

May 18th, 2019 • Stanford Drupal Camp

SIX OF ONE, HALF-DOZEN OF THE OTHER: METRICS FOR YOUR DEVS AND OPS

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Stanford Web Services

Infrastructure



SO MUCH WIN

Infrastructure



Infrastructure

“Responsible for the health of the service”

Infrastructure

“Responsible for the health of the service”

Infrastructure

“Responsible for the health of
the service”

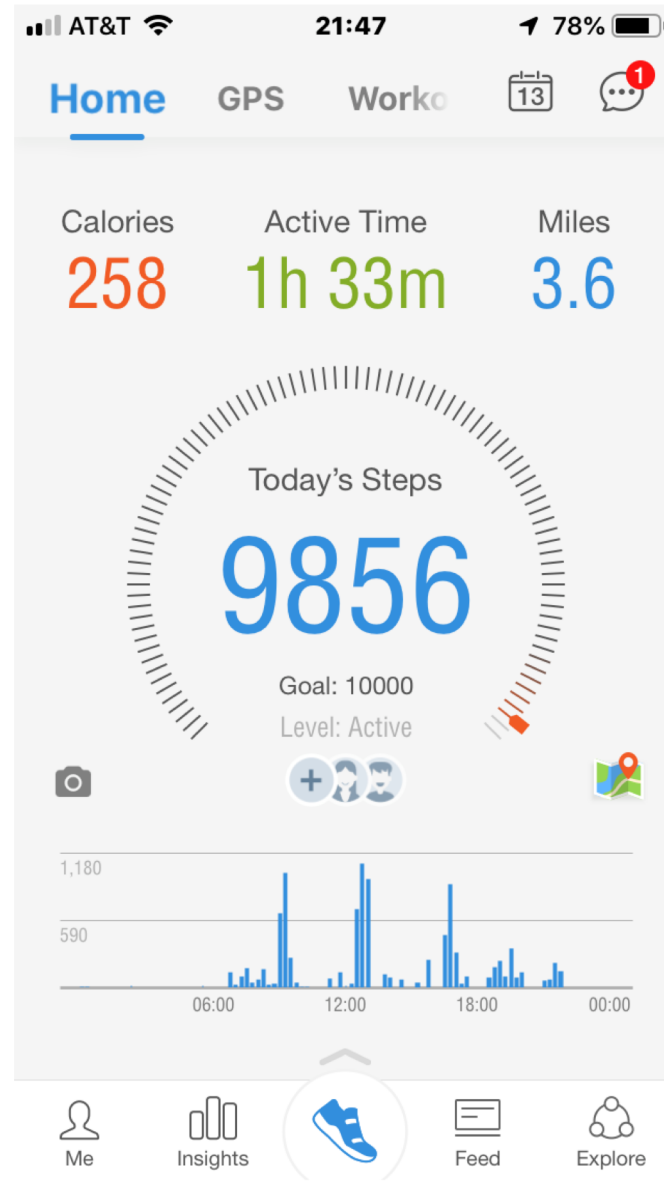
Infrastructure

**“Responsible for the
health of the
service”**

Infrastructure



Service metrics



BUSINESS OBJECTIVES

- **Security**
- **Stability**
- **Performance**
- **Scalability**
- **Reach**
- **Accessibility**
- **Business Continuity**

SERVICE METRICS

Service metrics

Metric	Current Month Value	Previous Month Value	Percentage Increase/Decrease	Better/Worse	Target	Rating
UPTIME (STABILITY)						
Uptime - Anchorage [1]	100.00	100.00	0.00	Same - good	99.90	Excellent
ACSF [1]	100.00	99.98	0.02	Better	99.90	Excellent
ACE [1]	99.99	100.00	-0.01	Mildly worse	99.90	Excellent

Security

- **Drupal security updates (quantity)**
- **Drupal security updates (time to mitigate or patch)**
- **SSL Labs reports**

Security

<https://www.ssllabs.com/ssltest/>

The screenshot shows the Qualys SSL Labs report page. At the top, there is a navigation bar with links for Home, Projects, Qualys Free Trial, and Contact. Below the navigation bar, the breadcrumb trail reads: You are here: [Home](#) > [Projects](#) > [SSL Server Test](#) >. The main heading is "SSL Report:". Below this, the assessment date and time are shown: "Assessed on: Fri, 10 May 2019 21:11:42 UTC | HIDDEN | [Clear cache](#)". A link for "Scan Another »" is located on the right side.

The "Summary" section features a large green box with the text "Overall Rating" and a large "A+" symbol. To the right of this is a horizontal bar chart showing the scores for four categories: Certificate (100), Protocol Support (95), Key Exchange (90), and Cipher Strength (90). The x-axis of the chart ranges from 0 to 100.

Below the chart, there are three informational boxes:

- A yellow box: "Visit our [documentation page](#) for more information, configuration guides, and books. Known issues are documented [here](#)."
- A light blue box: "This site works only in browsers with SNI support."
- A green box: "HTTP Strict Transport Security (HSTS) with long duration deployed on this server. [MORE INFO >](#)"

Stability



Stability

Status Listing For Title IX (<https://titleix.stanford.edu/>)

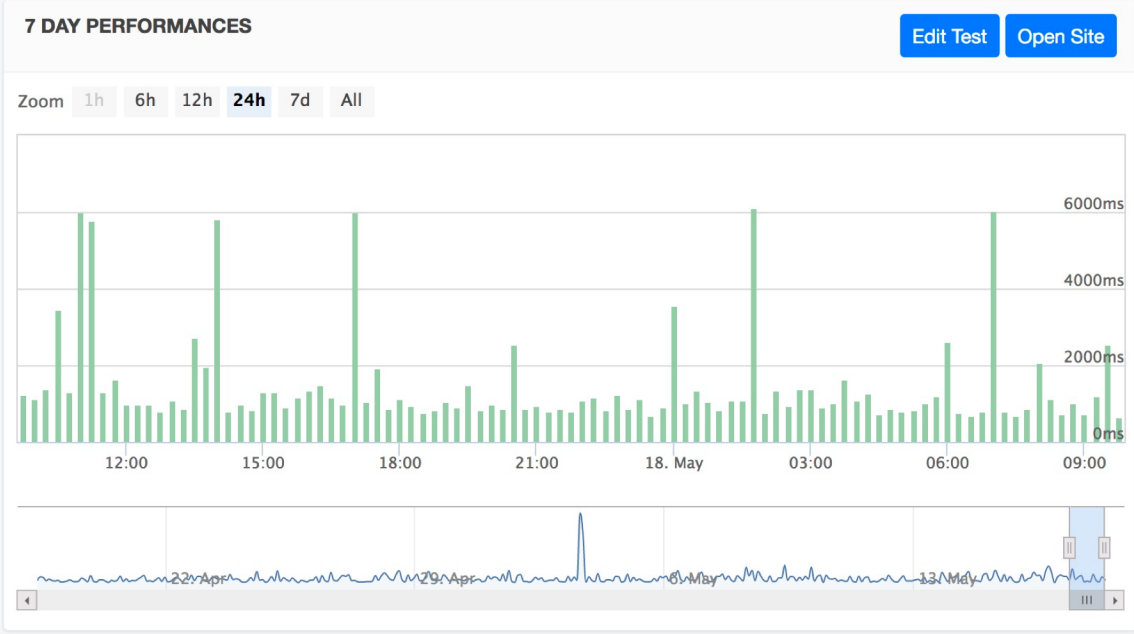
Checking Every 60 seconds. 3 confirmation servers used, and Alert Delay Rate of 1 minutes.



100%
Today's Uptime

21s
Last Tested

1 Active
Contact Groups



UPTIME CHECKS

Weekly Monthly Daily

Date	Checks	Uptime
W20 2019	8433	100%
W19 2019	8926	100%
W18 2019	8375	100%
W17 2019	8219	100%
W16 2019	8701	100%
W15 2019	9097	100%
W14 2019	9055	100%
W13 2019	9072	100%
W12 2019	9057	100%
W11 2019	8930	100%


Show entries

[First](#) [Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) [Next](#) [Last](#)

STATUS PERIODS

Status	From	Until	Span
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Performance

Page Speed MonitoringSWS-DEVELOPERS@LISTS.STANFORD.EDU

MONITORING

- Uptime Monitoring
- Page Speed Monitoring

ALERTING

- Contact Groups
- Integrations
- Maintenance

REPORTING

- Public Reporting
- Email Reporting
- Audit Log
- Dashboards
- Email Templates

SWITCH APP

- Statuscake Pages

Generate Report

PAGE SPEED TESTS [19/20]

Status	URL	Test Server	Throttling	Loadtime	Filesize	Requests	Actions
	Archaeology (ACE) https://archaeology.stanford.edu/	United States - West	DISABLED	1001ms	2556.83kb	35reqs	
	Stanford Live https://live.stanford.edu/	United States - West	DISABLED	1819ms	2823.76kb	105reqs	
	Undergrad https://undergrad.stanford.edu/	United States - West	DISABLED	2091ms	4713.1kb	87reqs	
	Our Vision https://ourvision.stanford.edu/	United States - West	DISABLED	1864ms	3582.95kb	53reqs	
	Neuroscience https://neuroscience.stanford.edu/	United States - West	DISABLED	2751ms	5803.79kb	63reqs	
	Registrar https://registrar.stanford.edu/	United States - West	DISABLED	1226ms	1918.18kb	35reqs	
	Planning https://planning.stanford.edu/	United States - West	DISABLED	2044ms	4006.45kb	53reqs	

Performance



StatusCake Report

PAGESPEED REPORT - 2019-04-10 - 2019-05-10.

Pagespeed Test Overview

GUP

	Requests	Time	Size
Min:	59 req	1.1s	7874.91kb
Avg:	59 req	1.3s	8021.49kb
Max:	59 req	1.7s	8102.64kb
Last:	59 req	1.24s	7880.61kb

(Values highlighted in red have exceeded set thresholds)

Scalability and Business Continuity

May, 2018

A	B	C	D	E	F	G
Metric	Current Month Value	Previous Month Value	Percentage Increase/Decrease	Better/Worse	Target	Rating
BUSINESS CONTINUITY						
Number of sites on on-premise platform	2515	2486			0	
Number of sites in the Cloud	38	38		N/A	??	
Total percentage of sites in the Cloud	1.5%	1.5%		Same	100	Poor

Scalability and Business Continuity

April, 2019

Metric	Current Month Value	Previous Month Value	Percentage Increase/Decrease	Better/Worse	Target	Rating
BUSINESS CONTINUITY						
Number of sites on on-premise platform	0	205		Better	0	Excellent
Number of sites in the Cloud	2002	1923		Better	All	Excellent
Total percentage of sites in the Cloud	100.0%	90.4%		Better	100	Excellent

Reach

Metric	Current Month Value	Previous Month Value	Percentage Increase/Decrease
REACH			
Total number of personal sites	957	926	3.3%
Total number of group/dept sites on ACSF	1094	1066	2.6%

Accessibility

AMP

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Search

School of Engineering
Testing in Progress

- Assets
- Guidance
- Toolbox
- Advisor
- University

Q1 19 - SOE - baseline (max pages, quarterly, 10 depth, Chrome) - Report Dashboard

Asset [SOE Home <engineering.stanford.edu>](#)

Simple

Review

[Modules](#) 2488

[Use Cases](#) 0

[Compliance Tables](#)

Fix & Prioritize

[Priority](#)

[Patterns](#)

[Violations \(BETA\)](#)

[Violations Instances](#)

[Use Case Results](#)

Status

Status 2488/2488 Created

Automated Testing 2488/2488 modules (100% Complete)

Manual Testing 0/2488 modules (0% Complete)


Functional Testing 0/0 use cases (0% Complete)

No description available.

Compliance

Violation Instances 19,114

Failed Best Practices 16



84%*

Report Deliverables

Appendices

- [Module List](#)
- [Modules by Total Violation](#)
- [Modules Detail](#)
- [Use Case Results](#)
- [Violation Patterns](#)

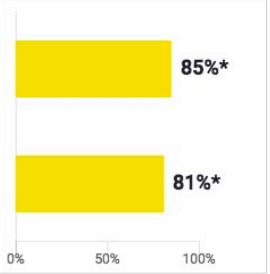
Findings

- [All Use Cases](#)

Excel Reports

- [Use Cases](#)

Compliance Health By Ruleset



Top Issues

[\(see all issues detected\)](#)

#P	Issue	Occurrence	S	N	T
1	Provide alternative text for images	18%	10	10	2
2	Provide a valid label for form fields	< 1%	10	6	2
3	Ensure frame titles are meaningful	18%	7	6	2
4	Ensure link text is meaningful within context	15%	6	6	2
5	Ensure the language of a document is set	21%	3	6	2
6	Ensure containing elements allow text resize without loss of functionality.	78%	3	5	8
7	Ensure markup documents contain well-formed elements	34%	6	4	8
8	Provide text equivalents for object elements	< 1%	5	3	4

Takeaways

1. Determine the Business Objective you are trying to achieve
2. Determine the metrics that demonstrate that Business Objective
3. Collect those metrics on a schedule
4. Automate (as much as possible)

Audience Participation

What metrics do you track?

Why?

THAT'S ALL, FOLKS!