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
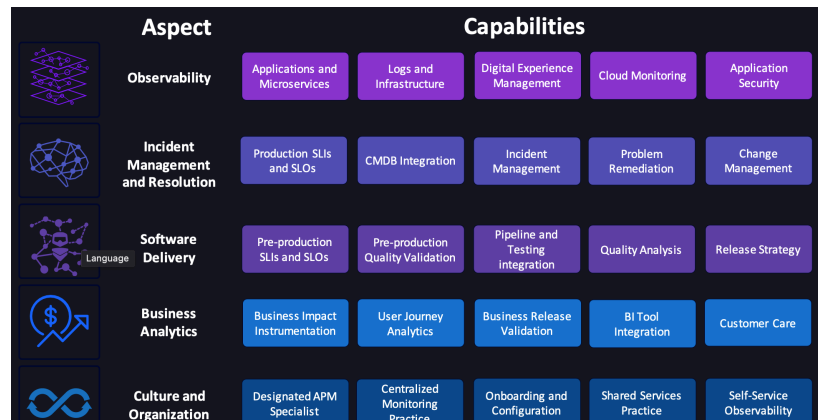
14:30 – 14:45 – Closing the day & Feedback
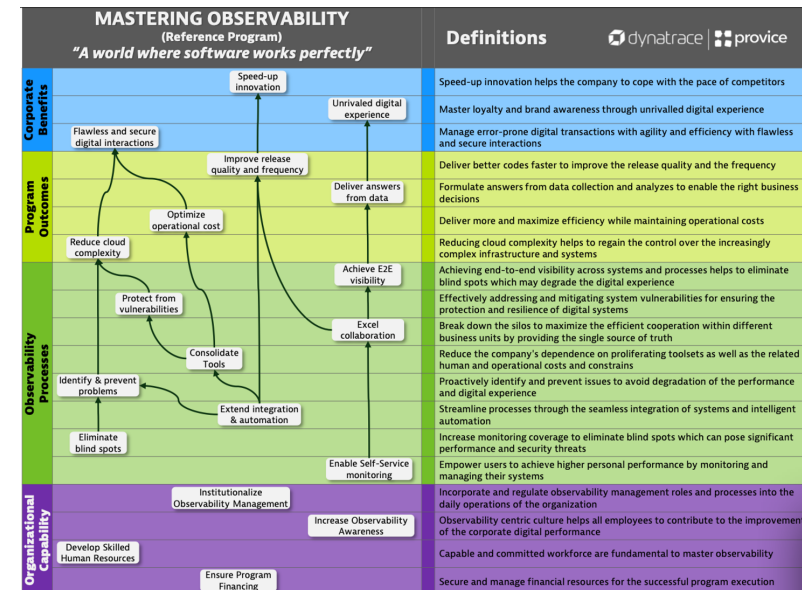
14:45 – 15:30 – Coffee and networking

OBSERVABILITY
FORUM FINLAND

Observability Forum V.7.00 - Looking back to 2024

March 2024 - Forum v.5.00
Spring

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 soo 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 gabs 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.")

OBSERVABILITY FORUM FINLAND
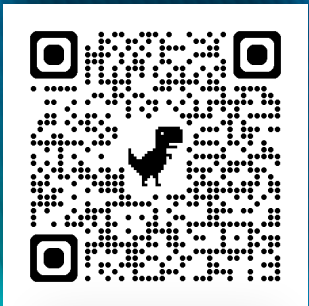
It's a wrap! Thank You!

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!

Feedback!

Materials

OBSERVABILITY FORUM FINLAND