pagerduty
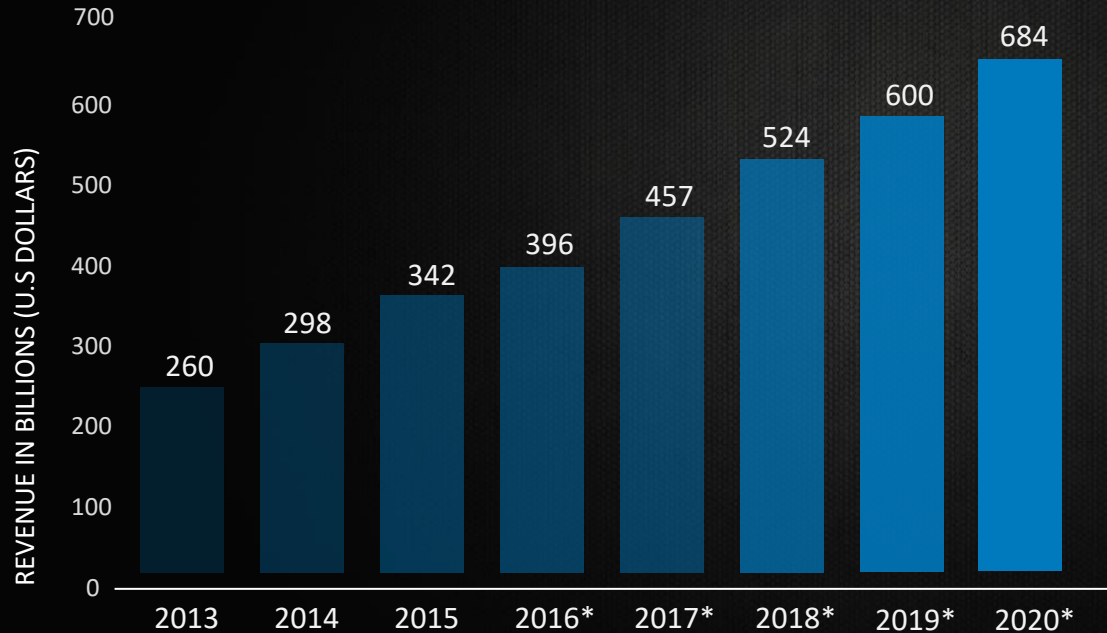
The Fastest Path to Incident Resolution

The Digital Economy is real

25% of the world's economy will be digital by 2020[1]

REVENUE IN BILLIONS (U.S DOLLARS)

Year	Value
2013	260
2014	298
2015	342
2016*	396
2017*	457
2018*	524
2019*	600
2020*	684

"No transformation is more challenging than meeting the service expectations of digitally empowered customers."[2]

[1]*Digital Economic Value Index, Accenture, January 2016*
[2]*"The 4 Things it Takes to Succeed in the Digital Economy" Harvard Business Review*

Engineers Design Customer Experience

If Software is
Eating the World….

Developers will soon be running it.

Winners & Losers in Digital Transformation

Optimized

Managed

Digital Disruptor

Repeatable

Digital Transformer

Opportunistic

Digital Player

Ad Hoc

Digital Explorer

Digital Resistor

The Incident Response Platform

8,000+	170,000	80	52	175+
Customers	DevOps Users	Countries	Of the Fortune 100	Native Integrations

The Digital Delivery World
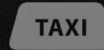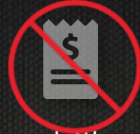When "Micro-Moments" Stop

Transfer funds

Check my bill

Rent a car

Buy food

Buy a gift

Order Taxi

Text mom

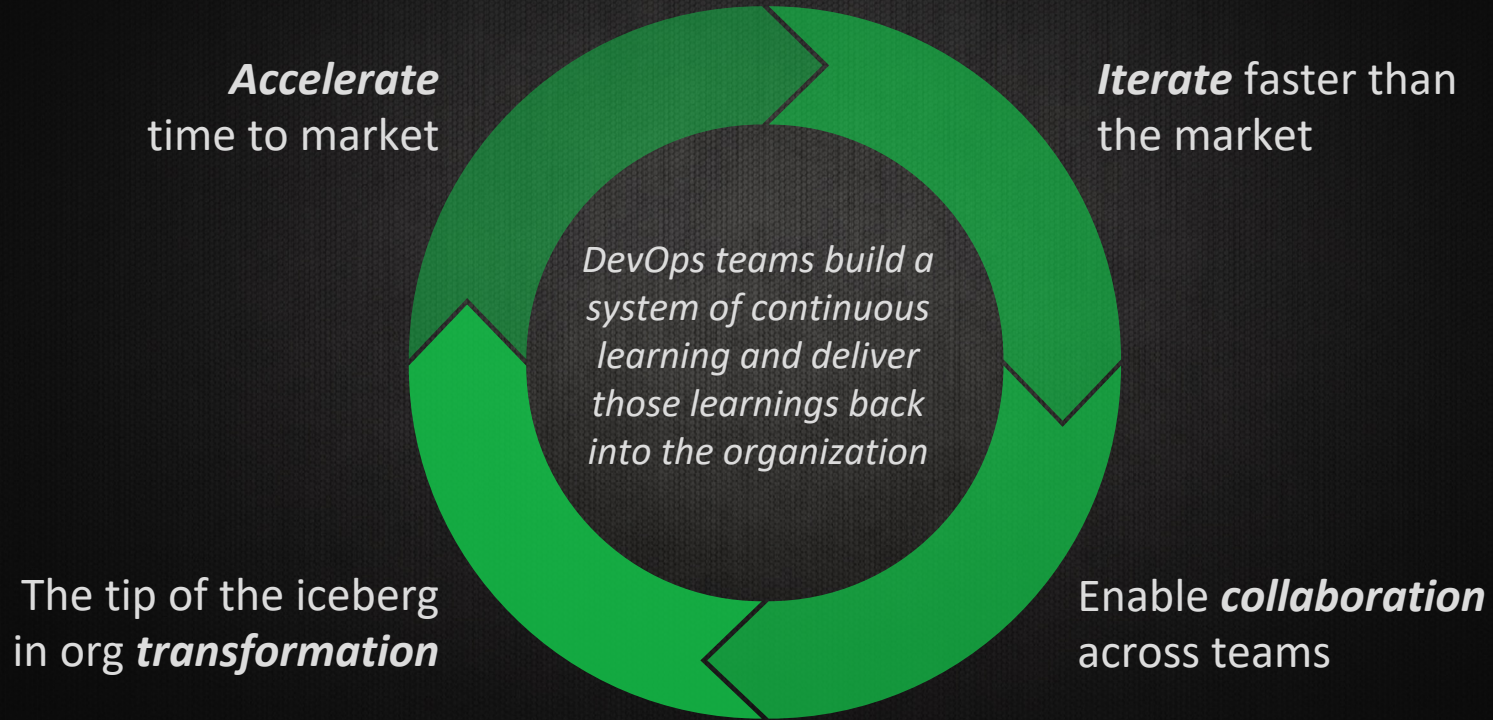DDoS Attack

DevOps Enables Digital Delivery
Continuous Delivery is Key

Accelerate time to market

Iterate faster than the market

DevOps teams build a system of continuous learning and deliver those learnings back into the organization

The tip of the iceberg in org **transformation**

Enable **collaboration** across teams

pagerduty

PagerDuty Supports DevOps

Enable a Culture of Learning

170,000 DevOps Users on PagerDuty

400,000 Notifications Daily

Empower and Align Teams

Create Clarity and Shared Context

Continuously improve

Total Users
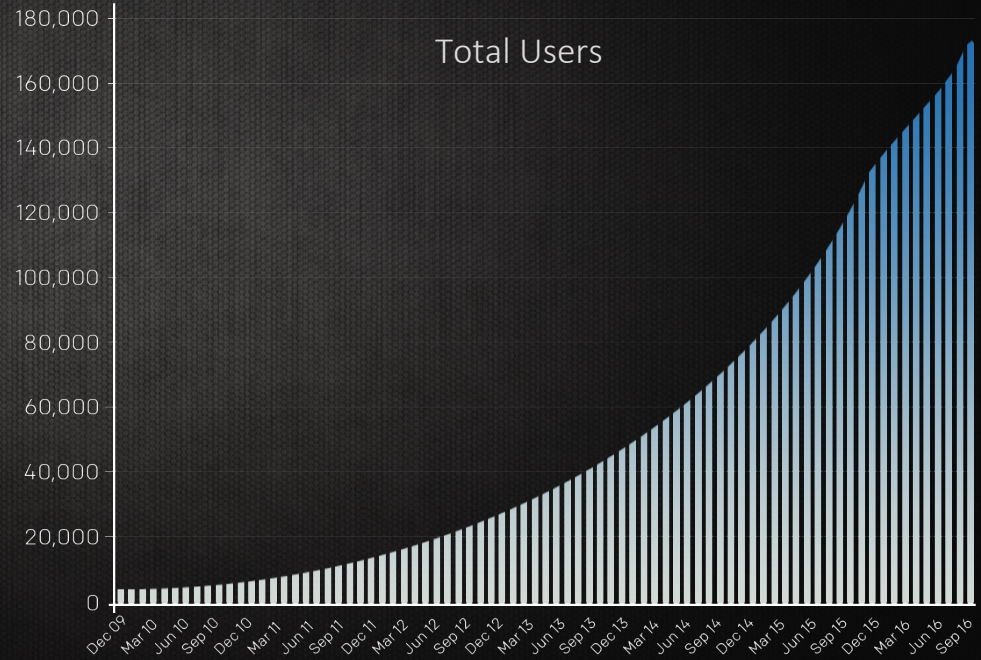
pagerduty

PagerDuty is Built Around DevOps Teams

Tools

Process

People

Ticketing Tools

JIRA   servicenow   bmc

Monitoring Tools

APP — New Relic. AppDynamics

SYSTEM — fx Nagios

LOG — elastic splunk>

WEB — pingdom AlertSite

MOBILE APP — keynote fabric

Deployment Tools

puppet labs   CHEF   ANSIBLE

Collaboration/Resolution

LEARN
TRIAGE
NOTIFY
MOBILIZE
COLLABORATE
RESOLVE

pagerduty

Developer

NOC

Helpdesk

IT Ops

On-Call Scheduling

Automatic Escalations

System and User Efficiency

pagerduty

Largest Ecosystem of Digital Partners

TRIAGE ▬▬▬ RESPOND ▬▬ **pagerduty** ▬▬ RESOLVE ▬▬▬ LEARN

📡 **Operations Command Console** ▾ | RANGE: 24h ▾ | July 19th 2016 / 09:30:54pst

Services Monitor
Sort By: Cluster Name ▾ | ⚙ ▢

Buran - Abandonded Infrastructure Monitoing
2 triggered | Last triggered: | 🕓 N/A
0 acknowledged | 13m ago

CASS Ops monitor
0 triggered | 🕓 Last trigger: | **On Call Support**
2 acknowledged | 13m ago | No one is oncall from CASS Ops Critial Response Team
| | Next oncall is at 17:00

Crashalytics - Zookeeper Monitoring Service
6 triggered | 🕓 Last trigger: | **On Call Support**
3 acknowledged | 47m ago | Tina Weymouth
| | Business System Engineering
| | Oncall till 12:30

Datagog (High Urgency) - High urgency alerts from Datadog
6 triggered | 🕓 Last trigger: | 🖳 IM Systems
3 acknowledged | 1h 53m ago

Apollo Business Hours - Expecting blips for "[SEV-3-bh] Apollo Populator Tasks ...
0 triggered | 🕓 Last trigger: | 🖳 Core Team
0 acknowledged | 2d ago

Apollo DevOps Team
0 triggered | 🕓 Last trigger: | 🖳 Core Team
0 acknowledged | 2d ago

Datagog (High Urgency) - High urgency alerts from Datadog
0 triggered | 🕓 Last trigger: | 🖳 IM Systems
0 acknowledged | 1h 53m ago

Apollo Business Hours - Expecting blips for "[SEV-3-bh] Apollo Populator Tasks ...
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Datagog (High Urgency) - High urgency alerts from Datadog
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0 acknowledged | 1h 53m ago

Apollo Business Hours - Expecting blips for "[SEV-3-bh] Apollo Populator Tasks ...
0 triggered | 🕓 Last trigger: | 🖳 Core Team
0 acknowledged | 2d ago

Major Incidents
Sort By: Cluster Name ▾ | ⚙ ▢

Assigned to:
Teddy Fong

Zookeeper Issue P1 | ✖ Unfocus
Active Duration: 34m | 📄 Details
Current Hour Burn: 14h46m (12 Responders) | 🏷 Tag
6 Alerts Currently Unresolved
Customers Impacted: N/A

💬 Message | 📈 8 People Currently Monitoring

Recent Notes
Message from T. Fong - There has been a large downgrade in Zookeeper in the last 35 minutes. Alerting the team to find cause and begin triage.

Message from Tina Weymouth - @Teddy, you're the IC for this SEV 1 incident, it appears the Zookeeper Service has fallen over and is unresponsive. We've got you and your team assigned to the incident.

Message from David Byrne - @Tina, yep, I see it too, get Teddy and his team on this ASAP it's def a SEV1.

+ Add a note to the incident timeline | POST

People
Steve Rice, Uncaped Crusader
Acknowledged on Aug 2, 2016 at 9:31 PM (14d ago)

Anna Khasanova
Acknowledged on Aug 2, 2016 at 9:31 PM (14d ago)

Ashwin Jiwane
Acknowledged on Aug 2, 2016 at 9:31 PM (14d ago)

3 stakeholders are currently viewing this incident detail page.

12 More Responders have acknowledged

Infrastructure Overview
Sort By: Cluster Name ▾ | ⚙ ▢

Events by Service ▾

7/03 7/05 7/07 7/09 7/11 7/13 7/15 7/17

Event Counts by Integration

7/03 7/04 7/05 7/06 7/07 7/08 7/09 7/10 7/11 7/12 7/13 7/14 7/15 7/16

Triage   Incidents   Configuration ▾   Analytics   Event Management   Dashboards ▾

🚀 Operations Command Console ▾   RANGE: 24h ▾   July 19th 2016 / 09:30:54pst

Services Monitor
Sort By: Cluster Name ▾

Buran - Abandonded Infrastructure Monitoring

Crashalytics - Zookeeper Monitoring Service
3 triggered (last: 34m ago) | **0 acknowledged**

Description:
Alerts to any differences between our disaster recovery (DR) and production environments.

Owner: Core Team
Escalation Policy: Business Systems Engineering
Integrations: API, Email, OCHN E2EFT, Splunk Email, New Relic Low Urgency
Support Hours: M - F / 9:00 to 17:00

Notification policy is set to low on this service
🏷 Tag   📄 Details   ✕ Unfocus

On Call (available right now)
Tina Weymouth
Business System Engineering
Oncall till 12:30

Datagog (High Urgency) - High urgency alerts from Datadog
0 triggered
0 acknowledged
⏱ Last trigger: 1h 53m ago
👤 IM Systems

Apollo Business Hours - Expecting blips for "[SEV-3-bh] Apollo Populator Tasks ...
0 triggered
0 acknowledged
⏱ Last trigger: 2d ago
👤 Core Team

Apollo DevOps Team
0 triggered
0 acknowledged
⏱ Last trigger: 2d ago
👤 Core Team

Datagog (High Urgency) - High urgency alerts from Datadog
0 triggered
0 acknowledged
⏱ Last trigger: 1h 53m ago
👤 IM Systems

Apollo Business Hours - Expecting blips for "[SEV-3-bh] Apollo Populator Tasks ...
0 triggered
0 acknowledged
⏱ Last trigger: 2d ago
👤 Core Team

Major Incidents
Sort By: Cluster Name ▾

P1	**Zookeeper issue**	**Duration:** 34m	**Assigned to:** Teddy Fong
P2	Degraded DB Performance	Duration: 32m	Assigned to: Tina Weymouth
P3	Non-Transient E2EFT Events	Duration: 31m	Assigned to: Operations
P3	Non-Transient on Notification from Artimis	Duration: 38m	Assigned to: Operations
P3	Apollo Populator Tasks failed to respond to reboot	Duration: 1h 23m	Assigned to: Operations

-- End Of List --

Infrastructure Overview
Sort By: Cluster Name ▾

Events by Service ▾

07/03 07/05 07/07 07/09 07/11 07/13 07/15 07/17

Event Counts by Integration

Customer Success

"The Operational Command Console is a very promising enhancement to PD that provides a unified view of monitoring tools, immediate correlation of noise, and helps us manage our services better to prevent outages. With the Operational Command Console, we can see it coming before it hits!"
- *Pablo Beck, Sr. Tools Engineer at Autodesk*

Customer Success

Measuring business impact, based on service health is essential to our NOC operations teams. The PagerDuty Operations Command Console enables us to easily view critical application health metrics to support our business goals. By giving us a central place to understand incidents, we are able to spot and resolve issues that matter most quickly."

- *Ken Mays, Senior NMS Engineer at Boingo Wireless*

boingo

pagerduty