

Proactive CDN Monitoring Checklist

Ready to gain a competitive edge and wow management? Follow this monitoring checklist for optimal results.

Decide whether you'll be monitoring micro vs. sustained incidents

A micro-incident is short lived, generally less than 20 minutes. A sustained incident is of a longer duration.

Decide whether you'll be monitoring regional vs. system-wide incidents

A regional incident applies to a specific Point of Presence (PoP) or region. A system wide incident applies to a majority of the CDN.

Check DNS resolution

Monitor whether CDN nameservers are slow to respond, resulting in performance degradation (use synthetic monitoring for DNS and the webpage itself).

Monitor DNS performance of CDN vs. origin

Correlate dips in availability with spikes in CDN DNS response time.

Check CDN mapping

Monitor domain names mapped to the CDN, domain names overriding IP addresses to that of the origin servers, number of hops required to reach a server when using a CDN vs. otherwise, and performance metrics of the CDN against origin for optimal mapping.

Check cache hit ratio

Monitor CDN cache vs. CDN origin to compare the origin vs. cache KPIs per city, average ping round trip times, average response, average connect, and so on.

Measure end-user-to-edge location latency

Track performance degradation between the end user and a specific edge server or across multiple edge servers.

Measure edge-to-origin data center latency

Do this if you have multiple origin data centers.

Uncover bottlenecks

Use metrics like page response or availability to find bottlenecks on a page once hosts have been segregated based on first-party, CDN, third-party, etc.

Balance loads

Ensure optimal load balancing and alerts for unusual traffic surges.

Check image optimization

Capture and compare metrics relevant to image optimization, running performance comparisons before and after optimization.

Monitor the last mile network

Verify optimal CDN performance and ensure that it is mapping end-users to the relevant PoP.

Track performance across multiple devices, networks, and locations

Ensure consistent performance.

Optimize applications

Use performance data (content, code, and user journey) for optimization.

Perform A/B tests

Evaluate how content changes impact end-user experience.

Benchmark performance

Especially important in a multi-CDN environment.

Track CDN performance

Keep an eye out for SLA breaches.