

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.

o11y for non-engineers/non-experts

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

The behavior of systems affects the business and other people in the business are going to have Questions about observing its behavior.

Interesting takeaways Compelling conclusions! Surprising realizations! Relatable tips!

Non-experts can be split into 3 rough groupings:

- Business leadership
- Operations: eg. product, customer support
- Technical peers

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

Different groups need different approaches:

- Make it easier for business leadership to make decisions about the business. Direct attention to what's important.
- Dialogue is key with operations. Internal tools need product, design, and UX love too.
- Make it easier for non-expert engineers to become expert engineers. Tools should be easy to get to: more summaries and handy links, less giant documents.

o11ycon slack discussion channel: #o11y_for_nonengineers

Link to notes: <https://goo.gl/CbrFX4>, <https://goo.gl/e4Wi4Q>