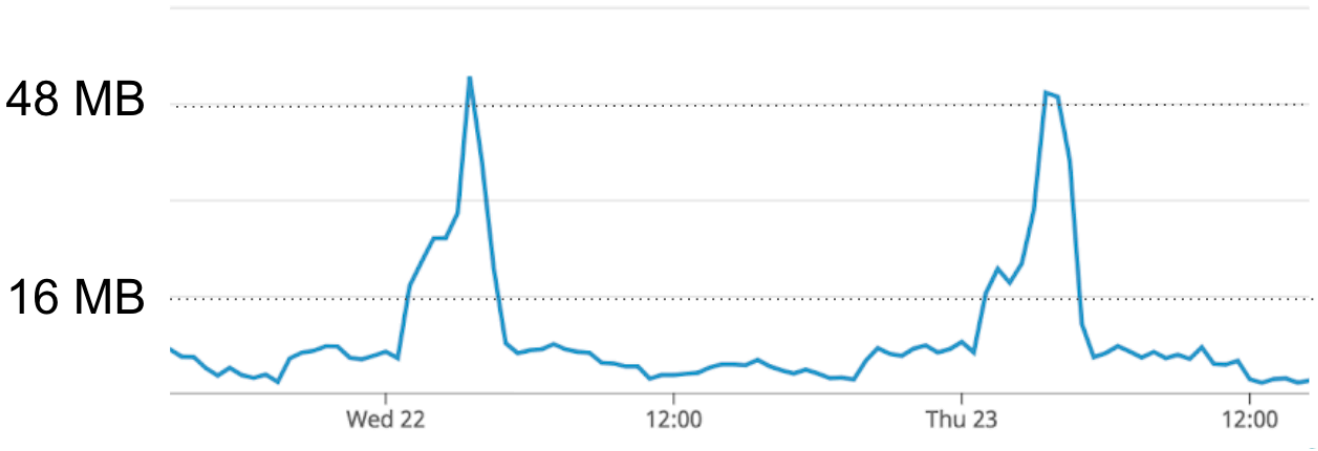
Tracking Alert History



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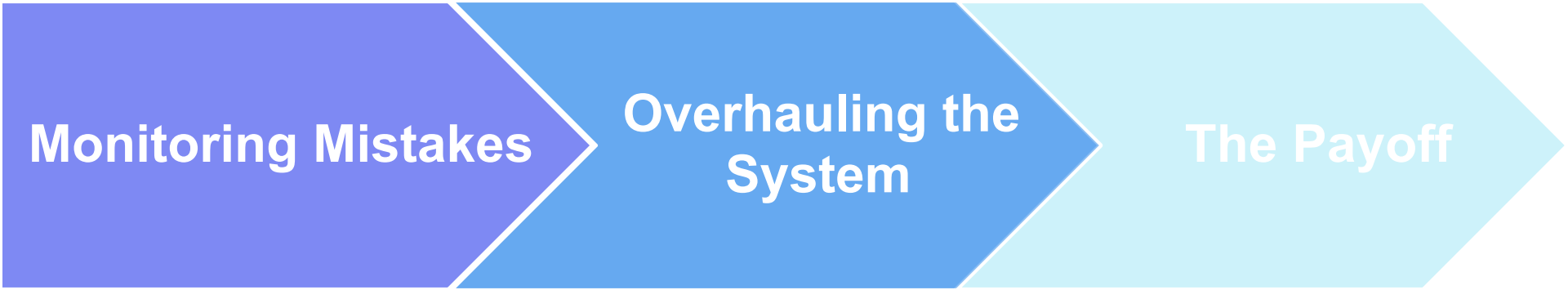

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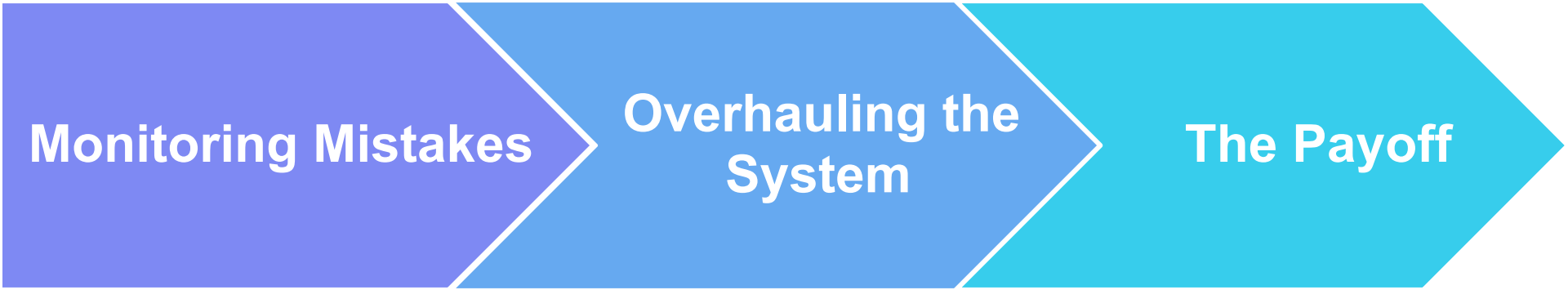

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On boarding is a breeze

Monitoring Mistakes → Overhauling the System → The Payoff

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3 On-boarding steps:

1.
2.
3.

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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

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On boarding is a breeze

Monitoring Mistakes → Overhauling the System → The Payoff

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Happier on-call developers

Monitoring Mistakes → Overhauling the System → The Payoff

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All alerts must be actionable

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No more noise

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Developers began helping to improve our monitoring system

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30-40 Alerts

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>90 Alerts

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If you want…

1.
2.
3.

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If you want...

1. On boarding to be a breeze.
2.
3.

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If you want...

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

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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

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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

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Questions?

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