

o11ycon 2018

Discussion findings

Lightning talks presenting our OSSD (Open Space-Style Discussion) Sessions

Thanks to the amazing attendees who came to a conference and were told in the morning that not only did we have to carve out what our industry means when we talk about observability, but also throw together a slide deck about it by the end of the day. This is what we made together.

Observability & On-Call

Summary What did we talk about? Why is this topic interesting?

- Be intentional rather than hoping for the best: make sure on call people feel supported and enabled, invest in tools (surface useful stuff) and teams (have backup/secondary responders)
- Make sure the person responding is the best person to respond and when it's not, figure out why and fix it
- On-call is always evolving: from one person always being on call to just one team to multiple teams to ...

Interesting takeaways Compelling conclusions! Surprising realizations! Relatable tips!

- Trading on-call for “crunch time”: operations people don't necessarily have to suffer while product people have to pull all-nighters to finish a feature/release.
- Chaos training: try to arrange to respond to simulated or real incidents during the day when everyone is around

Call to action How we'll apply our findings, change our behaviors, etc

What would it take to get to only having to respond to work during working hours? Architect and implement things that move your stack in that direction.

o11ycon slack discussion channel: #o11y-and-oncall

Link to notes: