

# Observability Forum V.7.00 - Causality and Context

## Morning – Strategic insights

09:00 – 09:15 – Pauli Kärkkäinen, Chair @ Observability Forum Finland  
Welcome to the Observability Forum V.7.00

09:15 – 09:45 – Michael Eklöf, Observability Architect @ Observably.se  
Building Business Process Observability

09:45 – 10:15 – Panel discussion  
“Observability without Business Outcomes”

Michael Eklöf, Observability Architect @ Observably.se  
Jussi Kanerva, SRE Director @ Nokia  
Markus Leiman, Observability Lead @ DNA  
Lauri Humina, CDO @ Wakaru

10:15 – 10:30 – BREAK

10:30 – 11:15 – Miguel Barsa, Senior Solutions Engineer @ Dynatrace  
Business Observability: Business Context in eCom & Retail

11:15 – 12:15 – Lunch and networking

## Afternoon – Technical Sessions

12:15 – 12:45 – Jon Griffiths, Field CTO @ Dynatrace  
Re-thinking the Dashboard

12:45 – 13:30 – Miguel Barsa, Senior Solutions Engineer @ Dynatrace  
Root-Cause Challenge: Solve it before Business Feels it

13:30 – 13:50 – BREAK

13:50 – 14:30 – Jon Griffiths, Field CTO @ Dynatrace  
Endless possibilities with Observability Data

14:30 – 14:45 – Closing the day & Feedback

14:45 – 15:30 – Coffee and networking

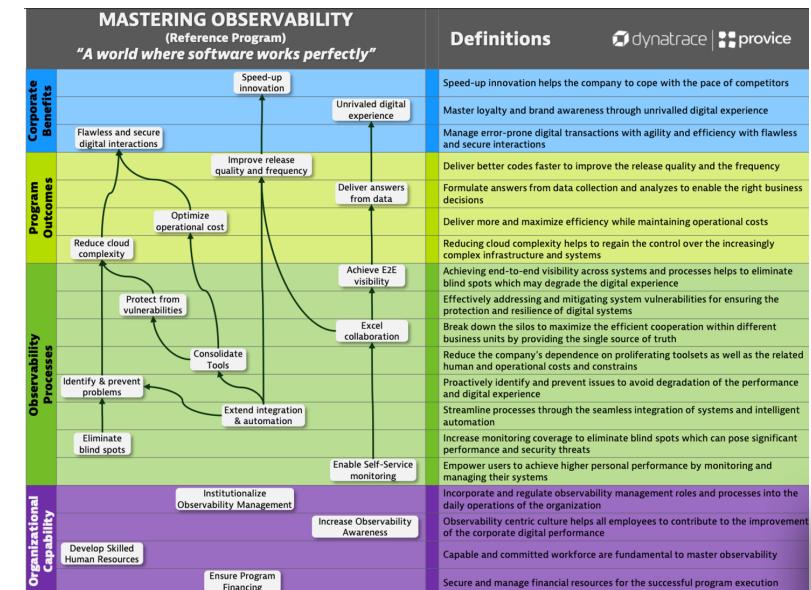


# Observability Forum V.7.00 - Looking back to 2024

March 2024 - Forum v.5.00  
Spring

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

November 2024 - Forum v.6.00  
Autumn





# The Anton-Babinski Syndrome

## Symptoms - Human Patients

### **Patients are cordially blind - but deny it**

\*Insight: The brain will rather invent a coherent lie than admit it doesn't know/see

### **Patients often make up what the “see” - not to deceive, but because their brain fills the missing input with plausible story**

\*Insight: The brain doesn't tolerate voids in perception - it fills in gaps with assumptions

### **Patients are unable accept their blindness even when faced with evidence**

\*Insight: Denial can be so deep-rooted, that even obvious evidence doesn't break it. When challenged, they offer on-spot rationalisation (“I wasn't looking that way.. Yes, I saw the chair, I just didn't feel like sitting.”)

## Symptoms - Finnish Organisations

### **Organisations are operationally blind - but deny it**

\*Insight: Teams rely on comfort of metrics and uptime graphs, even if they lack visibility to real user experience (“our dashboards are green - monitoring says we're good”).

### **Teams create narratives from fragmented data - not to deceive, but to maintain illusion of control**

\*Insight: Without full context and causality, organisations fill in the gaps with assumptions and correlation bias. (“Probably a database - lets restart the pod!”)

### **Organisations reject the idea they lack observability - even when user experience is clearly broken**

\*Insight: Denial persists because tooling gives some data, and admitting blind spots threatens illusion of control. (“Logs say no. It's the end-user's internet.”)





**Feedback!**



**Materials**

**It's a wrap! Thank You!**

**We meet again in November 2025 with Observability Forum v.8.00**

**Now:** Connections and coffee!

**Next:** Summer, Sauna and Sunshine!

Before we vanish into the summer of love 2025 - lets collaborate and observe each other's ideas deeply.

**Stay Observable!**

