Sparking Joy for Engineers

With Observability

Zac Delagrange (He/Him)

AREA 1

CI/CD

Test Automation

Release Management

Observability

Zac Delagrange (He/Him)
Staff Software Engineer @ Area 1 Security

AREA 1

Preface --
Seeking Stakeholder Buy-In

- An Exception Reporting solution has been implemented with great success
- Distributed Tracing solution was in the POC phase
- How can I find a way to get my end-users, the engineers, to WANT IT??

A Challenger Approaches

- An issue was observed from our Exception Reporting solution
  - One endpoint, Two behaviors, dependant on a query string
    - Deliver a downloadable markup file OR
    - Render the markup server-side, deliver it to the browser
- The Exception Reporting issue indicated a timeout was occurring
  - Not widespread, only observed for one specific ID
    - Issue was deprioritized

AREA 1

"Fire" by Zac Delagrange

The Fire --
High Priority Customer calls Customer Success

- Distributed Services; Distributed Debugging
  - We have a feature to increase the timeout!
    - Oh wait..not for *this application*

AREA 1

Bring in the Major Leaguers!
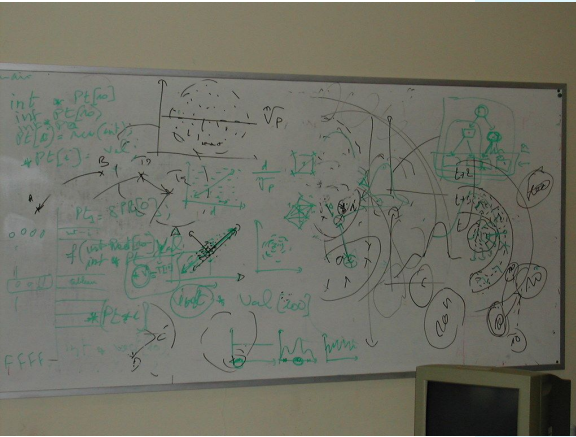
- Throw engineers at the problem!

"Man working inside a large reinforced steel tube" by World Bank Photo Collection is licensed under CC BY-NC-ND 2.0

A long stressful experience...

- 5 days Time to Fix
- High value engineers -- $$$
- High value customer waiting -- $$$

AREA 1

Reliving the Issue with Distributed Tracing -- Sharing the PoC

- The issue drove the tracing instrumentation
- Demonstrating value to all levels
- Improving the Debugging experience
  - Having more information leads to faster fixes
  - Faster fixes means engineers can work on their interesting problems
  - No more slogging through an ocean of logs

AREA 1

Integrating Error Reporting and Distributed Tracing -- Technical Details

- Finding the "conversation" or How to Correlate an Exception to a Span?
  - Use a request header and tag it on your Exception Reporter
  - Add that request header to the trace's Tags
  - Use the tag found on your Exception Reporter to search for your Trace
- Diligence with distributed tracing instrumentation pays off!

AREA 1

Q & A

AREA 1