Metrics: What would you measure?

A photo-sharing service accepts uploads **before background processing finishes**, then makes photos available to view. **Web and mobile users report that photos sometimes take a long time to appear.**

Andrew IDs:

Business Metrics

Metric 1

Measurement and purpose: What does it measure? How does it help investigate the complaint?

Kind and unit: Counter, gauge, or histogram? What unit?

Where and when: Give the recording location and event/state. For durations, define start and end.

Attributes: Give names and example values. Which comparison would they enable?

Metric 2 (optional)

Measurement and purpose: What does it measure? How does it help investigate the complaint?

Kind and unit: Counter, gauge, or histogram? What unit?

Where and when: Give the recording location and event/state. For durations, define start and end.

Attributes: Give names and example values. Which comparison would they enable?

Application Metrics

Metric 1

Measurement and purpose: What does it measure? How does it help investigate the complaint?

Kind and unit: Counter, gauge, or histogram? What unit?

Where and when: Give the recording location and event/state. For durations, define start and end.

Attributes: Give names and example values. Which comparison would they enable?

Metric 2 (optional)

Measurement and purpose: What does it measure? How does it help investigate the complaint?

Kind and unit: Counter, gauge, or histogram? What unit?

Where and when: Give the recording location and event/state. For durations, define start and end.

Attributes: Give names and example values. Which comparison would they enable?

Infrastructure Metrics

Metric 1

Measurement and purpose: What does it measure? How does it help investigate the complaint?

Kind and unit: Counter, gauge, or histogram? What unit?

Where and when: Give the recording location and event/state. For durations, define start and end.

Attributes: Give names and example values. Which comparison would they enable?

Metric 2 (optional)

Measurement and purpose: What does it measure? How does it help investigate the complaint?

Kind and unit: Counter, gauge, or histogram? What unit?

Where and when: Give the recording location and event/state. For durations, define start and end.

Attributes: Give names and example values. Which comparison would they enable?

Challenge and Revise

Exchange worksheets with another pair. Read their definitions before discussing their choices.

A situation the measurements could hide

Describe a plausible situation where users still wait too long but their measurements look normal. Explain why their metrics would miss it.

A definition to clarify

Identify one measurement whose definition needs more precision. What would you need to know to implement it consistently? If the definitions are clear, explain one boundary you checked.

Revise your own design

Return the worksheets. Revise one of your metrics in response to the feedback: write the changed definition and explain what it now reveals. If you retain your design, justify that choice and state its remaining limitation.