



How the Observability Team at Spotify Radically Decreased On-Call Alerts

Taking ownership from another team



Set some goals

- Maintain fewer custom solutions
- Not getting paged at all hours of the day (and night)
- Not getting paged at exactly 8pm every Wednesday evening

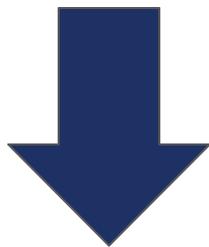


Kafka to Pubsub Migration

- Autoscaling
- Managed (we don't run the "brokers")
- Flow control on consumers
- Less infra to maintain
- Added batching/compression when using pubsub output
- Experimented with (and eventually rolled out) protobuf

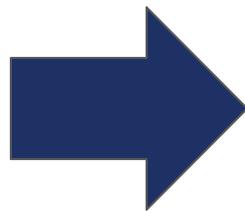
Fewer Custom Solutions

Pinger: an active check meant to monitor an external system by requesting an endpoint using a specific protocol (HTTP or HTTPS).

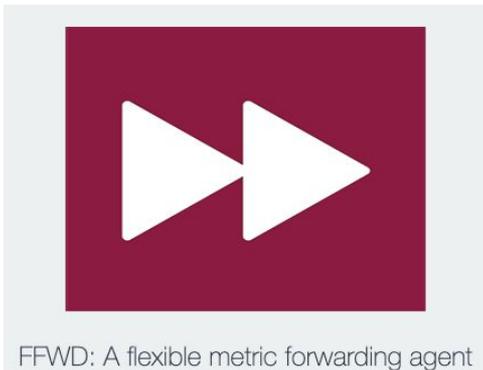


 [prometheus / blackbox_exporter](#)

Even Fewer Custom Solutions



- We still have necessary custom solutions...



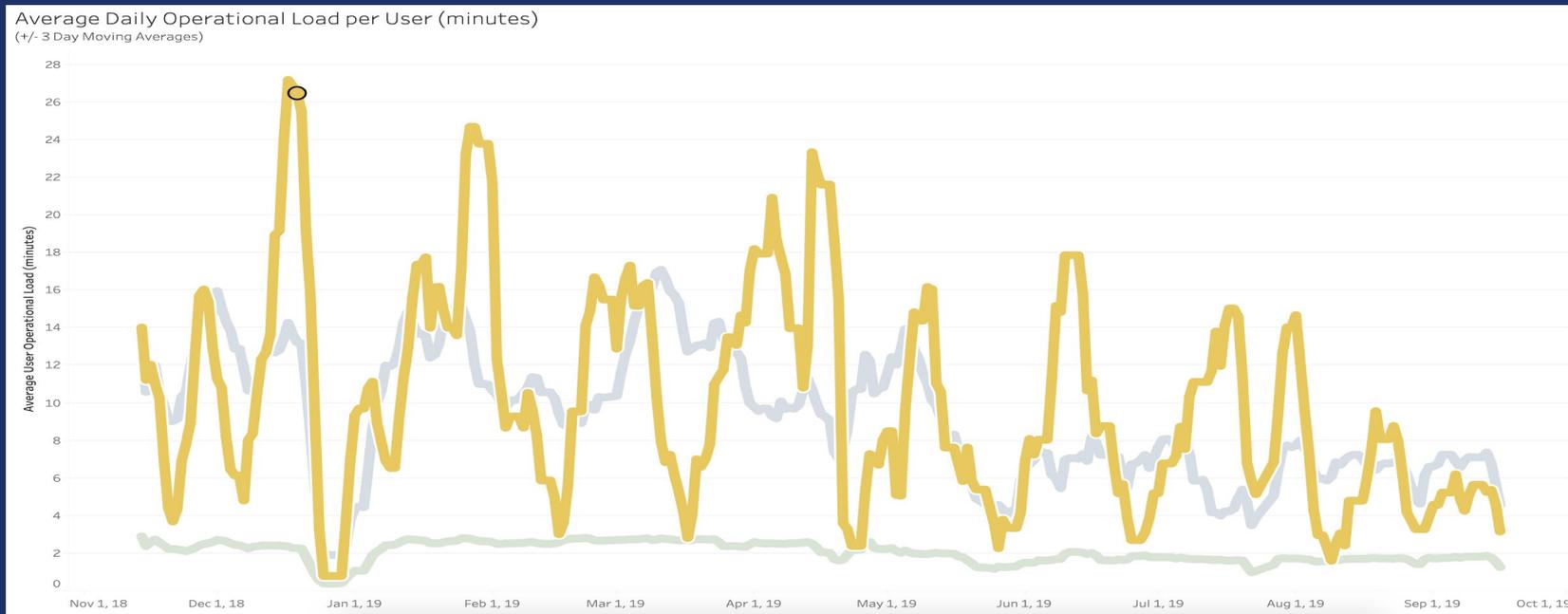
Almond is a daemon that keeps an eye on defined time series based alerts and notifies corresponding externals accordingly.

High-Urgency Incidents from Aug 1, 2018 – Jan 31, 2019

92.1053% decrease

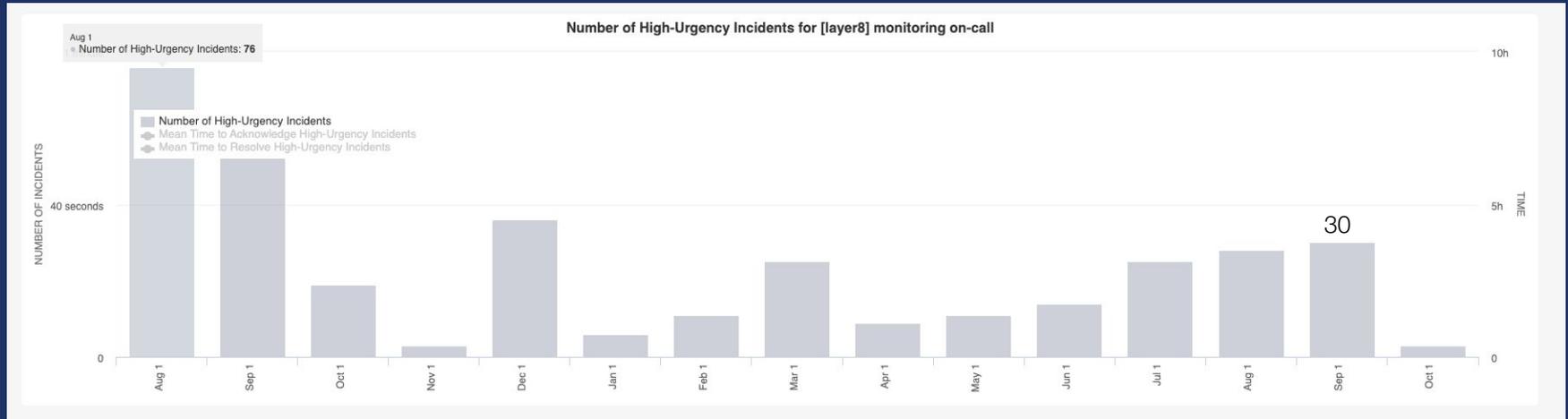


Daily Operational Load per User



High Urgency Incidents August 2018 - now

60.5263% decrease



Thanks for listening!