

Slowdown is the New Outage (#sitno)

Marco Coulter, Technical Evangelist
@marcocoulter

1. Outages vs Slowdowns
2. Cost of Slowdowns
3. Insight Supports Resolution

Agenda



#about_marco



THE NEW STACK

Forbes



Marco Coulter

Technical Evangelist

@marcocoulter

marco.coulter@appdynamics.com



Research

NOW A PART OF

S&P Global Market Intelligence



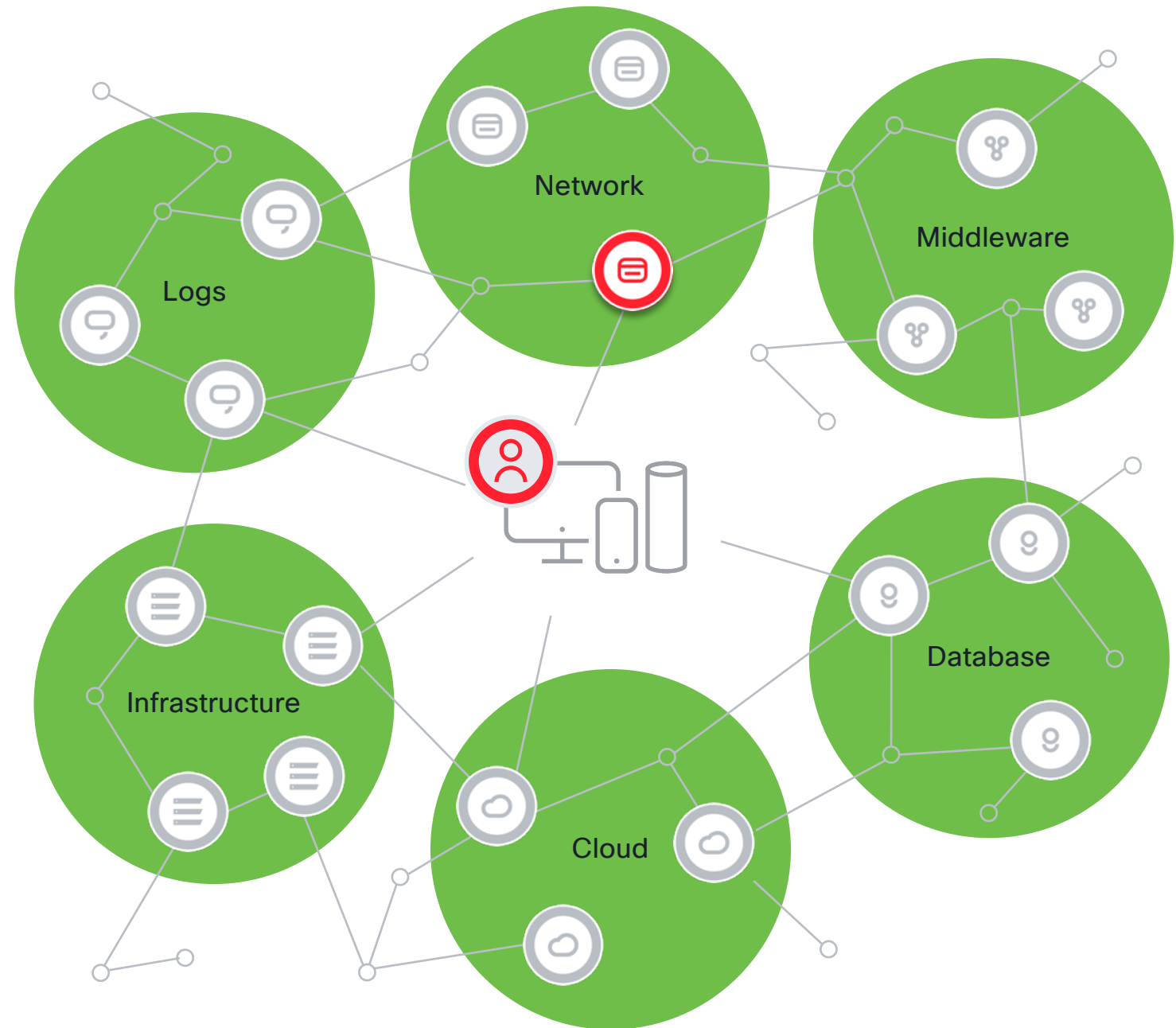
APPDYNAMICS™

part of Cisco



Outages vs Slowdowns

Outages are Obvious



Outage Characteristics

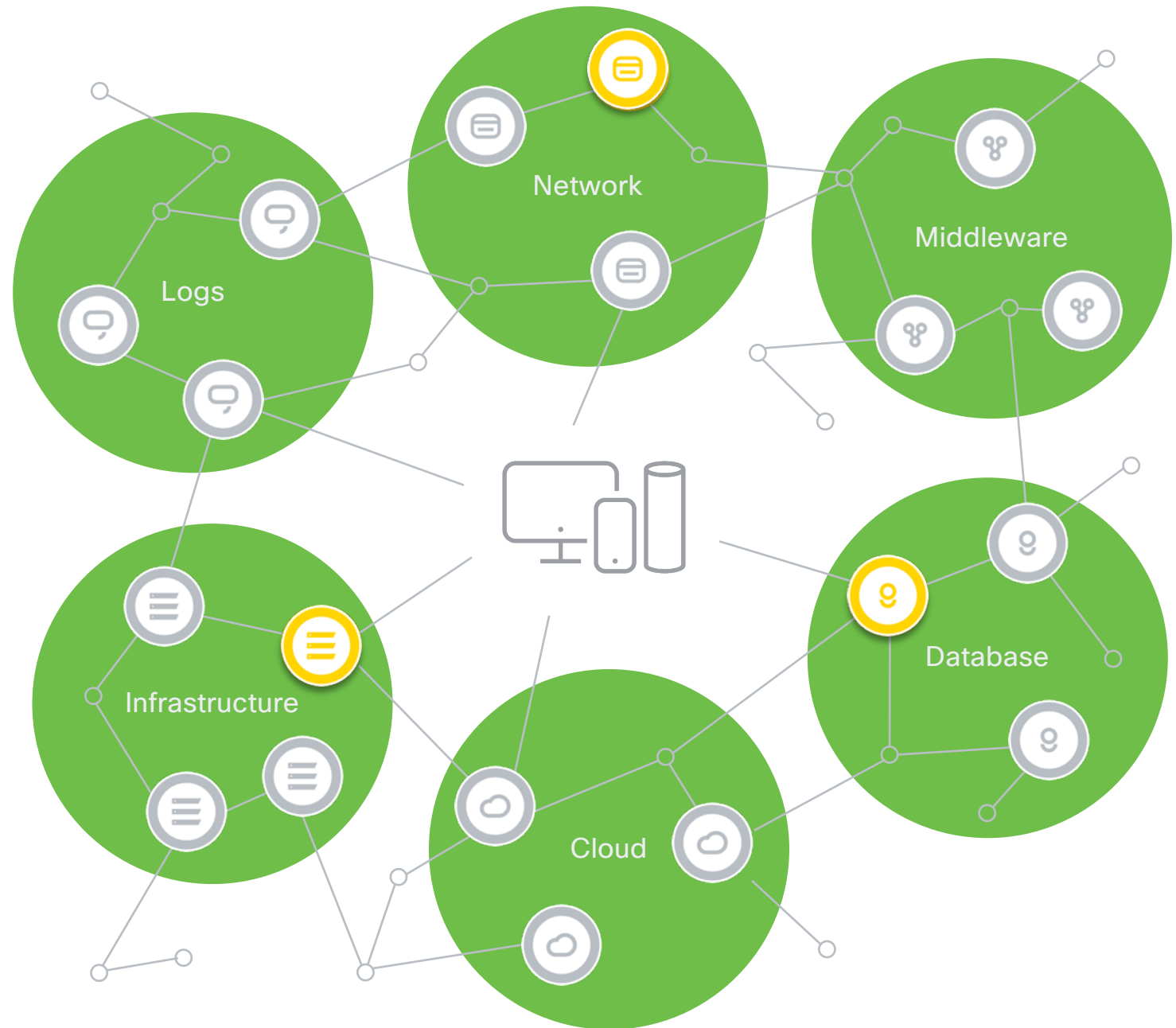
 Immediate

 Noisy

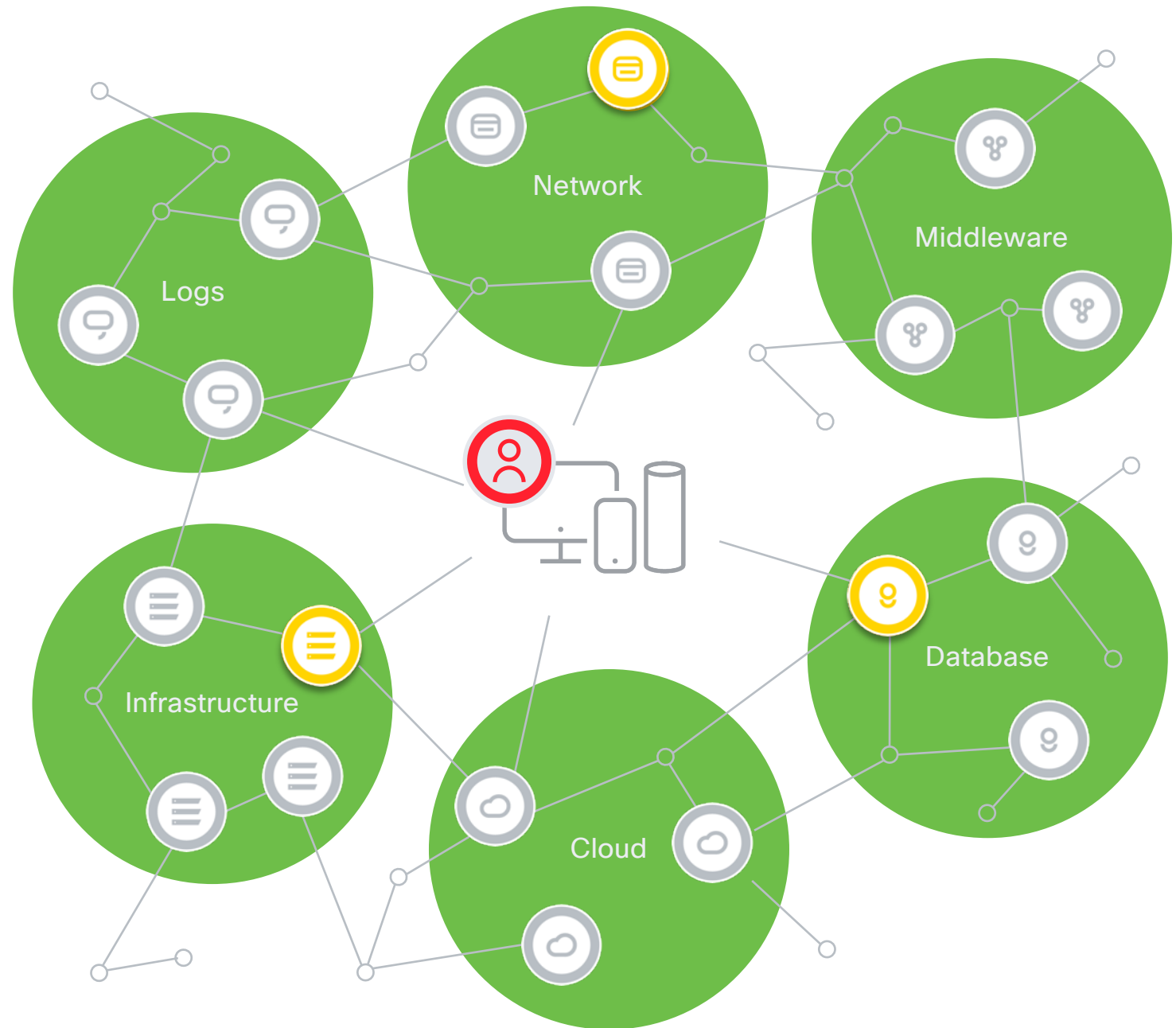
 Trigger Panic Mode

 The Final Straw

Slowdowns are Subtle



Slowdowns are Subtle



Slowdown Characteristics

 Incremental

 Silent

 Can address without solving

 The Camel

Cost of Slowdowns



Estimating Outage Cost

- What would a 1% error budget cost?
- 8760
- 99999
- 8.76
- 24x7
- 100M

“

“Every 100ms delay
costs 1% of sales.”

Greg Linden

Developer of Amazon's Recommendations



Estimating Slowdown Cost

- What would a 100ms slowdown cost?
- 8760
- 99999
- 8.76
- 24x7
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Insight Supports Resolution



Slowdown Diagnosis Challenges

- The insufficiency of dtrace
- Watchpoints vs breakpoints
- Complete customer experience view
- The cross-application business transaction

Functions Needed for Insight


- ✓ Baseline of Normal Performance
- ✓ Segmented Metrics of Customer Business Transactions
- ✓ Levers for Code Isolation
- ✓ Cross-silo Metric Observability
- ✓ Overhead Minimization
- ✓ ML-trained Noise Filtering & Anomaly Detection

Slowdown Characteristics

 Complete View of UX

 T-shaped skills

 Resolution Needs Insight
Needs Context

 The metric you don't
watch will bite you

Further Reading

@marcocoulter

<https://www.linkedin.com/in/marcocoulter>

<https://techwhisperernyc.com>

- Slowdown is the New Outage
<https://www.appdynamics.com/blog/engineering/slowdown-new-outage-sinto/>
- Successfully Deploying AIOps
<https://www.appdynamics.com/blog/engineering/successfully-deploying-aiops-part-1-deconstructing-mttr/>
- 5 Critical Metrics When Deciding What To Automate In AIOps
<https://www.forbes.com/sites/appdynamics/2019/07/08/5-critical-metrics-when-deciding-what-to-automate-in-aiops/#34d23f091230>



Question Time?

@marcocoulter



Thank you!

@marcocoulter