

ACHIEVING BUSINESS OBJECTIVES AND GOALS WITH OBSERVABILITY



JARI ALA-KURIKKA

Service Solutions Director

State of Observability

VISION AND MISSION STATEMENT – little focus when the project starts

PEOPLE, PROCESSES & TOOLS – seldom focus on processes and people

TOOL FOCUS INHIBITS INNOVATION – no embedding = no adoption

MONITORING \neq OBSERVABILITY – we're not implementing business cases

OBSERVABILITY - VISION AND MISSION = MONITORING



From strategy to results – real world business cases

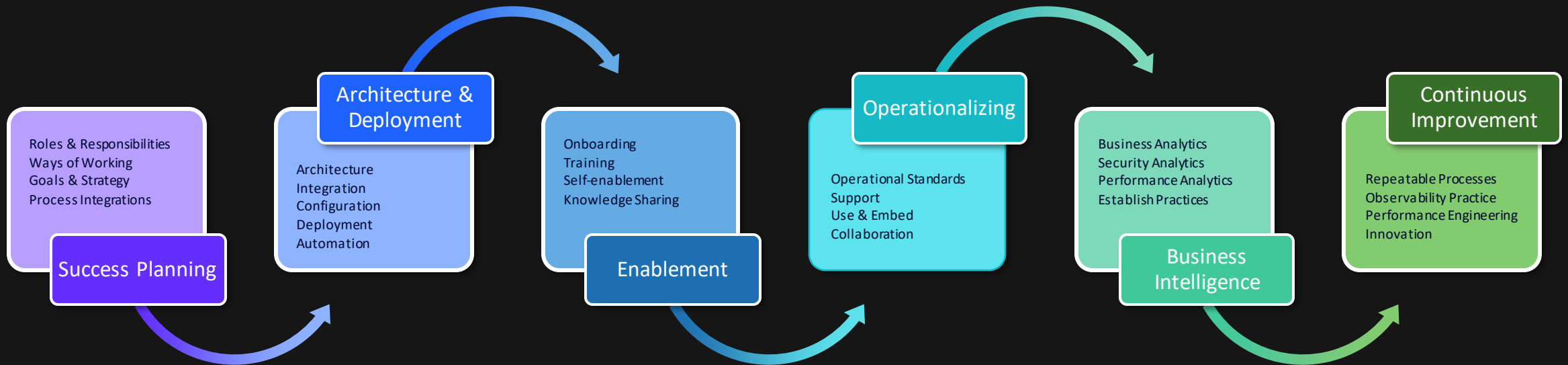


- Accountable providers perform better
 - Payment chains for different LOB's, including external payment providers
 - Visibility & Remediation process in place
 - Not just performance, but SLA's with penalties



- Joint challenges have joint solutions
 - Disparate reseller frontends
 - Process in place for joint performance visibility
 - Real time third party performance transparency

What does it take to be successful with Observability?



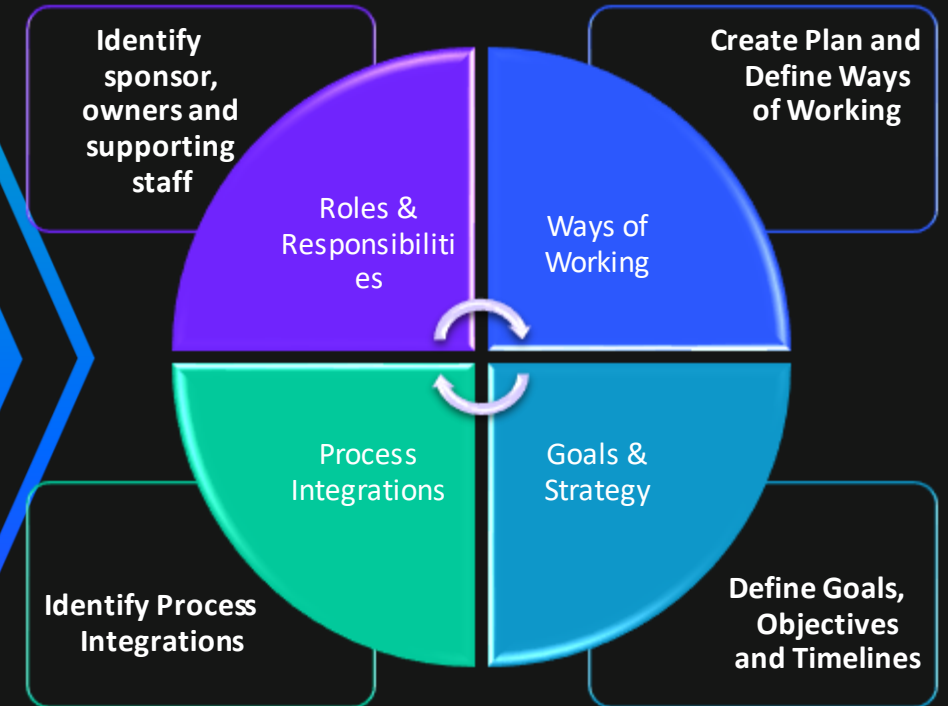
Success Planning

CLEAR OWNERSHIP

EFFICIENT WAYS OF WORKING

CLEAR GOALS AND TIMELINE

THINK AHEAD



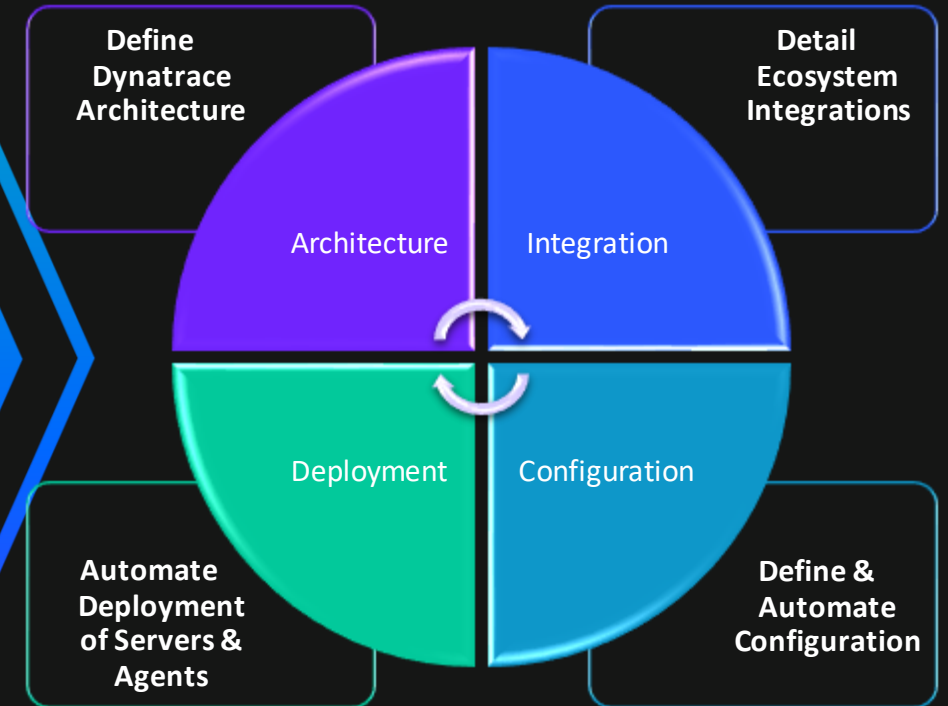
Architecture & Deployment

ENSURE RELIABILITY

ENSURE COMPLETENESS

ACT ON DATA

OFFER EASE OF USE



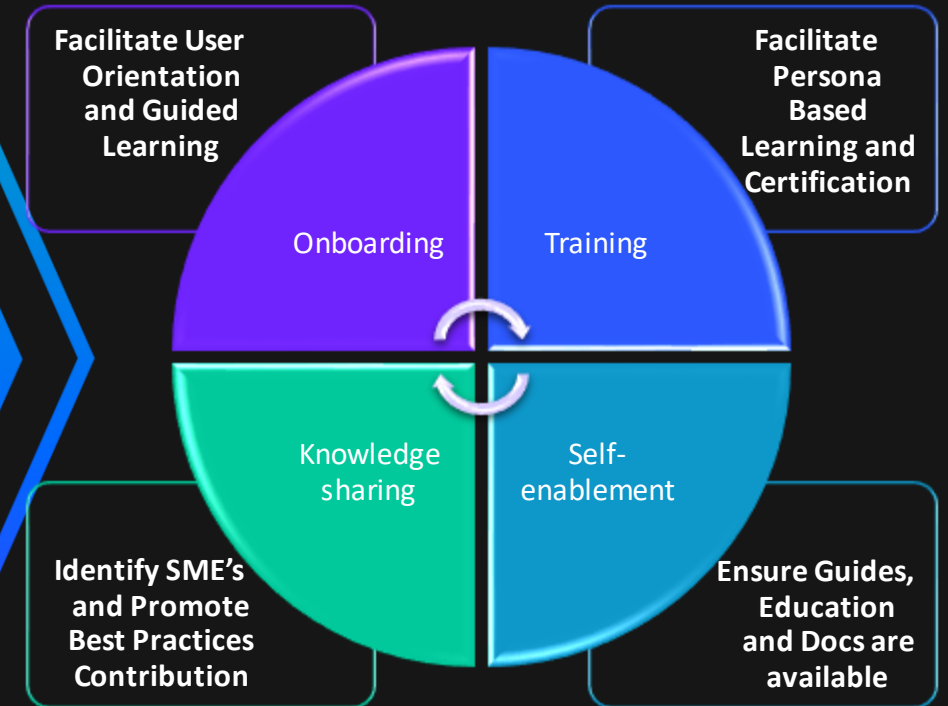
Enablement

ENSURE A GREAT START

KEEP TRAINING RELEVANT

OFFER SELF-SERVICE

OFFER USE CASE SUPPORT



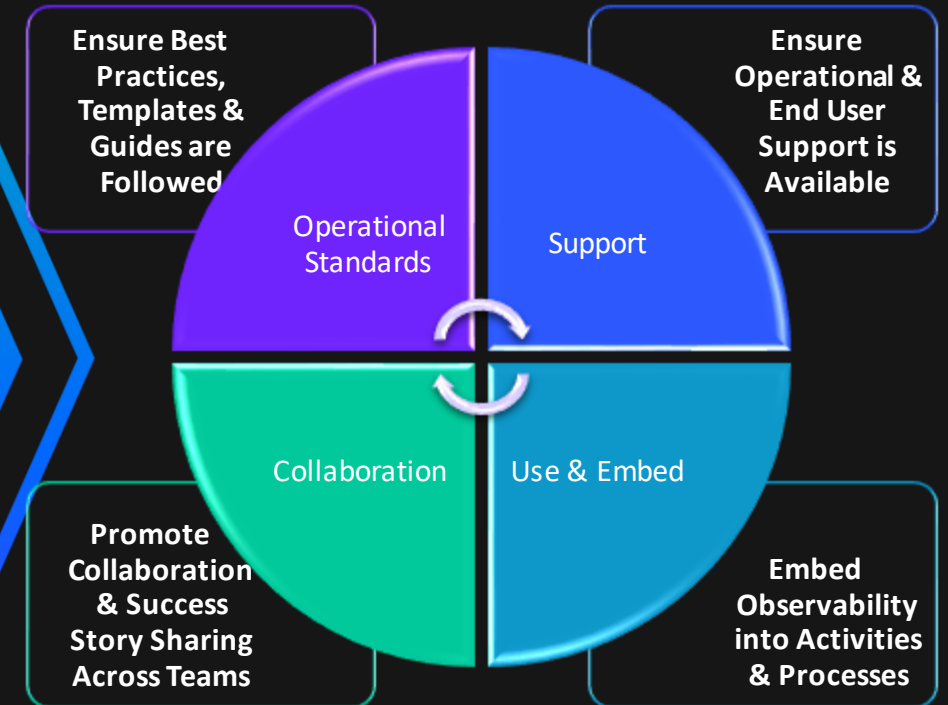
Operationalizing

STANDARD BEST PRACTICES

CONTINUOUS SUPPORT

EMBED INTO PROCESSES

PROMOTE COLLABORATION



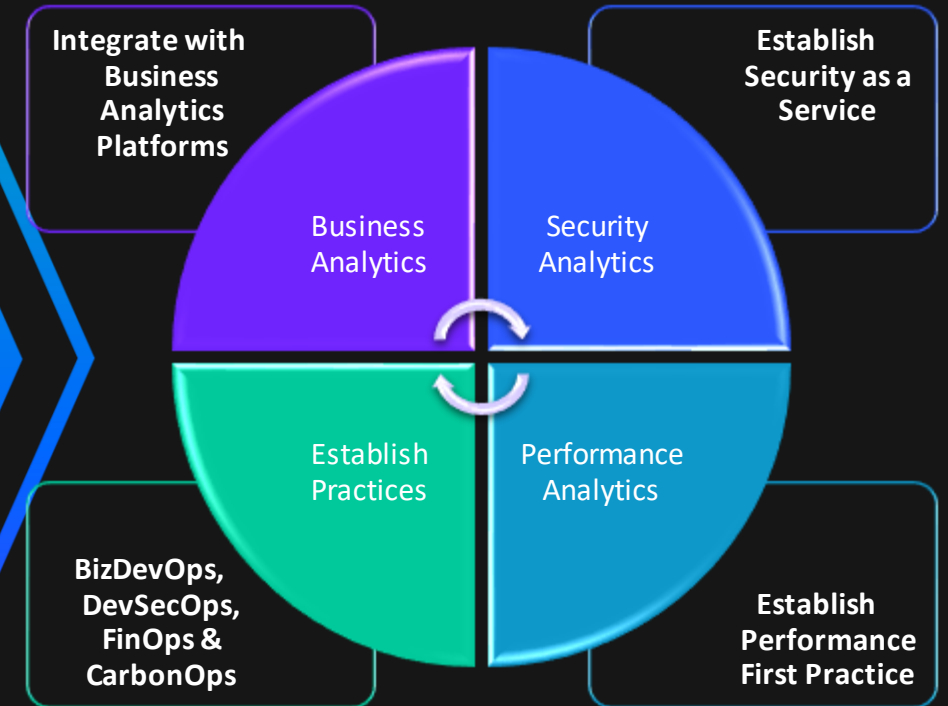
Business Intelligence

DATA DRIVEN DECISIONS

SAFEGUARD YOUR SERVICES

OPTIMIZE APP PERFORMANCE

ESTABLISH PROVEN PRACTICES



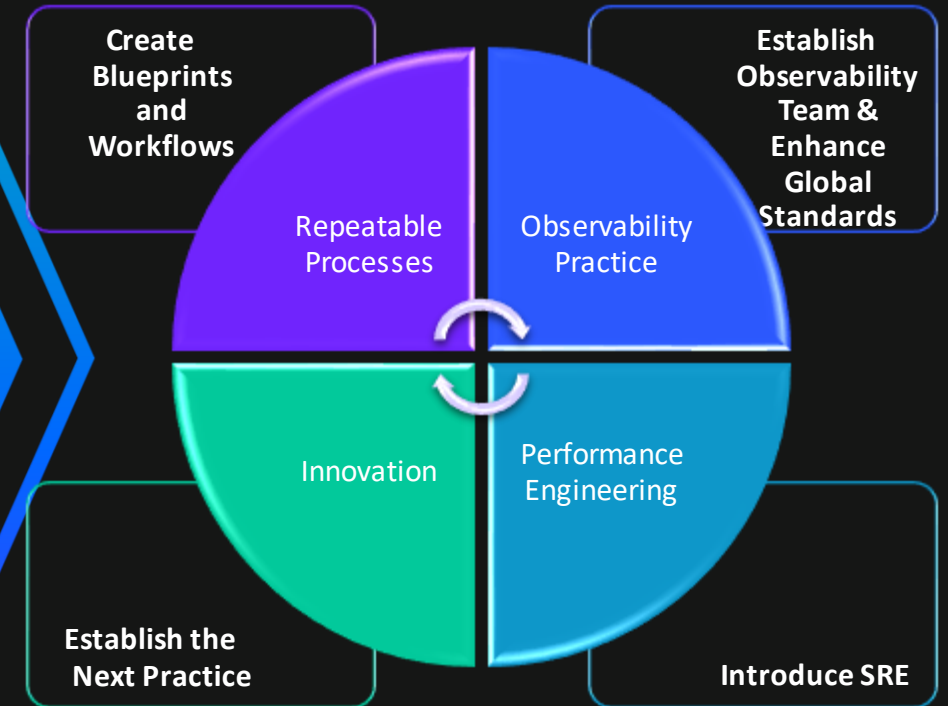
Continuous Improvement

INTRODUCE EFFICIENCIES

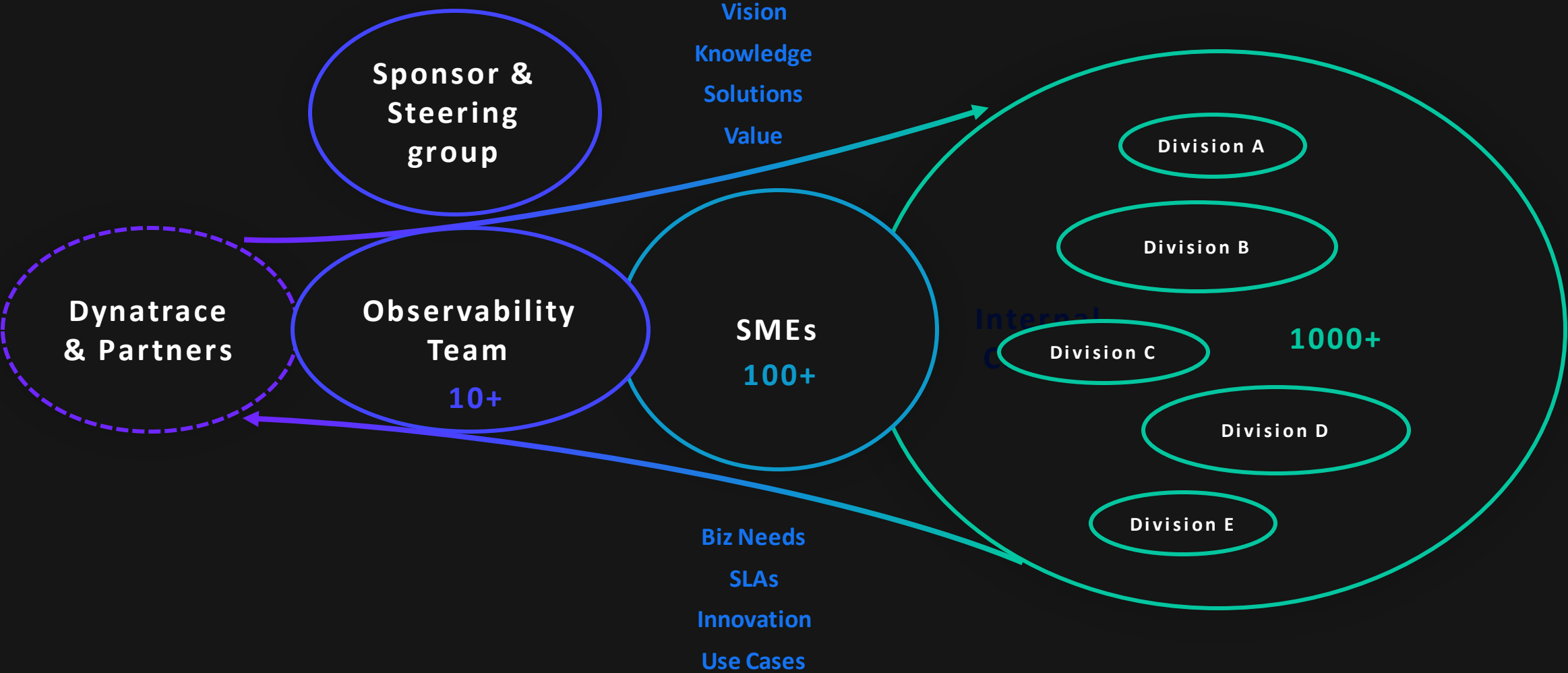
PROVIDE LEADERSHIP

CLOSE THE DEVOPS LOOP

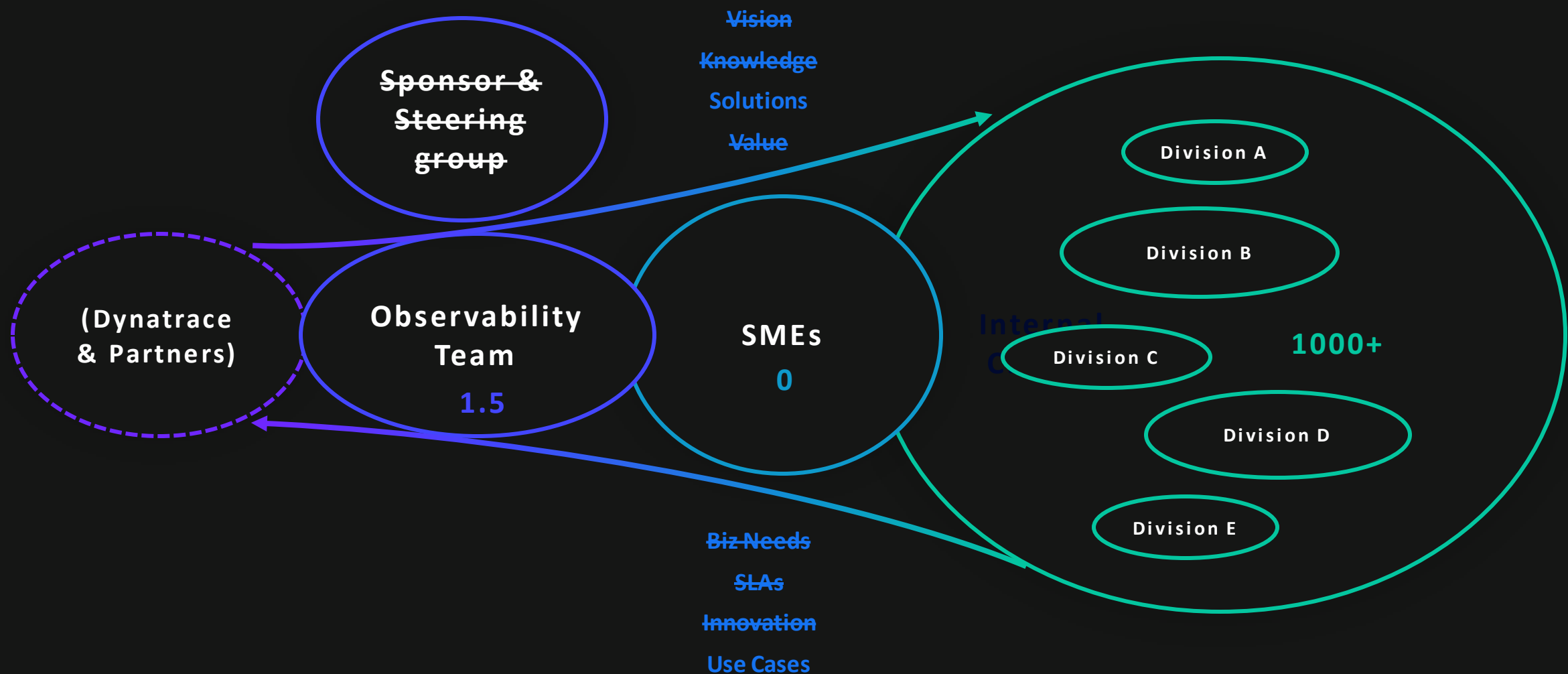
DEFINE YOUR OWN PRACTICE



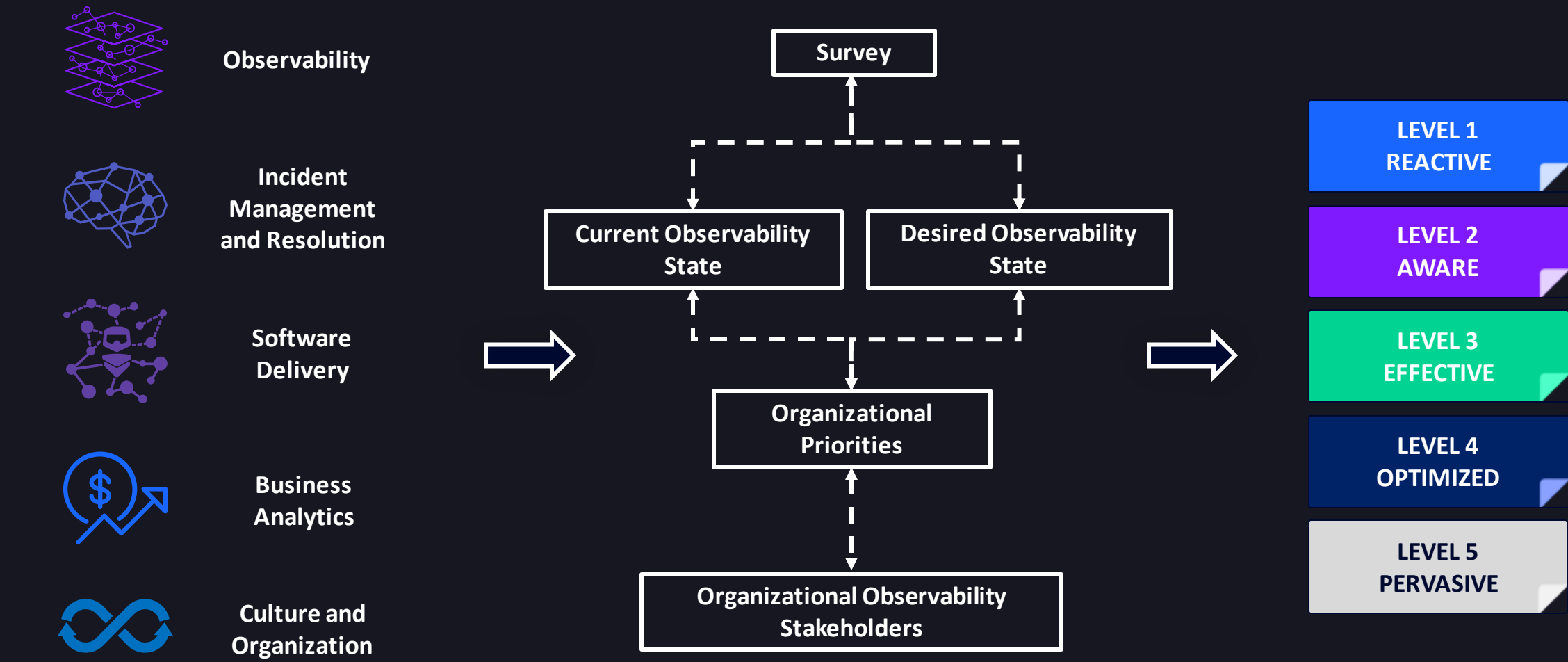
Governance & Enablement Organization – Desired state



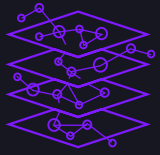




Governance & Enablement Organization – Reality



Maturity Assessment – Identifying your priorities



The Maturity Assessment Framework

	Aspect	Capabilities				
	Observability	Applications and Microservices	Logs and Infrastructure	Digital Experience Management	Cloud Monitoring	Application Security
	Incident Management and Resolution	Production SLIs and SLOs	CMDB Integration	Incident Management	Problem Remediation	Change Management
	Software Delivery	Pre-production SLIs and SLOs	Pre-production Quality Validation	Pipeline and Testing integration	Quality Analysis	Release Strategy
	Business Analytics	Business Impact Instrumentation	User Journey Analytics	Business Release Validation	BI Tool Integration	Customer Care
	Culture and Organization	Designated APM Specialist	Centralized Monitoring Practice	Onboarding and Configuration	Shared Services Practice	Self-Service Observability

Hands-On Training Lab: Stockholm May 29-30

Waterfront Building [Klarabergsviadukten 63, 111 64 Stockholm](#)

- 2-day face-to-face event for practitioners
- Led by Dynatrace Services Experts



Topics and use cases

- ✓ Tenant Best Practices
- ✓ Logs Management and Analytics
- ✓ Automated Incident Management
- ✓ Business Events and Analytics
- ✓ Application Security
- ✓ FinOps and CarbonOps
- ✓ Observability for Kubernetes
- ✓ Release Validation



[Sign up here!](#)

4 Flexpoints per attendee





THANK YOU!

JARI@DYNATRACE.COM