

*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.

# On-call and #PagerLife

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

Discussed the alert flow, incident team and communication channels.

Surfacing more of the details necessary to turn the alert into something more actionable: alert; theory; incident.

## Interesting takeaways Compelling conclusions! Surprising realizations! Relatable tips!

Alert fatigue is a real concern

Dashboard is a real concern

Being on call requires a mobile device and a incident-interrogation device

Include with alerts a context, a history of solutions (run book)

Removing the friction of the operations to notify, organize and gather make a huge impact to the process

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

Considering a “mobile device” command center view will remove more friction from the process.

o1lycon slack discussion channel: #general

Link to notes: