

Operational Data Meets Organizational Silos

Christopher Pride

Director of Engineering

Observe, Inc





Scenario



03:00



SRE



03:10



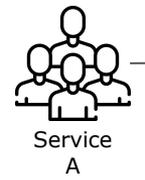
03:30



04:00



05:00



Hero



09:00



SRE



Service A



Service B



Service C



Service D



Service E



Hero



Siloed Teams, Tools & Data

No-one Has The Big Picture



On-Call Hell

DevOps Looks At Metrics. Engineerings Looks At Logs.
No Common Language. No Common Tooling.

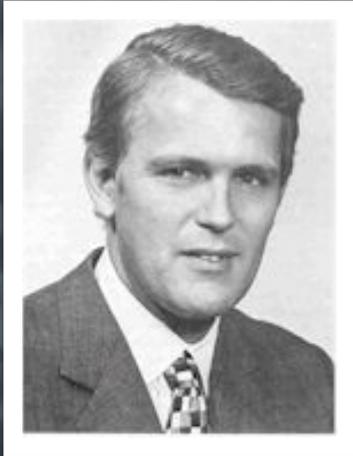


A full-body image of Batman in his iconic blue and black suit, standing against a dark background. The lighting is dramatic, highlighting the texture of his suit and the contours of his mask.

Troubleshooting Requires A Hero

Special Powers Are Required To Analyze Fragmented Data

Don't Monitor, Observe.



Ob•serv•a•bil•ity

"A Measure Of How Well Internal States
Of A System Can Be Inferred From
Knowledge Of Its External Outputs"

"On The General Theory Of Control Systems"
Rudolph E. Kalman, Moscow 1960



Why We Need Observability
Continuous Change In Production.
More Unknown Problems.

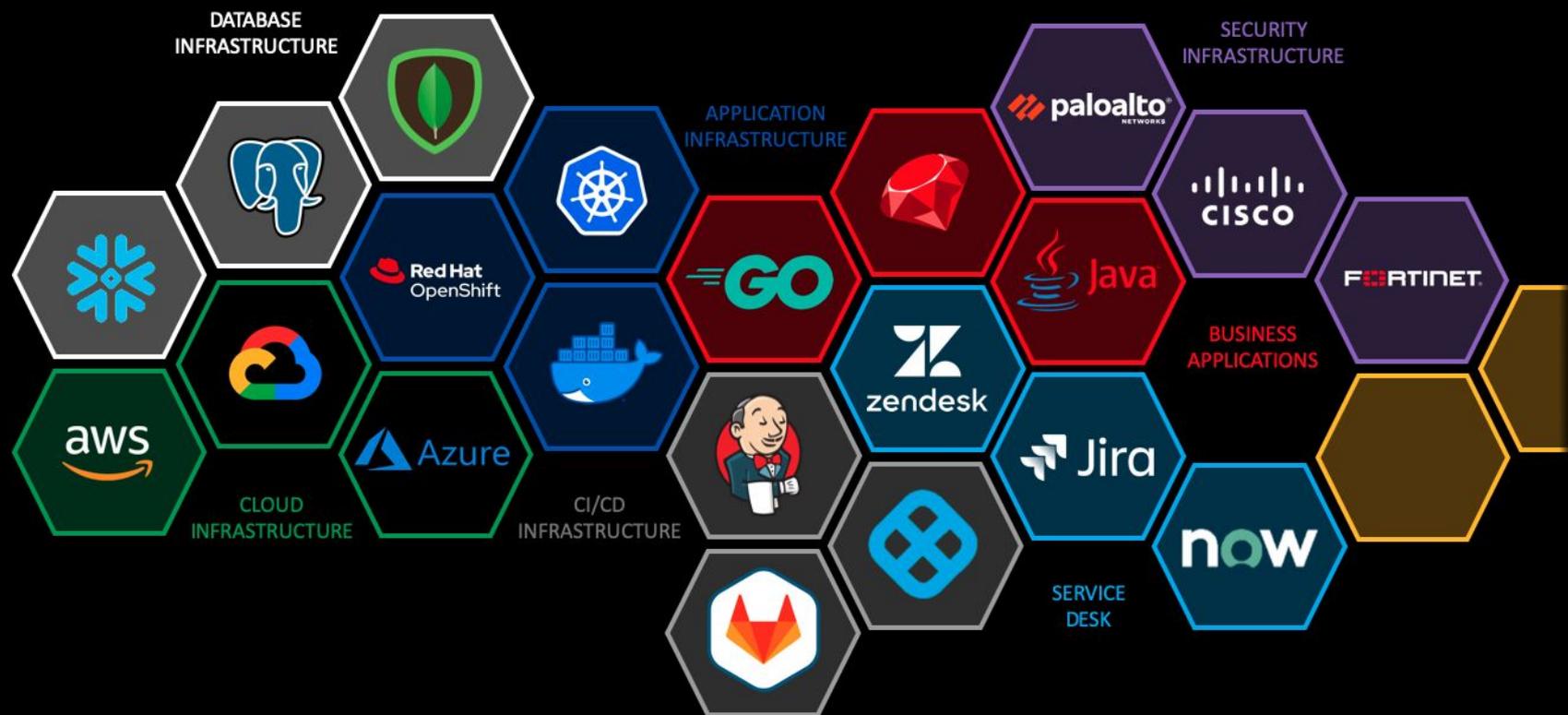


Observe.

All Of Your Data.
All In One Place.



WHAT SHOULD YOU OBSERVE ?



Machine Data, Turned Into Datasets

MACHINE DATA

```
{
  "duration": 4327237,
  "id": "651582188c690320",
  "kind": "SERV
  "ipV4": "172.20.57.228",
  "serviceName": "cars-
  app",
  "name": "get",
  "parentId": "a5f169e8ca6e6553",
  "tr
  "ipV4": "172.20.58.99",
  "shared": true,
  "tags": {
    "http_method": "GET",
    "http_path": "/Cars_Sample_App
  }
  "Tags": {
    "clusterUid": "4ef39c4f-7685-1e8-9d40-02a...",
    "Kind": "zipk
  }
  "duration": 24874,
  "id": "733c9dcb8119b679",
  "kind": "CO
  "ipV4": "172.20.57.228",
  "serviceName": "car-rating",
  "tr
  "ipV4": "172.20.58.99",
  "shared": true,
  "tags": {
    "http_method": "POST",
    "http_path": "/default/car-
  rating",
    "timestamp": 1594184724689449,
    "traceId": "58
  }
  "Tags": {
    "clusterUid": "4ef39c4f-7685-1e8-9d40-02a...",
    "Kind": "zipk
  }
  "duration": 99,
  "id": "e4179fe665a21cbc",
  "kind": "SERV
  "ipV4": "172.20.57.228",
  "serviceName": "cars-
  app",
  "name": "get",
  "parentId": "8b6440f05161294",
  "tr
  "ipV4": "172.20.58.99",
  "shared": true,
  "tags": {
    "http_method": "GET",
    "http_path": "/Cars_Sample_App
  }
  "Tags": {
    "clusterUid": "4ef39c4f-7685-1e8-9d40-02a...",
    "Kind": "zipk
  }
  "duration": 23053,
  "id": "737aeb81544d1457",
  "kind": "CO
  "ipV4": "172.20.57.228",
  "serviceName": "car-rating",
  "tr
  "ipV4": "172.20.58.99",
  "shared": true,
  "tags": {
    "http_method": "POST",
    "http_path": "/default/car-
  rating",
    "timestamp": 1594184724714634,
    "traceId": "58
  }
  "Tags": {
    "clusterUid": "4ef39c4f-7685-1e8-9d40-02a...",
    "Kind": "zipk
  }
  "duration": 151457,
  "id": "8a720ce2690bbd20",
  "kind": "S
  "ipV4": "172.20.57.228",
  "serviceName": "cars-
  app",
  "name": "get",
  "parentId": "75b625564521dda",
  "tr
  "ipV4": "172.20.58.99",
  "shared": true,
  "tags": {
    "Amaz
    32a0be40c737",
    "http_method": "GET",
    "http_path": "/Car
  }
  "Tags": {
    "clusterUid": "4ef39c4f-7685-1e8-9d40-02a...",
    "Kind": "zipk
  }
  "annotations": [],
  "binaryAnnotations": {
    "endpoint": {
      "key": "http_host",
      "value": "cars-web",
      "key": "http
    },
    "key": "http_status_line",
    "value": "200 ",
    "key": "cc
    },
    "key": "nginx_worker_pid",
    "value": "??",
    "key": "http
    },
    "key": "http_status_code",
    "value": "200",
    "key": "http
  }
  "Tags": {
    "clusterUid": "4ef39c4f-7685-1e8-9d40-02a...",
    "Kind": "zipk
  }
```


Graph of Connected Things

TABLES DEFINED BY OBSERVE

Containers

Container_ID

Image_ID

⋮

Container Logs

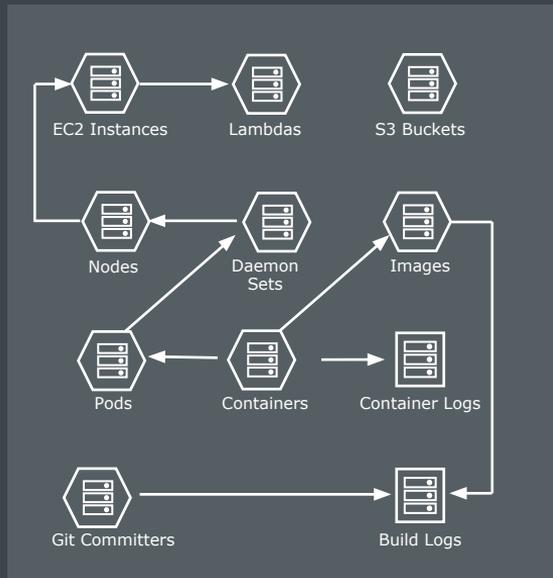
Container_ID

⋮

Image

Image_ID

⋮



Observe GraphLink™

Jenkins Builds > 5 > Zendesk Tickets

PORTAL

63 Z of

4h

Overview

Active ▾

ticketID

User

- jill.dimnick
- andrew.cunnig
- eddie@snowfl
- victor.newend

SOURCE

Jenkins Builds

IMAGE

Image

IMAGE

Container

CONTAINER

App Logs

SESSION ID

User Session

USERNAME

User

USER

DESTINATION

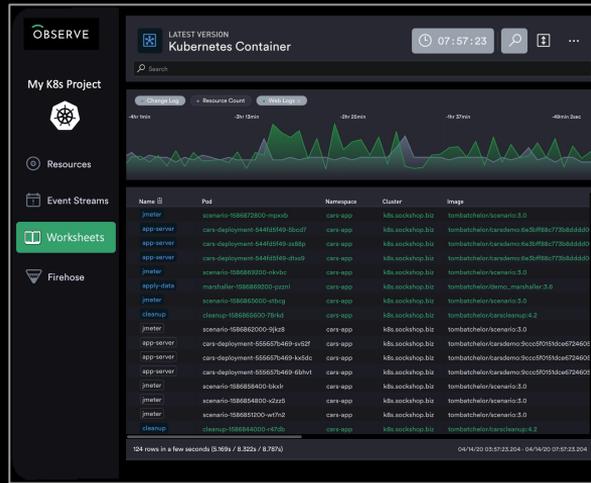
Zendesk Tickets

Apply

Collaborate: Same Data, Different View



SREs



Engineers



Customer Success

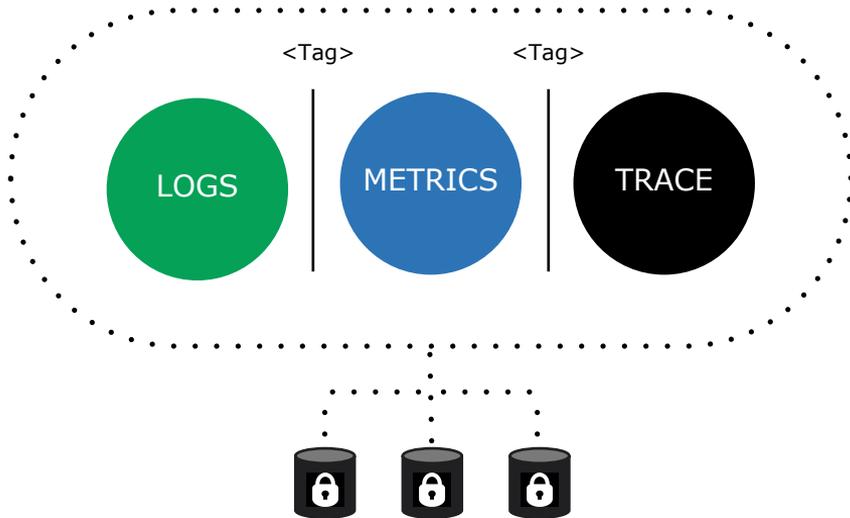
All can be shared with the current context



In Summary

3 Pillars Approach

Many Siloed Tools
Separate Tools on Separate Teams



Built On Many
Proprietary Databases



Data-Centric Observability

Unified Data



Built On
Commercial Data Cloud



Thank You

