



A Bartender's Guide to Network Monitoring

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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

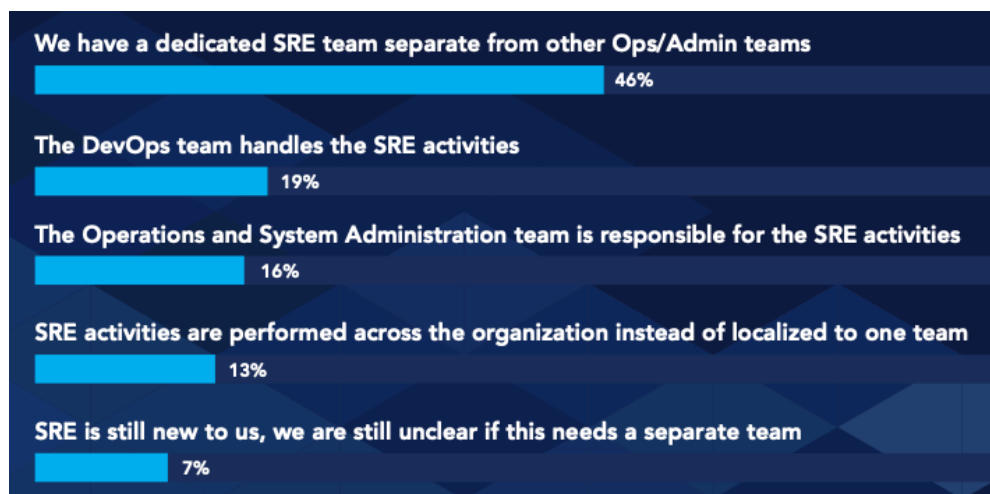
Directions:

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

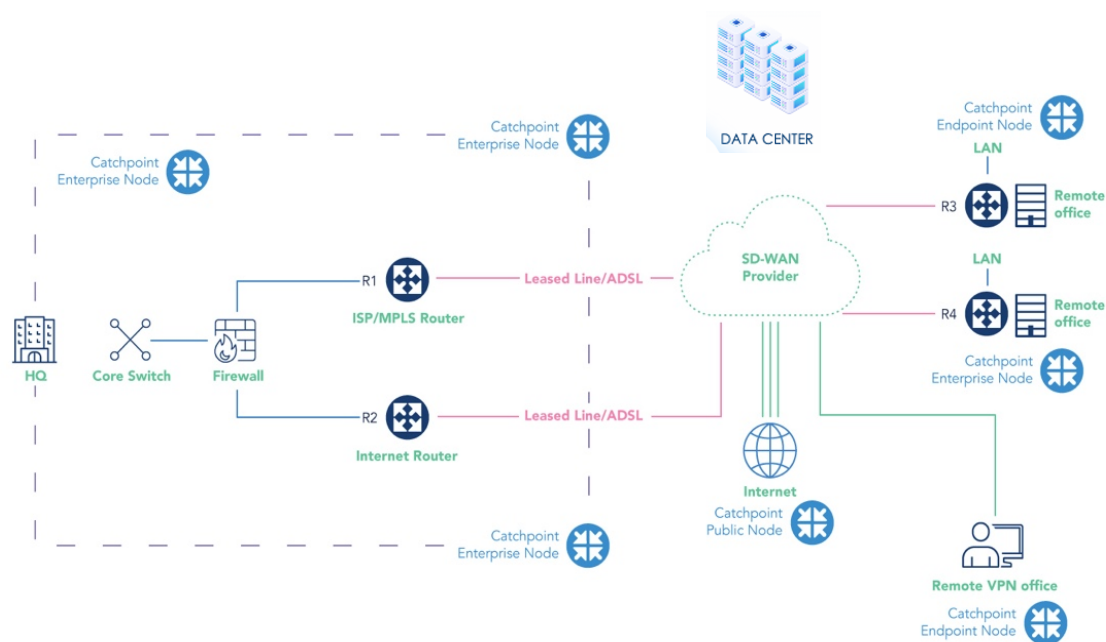
Directions:

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.



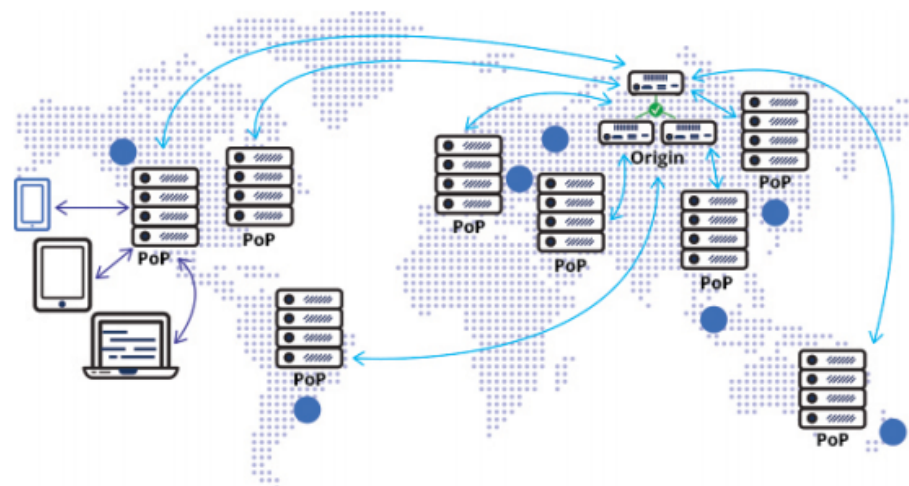
The right ingredients: The digital experience

- 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

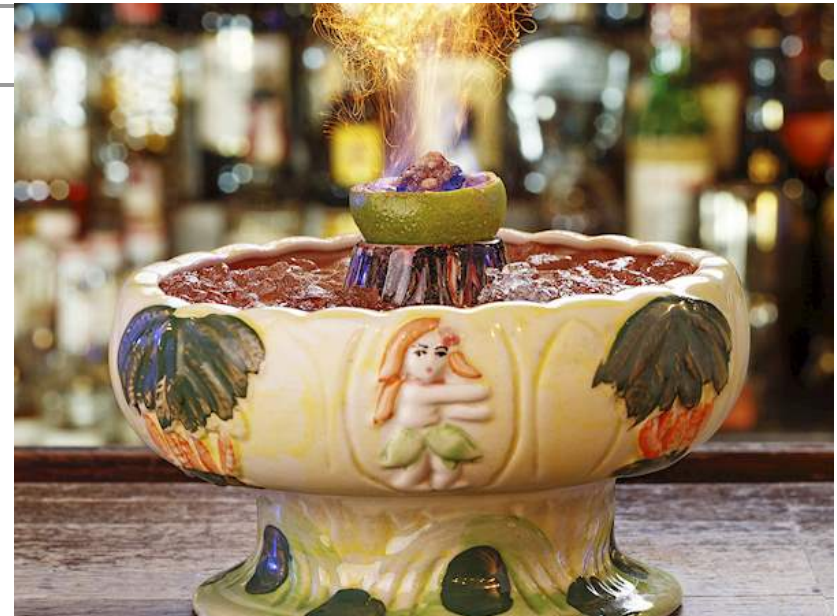
The Volcano

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

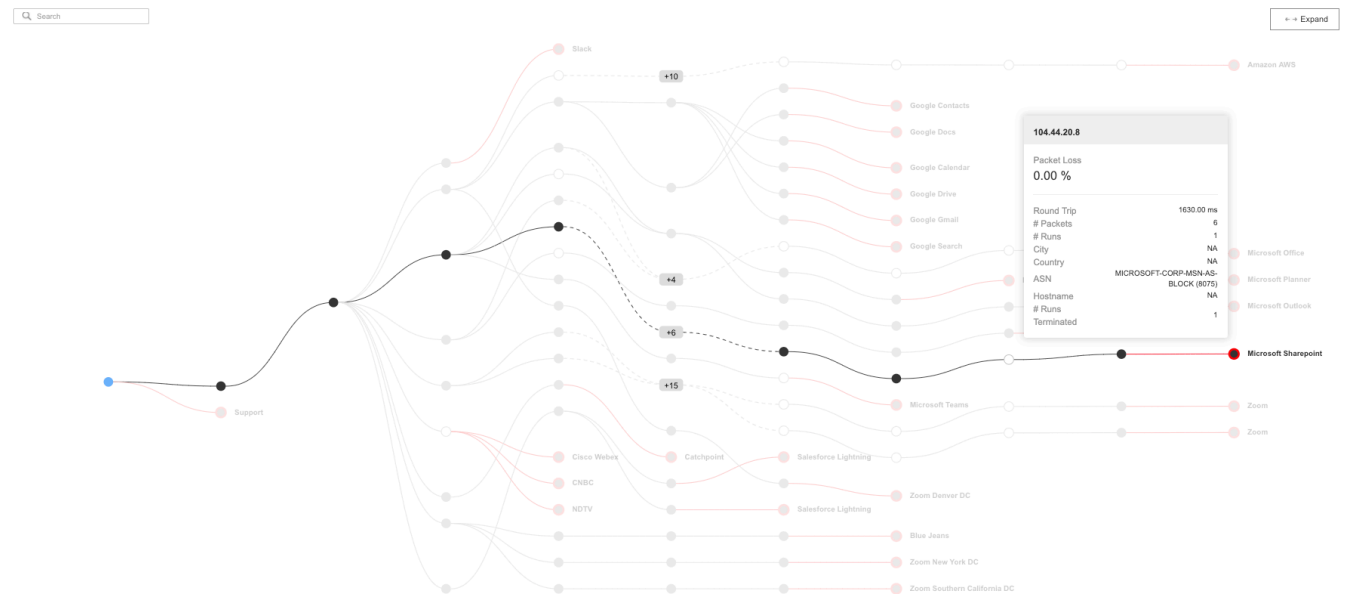
Directions:

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



“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?”

Taking requests

Thank You

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