

# ACHIEVING BUSINESS OBJECTIVES AND GOALS WITH OBSERVABILITY



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## State of Observability

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**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 ≠ OBSERVABILITY** – we're not implementing business cases

**OBSERVABILITY - VISION AND MISSION = MONITORING**



# From strategy to results – real world business cases

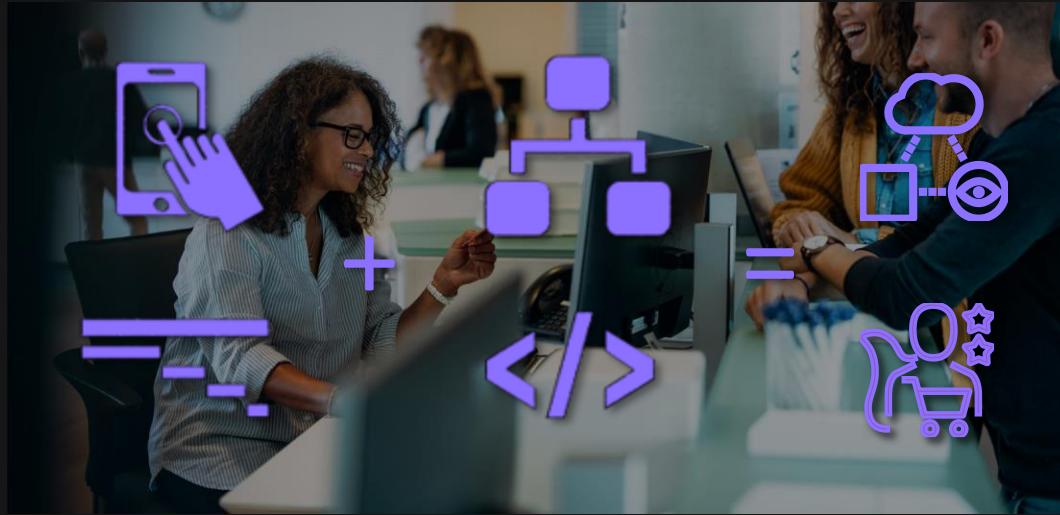


- Accountable providers perform better
  - Payment chains for different LOB's, including external payment providers
  - Visibility & Remediation process in place
  - Not just performance, but SLA's with penalties



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

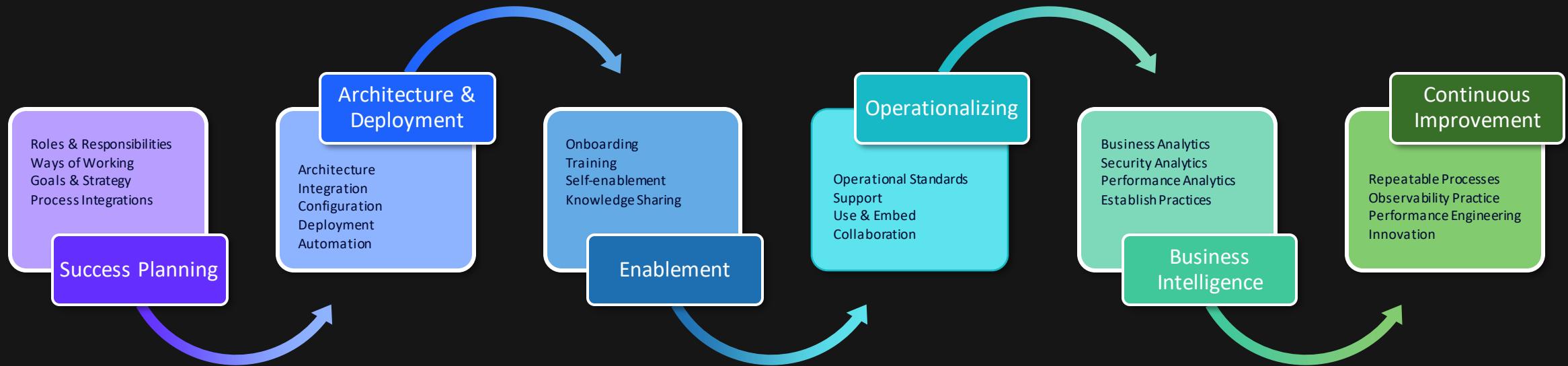
# From strategy to results – real world success stories



- Every step counts on the customer journey
  - Entire delivery chain, not just the order process
  - Holistic customer experience process in place with proactive actions for affected users
  - Complete business process visibility and enhanced customer experience

- Stopping denial is the first step to improvement
  - Data driven decision making across silos
  - Process in place, building trust & breaking silos
  - Single pane of glass with no greenwashing

# What does it take to be successful with Observability?



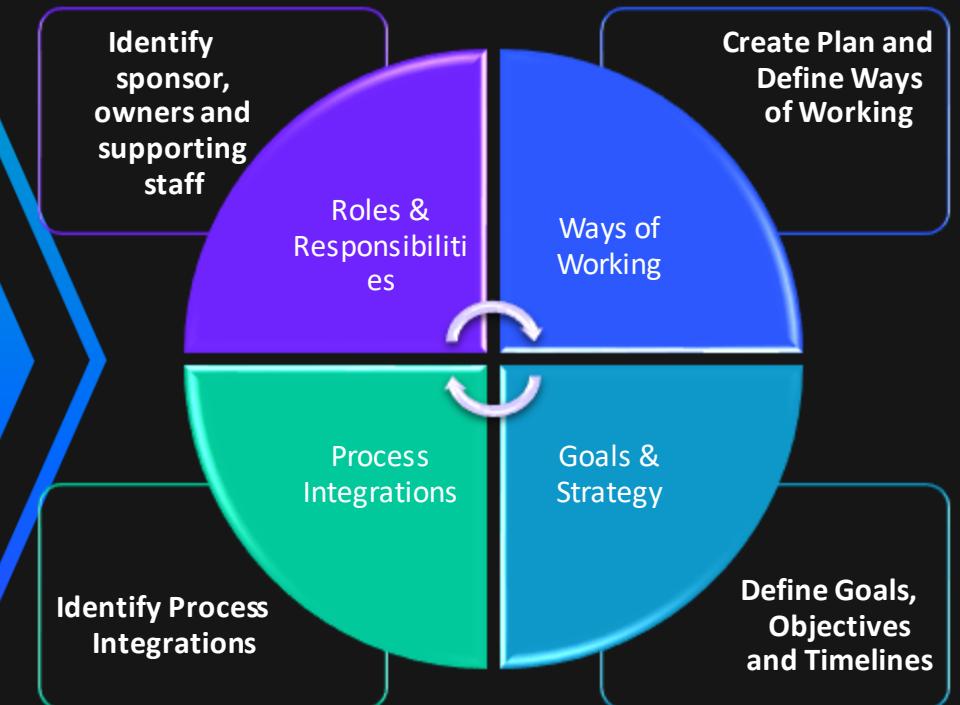
# Success Planning

CLEAR OWNERSHIP

EFFICIENT WAYS OF WORKING

CLEAR GOALS AND TIMELINE

THINK AHEAD



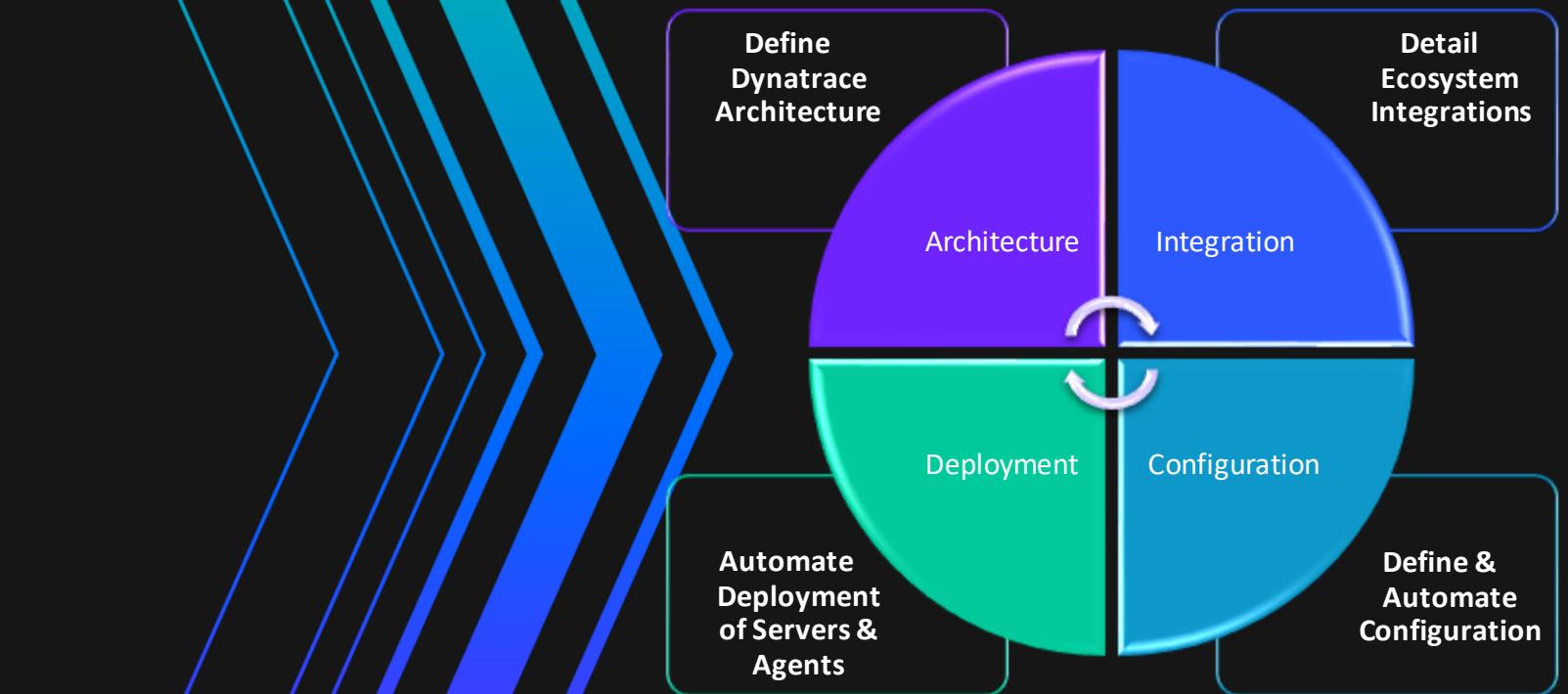
# Architecture & Deployment

ENSURE RELIABILITY

ENSURE COMPLETENESS

ACT ON DATA

OFFER EASE OF USE



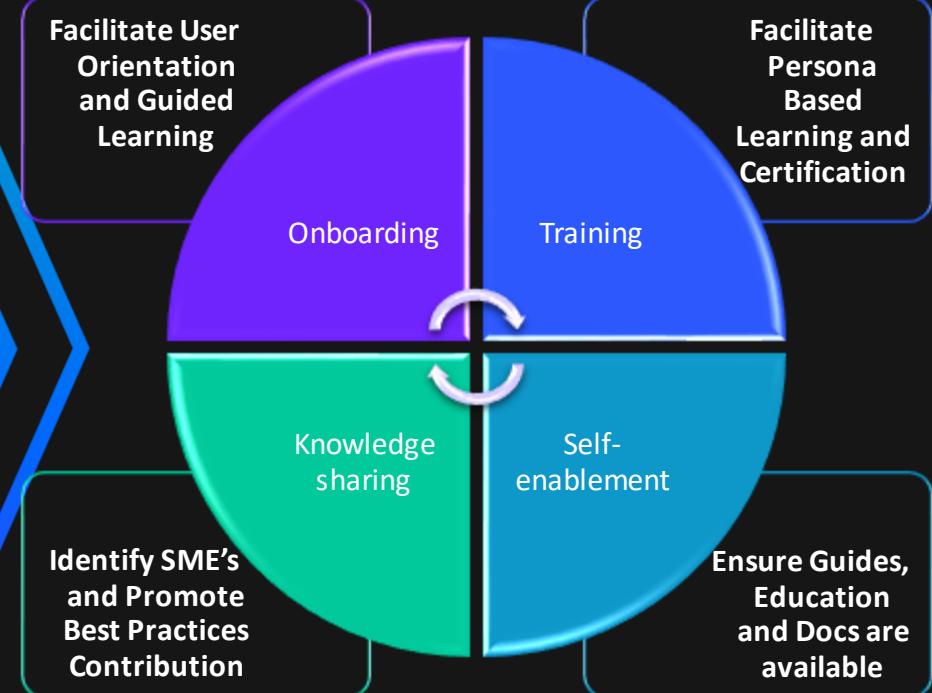
# Enablement

ENSURE A GREAT START

KEEP TRAINING RELEVANT

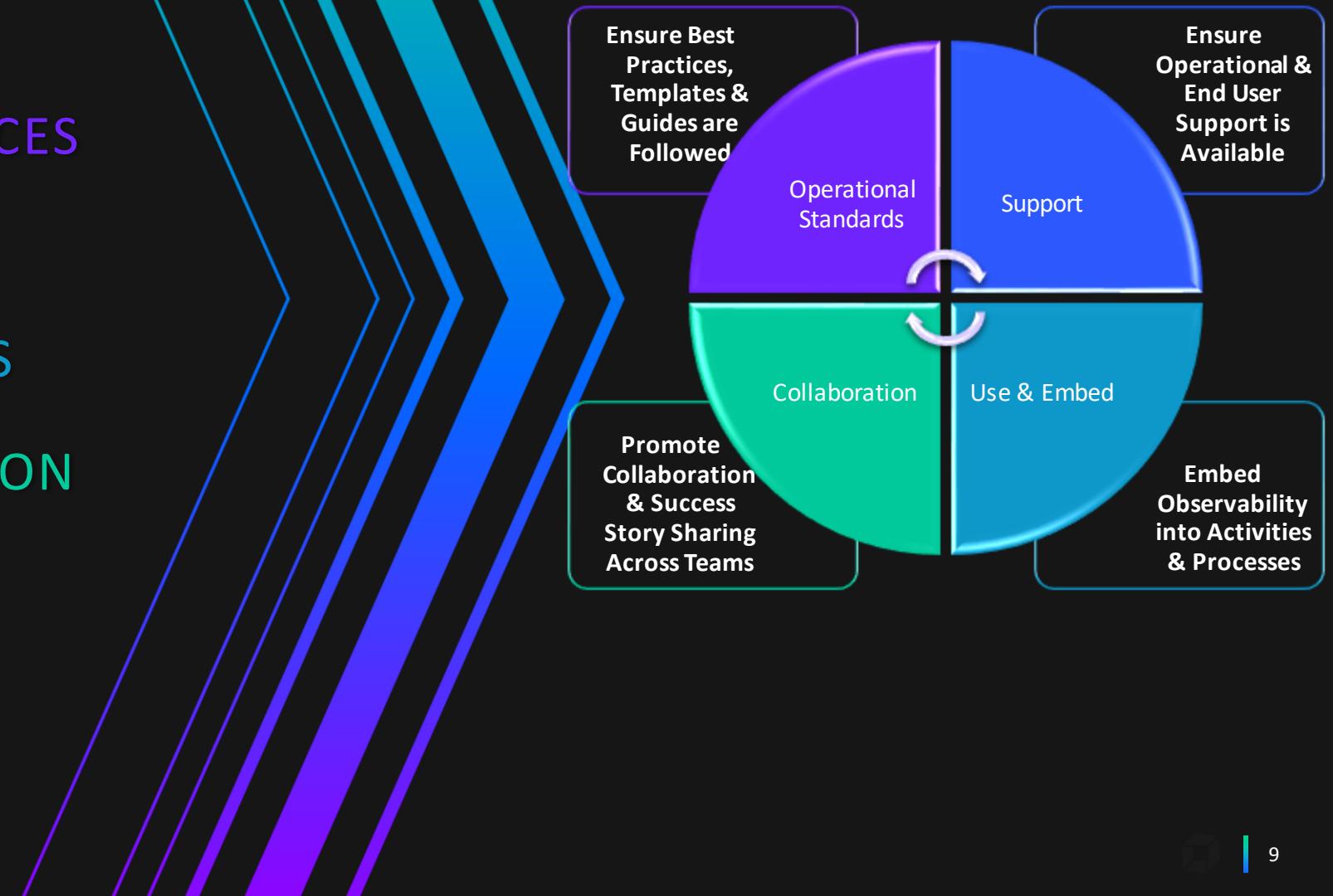
OFFER SELF-SERVICE

OFFER USE CASE SUPPORT



# Operationalizing

STANDARD BEST PRACTICES  
CONTINUOUS SUPPORT  
EMBED INTO PROCESSES  
PROMOTE COLLABORATION



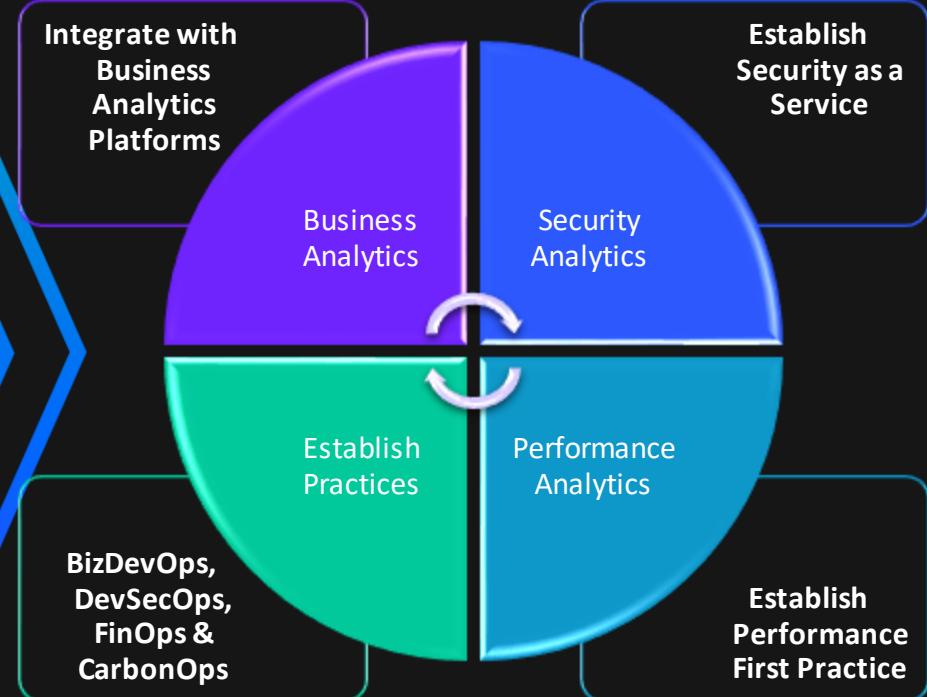
# Business Intelligence

DATA DRIVEN DECISIONS

SAFEGUARD YOUR SERVICES

OPTIMIZE APP PERFORMANCE

ESTABLISH PROVEN PRACTICES



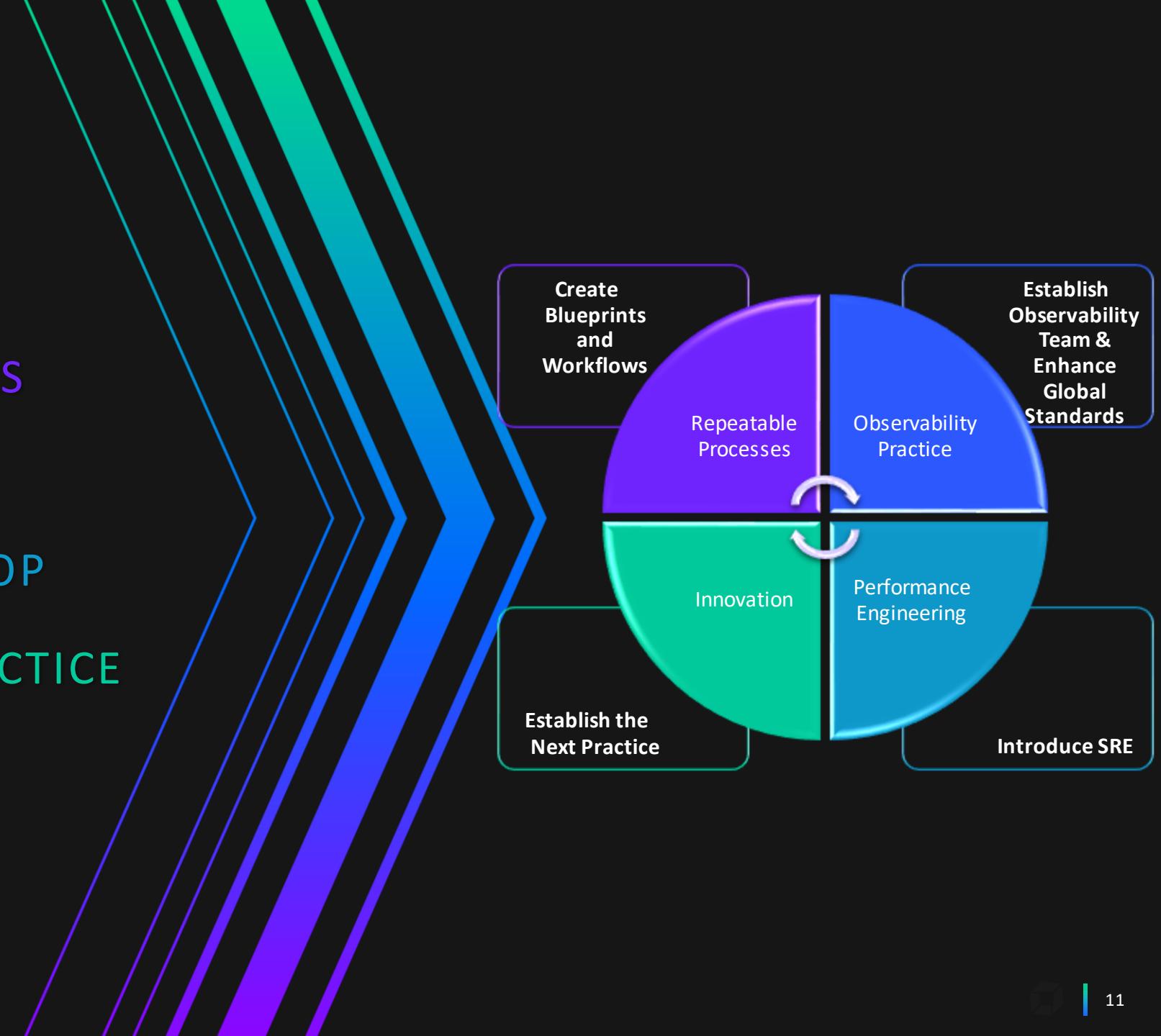
# Continuous Improvement

INTRODUCE EFFICIENCIES

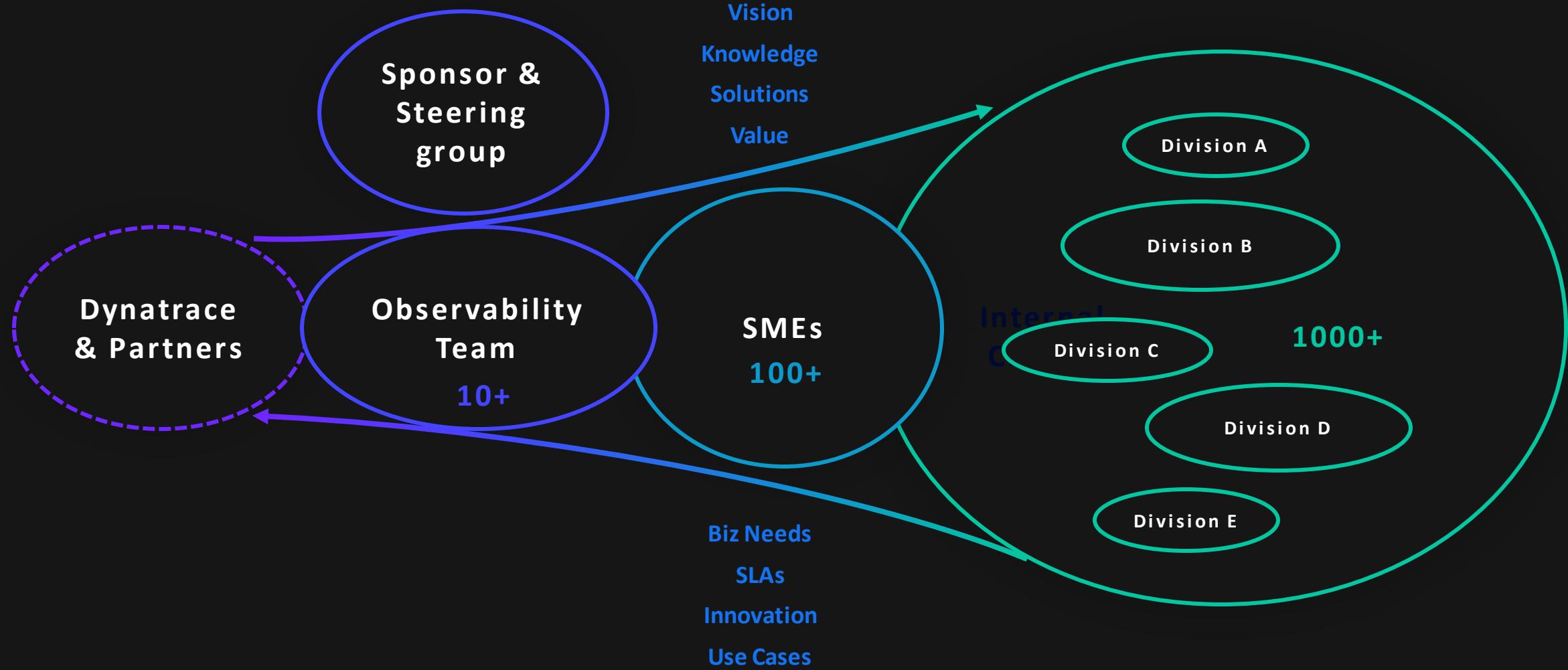
PROVIDE LEADERSHIP

CLOSE THE DEVOPS LOOP

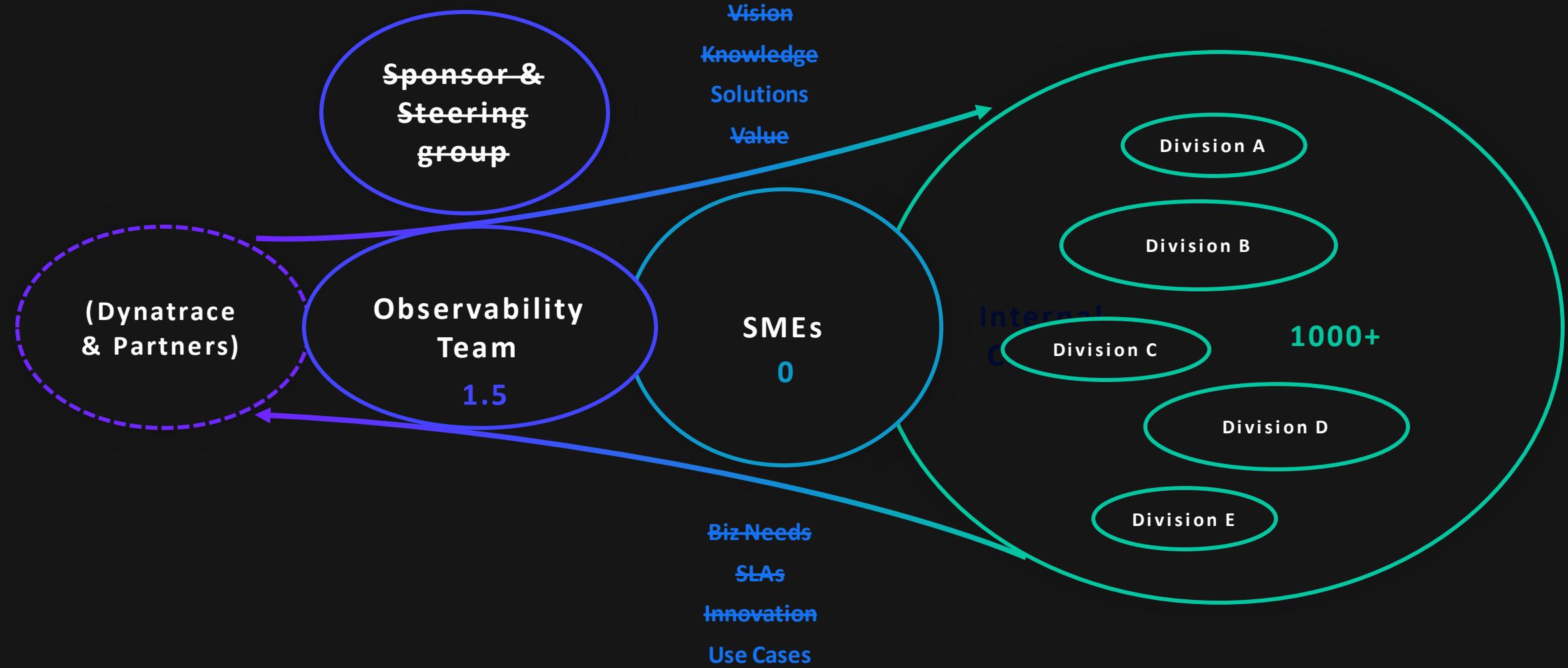
DEFINE YOUR OWN PRACTICE



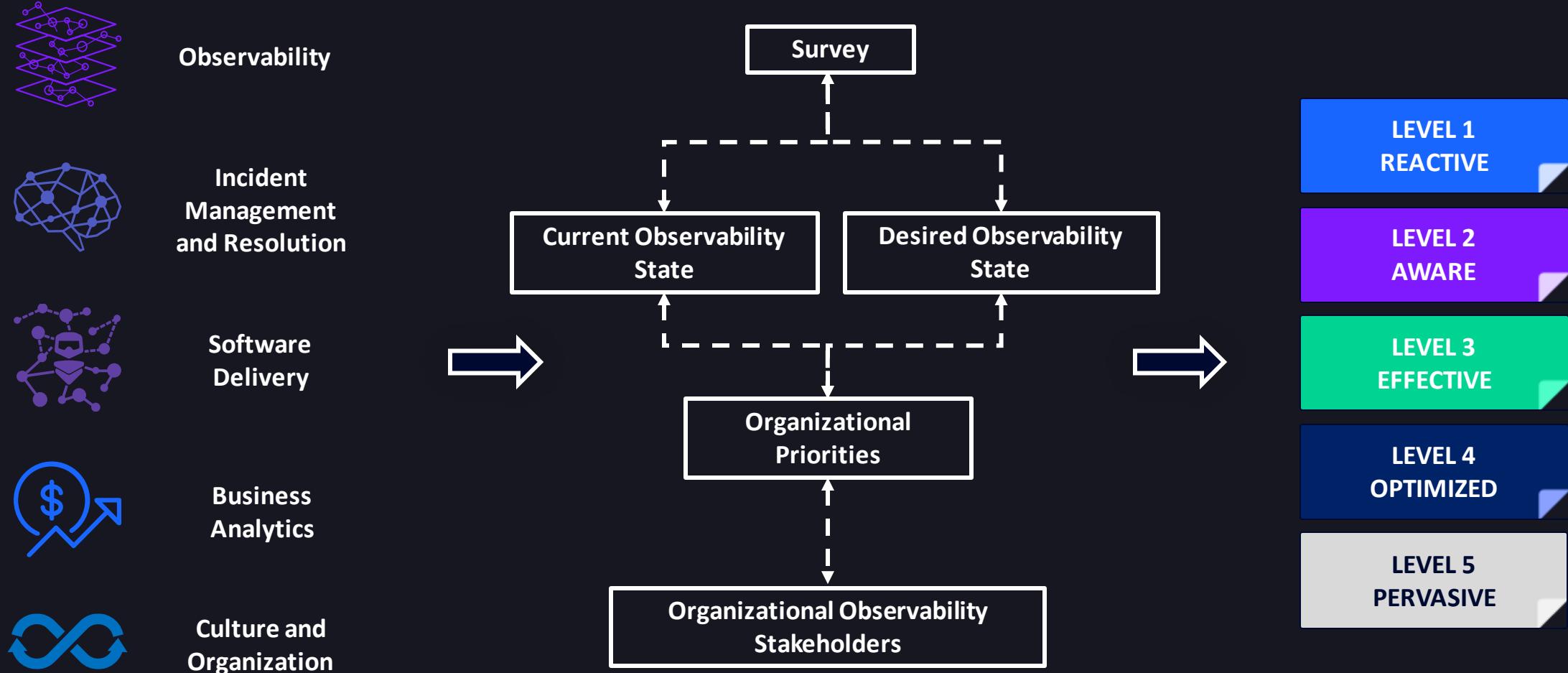
# Governance & Enablement Organization – Desired state



# 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
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	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](https://www.klarabergsviadukten.se)

- 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



4 Flexpoints per attendee



[Sign up here!](#)



THANK YOU!

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