



[New Relic Solutions] リモートワークでも継続できる システム保守のためのNew Relic

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New Relic K.K.



Safe Harbor

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New
Relic

Profile



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本セッションの対象者とゴール

対象者：

システム運用にかかわるエンジニア

- SRE
- 運用エンジニア
- インフラエンジニア
- エンジニアリングチームを統括するマネージャー



ゴール：

リモートシステム保守の課題を認識

リモートシステム保守 にNew Relic活用



本日の流れ

1. セッション

2. New Relicとは

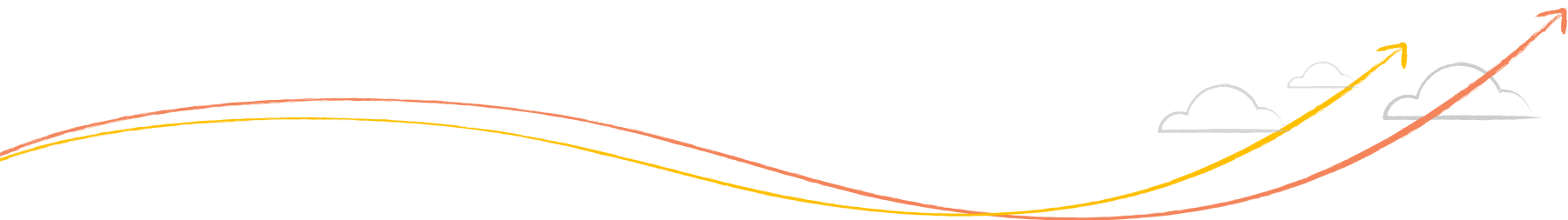
3. リモートシステム保守の課題

4. リモートシステム保守にNew Relic活用

5. まとめ

6. Q&A

New Relicとは



オブザーバビリティ（Observability：可観測性）とは？

監視

何かが間違っているときに通知

オブザーバビリティ

根本原因まで特定可能



監視

→ オブザーバビリティ

対症療法

→ 根本治療

New Relicが提供するObservability Platform構成図

Front-end

New Relic®
BROWSER™



New Relic®
MOBILE™



New Relic®
SYNTHETICS™



顧客視点データの取得

Back-end

New Relic®
APM™

70+
frameworks



Public Cloud



OS/On-premise



New Relic®
INFRASTRUCTURE™



New
Relic
Logs

システムデータの取得

NRDB

Management

New Relic
ONE™ ダッシュボード

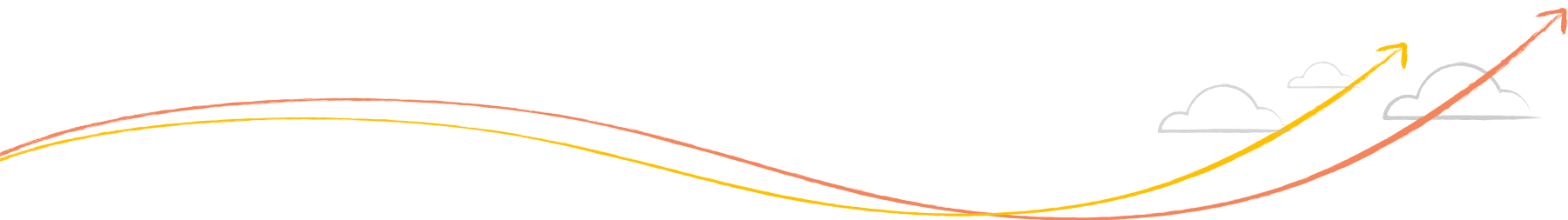


New Relic
ONE™ チャートビルダー
(NRQL)

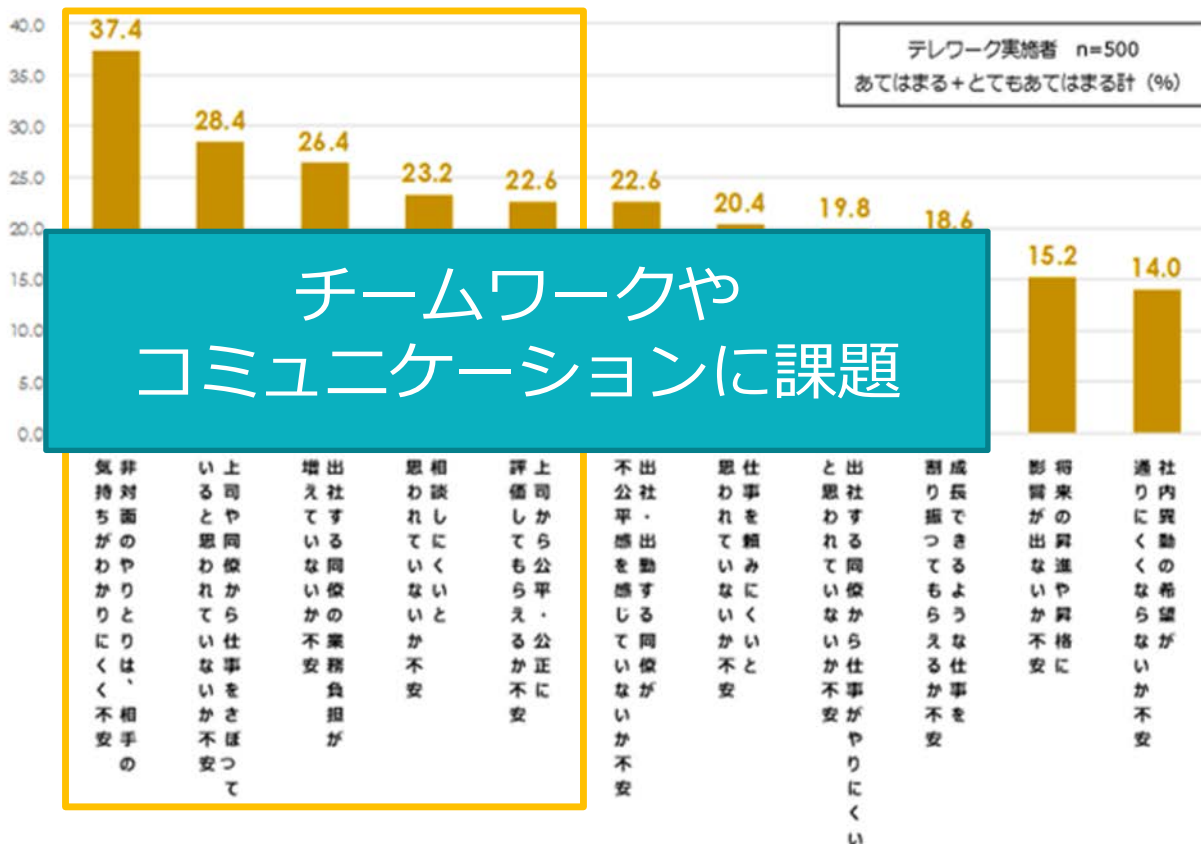
```
SELECT apdex(duration  
FROM PageView facet
```

分析用データ集計

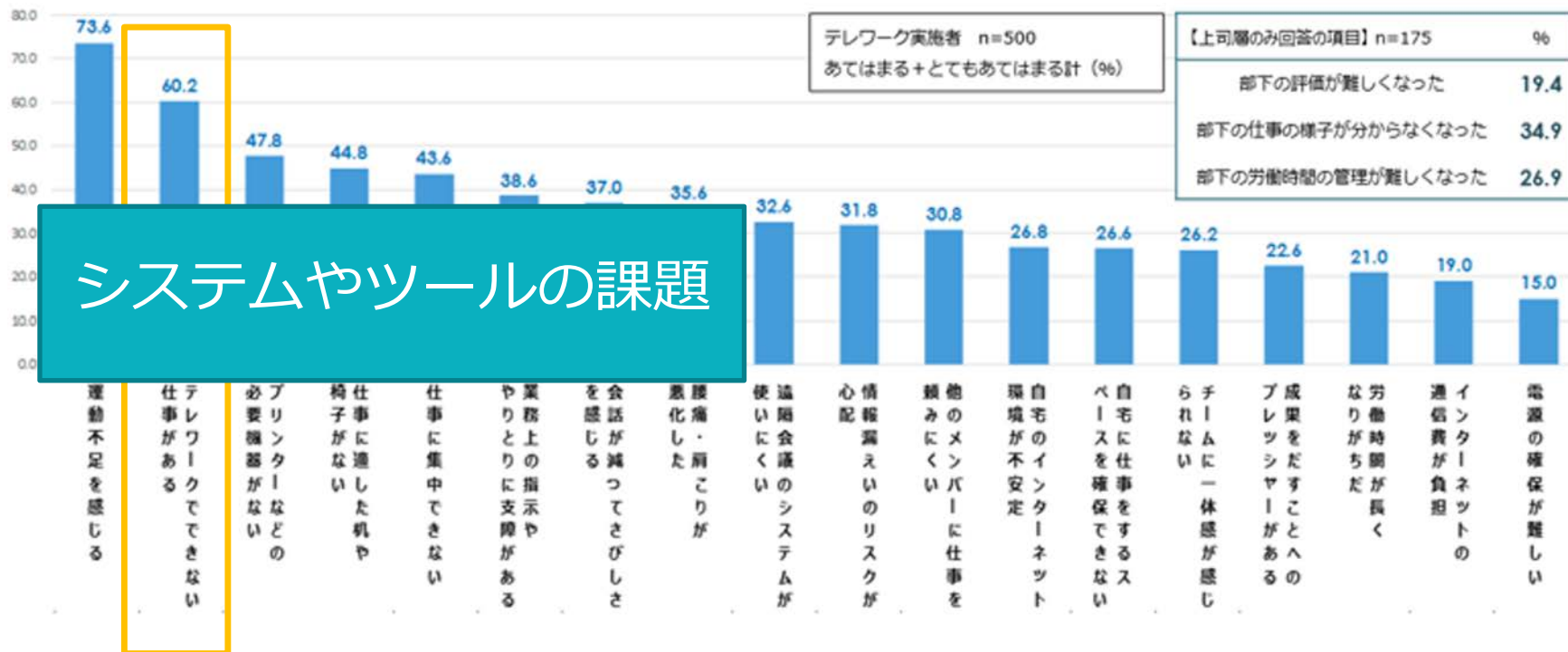
リモートワークの現状



パーソル：テレワークの不安（2020/04）



パーソル：テレワークの課題（2020/04）



<https://rc.persol-group.co.jp/news/202004170001.html>

ガートナー：テレワークにおける実施段階（2020/03）

レベル5	顧客やパートナー企業など、外部とのコラボレーション環境の利用を許可している
レベル4	テレワークに特化したプレゼンス管理機能を持つツールを利用し、効果的なワークスペース環境で業務を遂行できる
レベル3	ワークストリーム・コラボレーションを導入し、自宅から同僚と協業できる
レベル2	社外からメール／コラボレーション・ソフトウェアにアクセスできる
レベル1	オフィス・ワーカー全般における個人作業の持ち帰り。 特にコラボレーションはしない
レベル0	主に外勤職など「事業場外みなし労働時間制」扱いされている職種のみが対象

出典：ガートナー（2020年3月）

リモートワークに テクノロジーの活用を

2016年オライリー社から出版された“The Remote Worker’s Survival Guide”は、リモートワークの利用が進んでいたアメリカにおける活用ガイド。

「リモートワークにはテクノロジーをうまく活用すること。特に、SaaSやクラウドコンピューティングが役立つ。（中略）特にコミュニケーションツール（チャット・WEB会議）、ファイル共有サービス、プロジェクト管理やトラッキングツールなどのダッシュボードを活用が有効。」

[The Remote Worker's Survival Guide](#)

By [Esther Schindler](#)

[O'Reilly Media, Inc.](#) September 2016

O'REILLY®

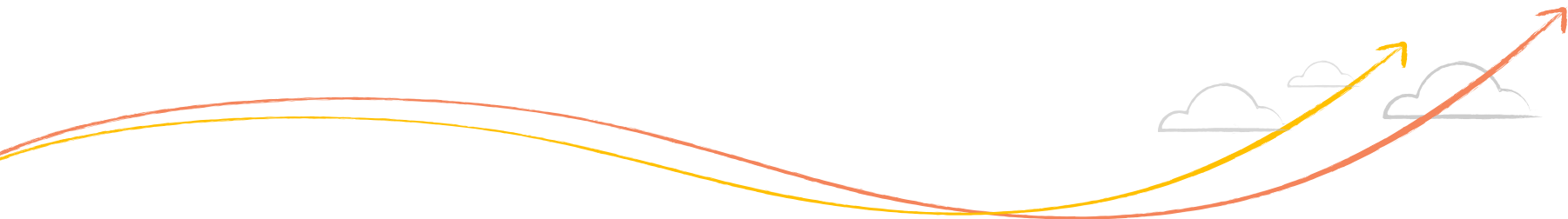
The Remote Worker's Survival Guide

Get Beyond the Challenges
to Reap Benefits



Esther Schindler

リモートシステム保守で 発生する6つの課題



リモートワークで発生する6つの課題

チーム



トラブル対応



コミュニケーション不足
非対面



スキル差

システム



リモート接続

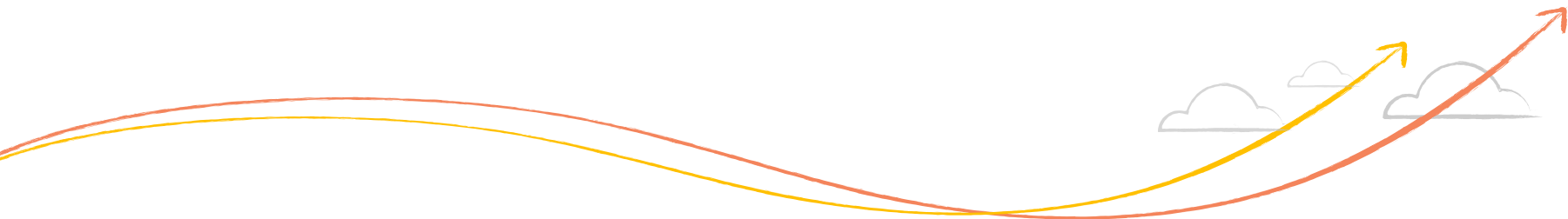


リアルタイム



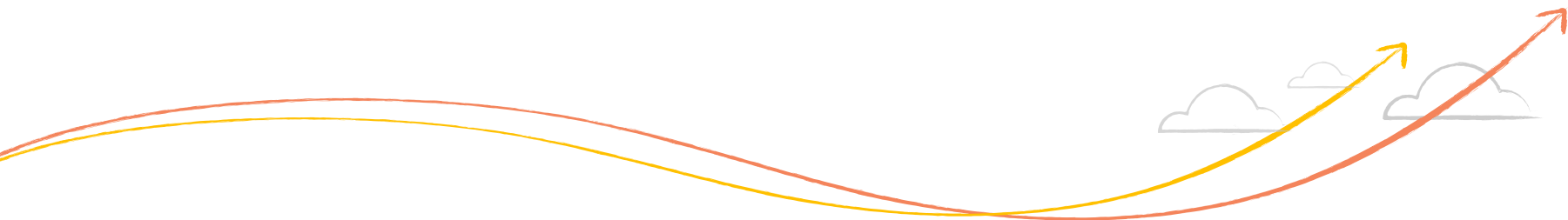
セキュリティ

6つの課題に New Relicの活用



トラブル対応

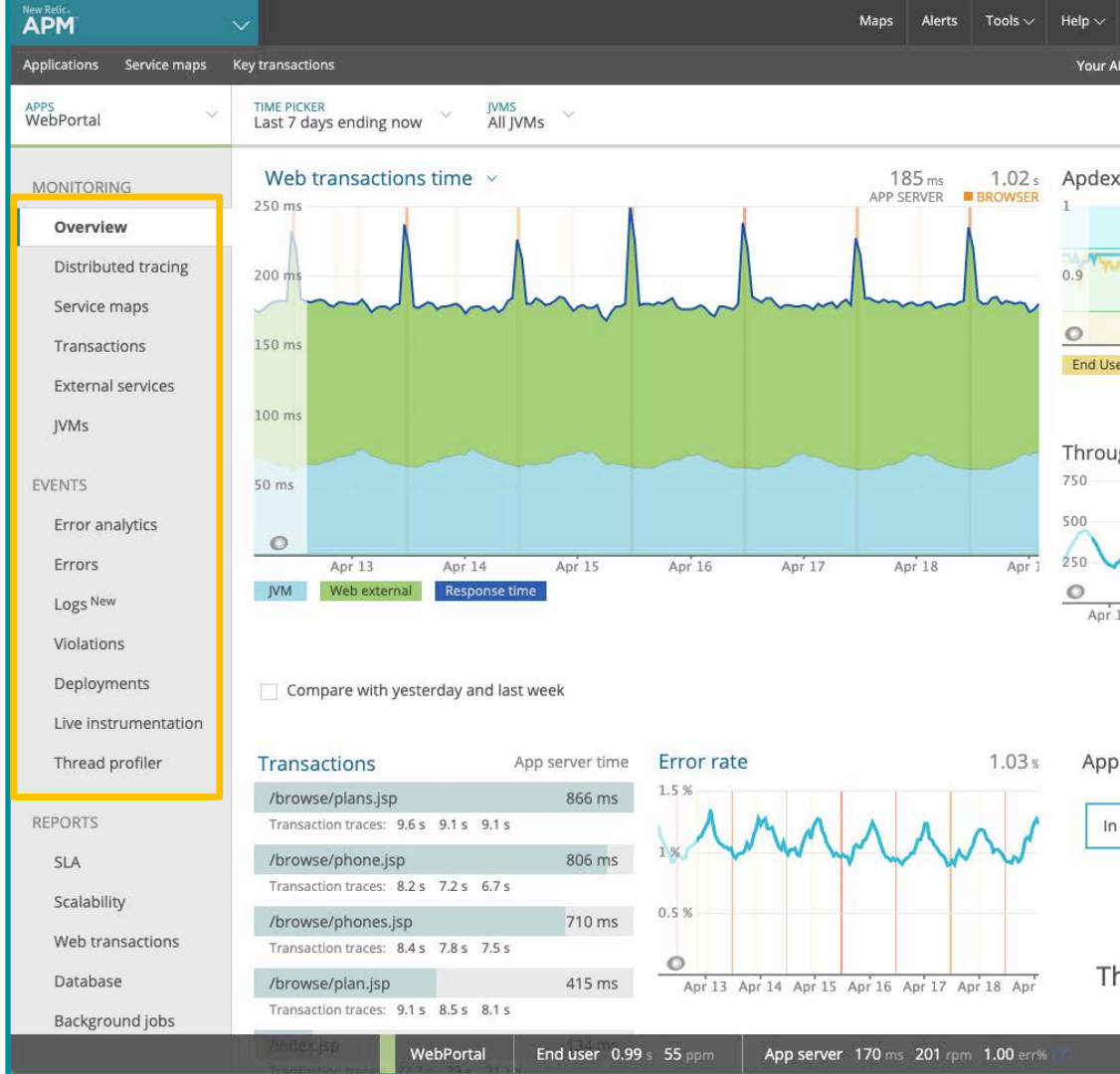
1/6



トラブル対応 1/6



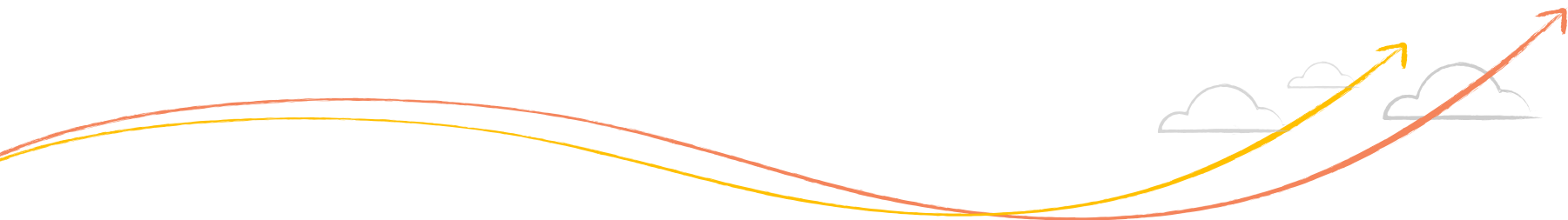
障害対応時間 削減



コミュニケーション不足

- ・ 非対面

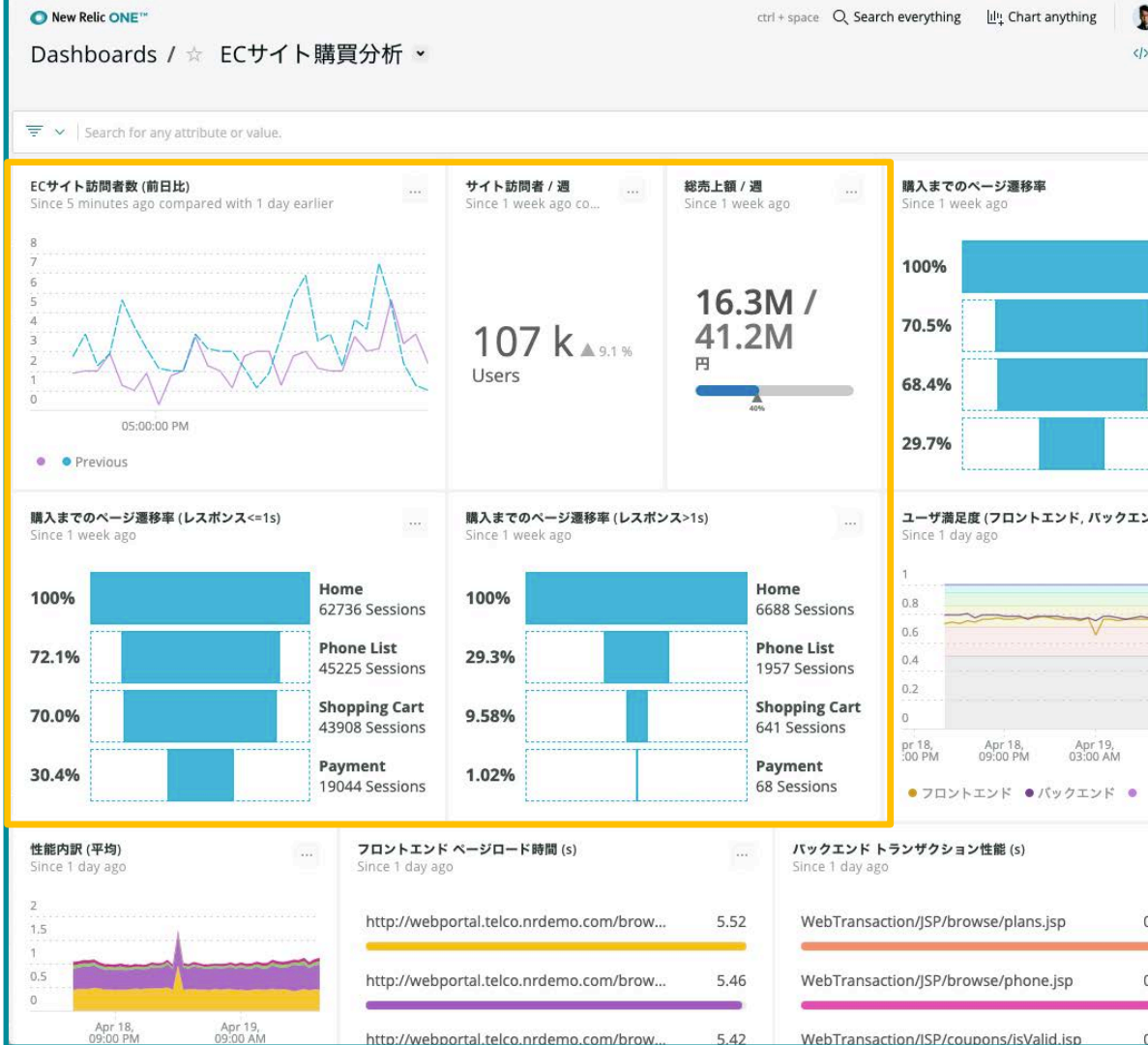
2/6



コミュニケーション不足 2/6



ビジネスと システムの 相関分析



非対面
2/6



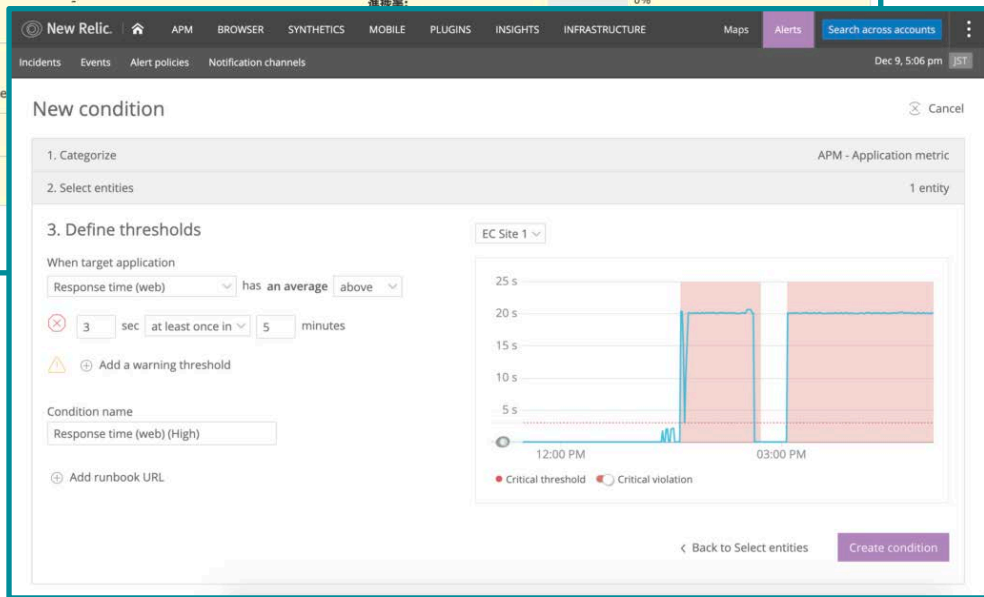
New Relic APM のJIRA7連携

The screenshot displays the New Relic APM interface. The top navigation bar includes 'Applications', 'Service maps', 'Key transactions', and 'Alerts'. The left sidebar shows a menu with 'MONITORING' (Overview, Service maps, App map), 'Transactions' (External services, JVMs, Threads), and 'EVENTS' (Error analytics, Errors, Alerts). The main content area shows a 'Transaction trace' for 'zoekay.local(java:Sync Service - Staging)'. A red arrow points from the 'Transactions' menu item to the 'File a ticket with JIRA' button. A modal window titled 'File a ticket with Jira' is open, showing fields for 'Project' (a dropdown menu), 'Issue type' (a dropdown menu), and 'Summary' (a text input field containing 'New Relic collected a problem transaction trace'). The 'Description' field contains a detailed message: 'New Relic collected a problem transaction trace Application: Sync Service - Staging https://staging.newrelic.com/accounts/1009632/applications/4061498/transaction_traces/18539da8-8cd6-11e7-8efa-0242ac11000d_0_361'. The modal also shows the 'Timestamp: August 29, 2017 02:21', 'Uri: /erroring', and 'Transaction Duration: 0.402 seconds'. At the bottom of the modal are 'Cancel' and 'Create Issue' buttons.

非対面
2/6



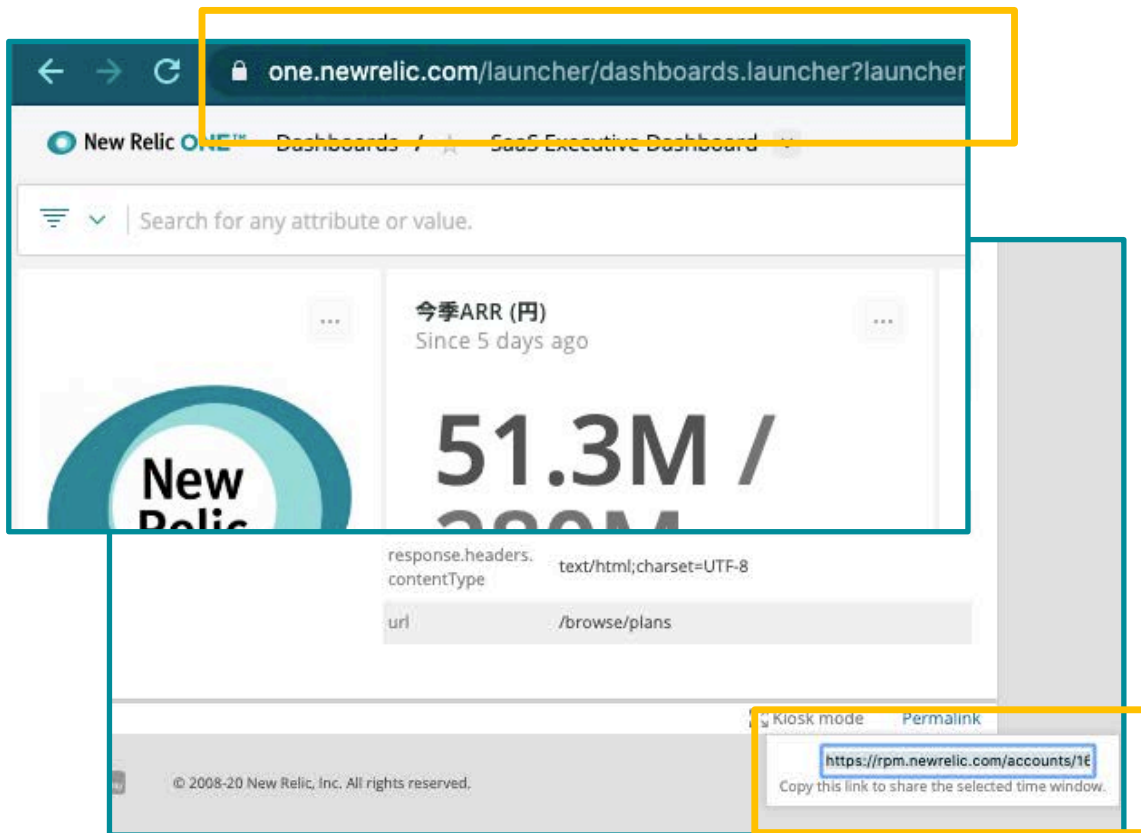
New Relic Alerts Webhook連携 チケット作成



非対面 2/6

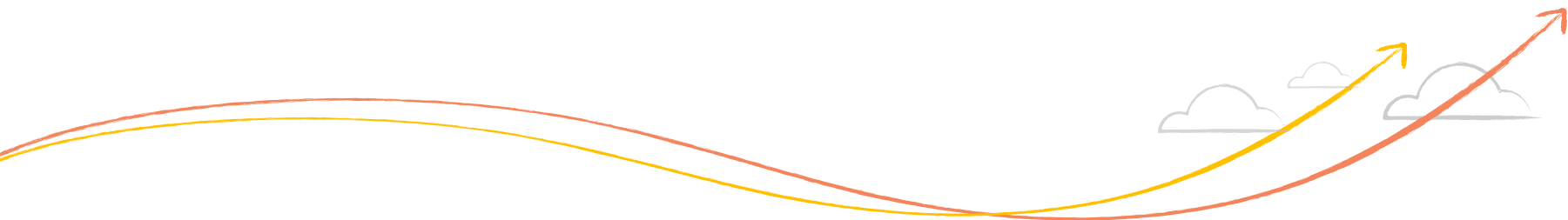


URLコピーによる ページ共有



スキル差

3/6



スキル差 3/6



Key Transactions

New Relic APM

Applications Service maps Key transactions

Your APM Trial expires in 2834 days View Pricing Options

Key Transactions

Filter key transactions

Name	End user	App server	Call count	Error %
Acme Telco - Purchase Billing Service		23.3	62	100.00%
Rubytron/POST%20/purchaseCart Fulfillment Service		234	41.33	100.00%
/App\Exceptions\Handler@render Plan Service		167	1	100.00%
/oops.jsp WebPortal		388	206.67	50.00%
/V1/Coupons/IsValid Promo Service		481	103.33	40.00%
/default WebPortal		0.14	342114	0.00%
/App\Http\Controllers\TronController@statusMessage Plan Service		135	15752.3	0.00%
/index.jsp WebPortal		156	14548.3	0.00%
inventory service get Inventory Service		0.635	7525	0.00%
/V1/Coupons/List Promo Service		154	6321	0.00%
/V1/Coupons/GetCoupon Promo Service		478	5919.7	0.00%
grace Proxy-West		101	4214	0.00%
Valera - key trx Tower-Seattle		33.7	4113.7	0.00%
/browse/phones.jsp WebPortal		761	3612	0.00%

What are Key Transactions?

In web applications, some web transactions are more important to the business than others, and should be monitored with precision. They include key business events in your application (such as sign ups or purchase confirmation) and/or transactions that are particularly important from a performance perspective (such as search or login).

Key Transactions let you closely monitor these important key business transactions and receive alerts when they are performing poorly.

[More about Key Transactions](#)

Recent key transaction events

スキル差

3/6



AIOps 異常検出/ スマートアラート

New Relic ONE™

New Relic AI

ctrl + space 🔍 Search everything

INCIDENT INTELLIGENCE

Account NewRelic Administration - 1

Issue feed

Decisions

Sources

Destinations

Pathways

Raw data feed

System settings

PROACTIVE DETECTION

Notifications

Decisions (9)

NAME AND DESCRIPTION				
Similar Issue Structure	Correlation activated because both issues had similar structure and data	0	0	0

YourTeam

CHANNELS

- # New Relic
- # general
- # developers
- # sales
- # marketing
- # random

DIRECT MESSAGES

- slackbot
- alice

New Relic APP: 5:34 PM

Incident #105056764 opened

Target Proxy-West

Condition Apex (Low)

Policy Towers - West Region - DevOps Developer view

Threshold Apex < 0.9 for at least 10 minutes (9 kB)

Since 33 minutes ago until 3 minutes ago

View Incident Go to Runbook Application Overview

New Relic AI APP: 8:04 AM

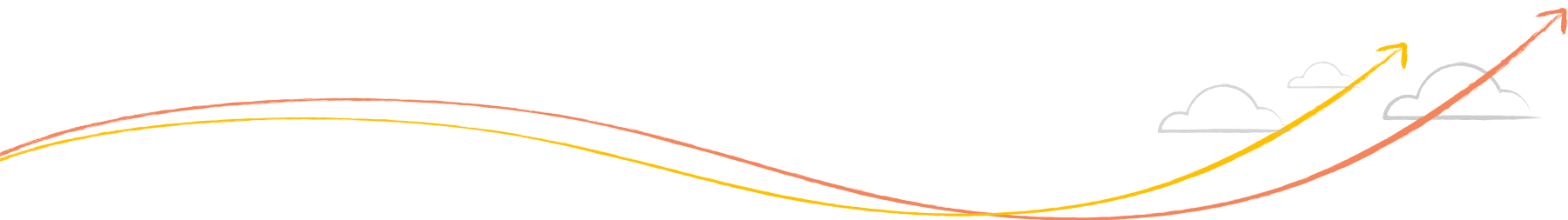
Login Service (PRODUCTION)

Error rate was much higher than normal

Error rate (4 kB)

DEMO

リモート接続 4/6



リモート接続 4/6



SaaS



リモート接続 4/6



New Relic One 統合プラットフォーム



New Relic ONE™ | 11,055 entities in 7 accounts

▼ Your applications (13)

Entity explorer

Distributed tracing

Dashboards

Logs

Workloads

Kubernetes cluster explorer

E2M Cardinality Calculator

Imposter (NR Only)

SixthSense

New Relic APM
150 services

New Relic BROWSER
9 browser apps

New Relic SYNTHETICS
25 monitors

New Relic MOBILE
8 mobile apps

> Favorite workloads (7)

> Favorite dashboards (41)

▼ Favorite services (9)

NAME	ACCOUNT	SOURCE	RESPONSE TIME	THROUGHPUT	ERROR RATE
★ Fulfillment Service	Demotron V2	New Relic Agent (...)	393 ms	1.67 rpm	40.00%
★ Order-Processing	Demotron Rotate	New Relic Agent (...)	719 ms	28 rpm	0%
★ Origami CMS	Video Demo	New Relic Agent (J...)	55 ms	8.33 rpm	0%
★ Plan Service	Demotron V2	New Relic Agent (...)	147 ms	83 rpm	0%
★ Proxy-West	Demotron V2	New Relic Agent (...)	201 ms	479 rpm	0%
★ Proxy-West	Demotron Rotate	New Relic Agent (...)	184 ms	409 rpm	0%
	Demotron Rotate	New Relic Agent (...)	470 ms	40 rpm	0.83%

<https://one.newrelic.com/launcher/workloads.home>

リモート接続 4/6



Entities

New Relic ONE™

Entities

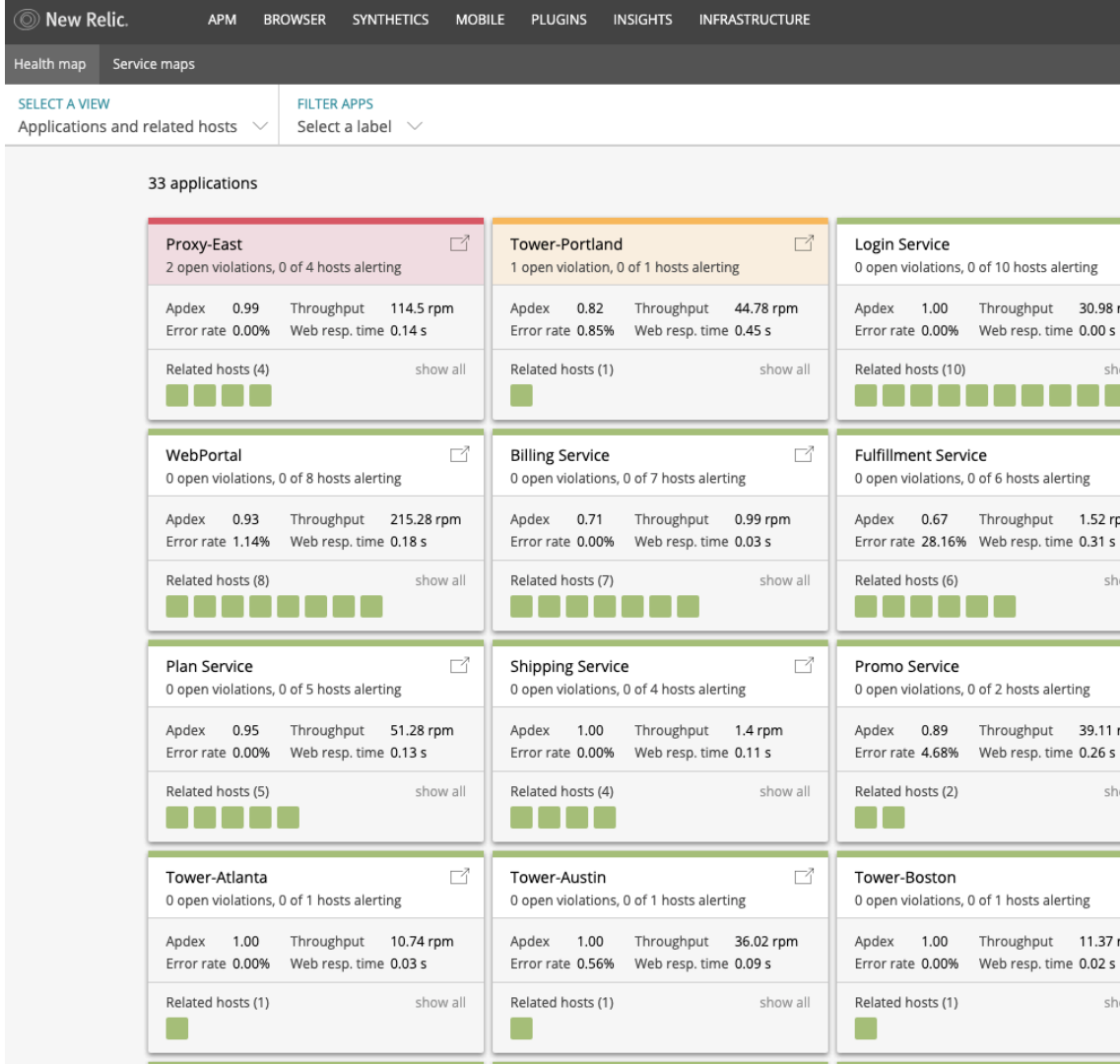
ctrl + space

	NAME ^	ACCOUNT ^	AWS AC... ^	ENGINE ^	THR
Services (154)	☆ ■ customerdb	Demotro...	Demotron...	mysql	4.0
	☆ ■ planservicedbmoddemotron	Demotro...	Demotron...	mysql	1.8
	☆ ■ planservicedbpsgdemotron	Demotro...	Demotron...	mysql	1.8
	☆ ■ planservicedbpsgdemotronop	Demotro...	Demotron...	mysql	1.7
	☆ ■ planservicedbpsgdemotronop	Demotro...	Demotron...	mysql	1.8
AMAZON WEB SERVICES	☆ ■ planservicedbpsgdtaaws	Demotro...	Demotron...	mysql	2.0
	☆ ■ planservicedbpsgdtop	Demotro...	Demotron...	mysql	1.0
	☆ ■ planservicedbtelcoaaastaging	Demotro...	Rotate AW...	mysql	1.7
	☆ ■ planservicedbtelcoaaastaging	Demotro...	Telco NR ...	mysql	1.7
	☆ ■ planservicedbtelcodt	Demotro...	Rotate AW...	mysql	1.9
AutoScaling groups (39)	☆ ■ planservicedbtelcodt	Demotro...	Telco NR ...	mysql	1.9
	☆ ■ planservicedbtelcopartner	Demotro...	Telco NR ...	mysql	2.1
	☆ ■ planservicedbtelcopartner	Demotro...	Rotate AW...	mysql	2.1
	☆ ■ planservicedbtelcoprod	Demotro...	Telco NR ...	mysql	1.9
	☆ ■ planservicedbtelcoprod	Demotro...	Rotate AW...	mysql	1.9
DynamoDB global secondary indices (1)	☆ ■ planservicedbtelcorotate	Demotro...	Telco NR ...	mysql	1.9
	☆ ■ planservicedbtelcorotate	Demotro...	Rotate AW...	mysql	1.9
DynamoDB tables (32)	☆ ■ planservicedbtelcorotate	Demotro...	Rotate AW...	mysql	1.9
	☆ ■ planservicedbtelcorotate	Demotro...	Rotate AW...	mysql	1.9
EBS volumes (558)	☆ ■ planservicedbtelcorotate	Demotro...	Rotate AW...	mysql	1.9
	☆ ■ planservicedbtelcorotate	Demotro...	Rotate AW...	mysql	1.9
ECS services (1)	☆ ■ planservicedbtelcorotate	Demotro...	Rotate AW...	mysql	1.9
	☆ ■ planservicedbtelcorotate	Demotro...	Rotate AW...	mysql	1.9
ELB application load balancers (3)	☆ ■ planservicedbtelcorotate	Demotro...	Rotate AW...	mysql	1.9
	☆ ■ planservicedbtelcorotate	Demotro...	Rotate AW...	mysql	1.9

リモート接続 4/6



New Relic One 統合プラットフォーム

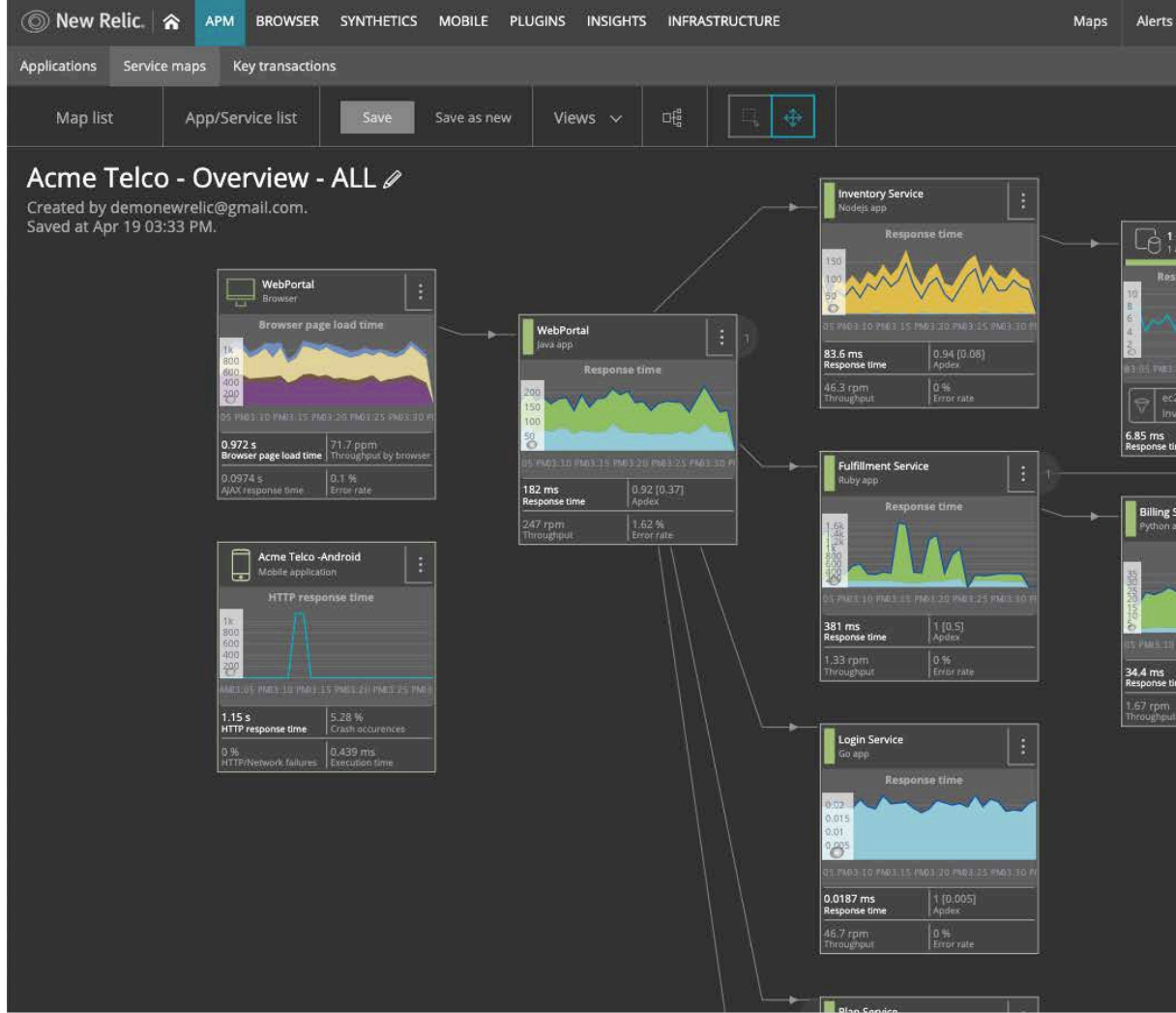


リモート接続

4/6



Service Map



リモート接続 4/6



Open テレメトリデータ 集約

New Relic Metrics



Micrometer



OpenTelemetry



Prometheus



Istio

New Relic Traces



Istio



ZIPKIN



OpenTelemetry

New Relic Logs



fluentd



fluentbit



kubernetes

{json:api}

リモート接続 4/6



New Relic Logs ログ分析SaaS

New Relic **ONE**™ Logs

Account Demotron Distr... ▾

Find logs where Enter parameters like service_name:"my service" to search again

Add more data sources ↗

Attributes ⓘ
found on **20.27 thousand** search results

🔍 Search attributes

Application attributes ^

Hostname 27

Service Name 5

Aws ^

Lambda Request Id 50

LogGroup 1

LogStream 2

Class ^

Name 7

Entity ^

Guid 4

Name 4

Since 30 minutes ago

timestamp message

15:27:06.617	Starting Browse Plan transaction
15:27:06.617	Starting Browse Plan transaction
15:27:06.831	coretron: http://coretron.dt.nrdemo-stagi
15:27:06.831	coretron: http://coretron.dt.nrdemo-stagi
15:27:06.835	plan: http://plan.dt.nrdemo-staging.com
15:27:06.835	plan: http://plan.dt.nrdemo-staging.com
15:27:06.989	Finished Browse Plan transaction
15:27:06.989	Finished Browse Plan transaction
15:27:07.538	Starting Browse Phones transaction
15:27:07.538	Starting Browse Phones transaction
15:27:07.752	coretron: http://coretron.dt.nrdemo-stagi

リモート接続 4/6



Chart Builder

Chart builder ?

Account Demotron V2

Data Type:

Events

Metrics

View a chart with Transaction : duration : average



Narrow results to Enter an attribute or value, or click the dropdown for options

Facet by name



Limit 10



Last 30 mins



Compare no

Since 30 minutes ago

Share

WebTransaction/WebTransaction/v4.1/Phones/Get

3.09

WebTransaction/WebTransaction/v3.1/Phones/Get

1.86

WebTransaction/JSP/browse/phone.jsp

0.783

WebTransaction/JSP/purchase/confirmation.jsp

0.75

WebTransaction/JSP/browse/plans.jsp

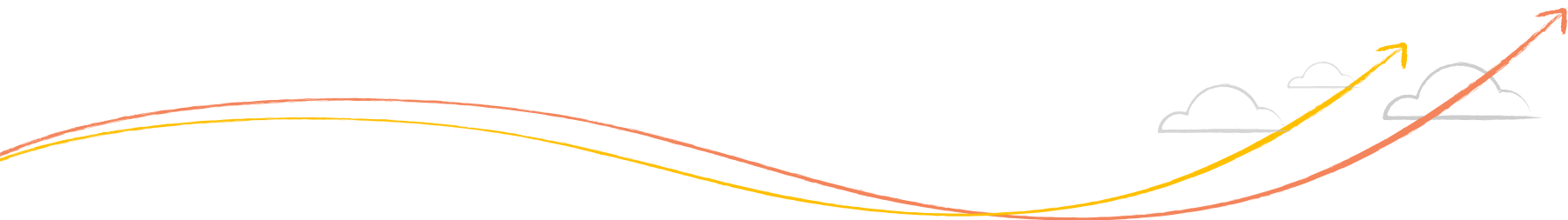
0.744

WebTransaction/JSP/coupons/isValid.jsp

0.741

122.98 thousand events inspected in 183 ms (0.7 MEPS)

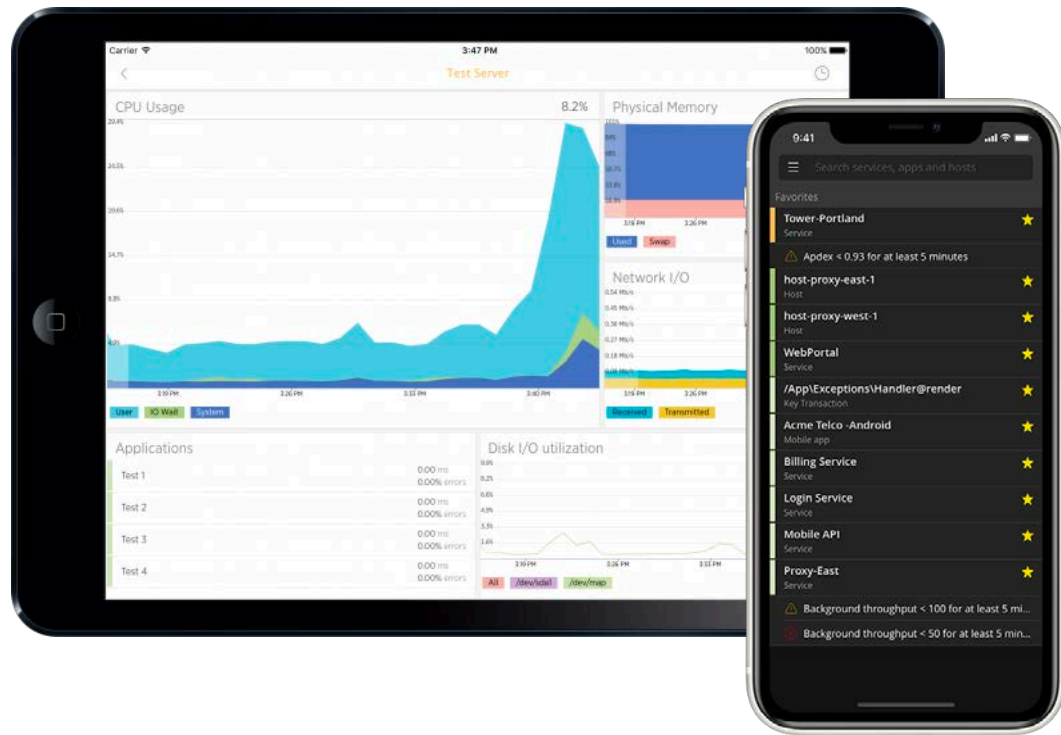
リアルタイム 5/6



リアルタイム

5/6

New Relic mobile Apps



Download on the
App Store

ANDROID APP ON
Google play

リアルタイム 5/6



New Relic Alerts 通知チャネル

New Relic | APM | BROWSER | SYNTHETICS | MOBILE

Incidents | Events | Alert policies | Notification channels

Scheduled Maintenance will occur Sunday, April 19th from 5:00 to 6:00 PM UTC. <https://status.newrelic.com/> for updates.

Create a new notification channel

Channel details

Select a channel type

select a channel type

- Campfire
- Email
- HipChat
- OpsGenie
- PagerDuty
- Slack
- VictorOps
- Webhook
- xMatters

Select a channel type

select a channel type

- Campfire
- Email
- HipChat
- OpsGenie
- PagerDuty
- Slack
- VictorOps
- Webhook
- xMatters

リアルタイム 5/6



SLA モニタリング

New Relic

APM

BROWSER

SYNTHETICS

MOBILE

PLUGINS

INSIGHTS

INFRASTRUCTURE

Monitors

SLA report

Private locations

Monitor downtime

Secure credentials

Location status

Your Settings

SCRIPTED BROWSER

Verify checkout flow i...

MONITOR

Overview

Results

Resources

Failures

REPORTS

SLA

SETTINGS

Script

Daily SLA report

Weekly SLA report

Monthly SLA report

Download this report as .csv

	April 19, 2020	April 18, 2020	April 17, 2020	April 16, 2020	April 15, 2020	April 14, 2020	April 13, 2020
Duration	26 s	26.2 s	27.1 s	28.3 s	29.2 s	28 s	27.1 s
Uptime	82.394%	87.833%	84.259%	71.247%	68.714%	69.133%	82.394%
Apdex	0.00	0.00	0.00	0.00	0.00	0.00	0.00
% Satisfied	0%	0%	0%	0%	0%	0%	0%
% Toleration	0%	0%	0%	0%	0%	0%	0%
% Frustrated	100%	100%	100%	100%	100%	100%	100%

Deals UI NR

Get support

Privacy

Terms

Download on the App Store

GET IT ON Google play

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リアルタイム 5/6



失敗時 画面キャプチャ

New Relic

Monitors SLA report Private locations Monitor downtime Secure credentials Location status Your Synth

SCRIPTED BROWSER Verify checkout flow i... TIME PICKER Last 30 mins

MONITOR

- Overview
- Results
- Resources
- Failures

REPORTS

- SLA

SETTINGS

- Script

< RESULTS

São Paulo, BR - Apr 19th 2020, 16:06

CHECK FAILED

AssertionError: Unable to locate checkout button

Re-check

Timeline Screenshot Script log Browser log

Acme Telco Home Login About Contact Blog Products/Services Support

Acme Shopping Cart

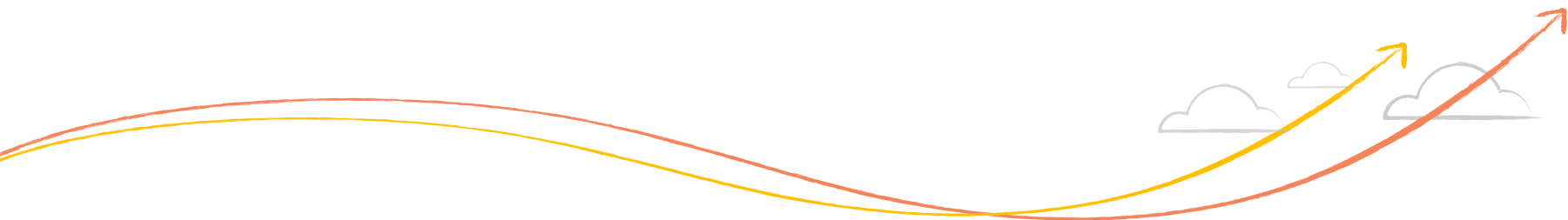
Item	Unit Price	Qty	Item Total
Acme VOIP	\$699.00	1	\$699.00
Almond Lite	\$100.00	7	\$700.00
Acme Business	\$899.00	6	\$5,394.00

Shipping:	\$101.89
Tax:	\$475.51
Cart Total:	\$7,370.41

Copyright © Acme Telco 2018

セキュリティ

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セキュリティ

6/6

New Relicの セキュリティへの 取り組み



Datacenter
SOC2 Certified



AICPA SOC2 Tier III
certified



FedRAMP



Cloud Security Alliance – Security,
Trust & Assurance Registry

セキュリティ

6/6

SAML Single Sign-On (SSO)

okta



Azure Active Directory



Auth0



BITIUM

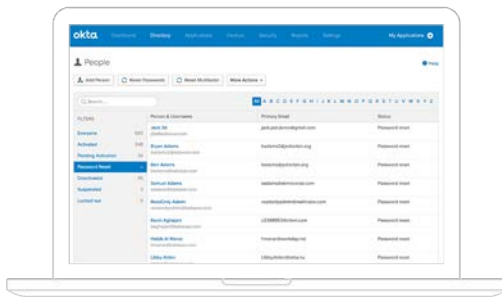
SAML 2.0

セキュリティ



6/6

自動 ユーザー管理

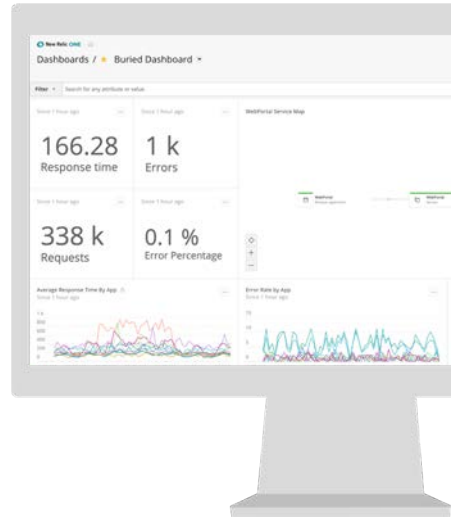


User Directory

okta

onelogin

SCIM

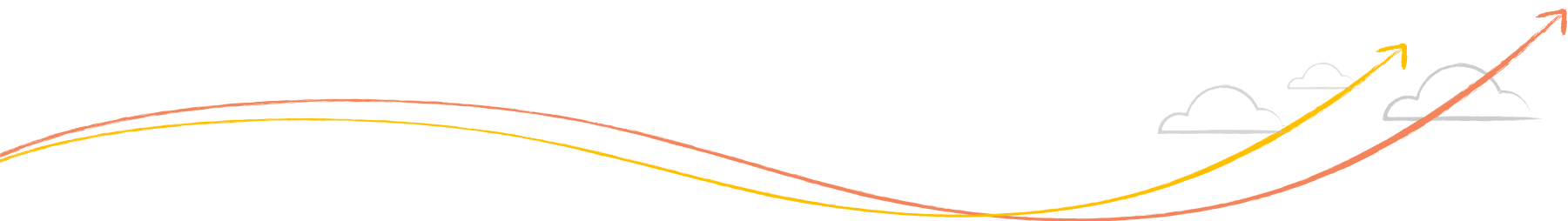


New Relic

DEMO

システム課題への対策

まとめ



まとめ

1. リモートワークの課題

- システム面
- チーム面

2. リモートシステムメンテナンスにNew Relic活用

- New Relic Observability Platform

リモートでのシステム保守の
課題を理解し
New Relicを活用して
ビジネス継続しましょう！

Thank you

