CoFlux: Robustly Correlating KPIs by Fluctuations for Service Troubleshooting

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Outline

Background

Algorithm

Evaluation

Case Studies

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Internet-based Services

- Internet-based services are everywhere.

Google bing ebay facebook

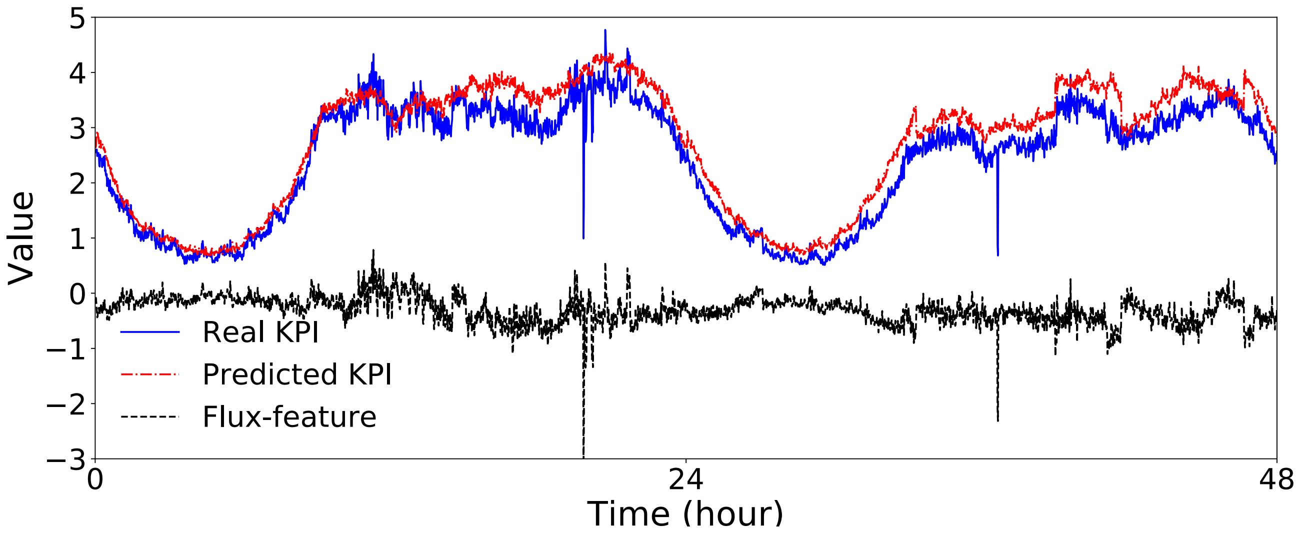
- Service interruptions are inevitable.



- Service Troubleshooting is necessary but challenging because of the interweaved anomalies.

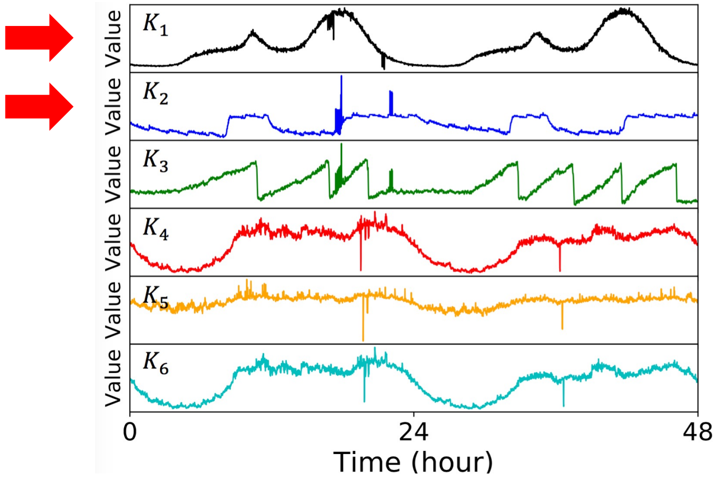
KPIs and Fluctuations

- **KPIs (Key Performance Indicators):** A set of performance metrics that monitor the service.
- **Fluctuations (or Flux-features):** Anomalous changes in KPIs which could be indicated by prediction errors.

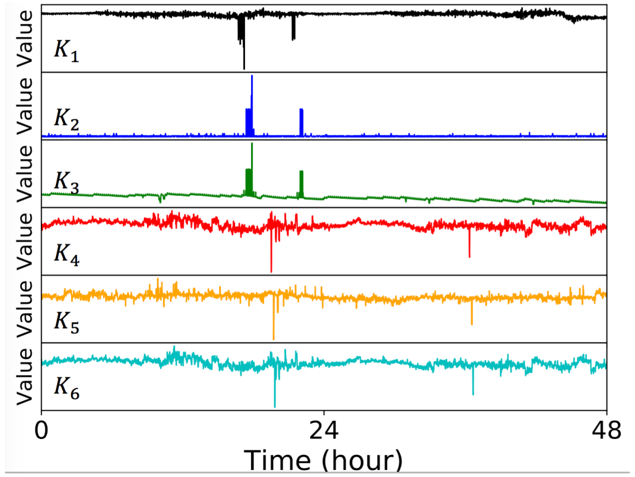


Flux-correlation

- For two KPIs X and Y, we want to answer three questions:
  - Q1: Existence of flux-correlation ($X \sim Y$ or $X \nsim Y$). If yes, then:



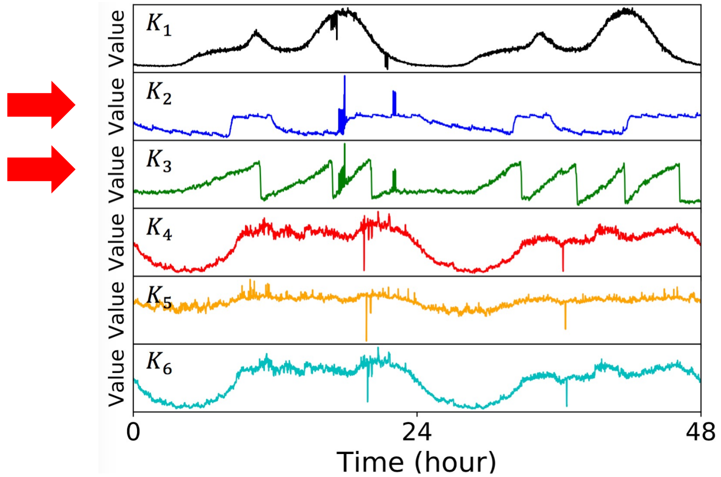
(a) Six KPIs



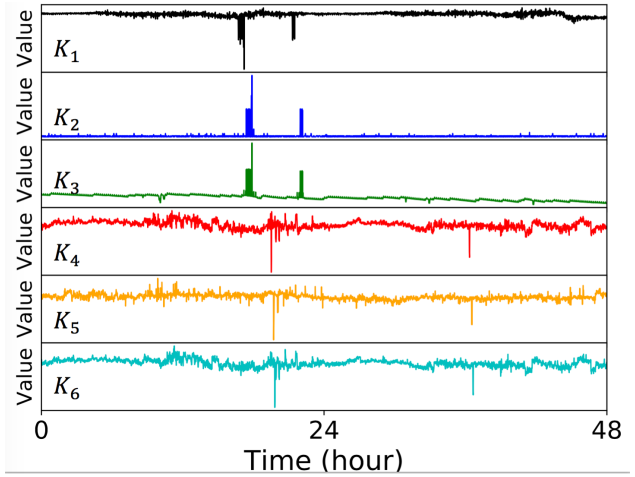
(b) Fluctuations (Flux-feature) of the KPIs in (a)

Flux-correlation

- For two KPIs X and Y, we want to answer three questions:
  - Q1: Existence of flux-correlation ($X \sim Y$ or $X \nsim Y$). If yes, then:
  - Q2: Temporal order, $X \longrightarrow Y$ or $X \longleftrightarrow Y$.



(a) Six KPIs



(b) Fluctuations (Flux-feature) of the KPIs in (a)

Flux-correlation

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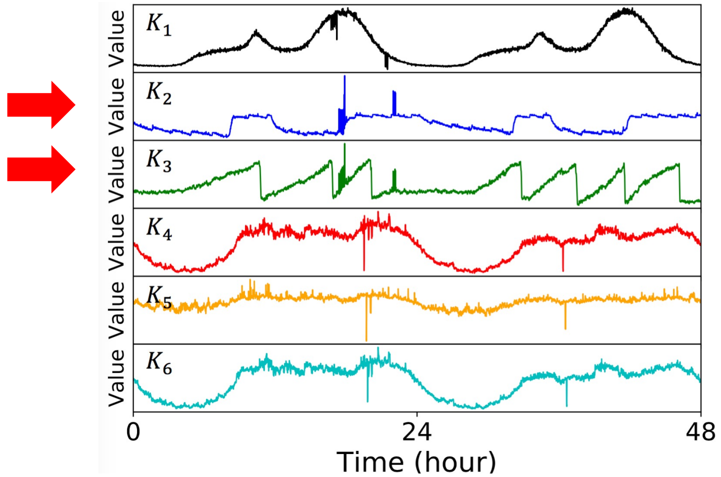
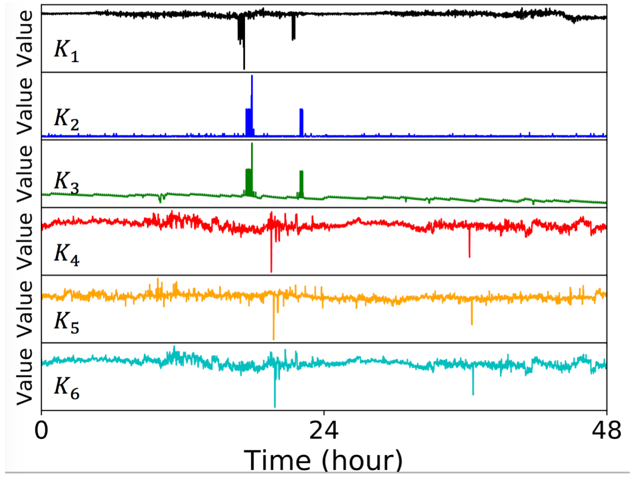
  - Q1: Existence of flux-correlation ($X \sim Y$ or $X \nsim Y$). If yes, then:
  - Q2: Temporal order, $X \longrightarrow Y$ or $X \longleftrightarrow Y$.
  - Q3: Direction, Positive or Negative.



(a) Six KPIs



(b) Fluctuations (Flux-feature) of the KPIs in (a)

Goal

Flux-correlations of KPIs

Service Troubleshooting

- Alert Compression
- Recommending TOP N causes
- Constructing Fluctuation Propagation Chains

Related Work

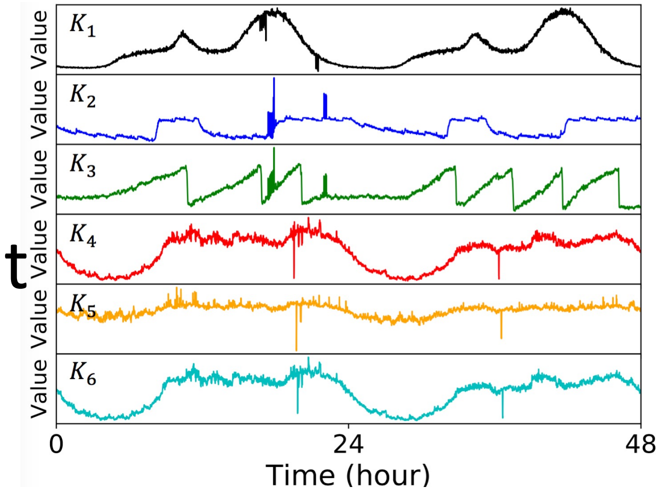
	Traditional Correlation methods					Statistical models from other fields		
	Pearson Correlation	Spearman Correlation	Granger causality [ICDM 2012]	Cross Correlation	J-measure [SIGKDD 2014]	SIG [DSN 2010]	VARMA	Co-Integration
Fluctuation analysis	✗	✗	✗	✗	✓	✓	✗	✗
Temporal order	✗	✗	✓	✓	✗	✓	✗	✗
Direction	✓	✓	✗	✓	✗	✗	✗	✗

Challenges

- **Challenge 1:** To the best of our knowledge, there is no generic mechanism for fluctuation extraction.

- **Challenge 2:** Flux-correlation should not be based on anomaly detection of because of its difficulty.[IMC 2015]

- **Challenge 3:** Two flux-correlated KPIs may present different patterns.



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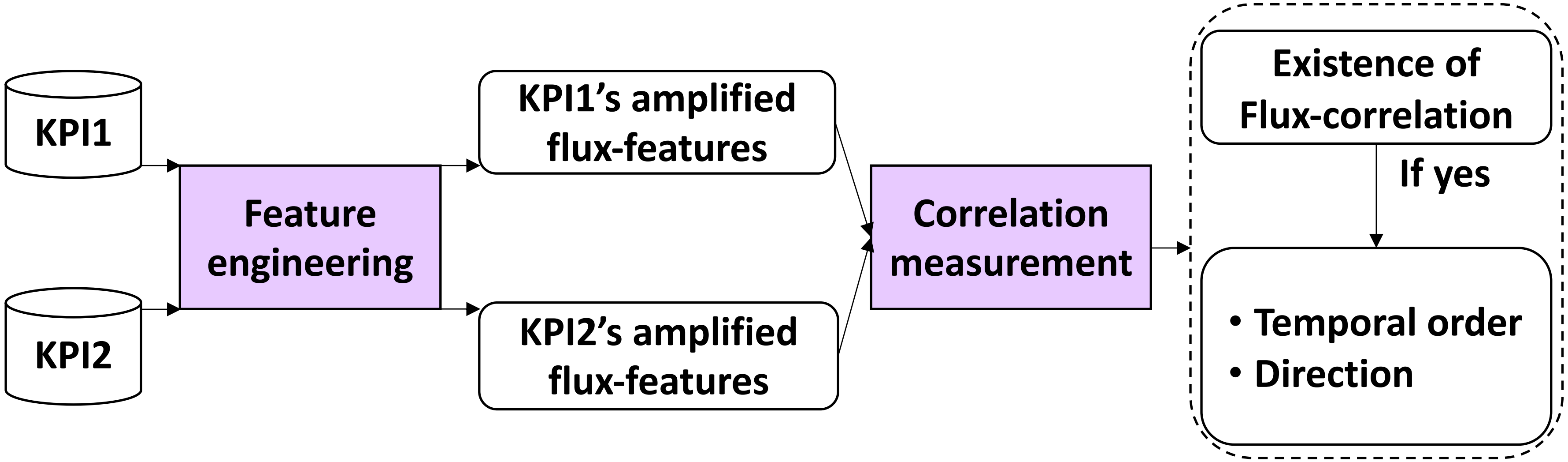
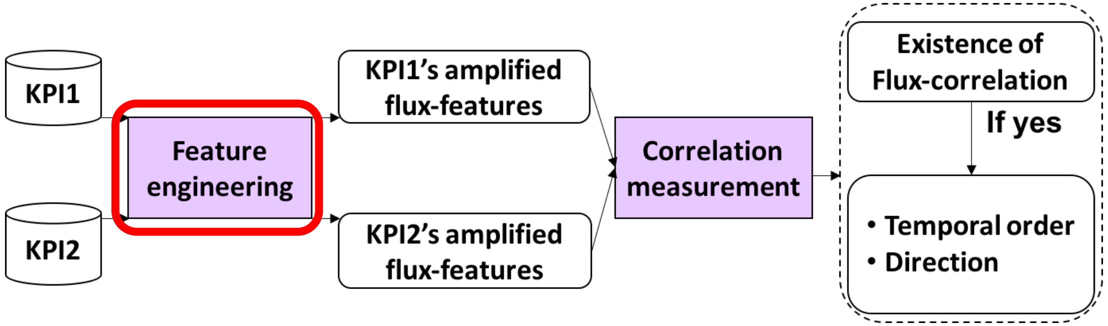
Model Architecture



CoFlux

Feature engineering



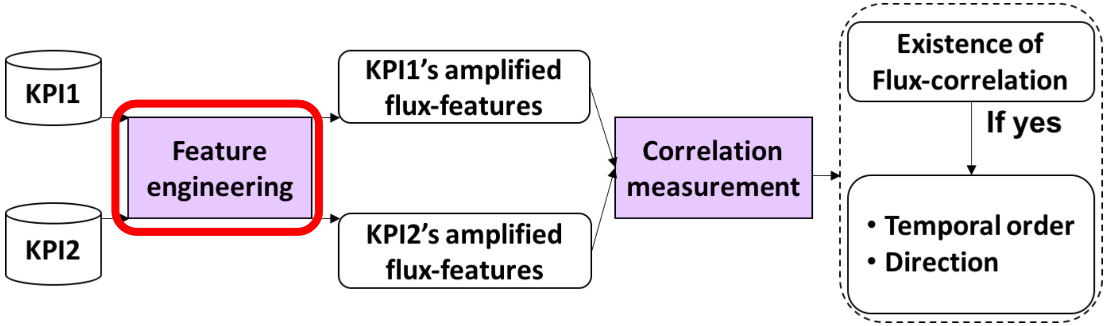
- Feature extraction: Apply time series prediction models with parameters as flux-feature detectors.

Prediction models and detectors

Prediction models/ # of detectors	Parameter Configurations
Diff / 2	Last-day, last-week
Holt-Winters / 64	$\alpha, \beta, \gamma = \{0.2, 0.4, 0.6, 0.8\}$
Historical average / 4	Win = 1, 2, 3, 4 weeks
Historical median / 4	
TSD / 4	
TSD median / 4	
Wavelet / 4	Win = 1, 3, 5, 7 days
In total：	7 prediction models / 86 detectors

Challenge 1 & 2

Feature engineering



- Feature amplification:
  - Apply z-score to normalize the flux-feature.
  - To reduce the influence of noises, we use modified exponential activation to strengthen large fluctuations.

Challenge 1 & 2

- A **Z-Score** is a statistical measurement that describes a value's relationship to the mean of a group of values.
- It is measured in terms of standard deviations from the mean.

Calculation:

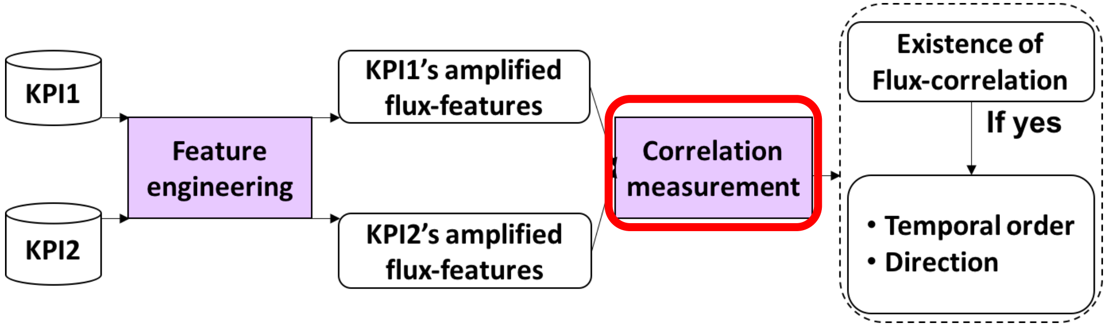
$Z = \frac{(X-\mu)}{\sigma}$

Where:

- X is the value being measured,
- μ is the mean of the data,
- σ is the standard deviation of the data.

$$f(\alpha, \beta, x) = \begin{cases} e^{min(x,\beta)\times\alpha} - 1 \text{ , } for\ x \geqslant 0 \\ -e^{min(|x|,\beta)\times\alpha} + 1 \text{ , } for\ x < 0 \end{cases}$$

Correlation measurement



Algorithm 1: Correlation measurement

Input: $afxSet$: Set of amplified flux-features of KPI X
$afySet$: Set of amplified flux-features of KPI Y
$coTHR$: Threshold of existence of flux-correlation

$resultSet \leftarrow [\,]$
`// Set of candidate flux-correlation results`
for afx *in* $afxSet$ **do**
  for afy *in* $afySet$ **do**
    $resultSet \leftarrow FCC(afx, afy)$ // **Eq. 4**
if $abs(max(resultSet[:,0])) > abs(min(resultSet[:,0]))$ **then**
  [ccV, shiftV] = max(resultSet) `/* ccV: correlation value about the existence of flux-correlation; shiftV: shifted value of X when get ccV */`
else [ccV, shiftV] = min(resultSet);
if $abs(ccV) \geqslant coTHR$ **then**
  if $shiftV = 0$ **then**
    if $ccV \geqslant 0$ **then** $X \xleftrightarrow{+} Y$;
    else $X \xleftrightarrow{-} Y$;
  if $shiftV < 0$ **then**
    if $ccV \geqslant 0$ **then** $X \xrightarrow{+} Y$;
    else $X \xrightarrow{-} Y$;
  if $shiftV > 0$ **then**
    if $ccV \geqslant 0$ **then** $Y \xrightarrow{+} X$;
    else $Y \xrightarrow{-} X$;
else $X \nsim Y$;

- We apply the Cross-correlation to measure the correlation results of flux-features.

Challenge 3

$$R(G_s, H) = \sum_{i=-l+1}^{l-1} G_s[i] \times H[i]$$

$$CC(G_s, H) = \frac{R(G_s, H)}{\sqrt{R(G, G) \times R(H, H)}}$$

$$minCC = \min_s \left(CC(G_s, H)\right),\ s1 = \arg\min_s \left(CC(G_s, H)\right)$$

$$maxCC = \max_s \left(CC(G_s, H)\right),\ s2 = \arg\max_s \left(CC(G_s, H)\right)$$

$$FCC(G, H) = \begin{cases} [minCC, s1], for\ |maxCC| < |minCC| \\ [maxCC, s2], for\ |maxCC| \geq |minCC| \end{cases}$$

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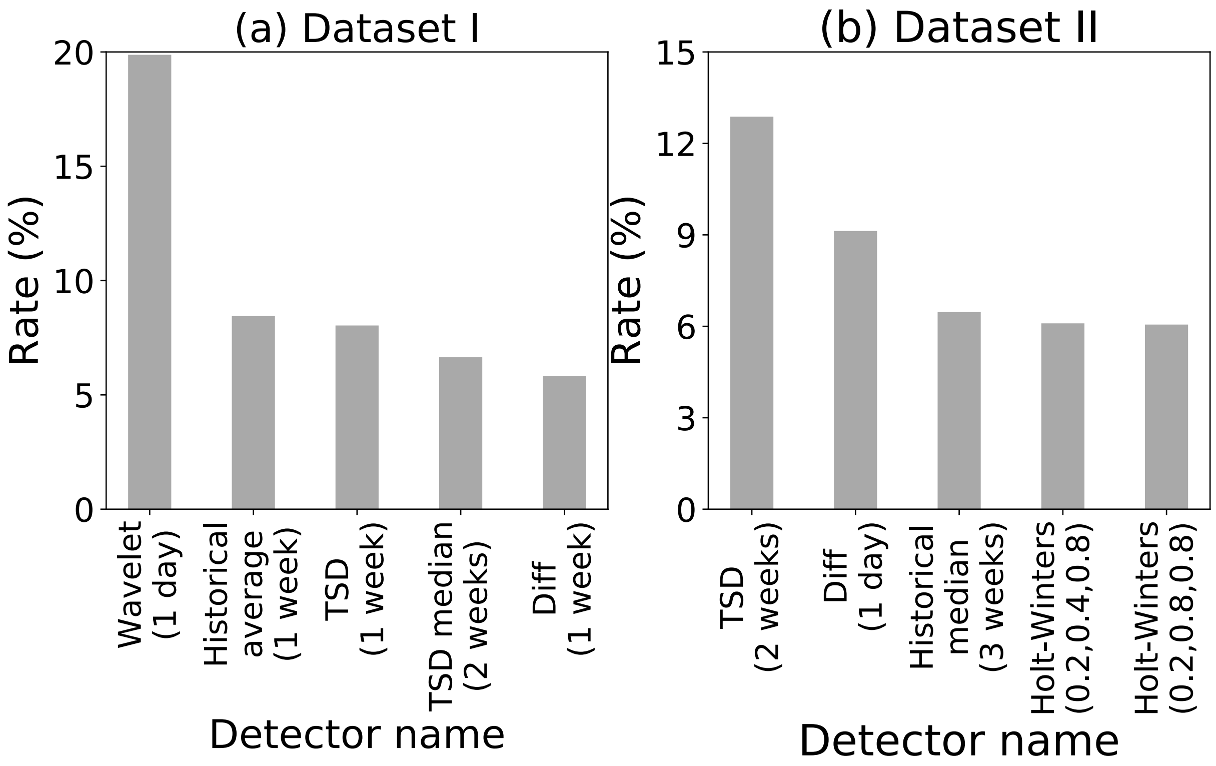
CoFlux VS Baseline Models

- Datasets:
  - **Dataset I:** flux-correlated KPIs with different time series characteristics.
  - **Dataset II:** flux-correlated KPIs with homogeneous time series characteristics.

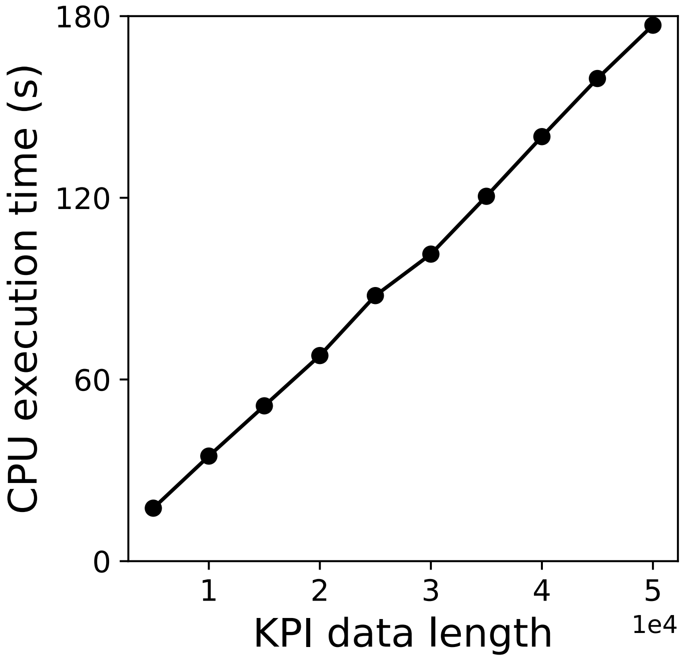
Best F1-scores of eight algorithms

Data set	Algorithms	Best F1-Score		
		Existence	Temporal order	Direction
I	CoFlux	**0.8412**	**0.9608**	**0.9579**
	J-measure	**0.7213**	N/A	N/A
	SIG	0.5381	**1.0**	N/A
	Pearson①	0.3106	N/A	0.6127
	Pearson②	0.5909	N/A	0.6945
	Granger①	0.2864	0.9009	N/A
	Granger②	0.4128	0.8952	N/A
	Cross-correlation	0.3613	0.9320	**0.9814**
II	CoFlux	**0.9026**	**0.9206**	0.9987
	J-measure	**0.8462**	N/A	N/A
	SIG	0.7706	0.8012	N/A
	Pearson①	0.7193	N/A	0.9845
	Pearson②	0.7828	N/A	**1.0**
	Granger①	0.4533	0.9025	N/A
	Granger②	0.6732	**0.9141**	N/A
	Cross-correlation	0.7494	0.7781	**1.0**

Analysis about CoFlux

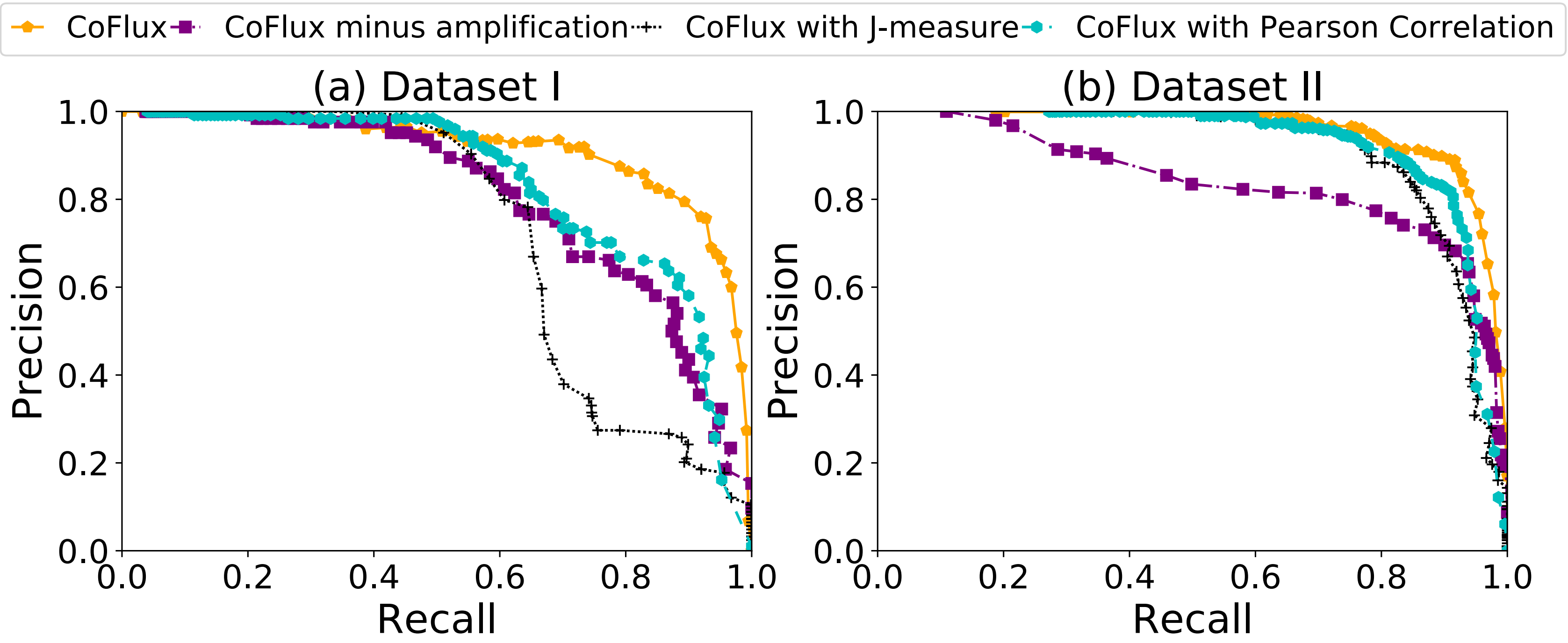


Top 5 detectors which give the flux-correlation results.



Efficiency by varying data length.

Analysis about CoFlux



PRCs about the existence of flux-correlation among CoFlux and its variants.

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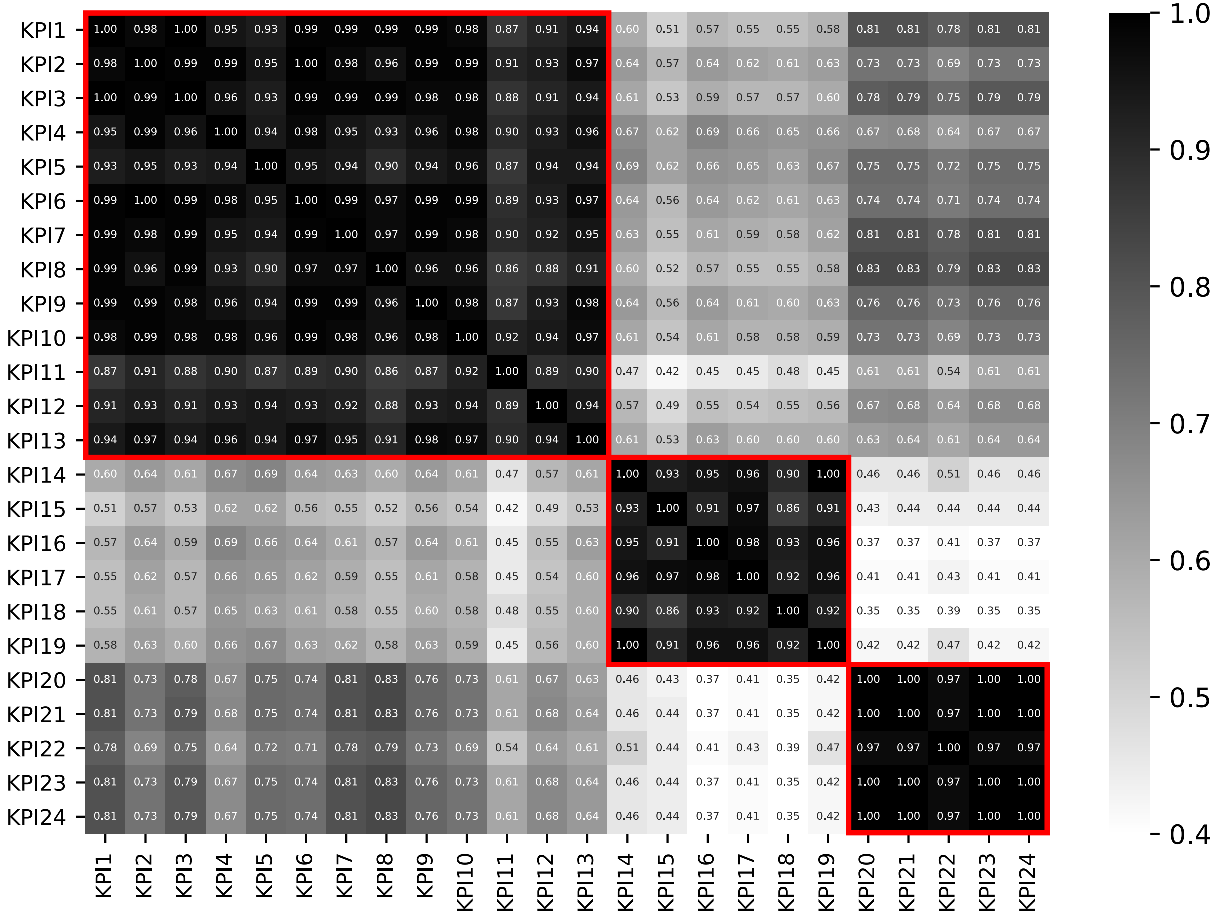
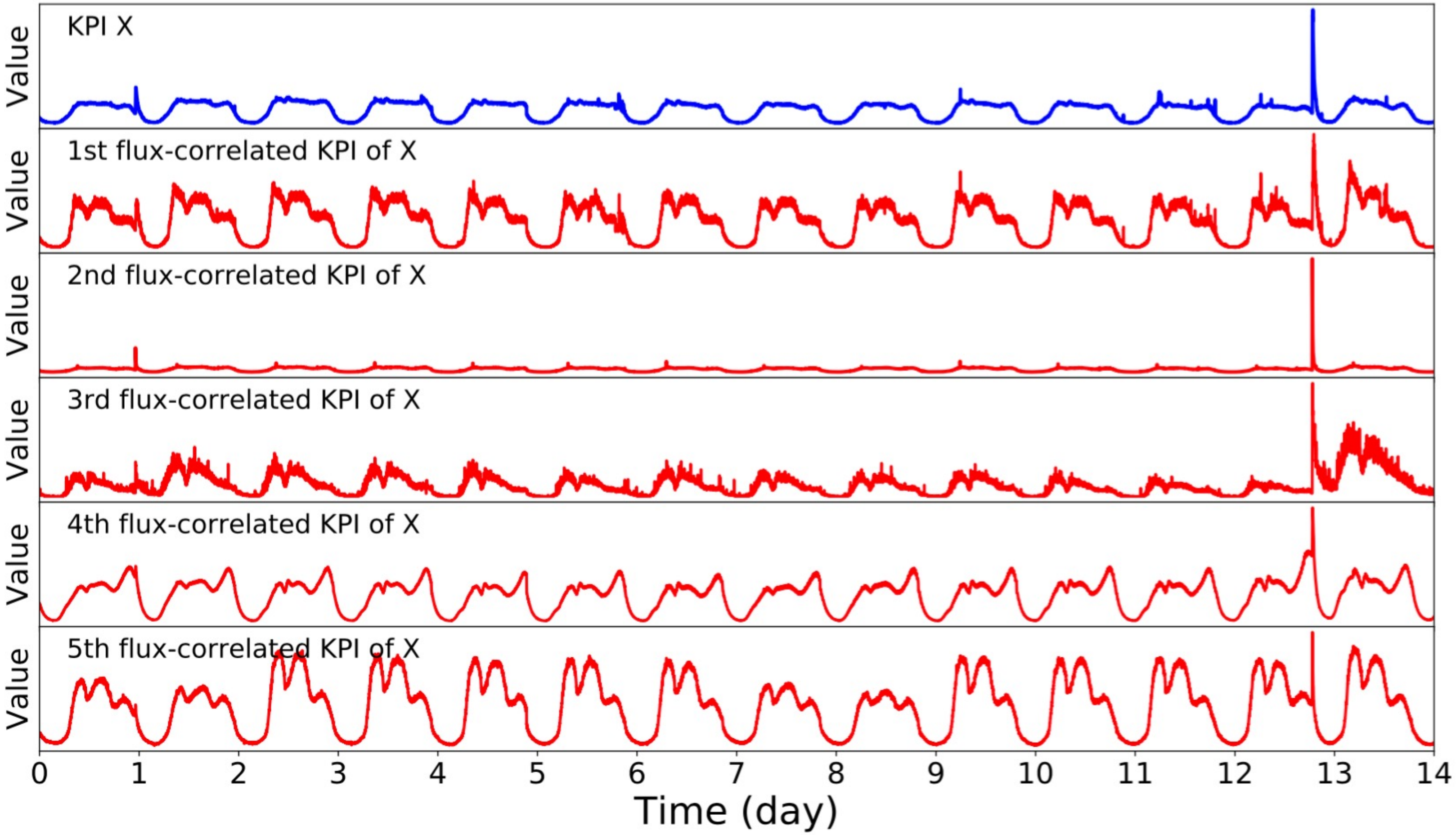
Clustering KPIs for alert compression



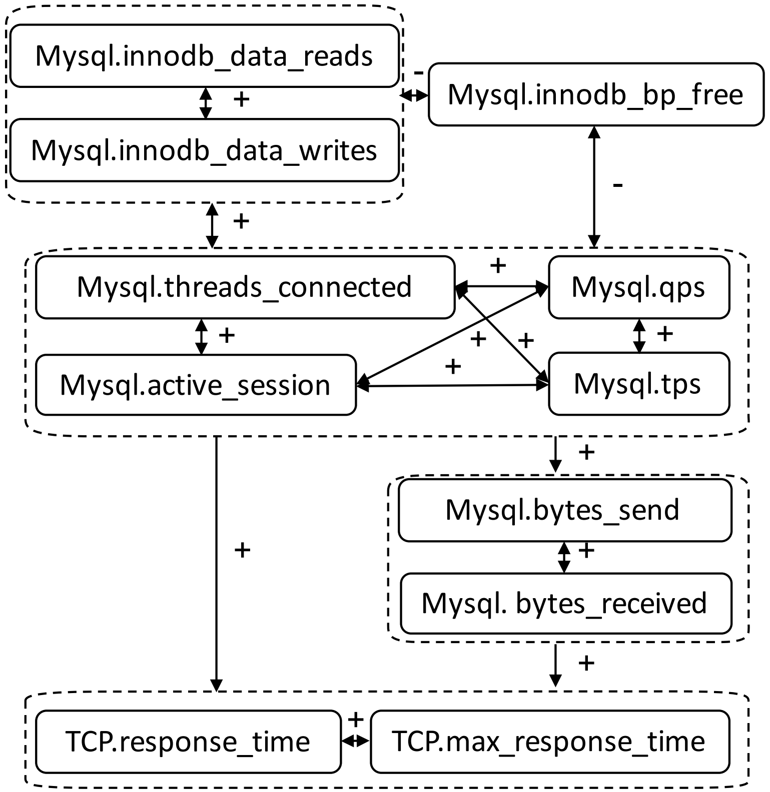
Heat map visualization for clustering results of 24 KPIs.

Recommending Top N flux-correlated KPIs

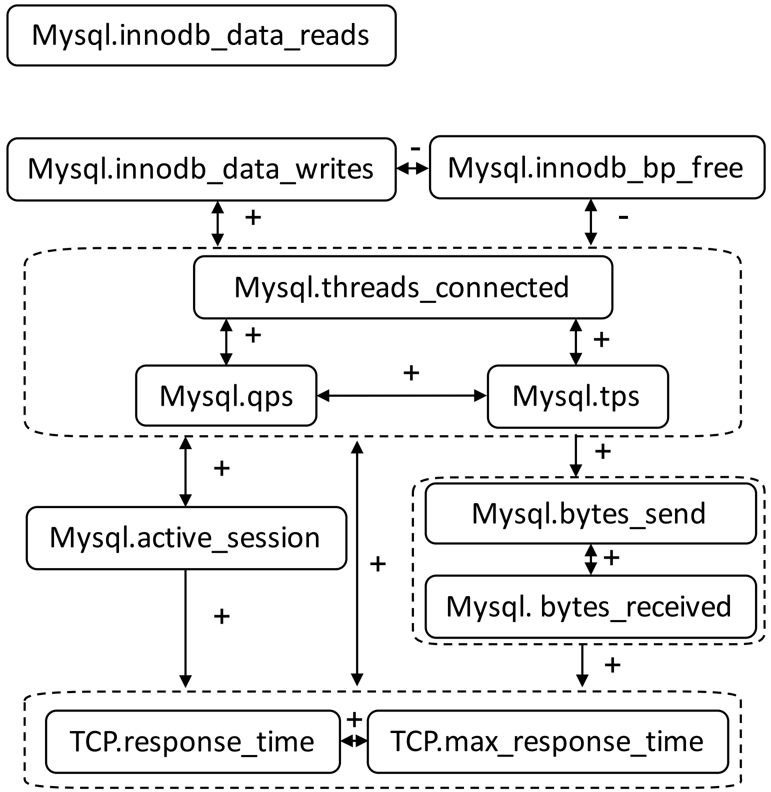


Top 5 flux-correlated KPIs for a given KPI X.

Constructing fluctuation propagation chains



Fluctuation propagation chains of a database service constructed by the **operators**



Fluctuation propagation chains of a database service constructed by **CoFlux**

Conclusion

- To the best of our knowledge, this paper is the first attempt to formulate flux-correlation and study it in detail in the domain of Internet service operations management.
- CoFlux includes a robust set of flux-features and a robust Correlation score.
- Our extensive experiments have demonstrated that CoFlux significantly outperforming the baseline algorithms and their variants.

Thank you!

Q & A

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