

用数字助理和自愈系统扰乱 APM： 简化运维 - 体现人工智能



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今天的运营中心





你构建它，你运行它。

Werner Vogels, CTO Amazon

DevOps, NoOps ...

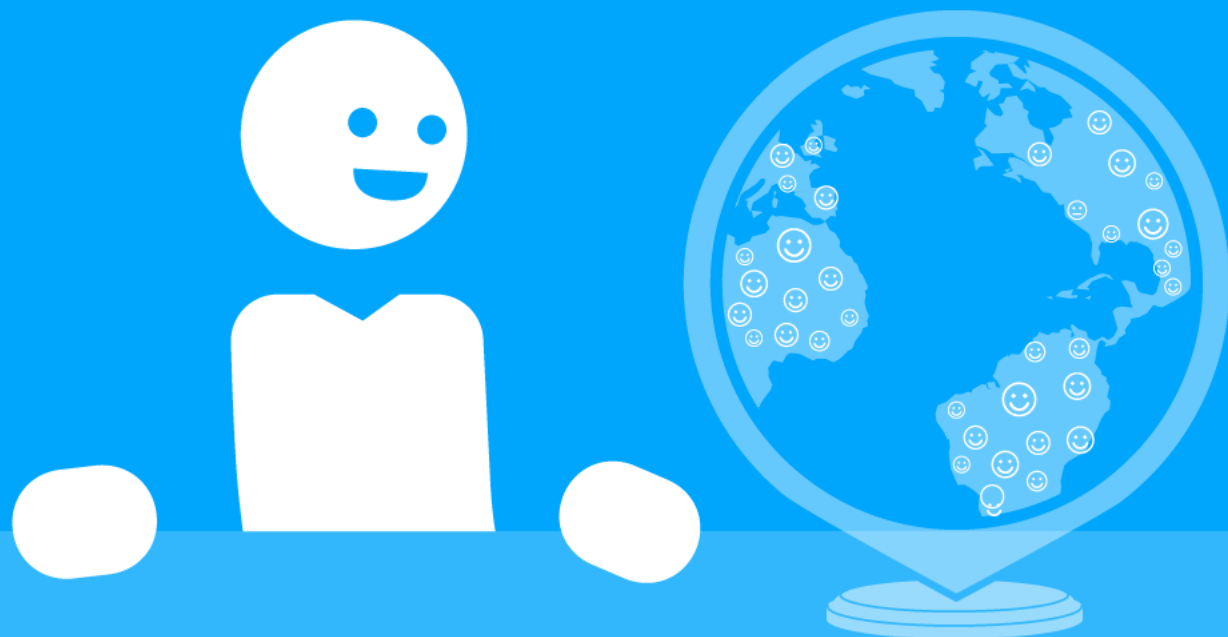
没有（孤立的）運維团队，
因为運維无处不在。

未来将会不一样



人工智能如何改变游戏

我们的愿景：数字助理



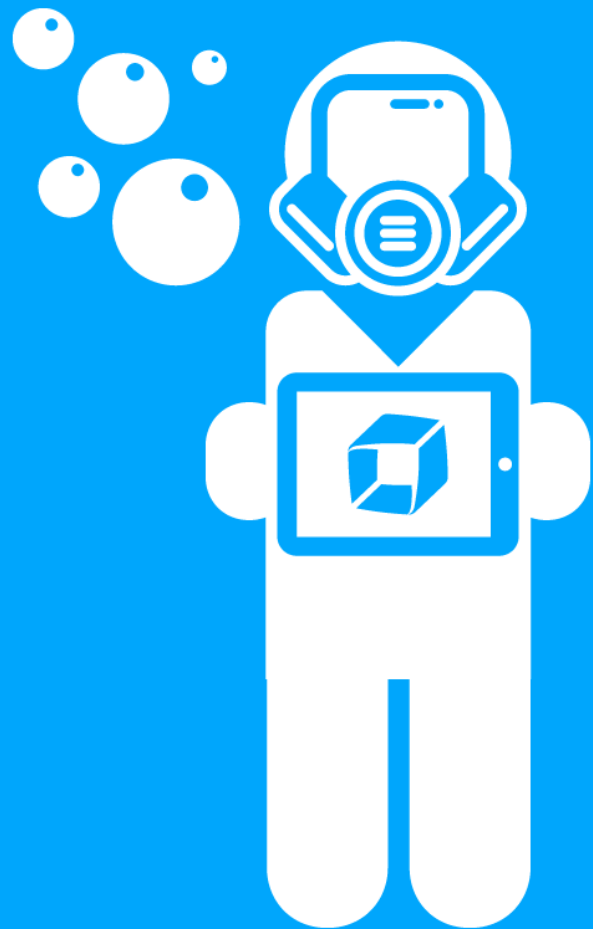
不是每个人都是一个
性能专家



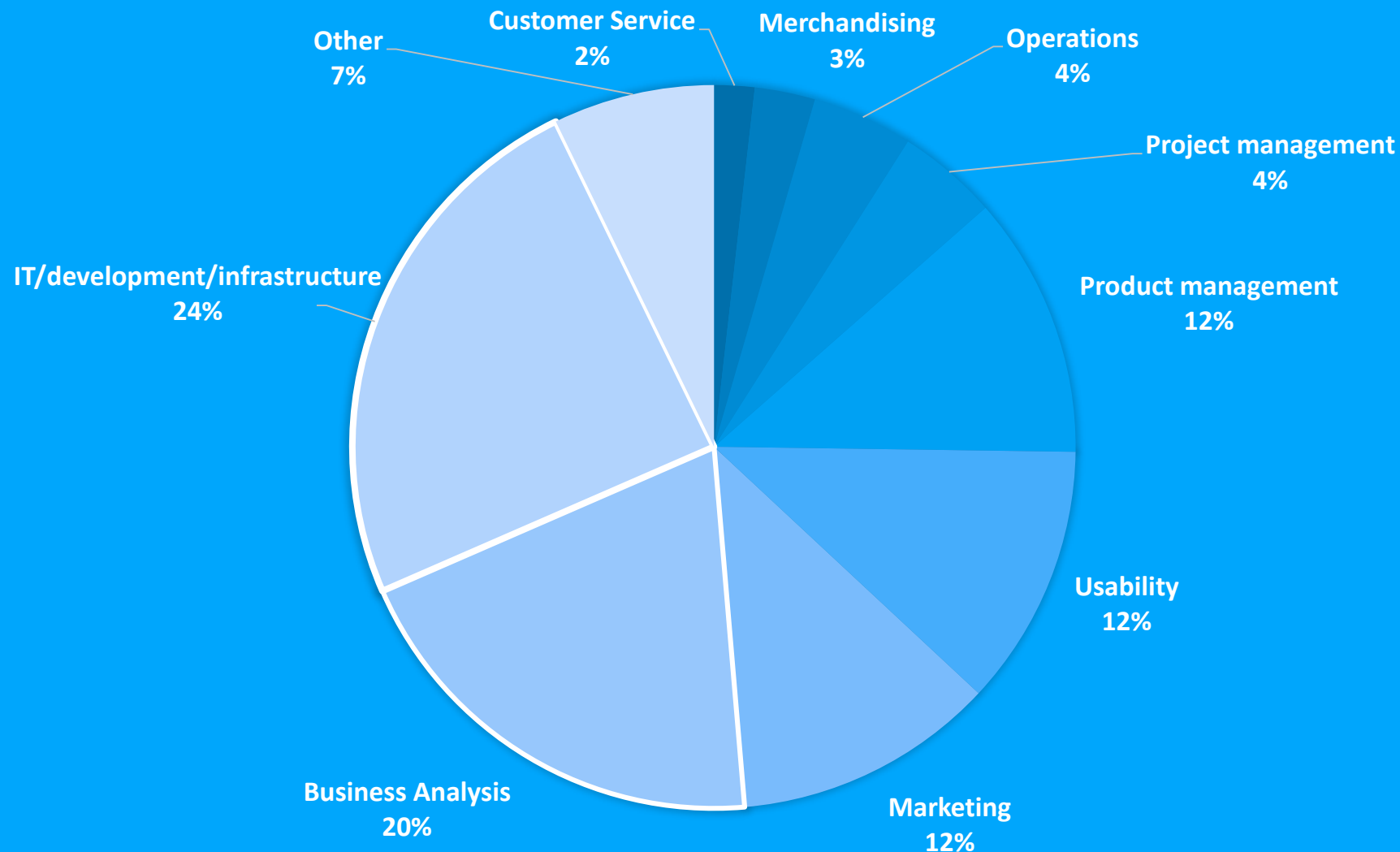
但每个人都知道如何问问题



... 研究说...



IN WHAT FUNCTIONAL AREA DO YOU FEEL YOU ARE UNDERSTAFFED THE MOST?



增加每天协作

例会

有什么重要的
关于我的团队
吗？

我们如何从运维
角度做的吗？

我是否需要调整团队
的优先权？



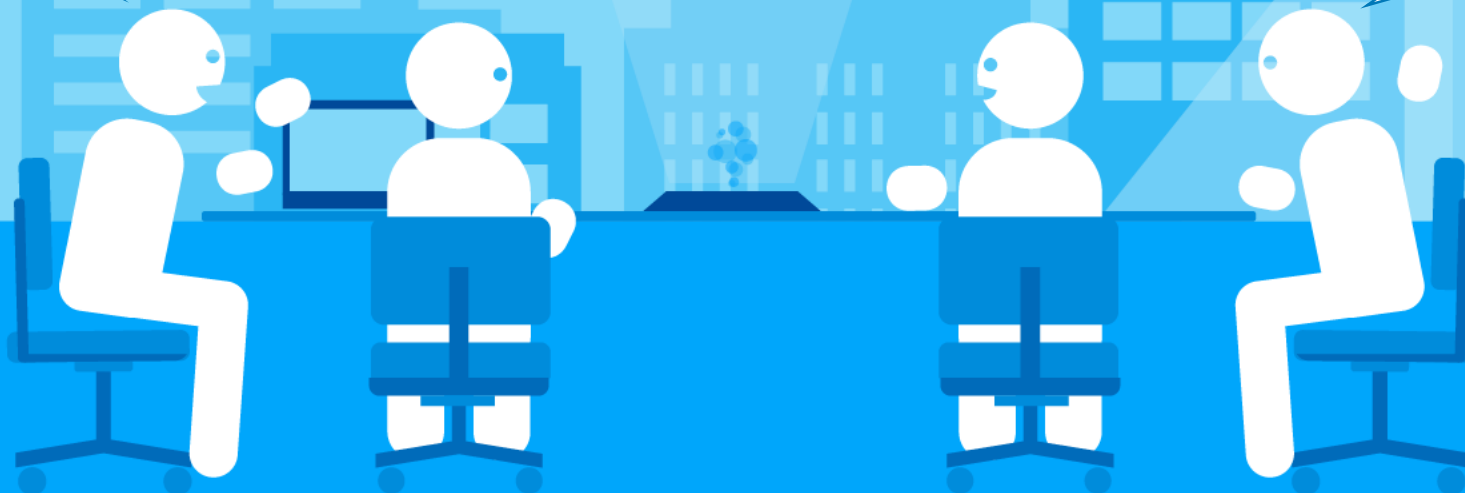
董事会会议

我们是否满足可用性、技术要求 and 成本？

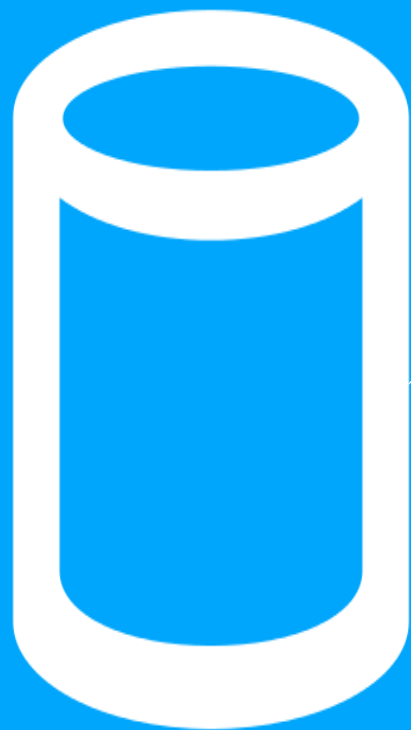
是我们数字业务是否增长？

客户是否按照预期采用新功能？

我们的数字化流程能为客户提供良好的服务吗？



演示时间...



Hello, I am davis ...

我们就在亚马逊的技能商店

The screenshot shows the Amazon Skills Store interface for the 'davis' skill. On the left is a dark navigation menu with options: Home, Now Playing, Music & Books, Lists, Timers & Alarms, Skills, Smart Home, Things to Try, Settings, Help & Feedback, and Not Alois? Sign out. The main content area has a header with a back arrow and the name 'davis'. Below this is the skill's icon (a blue robot head with a 'devUS' badge), the name 'davis', the provider 'Dynatrace', and a five-star rating. A dark button labeled 'DISABLE SKILL' is in the top right, with the text 'Disable skill to unlink account' below it. The 'TRY SAYING' section contains three example voice commands: "Alexa, launch davis", "Tell me about user activity.", and "Did anything happen over the weekend?". The 'ABOUT THIS SKILL' section includes a description of Davis as an AI-driven interface for application performance data, a paragraph about how it simplifies troubleshooting, and a sample response to a query about yesterday's events, including a 'See More' link. The 'SKILL DETAILS' section lists the invocation name as 'davis' and notes that it contains dynamic content.

Home

Now Playing

Music & Books

Lists

Timers & Alarms

Skills

Smart Home

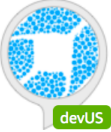
Things to Try

Settings

Help & Feedback

Not Alois? Sign out

< davis

 **davis**
Dynatrace
★★★★★

DISABLE SKILL
Disable skill to unlink account

TRY SAYING

"Alexa, launch davis"

"Tell me about user activity."

"Did anything happen over the weekend?"

ABOUT THIS SKILL

Davis by Dynatrace is the first virtual assistant that provides an AI driven interface to application performance data and it is changing the way we communicate and collaborate.

By taking the guesswork out of troubleshooting, davis makes your job easier to focus more on strategic innovation and less on administrative analytics.

Ask davis "What happened yesterday?" and it will provide a detailed answer like

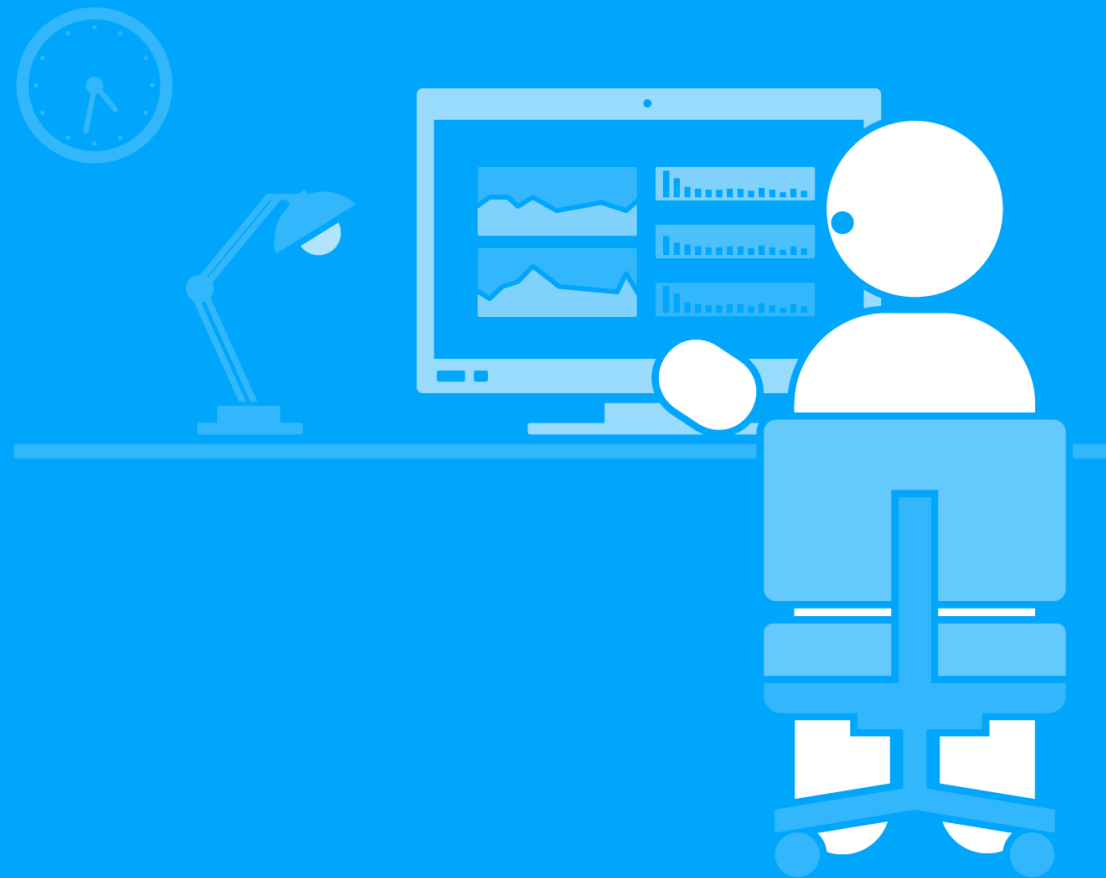
"Between Yesterday at 12:00 AM and Today at 12:59 AM there were 33 problems that affected 5 applications and 23 services. Easy Travel was the most heavily affected application with 5 problems. The hypervisor was particularly troublesome, causing 2 problems. The greatest concentration of problems was around Wednesday, March 22nd at 11:45 AM. After giving it some thought, I think you should focus on these three issues."...

[See More](#)

SKILL DETAILS

- Invocation Name: **davis**
- This skill contains [dynamic content](#).

很快会是 Dynatrace 租户标准功能



从根本原因分析到智能治愈

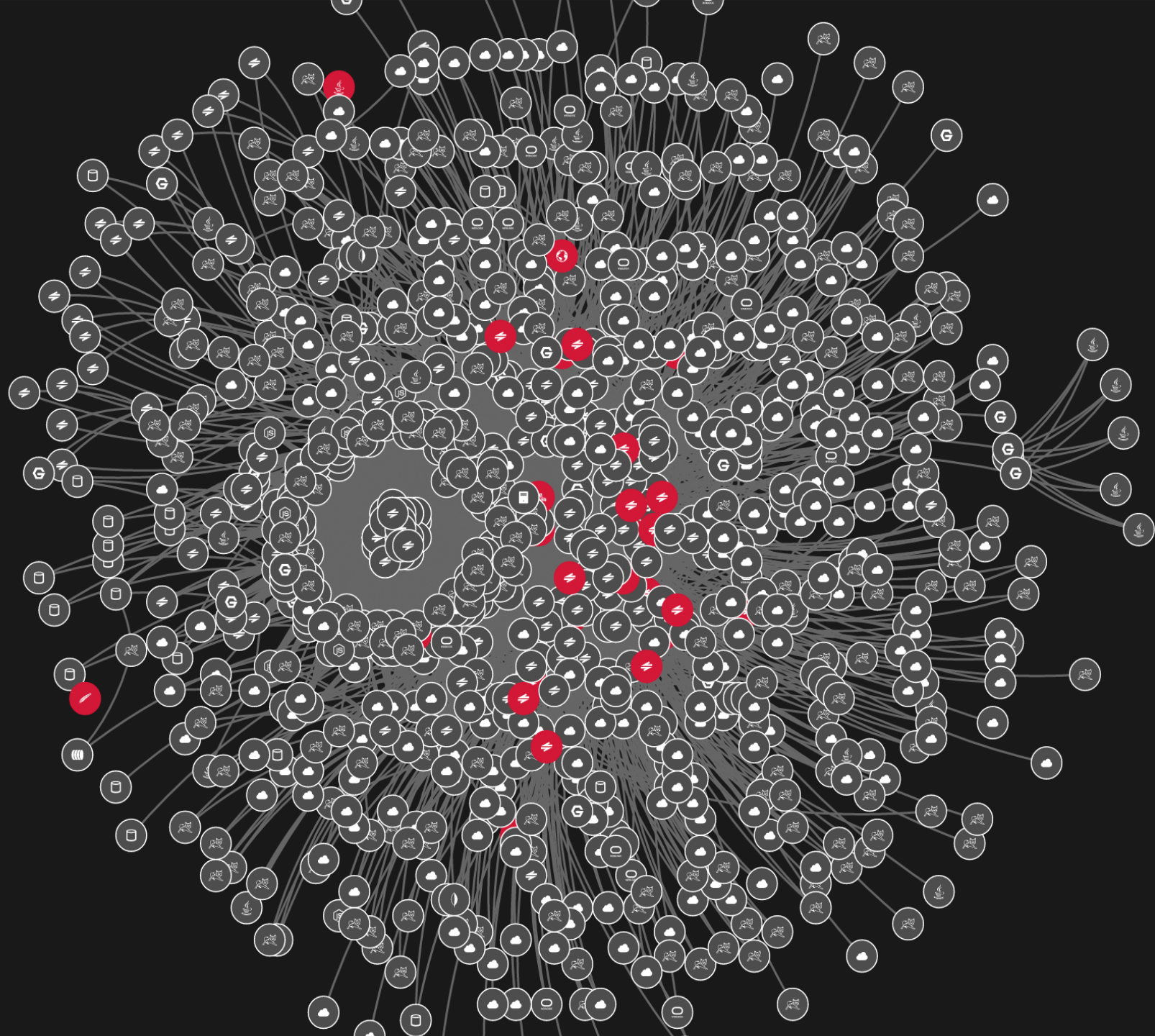
Applications
9

Services
30/3304

Processes
3/10424

Hosts
142

Datacenters
7

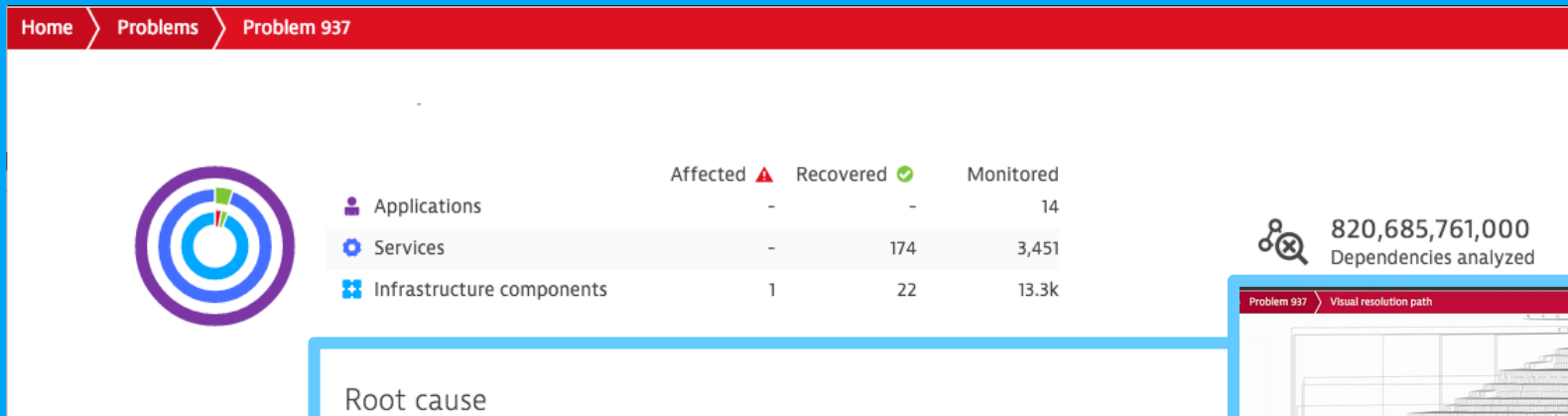


自动根源 原因分析



缩放到非常大的问题

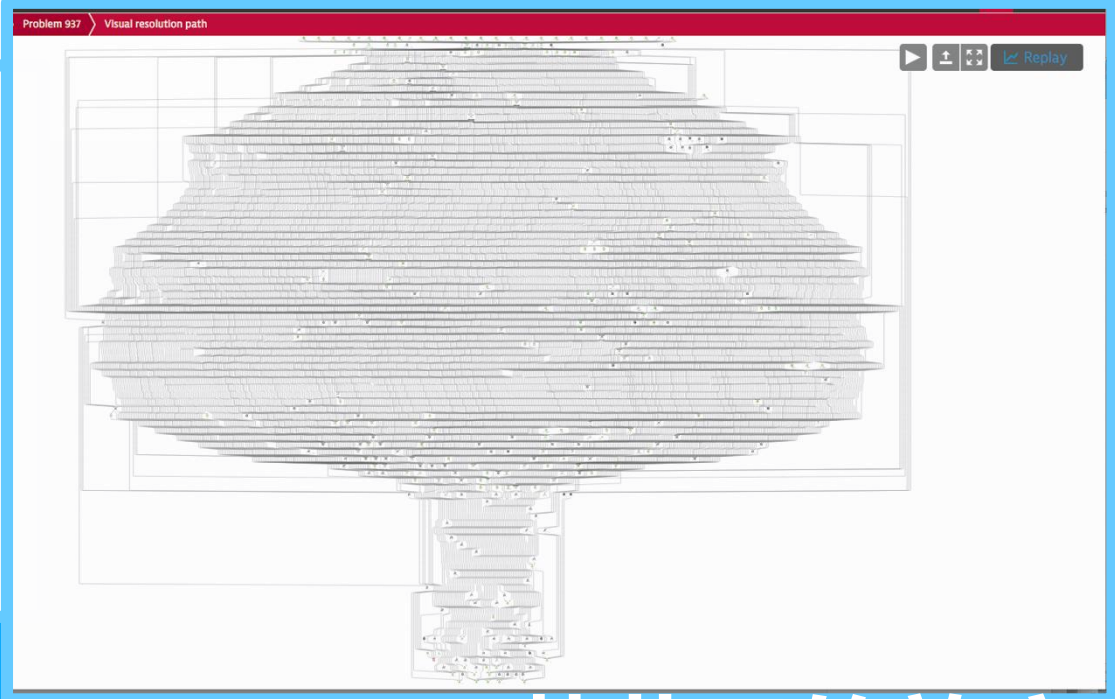
8200亿依赖



Root cause

Based on our dependency analysis all incidents have the same root cause:

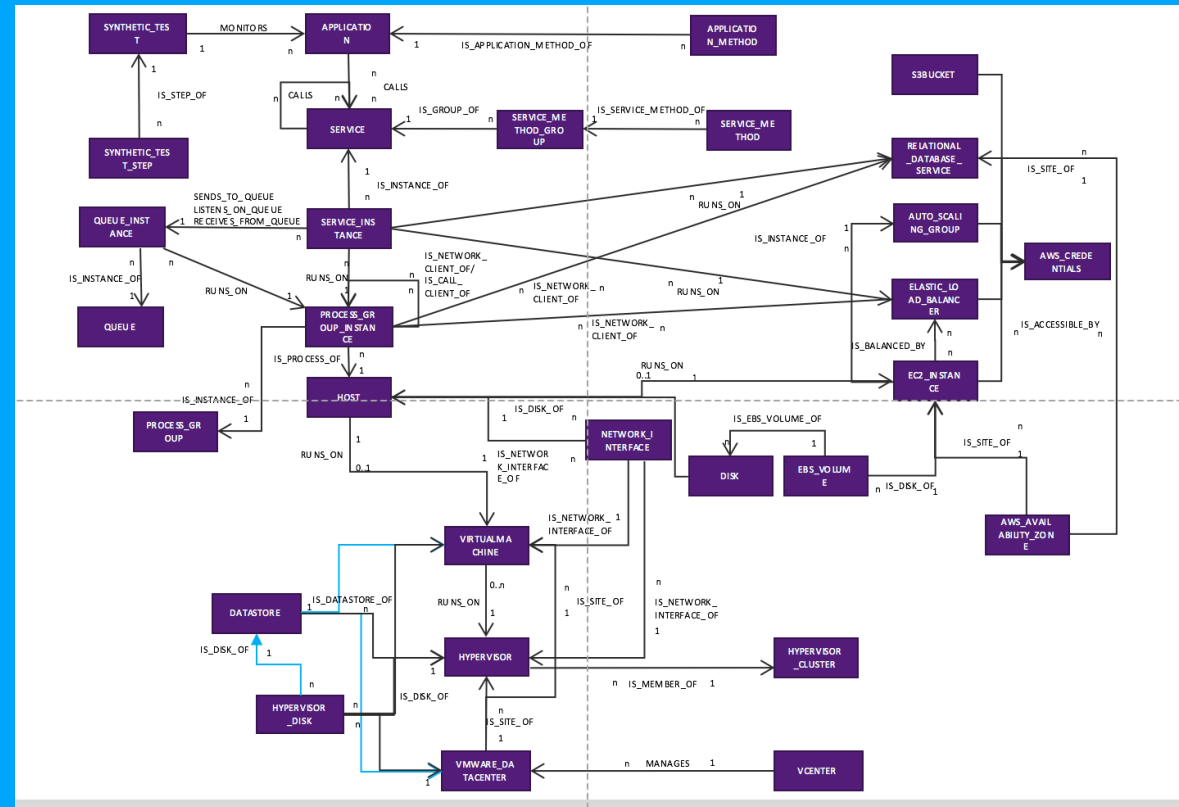
- docker** Process Analyze Root Cause
Connectivity problem ▲
TCP connectivity rate for process docker on host b2w-persistencia-glete-03 has decreased to 95 %
- docker** Process Since 10 h 43 m healthy again Analyze Root Cause
Connectivity problem ✓
TCP connectivity rate for process docker on host b2w-persistencia-glete-02 has decreased to 0 %



网络问题

蘑菇云的效应

Dynatrace 理解应用



利用修复信息扩展知识

The screenshot displays the Azure Application Insights interface for a web application. At the top, the breadcrumb navigation shows 'Applications' > 'My web application'. Below this, the main heading is 'My web application' with a globe icon. A dropdown menu is open under 'Properties, tags, and JavaScript frameworks', showing a dialog to 'Add tag'. The tag name is 'remediation: job_templates/8/launch/'. There is an 'Add' button and a 'Tag settings' link. To the right, there is a 'Filter user types' search box with the placeholder text 'Start typing to filter...'. Below the dialog, the 'Performance analysis' section is visible, with a subtitle: 'Actions /min, Action duration, Apdex rating, JavaScript errors, 3rd party providers and Services.' The performance analysis is visualized as a flow of three purple boxes: 1. '100 % Chrome 55 Top browser' and '100 % Real users Top user type'. 2. '1.0 s User action duration' and '218.1 /min User actions'. 3. 'Resources' section with '0.0 /action 3rd party/CDN' and '0.4 /action Resources'.

Applications > My web application

My web application

Properties, tags, and JavaScript frameworks

Filter user types

Start typing to filter...

+ Add tag

remediation: job_templates/8/launch/

Tag settings Add

Performance analysis

Actions /min, Action duration, Apdex rating, JavaScript errors, 3rd party providers and Services.

100 % Chrome 55
Top browser

100 % Real users
Top user type

1.0 s
User action duration

218.1 /min
User actions

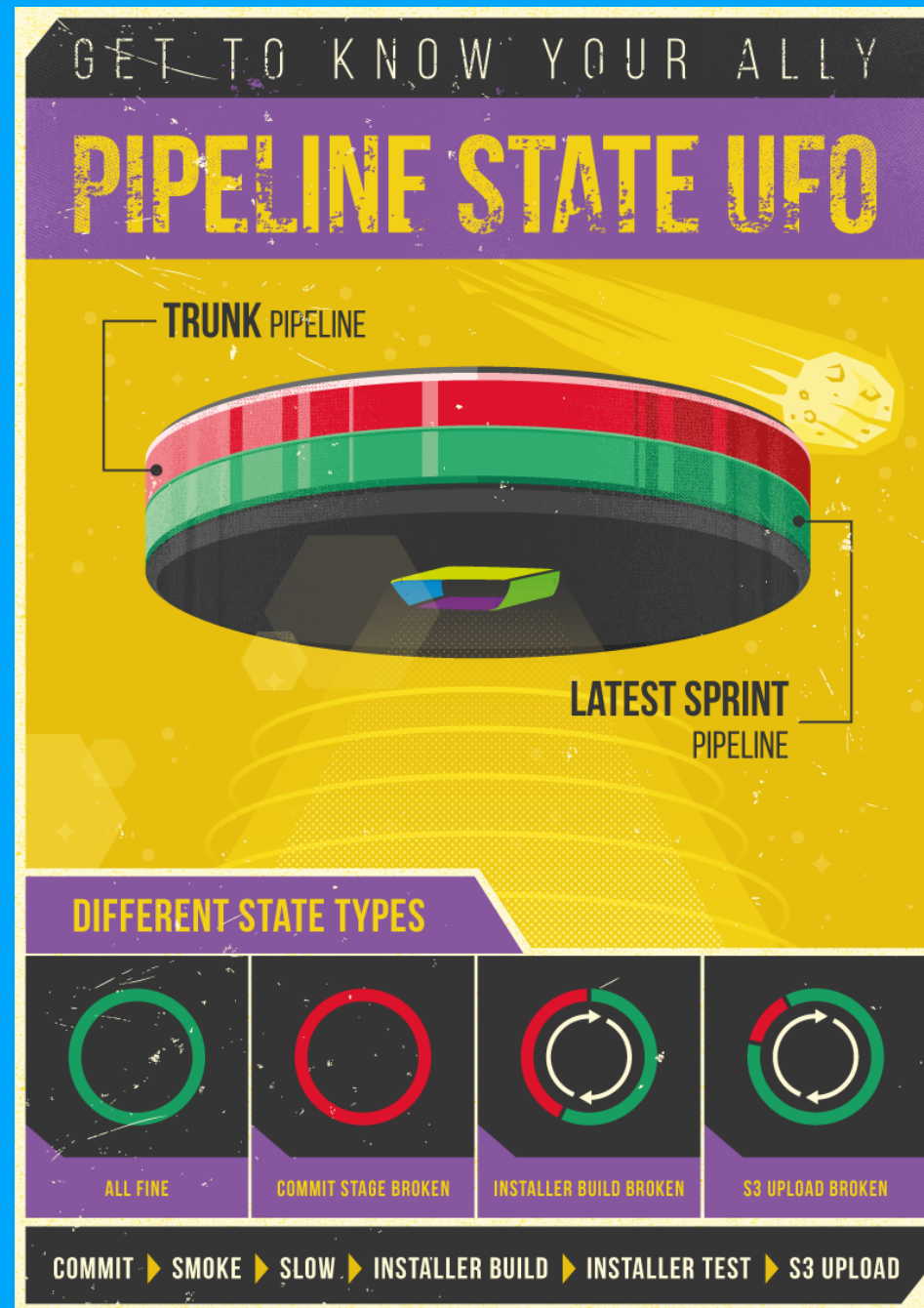
Resources

0.0 /action
3rd party/CDN

0.4 /action
Resources

... 让我们弄出一些情况 ...

使每个人都能
看到性能



未来的现在已有了。



Every user, every app, everywhere.