

Next-generation
alerting and fault detection

Dieter Plaetinck, raintank

SRECon16 Europe – Dublin, Ireland July 12, 2016

Alerting, fault & anomaly detection through:

Machine learning
event & stream processing
Alerting IDE's



vimeo



raintank



Grafana



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Dashboard showing Carbon C Relay internal metrics
Last Updated: July 4th 2016, 6:33 am

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Last Updated: June 23rd 2016, 6:26 am

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Data Proxy request timings (percentiles), dashboard loads, logins etc, Graphite version.
Last Updated: June 24th 2016, 10:42 am

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**Memcached Server Metrics** by Torkel Ödegaard

Memcached Server Metrics, requires CollectD memcached plugin and Graphite
Last Updated: June 24th 2016, 4:33 am

Downloads: 7

**Nginx Stats** by Torkel Ödegaard

Nginx Stats Dashboard using CollectD and Graphite
Last Updated: June 24th 2016, 4:34 am

Downloads: 32

Plugin Type:

- All
- Panels
- Data source
- Apps



APPLICATION

**worldPing**

by Raintank

worldPing is a plug-in for Grafana that continually tests, stores and alerts on the global...

APPLICATION

**Snap**

by Raintank

Snap Data Source and API UI

APPLICATION

**Example**

by Grafana Project

Example app for Grafana

APPLICATION

**Kentik Connect Pro**

by Kentik

Kentik Connect Pro allows you to quickly and easily add network activity visibility metrics to...

APPLICATION

**NS1 for Grafana**

by NS1

NS1 for Grafana allows for the collection and graphing of NS1 data over time.

APPLICATION

**Voxter VoIP Platform Metrics**

by voxter

Voxter for Grafana allows for the collection and graphing of Voxter data over time.

PANEL

**Worldmap Panel**

by Grafana Project

World Map panel for grafana. Displays time series data or geohash data from Elasticsearch...

APPLICATION

**Zabbix**

by Alexander Zobnin

Zabbix plugin for Grafana

PANEL

**Clock**

by Grafana Project

Clock panel for grafana

PANEL

**Pie Chart**

APPLICATION

**Bosun**

DATA SOURCE

**Open-Falcon**

Also on  [Grafana.net](https://grafana.net)

- support for Graphite and Grafana

Also on  [Grafana.net](https://grafana.net)

- support for Graphite and Grafana
- hosted Graphite and Grafana

Presumptions

- Monitoring using metrics in place

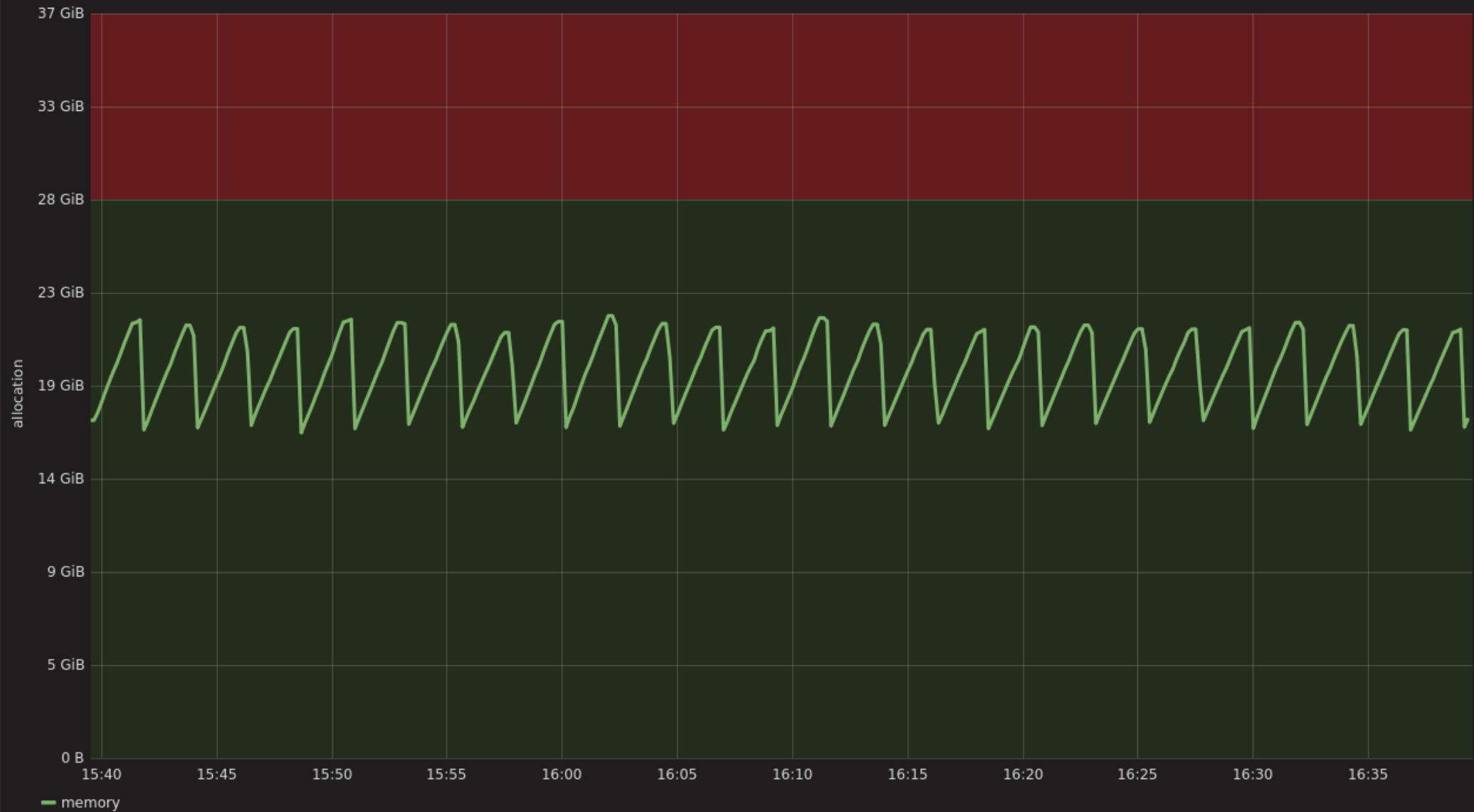
Presumptions

- Monitoring using metrics in place
- Alerting on metrics

Presumptions

- Monitoring using metrics in place
- Alerting on metrics
- Alerts need high signal/noise ratio

memory & CPU usage



Are you facing a situation where your metric monitoring and alerting that uses static threshold rules is not scaling and you need an automated anomaly detection solution?

I would be happy to know your use case. We are building a solution in this space and researching use cases faced by real world companies.

Request ▾

Follow

6

Comment

1

Share

Downvote



Add a comment...

Comment



Jonah Kowall

There are a lot of these (at least 30 options) commercially and open source already.

Reply...

[Upvote](#)

• [Downvote](#)

• [Report](#)

• Feb 22

machine learning

Search term

devops ×

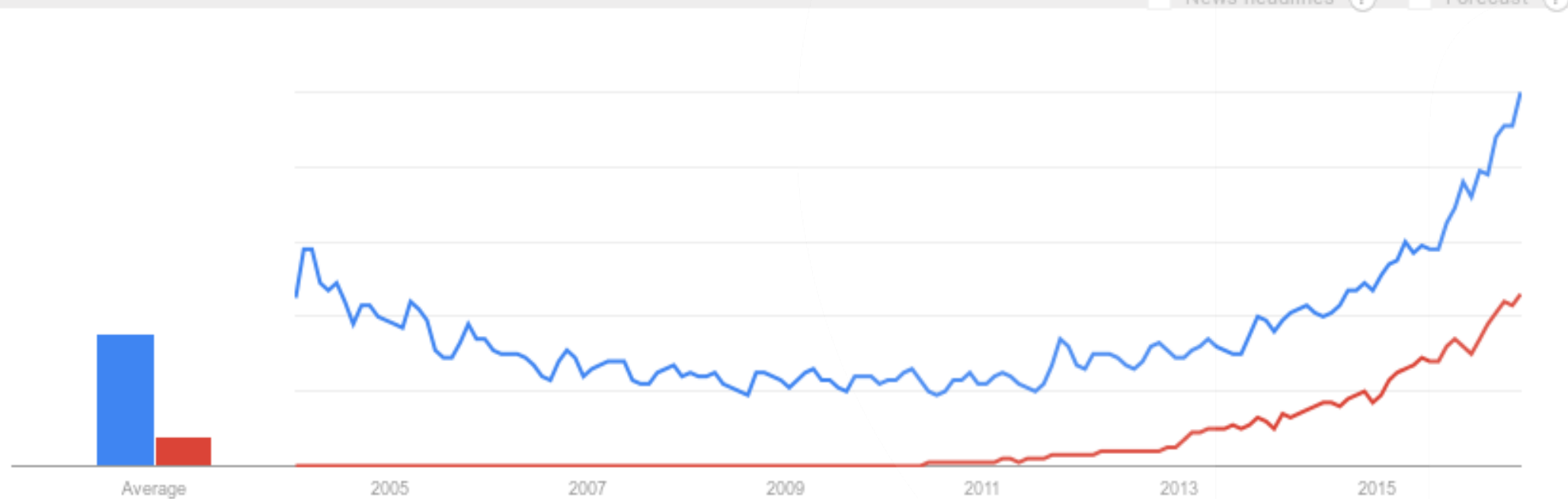
Search term

+ Add term

Interest over time ?

News headlines ?

Forecast ?



Google trends



Static thresholds → automated anomaly detection

- Not scaling / too much data

Static thresholds → automated anomaly detection

- Not scaling / too much data
- Infrastructure complexity

Static thresholds → automated anomaly detection

- Not scaling / too much data
- Infrastructure complexity
- Alerting on Patterns

Machine learning is a subfield of computer science that evolved from the study of pattern recognition and computational learning theory in artificial intelligence. In 1959, Arthur Samuel defined machine learning as a field of study that

gives computers the ability to learn without being explicitly programmed.

Machine learning explores the study and construction of

algorithms that can learn from and make predictions on data.

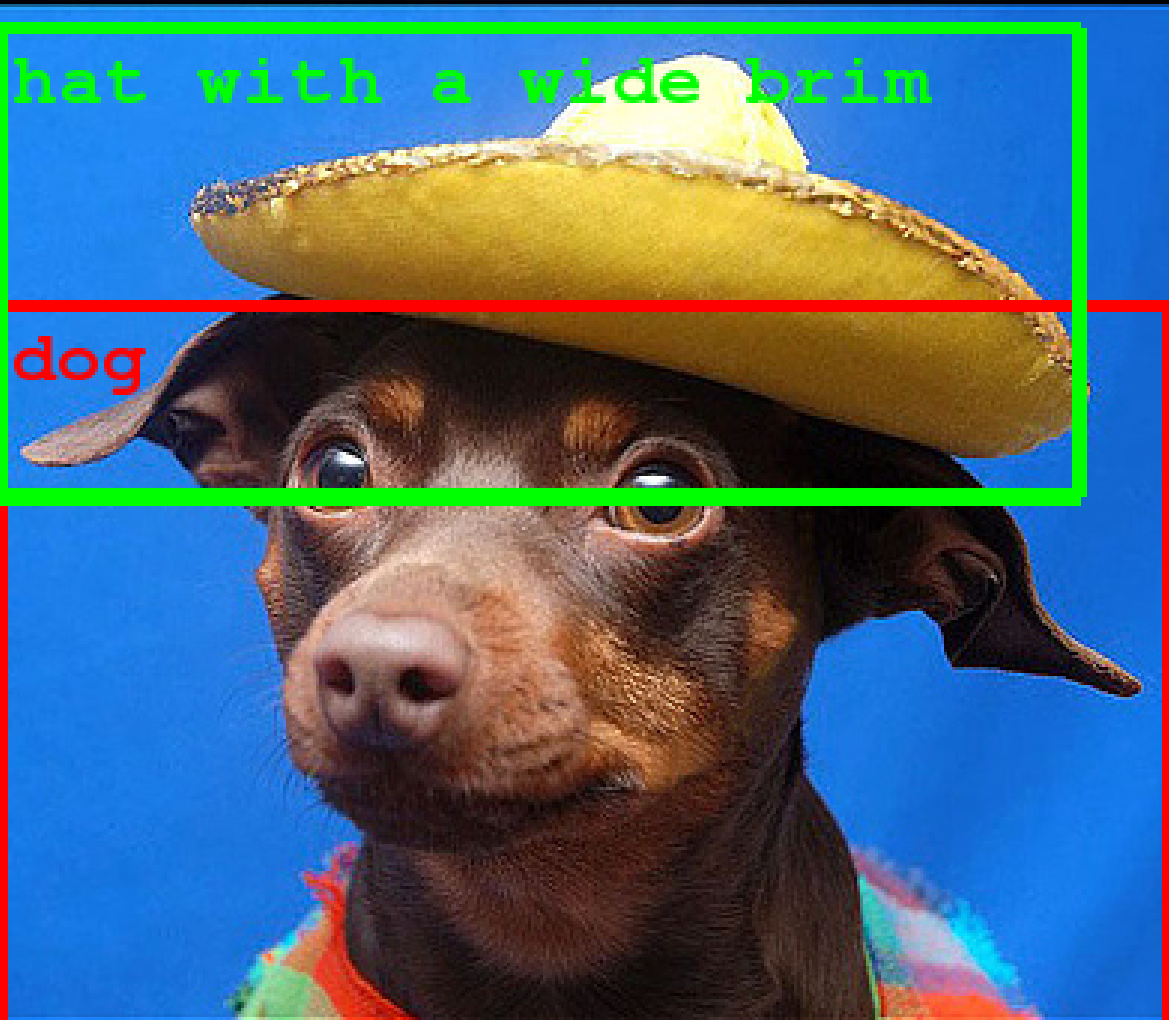
Such algorithms operate by building a **model** from an example training set of input observations in order to make data-driven predictions or decisions expressed as outputs, rather than following strictly static program instructions.”



<http://www.extremetech.com/extreme/224445-its-2-0-how-googles-deepmind-is-beating-the-best-in-go-and-why-that-matters>

hat with a wide brim

dog





Using **machine learning**
for **automated anomaly detection**

a·nom·a·ly

/əˈnämələ/ 

noun

1. something that deviates from what is standard, normal, or expected.

"there are a number of anomalies in the present system"

synonyms: [oddity](#), [peculiarity](#), [abnormality](#), [irregularity](#), [inconsistency](#), [incongruity](#), [aberration](#),
[quirk](#), [rarity](#)

"the growth on the duck's bill is a harmless anomaly"

2. **ASTRONOMY**

the angular distance of a planet or satellite from its last perihelion or perigee.



Translations, word origin, and more definitions

fault

/fôlt/ 

noun

1. an unattractive or unsatisfactory feature, especially in a piece of work or in a person's character.
"my worst fault is impatience"
2. responsibility for an accident or misfortune.
"an ordinary man thrust into peril through no fault of his own"
synonyms: [responsibility](#), [liability](#), [culpability](#), blameworthiness, [guilt](#)
"it was not my fault"

verb

1. criticize for inadequacy or mistakes.
"her colleagues and superiors could not fault her dedication to the job"
synonyms: find fault with, [criticize](#), [attack](#), [censure](#), [condemn](#), [reproach](#); [More](#)
2. **GEOLOGY**
(of a rock formation) be broken by a fault or faults.
"rift valleys where the crust has been stretched and faulted"



Translations, word origin, and more definitions

Feedback

Challenges.



Daniel Kibblesmith ✓

@kibblesmith



Follow

Amazon is a \$250 billion dollar company that reacts to you buying a vacuum by going THIS GUY LOVES BUYING VACUUMS HERE ARE SOME MORE VACUUMS

RETWEETS

7,124

LIKES

11,417



Challenges

1 context

- e.g. Amazon, Facebook, LinkedIn

Challenges

1 context

- e.g. Amazon, Facebook, LinkedIn
- e.g. infrastructure change

Challenges

2 Changing rules

- Games vs your infra

Challenges

2 Changing rules

- Games vs your infra
- Trained model doesn't work on new scenarios

Challenges

3

Signal strength

Image recognition, security
vs
ops metrics

4 relevancy

Challenges

- e.g. super fast to fast

Challenges

4 relevancy

- e.g. super fast to fast
- e.g. redundancy failover

4 relevancy

Challenges

- e.g. super fast to fast
- e.g. redundancy failover

operator knows best

Challenges

5 Effort

- data prep: filtering, selection, cleaning
- statistical modeling, model selection
- training, testing
- track performance & maintenance
- operate infrastructure
- fitting UX/UI

6 Complexity

Challenges

- Intrinsic

6 Complexity

Challenges

- Intrinsic

- Incidental

<https://engineering.quora.com/Avoiding-Complexity-of-Machine-Learning-Systems>

ML / AD for operations

has merits

BUT:



ML / AD for operations

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BUT:

- Anomalies \neq Faults. Signal/noise trap

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- Significant effort & complexity

ML / AD for operations

has merits

BUT:

- Anomalies != Faults. Signal/noise trap
- Significant effort & complexity
- Limited use cases

What might help

- Enrich metric metadata (metrics20.org)

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clustered, stronger signals with more context

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What might help

- Enrich metric metadata (metrics20.org)
 - clustered, stronger signals with more context
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 - derive relevancy
- integration with CM, PaaS.
 - awareness of infrastructure
 - awareness of infrastructure change

HOW do
THEY do it?

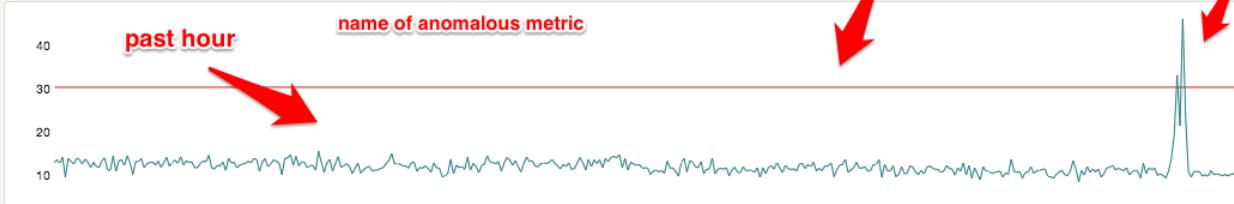
skyline

stats.browse_pages.filters.miss.ship_to

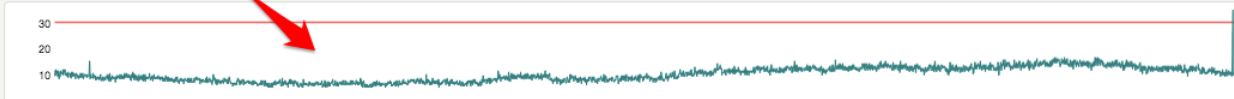
red line shows detected anomalous datapoint

holy anomaly!

1 hour:



24 hours:



metric name

anomalous datapoint

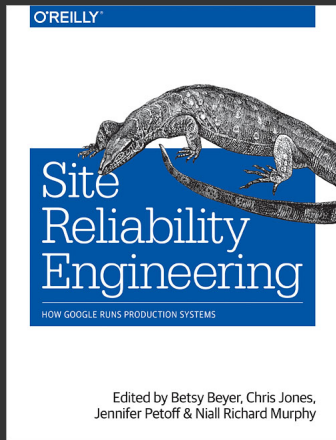
stats.browse_categories.feed ↗	30
stats.browse_pages.cache.miss ↗	36
stats.browse_pages.filters.miss.ship_to ↗	30
stats.region.suggested.code.KG ↗	0
stats.shipping_labels.api.multi_labels.subsequent_package_purchase_duration.3 ↗	0
stats.shipping_labels.api.multi_labels.subsequent_package_purchase_duration.5 ↗	0
stats.shopstats.domain.ShopStatsRollup.etsy. ↗	42
stats.shopstats.domain.ShopStatsRollup.etsy.activity ↗	170
stats.timers.api.findAllReceiptTransactions.200.lower ↗	166
stats.timers.api.findAllReceiptTransactions.200.mean ↗	166
stats.timers.api.findAllReceiptTransactions.200.mean_90 ↗	166
stats.timers.api.findAllReceiptTransactions.200.median ↗	166
stats.timers.api.findAllShopReceipts.200.lower ↗	143

timeseries datapoint that triggered detection

list of anomalous metrics

Kale 1.0: What proved hard?





“it’s important that monitoring systems - especially the critical path from the onset of a production problem, through a page to a human, through basic triage and deep debugging - be kept **simple** and **comprehensible by everyone on the team.**”

“Similarly, to keep noise low and signal high, the elements of your monitoring system that direct to a pager need to be **very simple and robust**. Rules that generate alerts for humans should be **simple to understand and represent a clear failure.**”

<https://www.oreilly.com/ideas/monitoring-distributed-systems>

Conclusion



CEP

& Stream processing

CEP & stream processing

e.g. storm, riemann.io, spark streaming

in → logic → out

```
(where (service "thumbnailer rate")
  ; Convert build numbers from strings to longs
  (adjust [:build #(Long. %)]
    ; Compute a throughput for each specific build
    (by :build
      (smap #(assoc % :service (str (:service %) " build " (:build %)))
        (rate 5 index)))

    ; Or maybe an old version reported numbers that were 2x larger than they
    ; should have been
    (where (< (:build event) 1055)
      (scale 1/2 index)
      (else index))))
```

CEP & stream processing

Compared to query-based alerting systems:

CEP & stream processing

Compared to query-based alerting systems:

- Good scheduling guarantees/execution timeliness

CEP & stream processing

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CEP & stream processing

Compared to query-based alerting systems:

- Good scheduling guarantees/execution timeliness
- Unfamiliar paradigm (maybe)
- Performance/scalability (maybe)
- operational complexity (maybe)

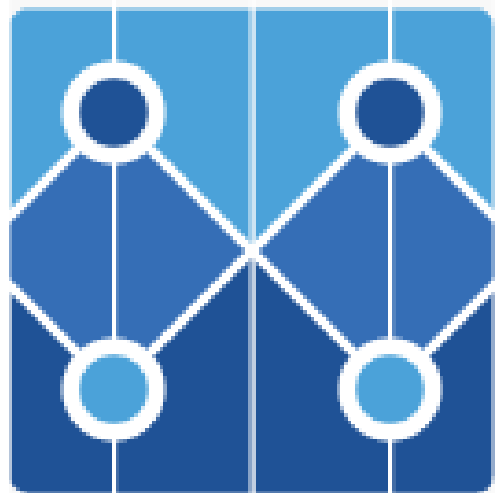
Conclusion

Not a bad idea...

But doesn't get to the root of the alerting problems.

Aha!





Bosun



Picture by Matt Simmons

IDE for alerting

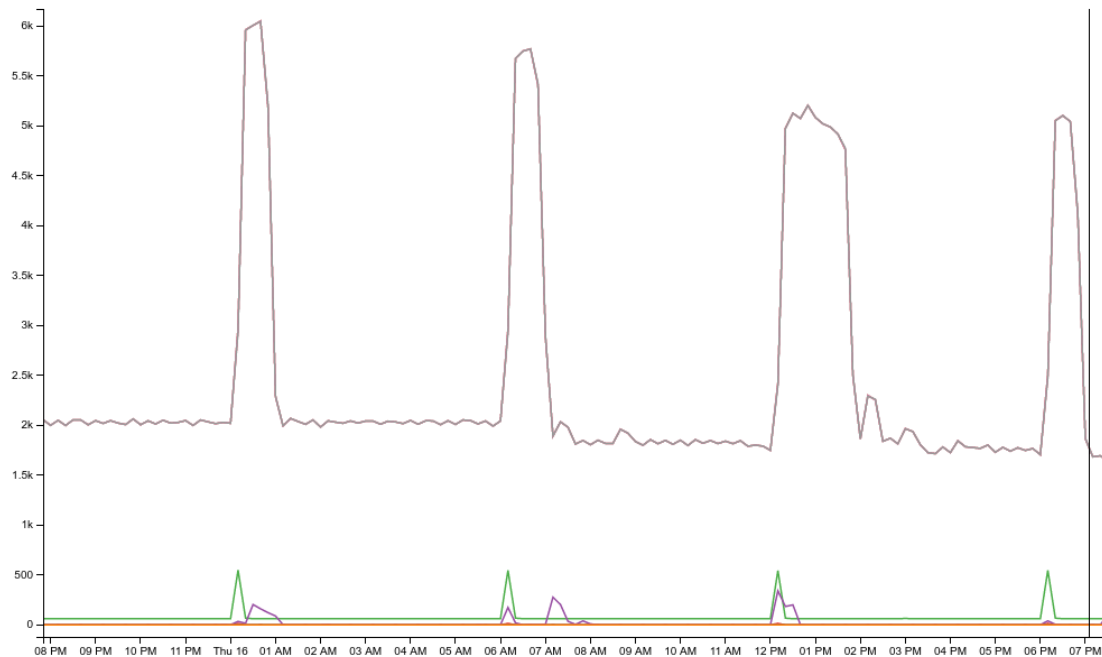
Support **programmers** building and maintaining **software**

IDE for alerting

Support **programmers** building and maintaining **software**

Support **operators** building and maintaining **alerting**

```
graphite("aliasByNode(perSecond(collectd.*.*.GenericJMX.cassandra_columnfamilies_stats.counter.WriteOperations),1,3)", "24h", "", "env.host")
```

Date Time 

Time: 2016/06/16-19:05:20 (28m26s ago)

```
{env=development,host=standalone-dev}: 1.50608
```

```
{env=poc,host=poc-1}: 0.04667
```

```
{env=poc-raintank,host=rt-1}: 61.18764
```

```
{env=poc,host=poc-tsdb-test-1}: 0.06003
```

```
{env=poc,host=poc-tsdb-1}: 0.05333
```

```
{env=production,host=cassandra-1_prod}: 1.684k
```

```
{env=production,host=cassandra-2_prod}: 1.684k
```

```
{env=production,host=cassandra-3_prod}: 1.68356k
```

```
$data = graphite("aliasByNode(perSecond(collectd.*.*.GenericJMX.cassandra_columnfamilies_stats.counter.WriteOperations),1,3)", "24h", "", "env.host")  
avg($data)
```

Date Time

Queries

group	result	computations
{ env=development, host=standalone-dev }	0.8832880652681122	avg(graphite("aliasByNode(perSecond(collectd.*.*.GenericJMX.cassandra_columnfamilies_stats.counter.WriteOperations),1,3)", "24h", "", "env.host")) 0.88329
{ env=poc- dev , host= dev -poc- tsdb -1 }	0.049391608391606306	avg(graphite("aliasByNode(perSecond(collectd.*.*.GenericJMX.cassandra_columnfamilies_stats.counter.WriteOperations),1,3)", "24h", "", "env.host")) 0.04939
{ env=poc-raintank, host=rt- tsdb -poc-2 }	75.05446911421897	avg(graphite("aliasByNode(perSecond(collectd.*.*.GenericJMX.cassandra_columnfamilies_stats.counter.WriteOperations),1,3)", "24h", "", "env.host")) 75.05447
{ env=poc- dev , host= dev - tsdb -test-1 }	16.122761853146944	avg(graphite("aliasByNode(perSecond(collectd.*.*.GenericJMX.cassandra_columnfamilies_stats.counter.WriteOperations),1,3)", "24h", "", "env.host")) 16.12276
{ env=poc- dev , host= dev - poc - tsdb -1 }	0.0552913752913754	avg(graphite("aliasByNode(perSecond(collectd.*.*.GenericJMX.cassandra_columnfamilies_stats.counter.WriteOperations),1,3)", "24h", "", "env.host")) 0.05529
{ env=production, host=cassandra-1_prod }	2450.5714628904534	avg(graphite("aliasByNode(perSecond(collectd.*.*.GenericJMX.cassandra_columnfamilies_stats.counter.WriteOperations),1,3)", "24h", "", "env.host")) 2.45057k
{ env=production, host=cassandra-2_prod }	2450.583547400918	avg(graphite("aliasByNode(perSecond(collectd.*.*.GenericJMX.cassandra_columnfamilies_stats.counter.WriteOperations),1,3)", "24h", "", "env.host")) 2.45058k
{ env=production, host=cassandra-3_prod }	2450.5867731118865	avg(graphite("aliasByNode(perSecond(collectd.*.*.GenericJMX.cassandra_columnfamilies_stats.counter.WriteOperations),1,3)", "24h", "", "env.host")) 2.45059k

Jump to: alert template lookup notification macro template cassandra_writes Download Toggle Syntax Highlighting Validate

```

498     warn = 1000000
499     crit = 1350000
500   }
501   entry env=* {
502     warn = 75000
503     crit = 100000
504   }
505 }
506
507 alert cassandra writes {
508   # alerts if cluster as a whole is doing significantly less writes than same hour of day, on past days
509   # also warns if the write load is not well balanced across the nodes
510   template = cassandra writes
511   $metric = aliasByNode(perSecond(collectd.*.*.GenericJMX.cassandra_columnfamilies_stats.counter.WriteOperations),1,3)
512   $graphData4d = graphite("$metric", "4d", "", "env.host")
513   $graphData2h = graphite("$metric", "2h", "", "env.host")
514   $past = median(graphiteBand("$metric", "1h", "1d", "env.host", 2))
515   $now = avg(graphite("$metric", "1h", "", "env.host"))
516   $cluster_avg_now = avg(t($now, "env"))
517   $cluster_avg_past = avg(t($past, "env"))
518   $cluster_frac = $cluster_avg_now / $cluster_avg_past
519   $dev from cluster_avg = $now / $cluster_avg_now
520   $devs = t($dev from cluster_avg, "env")
521 }

```

From To Intervals Step Duration (m)

Email Template Group Test cassandra_writes

Results Template Timeline

Subject

[production] warning: Incident #0 cassandra_writes: cluster write load is 0.73x of what it was in the past. -- nodes in cluster are balanced

Body

[Acknowledge alert](#)

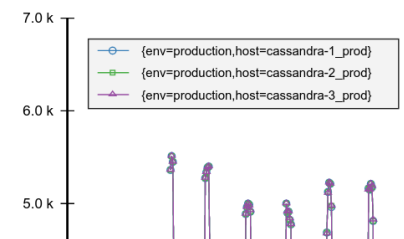
Cluster average writes now vs past days

this hour, today: 3961.1274
 same hour, past few days: 5426.7667

Deviations from the cluster average

- cassandra-1_prod 1.000088
- cassandra-2_prod 1.000011
- cassandra-3_prod 0.999901

Writes past 4 days



Jump to:

alert

template

lookup

notification

macro

template cassandra_writes

Download

Toggle Syntax Highlighting

Validate

```

502     warn = 75000
503     crit = 100000
504 }
505 }
506
507 alert cassandra_writes {
508     # alerts if cluster as a whole is doing significantly less writes than same hour of day, on past days
509     # also warns if the write load is not well balanced across the nodes
510     template = cassandra_writes
511     $metric = aliasByNode(perSecond(collectd.*.*.GenericJMX.cassandra_columnfamilies_stats.counter.WriteOperations),1,3)
512     $graphData4d = graphite("$metric", "4d", "", "env.host")
513     $graphData2h = graphite("$metric", "2h", "", "env.host")
514     $past = median(graphiteBand("$metric", "1h", "1d", "env.host", 2))
515     $now = avg(graphite("$metric", "1h", "", "env.host"))
516     $cluster_avg_now = avg(t($now, "env"))
517     $cluster_avg_past = avg(t($past, "env"))
518     $cluster_frac = $cluster_avg_now / $cluster_avg_past
519     $dev_from_cluster_avg = $now / $cluster_avg_now
520     $devs = t($dev_from_cluster_avg, "env")
521
522     $traffic_warn = $cluster_frac < 0.8
523     $traffic_crit = $cluster_frac < 0.6
524     $unbalanced_warn = min($devs) < 0.67 || max($devs) > 1.3
525 }

```

From 2016-06-12

HH:MM

To 2016-06-16

HH:MM

Intervals 50

Step Duration (m) 115

Email

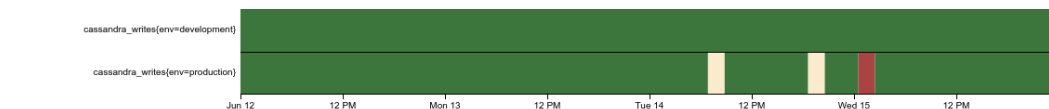
Template Group env=production

Test cassandra_writes

Results

Template

Timeline



2016/06/15-14:53:27

cassandra_writes(env=production)

cassandra_writes(env=development)

1 events

cassandra_writes(env=production)

7 events

cassandra_writes(env=production): normal	2016/06/12-00:00:00 (4d19h19m27s ago) for 2d06h51m25s
cassandra_writes(env=production): warning	2016/06/14-06:51:25 (2d12h28m01s ago) for 1h57m33s
cassandra_writes(env=production): normal	2016/06/14-08:48:58 (2d10h30m28s ago) for 9h47m45s
cassandra_writes(env=production): warning	2016/06/14-18:36:44 (2d00h42m43s ago) for 1h57m33s
cassandra_writes(env=production): normal	2016/06/14-20:34:17 (1d22h45m09s ago) for 3h55m06s
cassandra_writes(env=production): critical	2016/06/15-00:29:23 (1d18h50m03s ago) for 1h57m33s
cassandra_writes(env=production): normal	2016/06/15-02:26:56 (1d16h52m30s ago) for 21h33m03s

Key features

1 [historical] testing

vs traditional alerting, machine learning

2

data juggling

Key features

Arbitrary scope

2

data juggling

Key features

Arbitrary scope
Arbitrary data

3
dependencies

Key features

Model Infrastructure as a Containment Hierarchy

Microservice

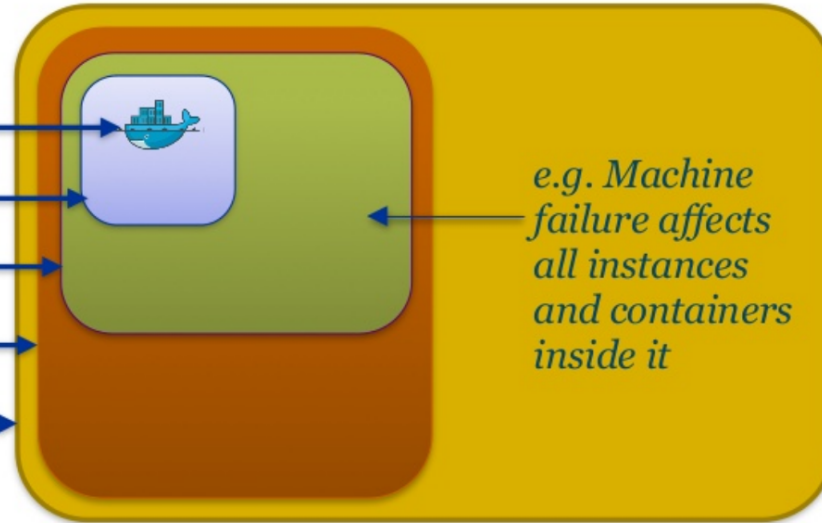
Container

Instance

Machine

Zone/DC

Region



e.g. Machine failure affects all instances and containers inside it

Many tools use a naming scheme to imply this model, but most can't reason about the relationships

4
transcience

Key features

5
DRY

Key features

**Key
insights.**

Key insights

1

remove hassle wrt improving signal/noise

Key insights

1

remove hassle wrt improving signal/noise

- ongoing maintenance & tuning is critical

Key insights

1

remove hassle wrt improving signal/noise

- ongoing maintenance & tuning is critical
- code for UI and logic > knobs

Key insights

1

remove hassle wrt improving signal/noise

- ongoing maintenance & tuning is critical
- code for UI and logic > knobs
- leveraging additional data

2 communication

Key insights

- Author to recipient

2 communication

Key insights

- Author to recipient
- Alert often primary UI

Key insights

3

Human > computer

Key insights

4

attention is scarce, expensive

Key insights

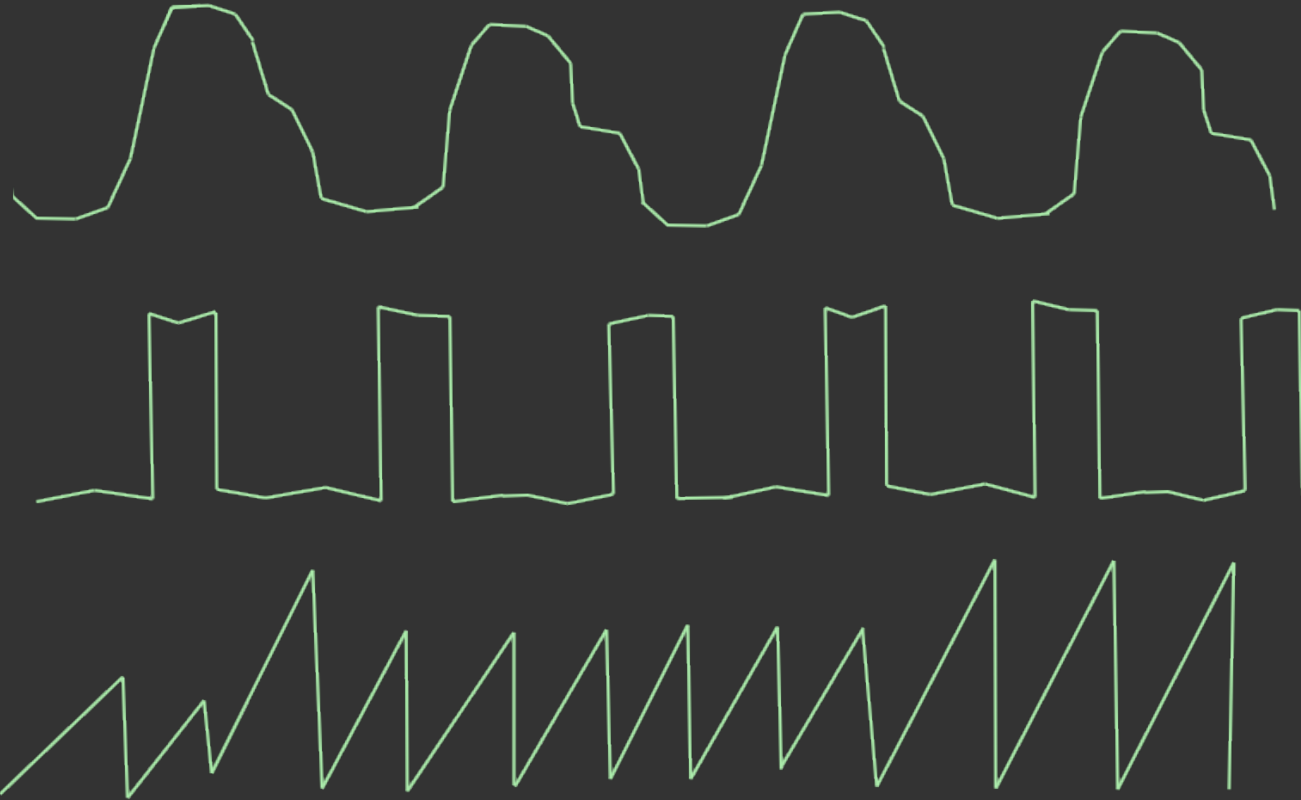
4

attention is scarce, expensive

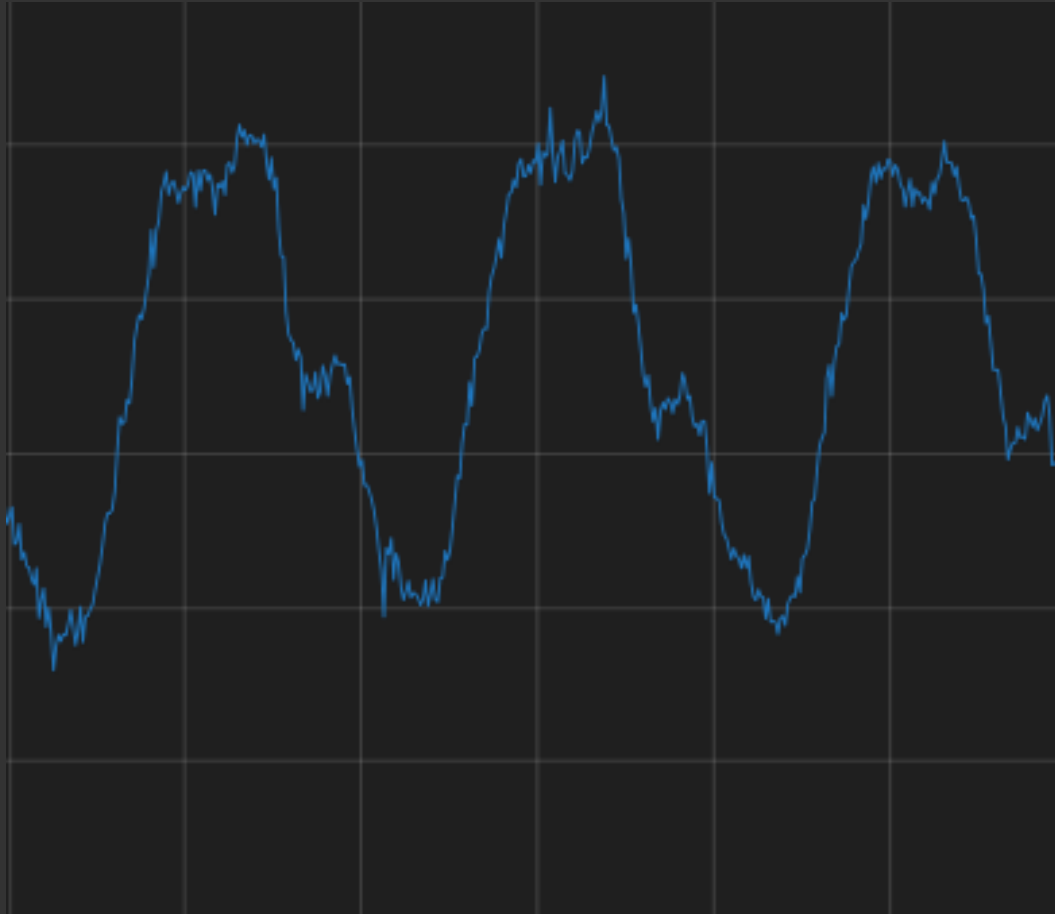
"provide monitoring platform that enables operators to efficiently utilize their attention"

fault detection
with **bosun**

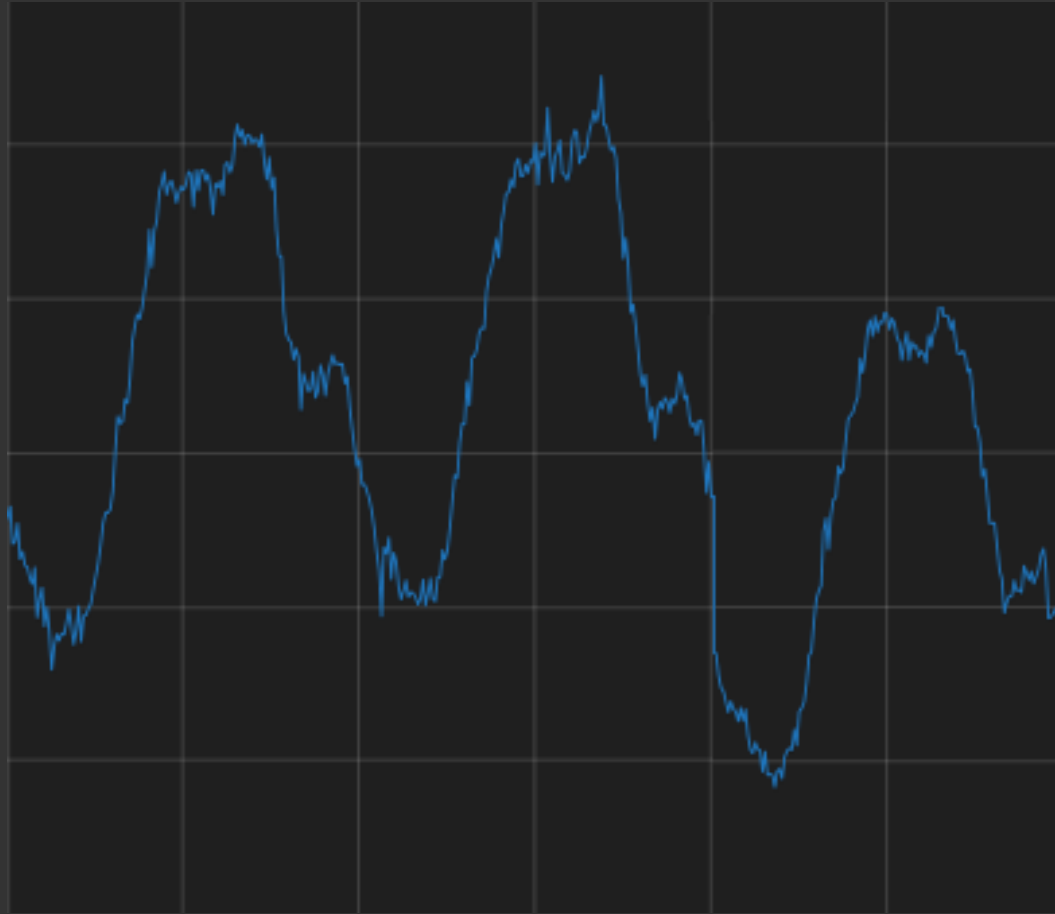
Classify series & find KPI's



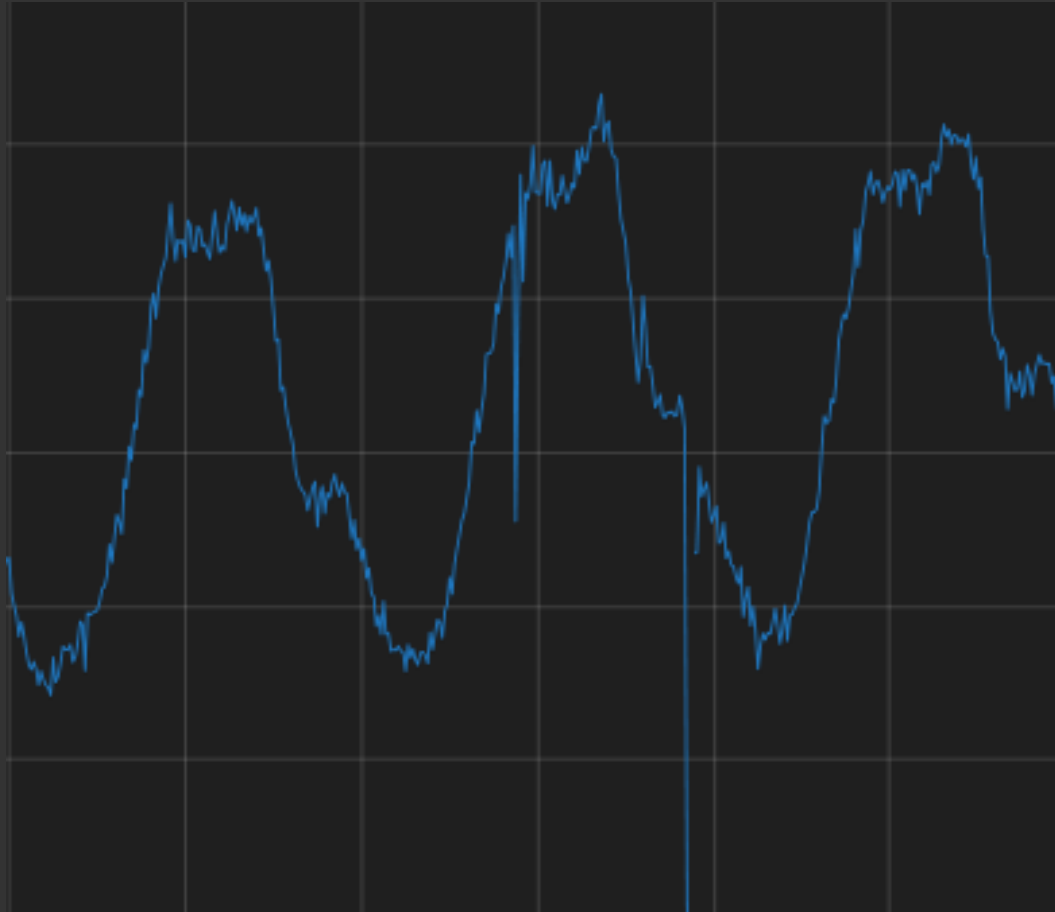
Smoothly seasonal: good



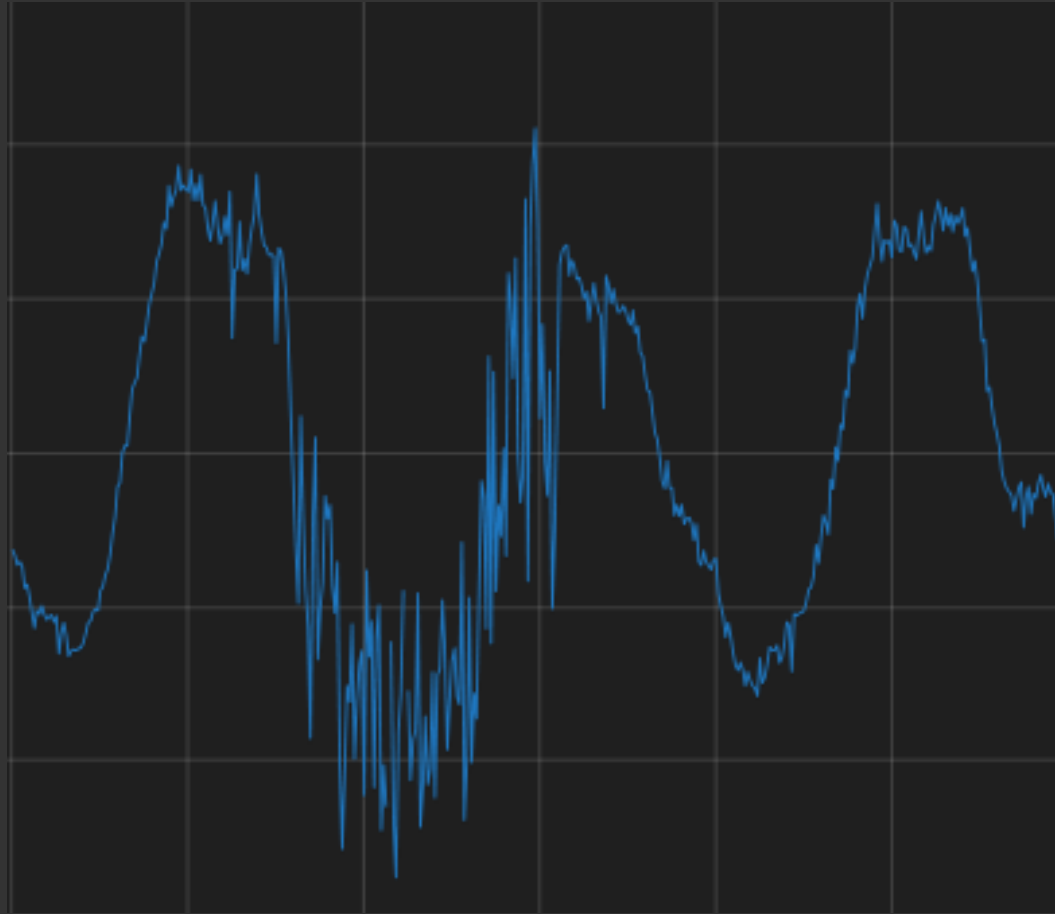
Smoothly seasonal: offset



Smoothly seasonal: spikes



Smoothly seasonal: erratic

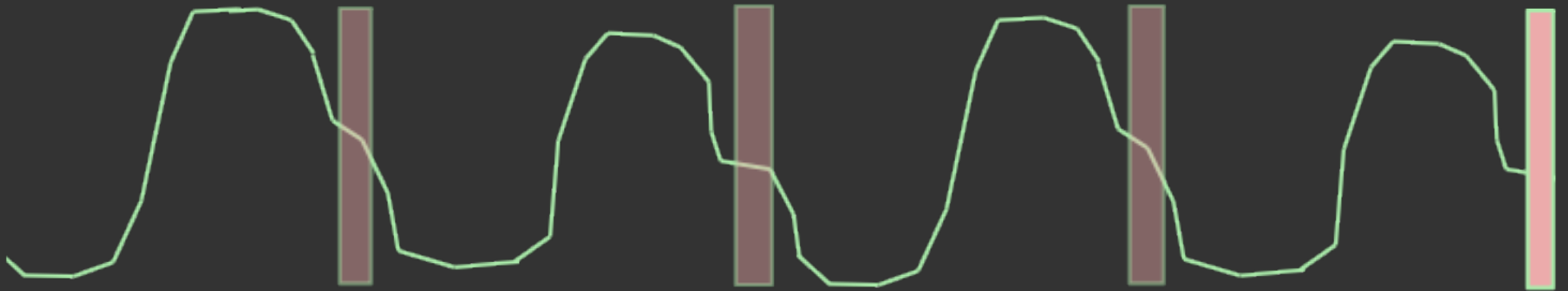


Solution 1/2 : strength

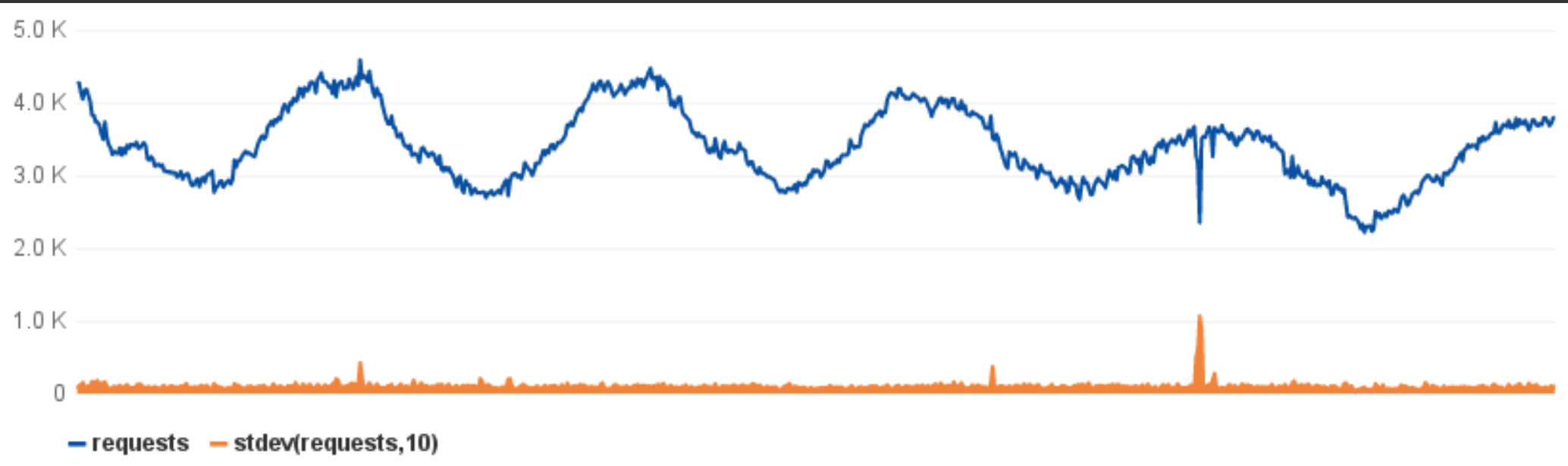
Band(), graphiteBand()

bosun.org/expressions.html

Solution 1/2 : strength



Solution 2/2 : erraticness



Solution 2/2 : erraticness

$$\text{Erraticness now} = \frac{\text{Deviation-now}}{\text{Deviation-historical}}$$

Solution 2/2 : erraticness

$$\text{Erraticness now} = \frac{\text{Deviation-now}}{\text{Deviation-historical}} * \frac{\text{median-historical}}{\text{median-now}}$$

Solution 2/2 : erraticness

$$\text{Erraticness now} = \frac{\text{deviation-now} * \text{median-historical}}{(\text{deviation-historical} * \text{median-now}) + 0.01}$$

[Acknowledge alert](#)

Web requests, Global

Total amount now should not be much less than in the past

7d ago **12485**

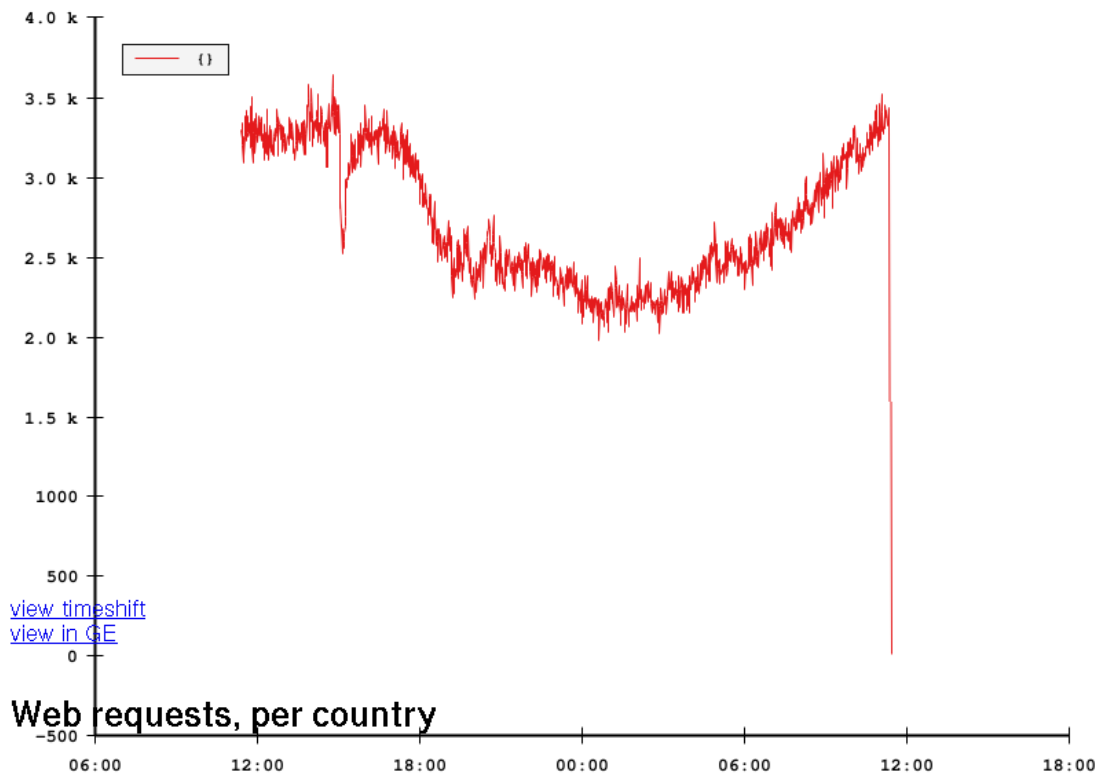
Now **13102**

Erraticness of Web requests, Global

Erraticness - increased deviation - could be indicative of a spike or drop. Low values up to 6 are ok. 9 are critical

9.410244004576379

`isformNull (sum(stats.  web*.request.web),0) ", "1d", "1m", "") - Fri, 24 Apr 2011`



[view timeshift](#)
[view in GE](#)

Web requests, per country

Web requests, per country

-500

06:00

12:00

18:00

00:00

06:00

12:00

18:00

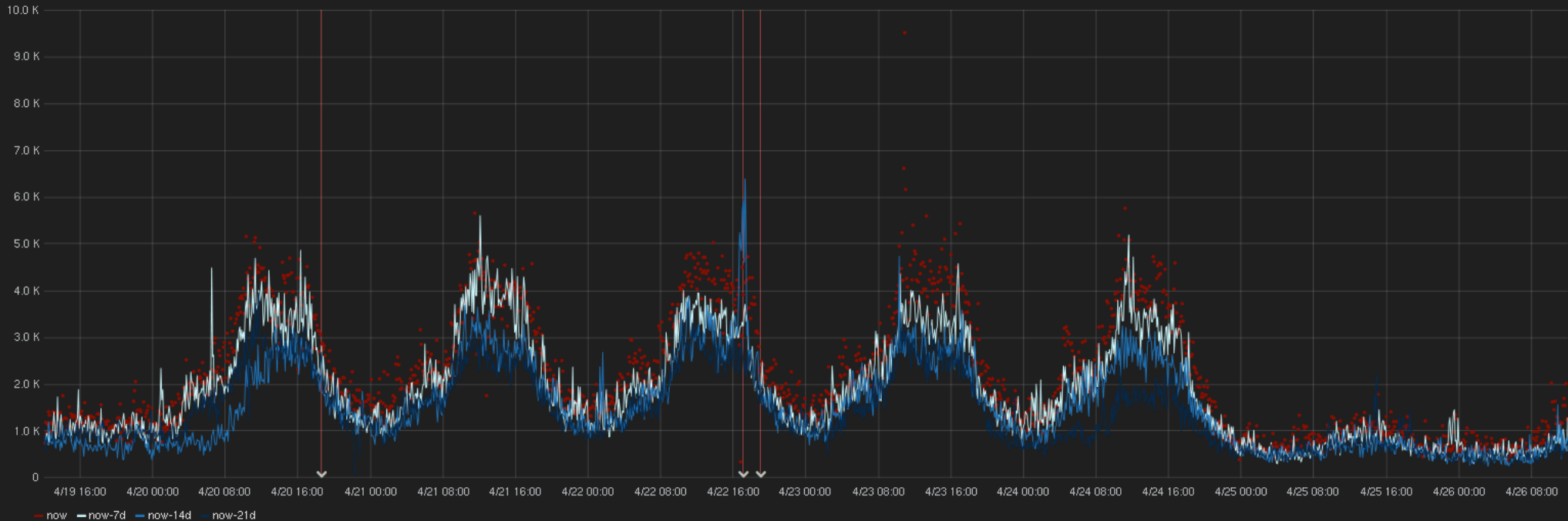
[GE graph](#)

median diff lower than -5 is bad (in red).

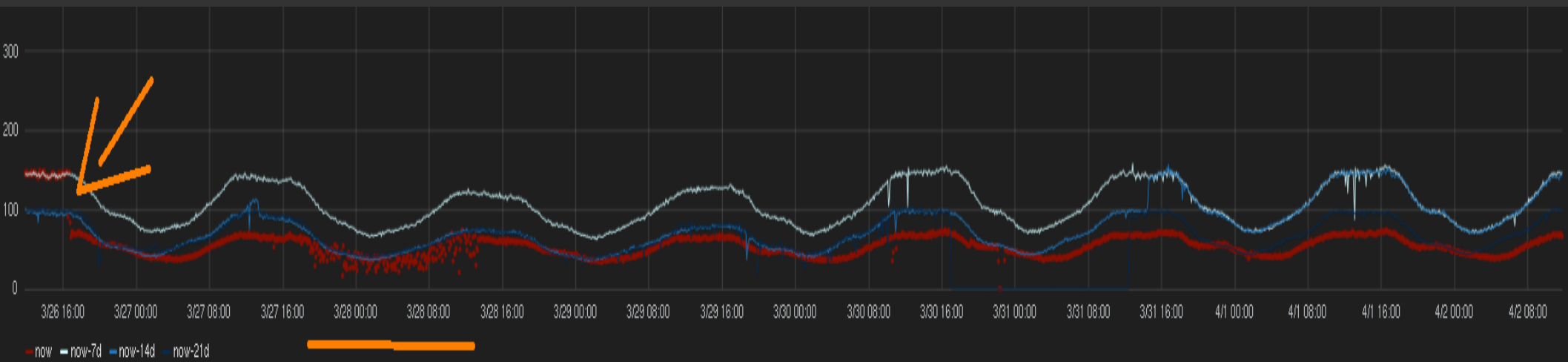
country	importance	7d ago (med +- dev)	now (med +- dev)	med diff (in devs)	view timeshift	view in GE
DE		1455 +- 69	1343 +- 255	-2	view timeshift	view in GE
FR		158 +- 20	173 +- 36	1	view timeshift	view in GE
IT		155 +- 23	148 +- 32	-0	view timeshift	view in GE
NL		117 +- 16	117 +- 25	0	view timeshift	view in GE
US		95 +- 12	97 +- 22	0	view timeshift	view in GE
GB		93 +- 14	92 +- 22	-0	view timeshift	view in GE
TR		90 +- 18	77 +- 20	-1	view timeshift	view in GE
KR		80 +- 14	103 +- 25	2	view timeshift	view in GE
JP		70 +- 12	63 +- 16	-1	view timeshift	view in GE
MX		53 +- 13	48 +- 13	-0	view timeshift	view in GE
JP		53 +- 10	50 +- 13	-0	view timeshift	view in GE
KR		48 +- 10	45 +- 13	-0	view timeshift	view in GE
JP		40 +- 9	33 +- 10	-1	view timeshift	view in GE
MX		35 +- 8	33 +- 9	-0	view timeshift	view in GE

`$patt: scale(sum(stats.' _____ '),3600)` ⚡ anthracite deploys ⚡ anthracite monitoring ⚡ anthracite manual

scale(sum(stats.' _____ '),3600)



ADD A ROW



dieter.plaetinck.be/post/practical-fault-detection-on-timeseries-part-2

More details

Bosun macro, template & example

Grafana dashboard

Static thresholds → automated anomaly detection

- Not scaling / too much data

Static thresholds → automated anomaly detection

- Not scaling / too much data
- Infrastructure complexity

Static thresholds → automated anomaly detection

- Not scaling / too much data
- Infrastructure complexity
- Alerting on patterns

Conclusion

- All about the workflow

- All about the workflow
- An IDE like bosun exponentially boosts ability to maintain high signal/noise alerting

- All about the workflow
- An IDE like bosun exponentially boosts ability to maintain high signal/noise alerting
- Build & share!

Want more ?

- bosun.org/resources presentations by Kyle Brandt (LISA 2014 + Monitorama 2015)
 - “my philosophy on alerting” by Rob Ewaschuk
 - kitchensoap.com/2015/05/01/openlettertomonitoringproducts
 - kitchensoap.com/2013/07/22/owning-attention-considerations-for-alert-design
 - “monitoring microservices” by Adrian Cockcroft
 - (dieter.plaetinck.be/post/practical-fault-detection-alerting-dont-need-to-be-data-scientist)
 - dieter.plaetinck.be/post/practical-fault-detection-on-timeseries-part-2
 - metrics20.org/media
 - mabrek.github.io
 - iwringer.wordpress.com
- @Dieter_be - @raintanksaas – slack.raintank.io – raintank.io – bosun.org – grafana.org