Artificial Intelligence

VS

Actionable Intelligence

I just want to fix the problem.

David Hayes - PagerDuty
Problem:
Company X has millions of events and don’t know when their customers are affected.
Solution:
Train an AI to probabilistically identify outages from raw events
Problem:
Company X has millions of events and don’t know when their customers are affected.
Solution:
Monitor your customer experience.
Company X has millions of events and don't know when their customers are affected. **Solution:** Monitor your customer experience.
3x

Events per user, 2015–2018
Problem:
We have more data than we can process.
Problem:
We have more data than we can process.

Solution:
Automatic and Manual Grouping and Filtering
Advanced Event Automation
Filter, enrich, and prioritize your signals

Intelligent Alert Grouping
Correlate alerts based on what responders do
Problem:
History doesn’t repeat but it rhymes. Resolutions are similar each time.
Solution:
Show me what we did last time.
Problem:
History doesn’t repeat but it rhymes. Resolutions are similar each time.
Solution:
Show me what we did last time.
Problem:
What does “last time” mean?
Median incident duration: 30m 0s

Last 6 months: 662 similar incidents (Nov 8, 2017 - May 8, 2018)

Last 7 days: 13 similar incidents (May 1, 2018 - May 8, 2018)

Top 5 similar incidents:

1. **Connection failure to shopping cart API**
   - Duration: 10m 0s
   - Created: on May 3, 2018 at 7:29 PM
   - Last changed by: Arjun Green

2. **High 500 error rate in Shopping Cart**
   - Duration: 4m 20s
   - Created: on May 3, 2018 at 7:29 PM
   - Last changed by: Jessica Qi

3. **Latency detected in shopping cart API**
   - Duration: 13m 33s
   - Created: on May 3, 2018 at 7:29 PM
   - Last changed by: Mark Ralton

4. **Connection failure to shopping cart API**
   - Duration: 6m 11s
   - Created: on May 3, 2018 at 7:29 PM
   - Last changed by: Abhijit Pendyal

5. **Connection failure to shopping cart API**
   - Duration: 30m 0s
   - Created: on May 3, 2018 at 2:54 PM
   - Last changed by: --
Responders left some notes for you:

Arthur Knass
May impact web application performance. Watch for unreachable host errors.

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Arthur Knass
May impact web application performance.

Alexis Walsh
May impact web application performance. Watch for unreachable host errors.

Arthur Knass
May impact web application performance. Watch for unreachable host errors.

Median incident duration 17h 38m
Last 6 months 349 similar incidents Dec 3, 2017 - Jun 3, 2018
Last 7 days 27 similar incidents May 27, 2018 - Jun 3, 2018
PagerDuty Event Intelligence is Available now.

www.pagerduty.com/event-intelligence

Booth #301

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