HOW WE SUPPORT INFORMED DECISIONS
– A true story based on real data

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#testexpo Copenhagen 2019-05-23
Are you afraid or Confused?

Share of employees who are confused or afraid about automation

- Senior Manager: 1%
- Manager: 4%
- Senior associate/senior consultant/senior engineer or equivalent: 28%
- Associate/consultant/programmer/engineer or equivalent: 43%
WE NEED A NEW BALANCE
ARTIFICIAL INTELLIGENCE that supports NATURAL INTELLIGENCE
Our objectives require us to constantly practice making decisions and taking responsibility, to constantly overcome our fear of making mistakes.

No decision can claim to be the only right one; it is the energy that is put into the decision that determines whether it is right.

Exercise your privilege – your right and your duty to make decisions and take responsibility.
Model of Intellectual and Ethical Development

- Dualism
- Multiplicity
- Relativism
- Commitment

William Graves Perry Jr

- Follow Directions
- Listens – but then shoot from the hip
- Data is everything
- Informed discussion based on data – and act
THE IKEA CONTEXT
ASSETS CORRELATION DASHBOARD version 1.0.2

Information about this dashboard and the data sources

User inputs:
- IT_Service_name
- Application Service Name
- Environment

Host free form filtering:

IP Address free form filtering:

19,500
TOTAL NUMBER OF CI IN CMDB

1,113
FOUND IN [redacted]

13,040
FOUND IN [redacted]

3,700
TOTAL NUMBER OF CI IN CMDB THAT HAVE MATCHED THE DISCOVERY

12,296
FOUND IN SPLUNK

Dendrogram hierarchy visualization of relation between IT Services, Application Services and servers

CMDB/DISCOVERY SERVICES CORRELATED DATA

Application_Name_Service
- other (109)
- standpoint application
- core mfs
- iex
- plug (payments Integration point)
- mxf adapter

IT_Service
- astro [warehouse management system]
- mfs (mobile hui systems)
- lps - lls point of sale
- mnl
THE LOG

It's Better Than Bad, It's GOOD!

LOG!

from BLAMMO!
The Beginning
Why do our customers get stuck?
The general idea – Feb ’17

Cross-project dashboards
Incident and defect tracking

Data Exploration
Transparent deployment data

QA
Dev
Test
Ops
Why do we need various sources of data?
No Timeout requests in PPE. Reqs taking more than 30 Secs to process in ICM.
The Proof-of-concept – Sept ’18

...in order for us to feel safe.

...in order to accelerate rapid learnings.

...in order to track various indicators of awesomeness.

Create/Check...

Monitor...

Dev Ops Business

Explore!
- Functional checks (CRUD)
- API and integration checks
Why was our service down for two hours the day before yesterday?
Our third pre-production test environment seems unhealthy!
Why did our response time get tripled?
2017: Found our log lake
2018: Added additional log types
2019: Started to create our own raw material
METRICS-DRIVEN DEVELOPMENT PRINCIPLES

• Production is unique
• Tests are not enough
• Your mental model is not complete
• Code has no value
• If you can’t measure it, you can’t manage it (or improve it)
• You can’t measure everything

NEXT STEP: REAL-TIME COHERENT DEV/OPS/BUSINESS DATA TO PROVIDE VALUABLE INSIGHTS
JMeter Dashboard (3.2 and up)

Transactions Response Times

Individual Transaction - IKEA-Splunk

Total Requests - IKEA-Splunk

Passed Requests - IKEA-Splunk

Failed Requests - IKEA-Splunk

1265 Requests

N/A Failed

1265 Passed

Response Times - IKEA-Splunk

Throughput - IKEA-Splunk

Average

36.16 ms

1.81 s

158.60 ms

369.40 ms
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<tr>
<th>DESCRIPTION</th>
<th>INCIDENT</th>
<th>NUMBER</th>
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<td>The current status of the target is Down</td>
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<td>SERVICES,infofs</td>
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<td>This trap will be sent any time the status of a logical adapter changes to the Failed condition</td>
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<td>ODL V2.3.CP.C: 293-399-01 (ltemt301)</td>
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<td>Services,DISABLED to be START</td>
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<td>HttpServletResponse PUB, Apache Connector recovered</td>
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Tack!

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