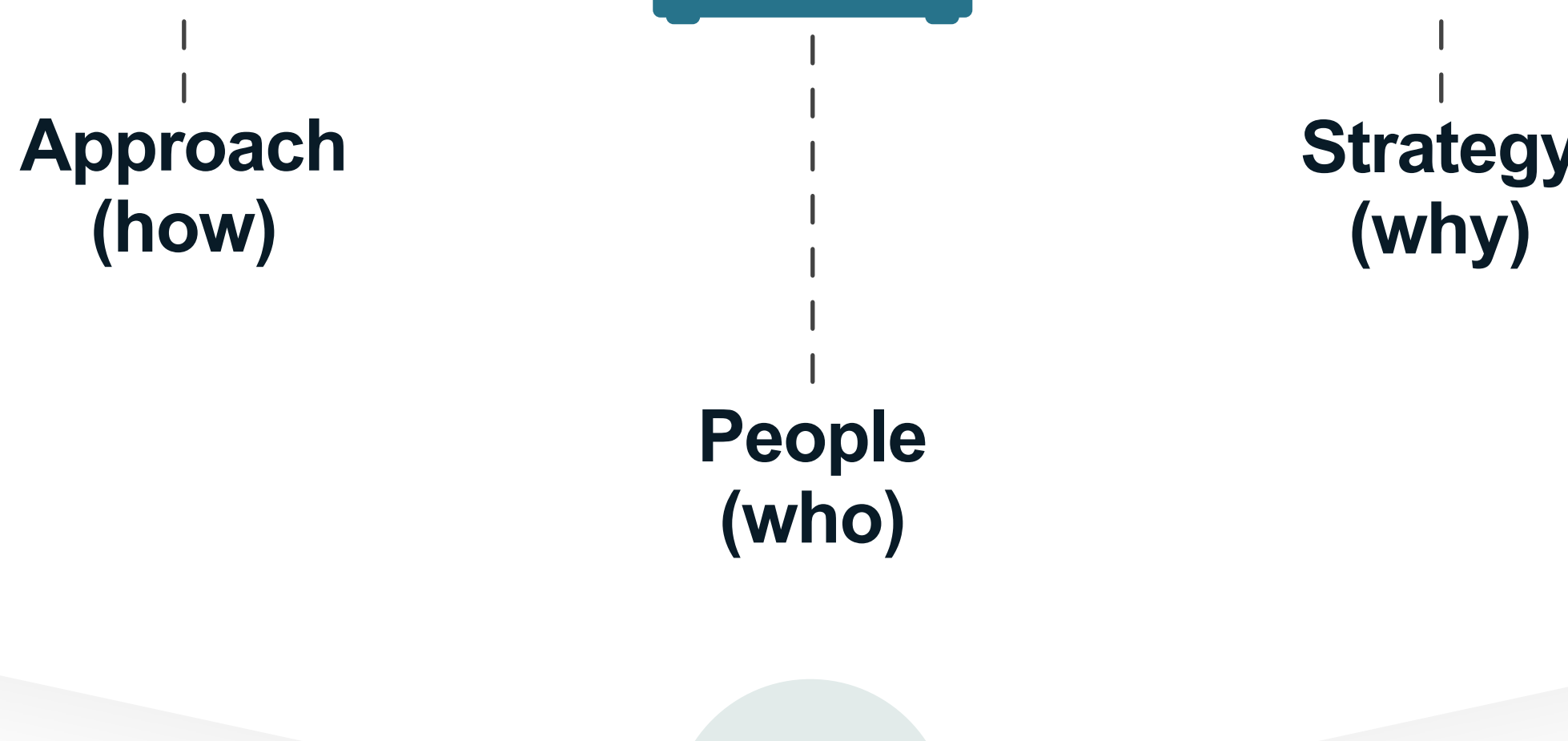


7 Secrets to successful observability

1

Business case

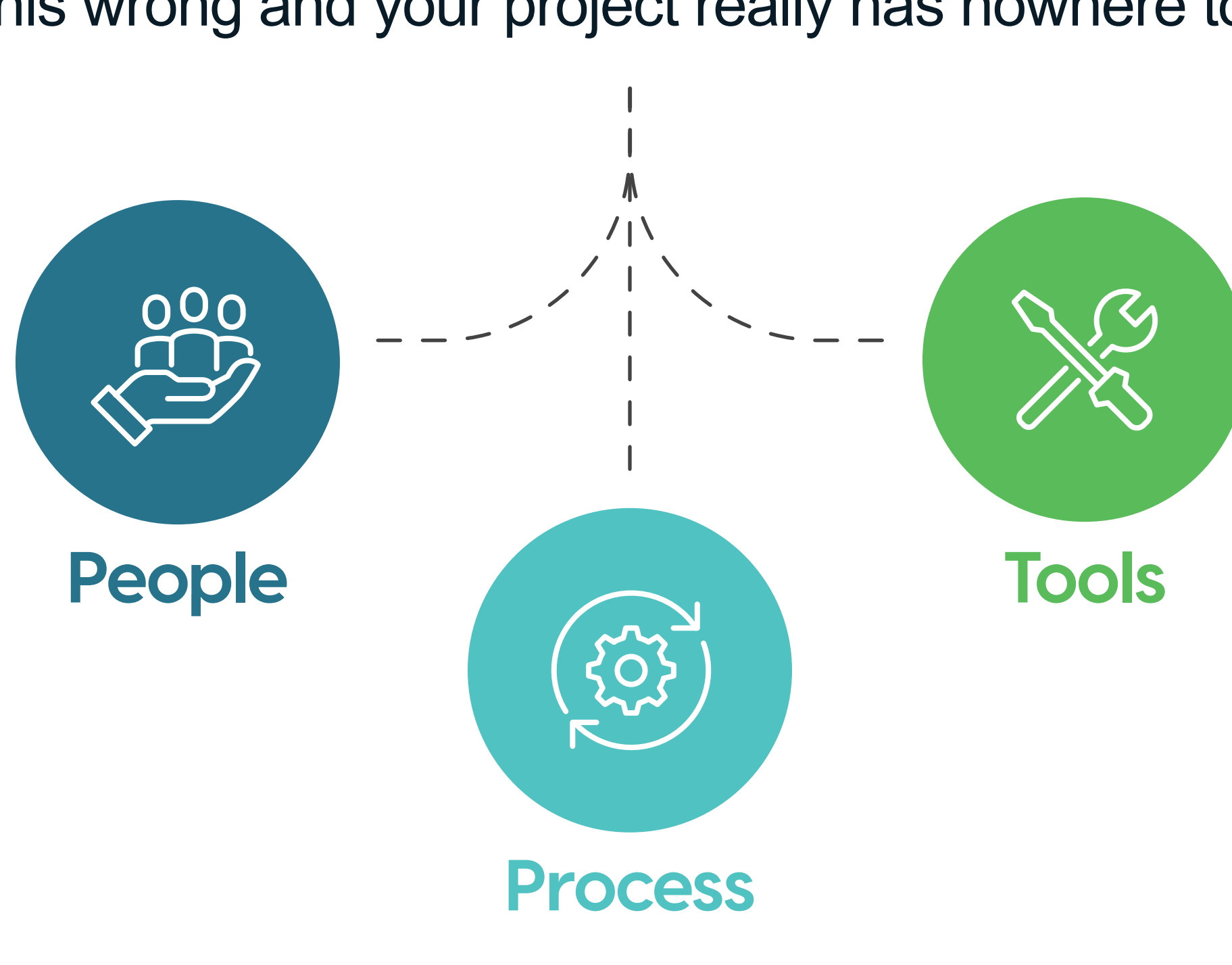
Getting off the ground will be very difficult without a well-defined business case that clearly articulates the business value from your observability investment.



2

Discovery – people, process & tools

These three pillars really cannot tick over without each other and are key to success. You must understand how your people, processes and tools interlock before you can improve them. Get this wrong and your project really has nowhere to land.

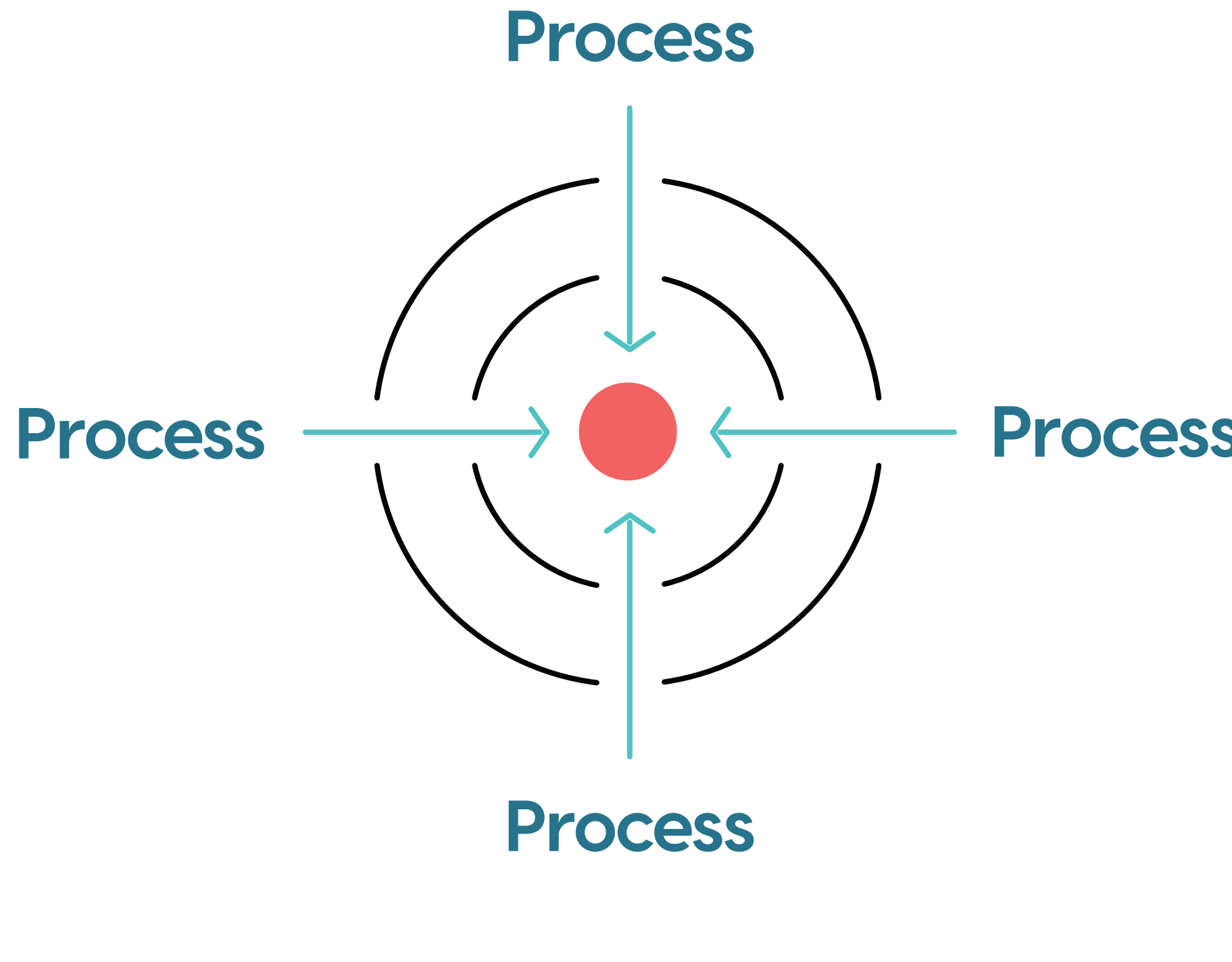


If new tools are introduced without considering how people or your processes may be impacted – you are in danger of creating another silo.

3

Target

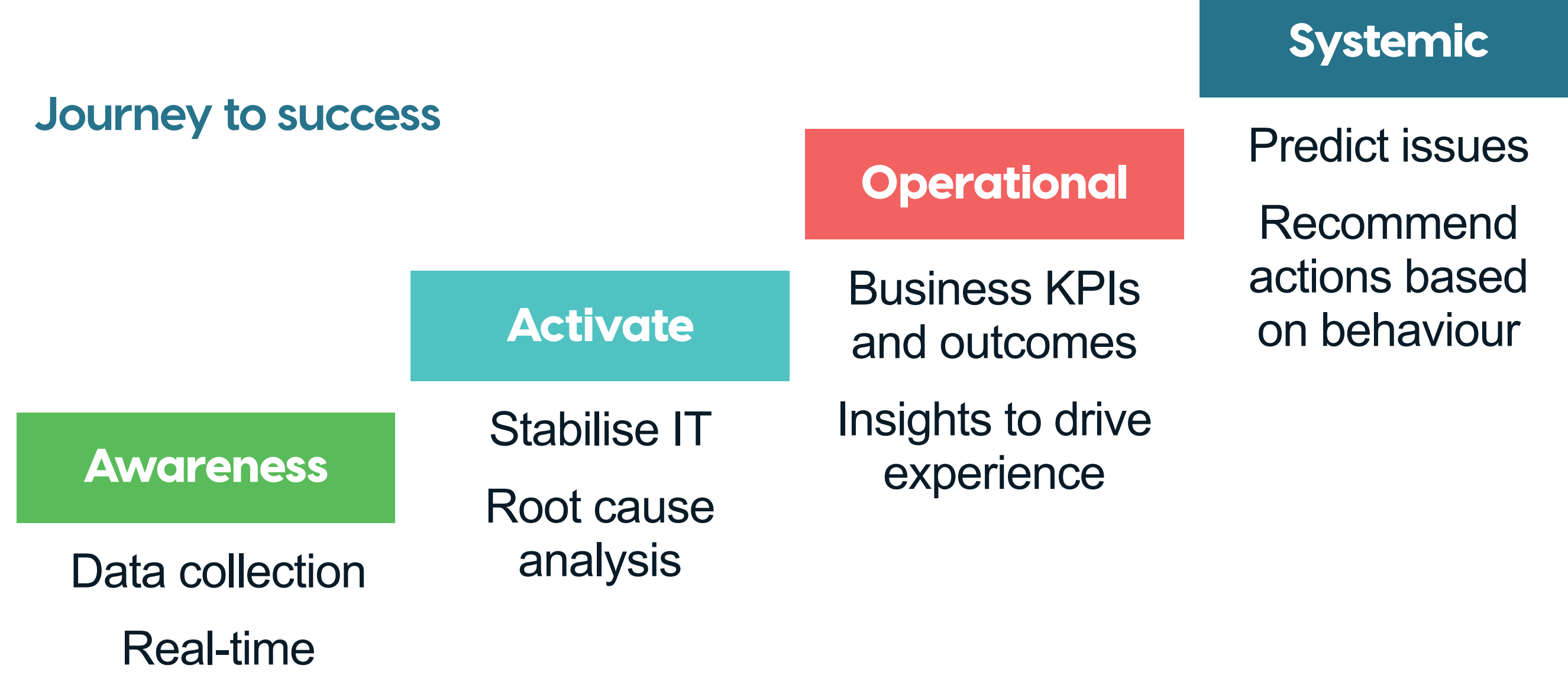
Moving targets are challenging to track, so knowing what “done” looks like is key to success.



4

Roadmap – journey to success

A roadmap allows you to rehearse onboarding and scope exactly how you execute. At all times think people + process + tools. Deployment activities do not stop at instrumenting your container, there are other deliverables like change control, user testing, documentation, automation and integration with service management that require planning.



5

Foster collaboration

Sharing really is caring. Open up visibility and promote transparency to everyone that can offer different perspectives and lenses to the project.



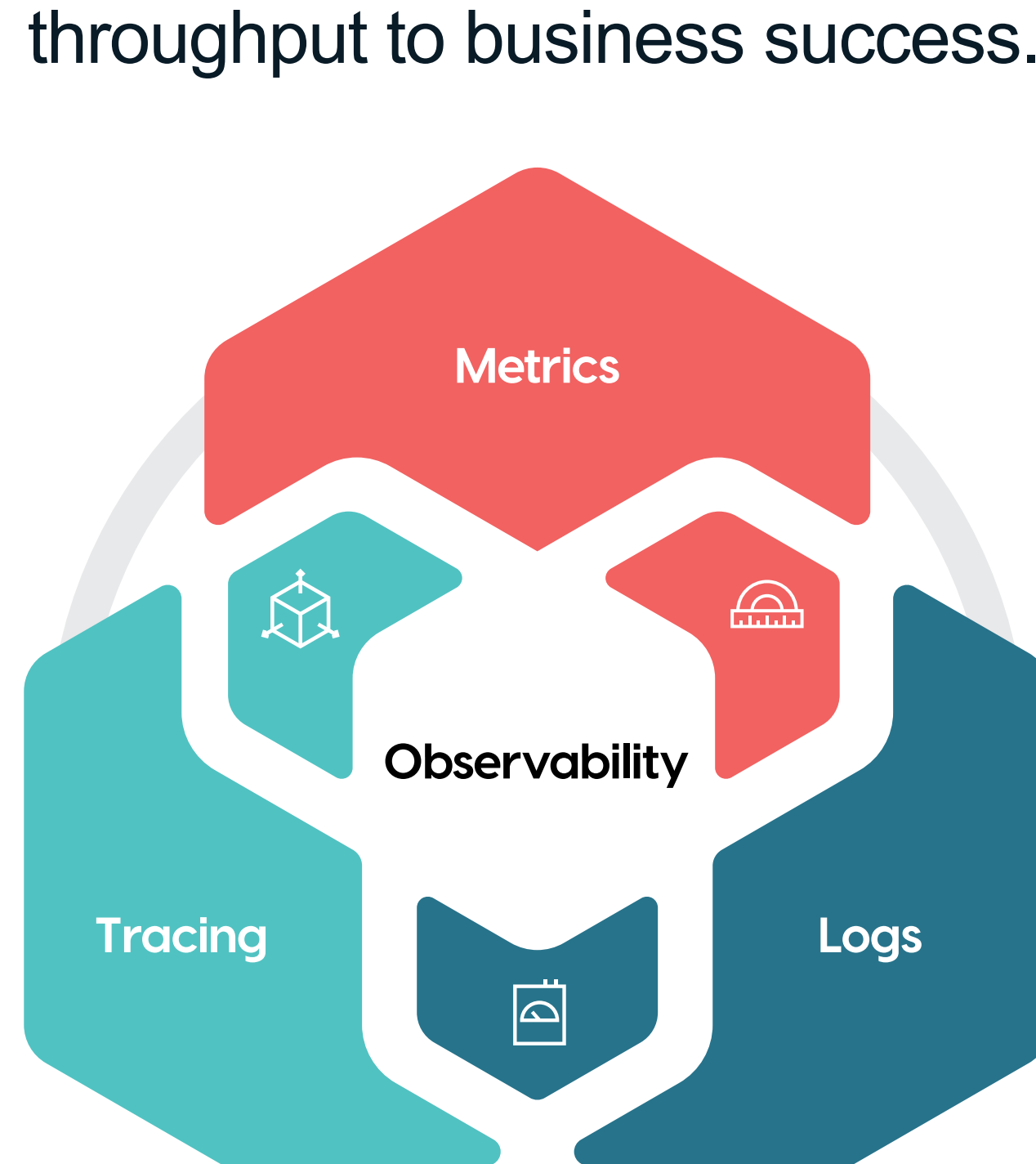
Open discussion, understand how technology meets business and how they deliver value together. Observability must be about business outcome-based monitoring.

6

Execute

Foundations are laid, your people, processes and tools are in place.

Every piece of telemetry captured now tells a unique story. It's time to elevate the reporting capabilities from technical throughput to business success.



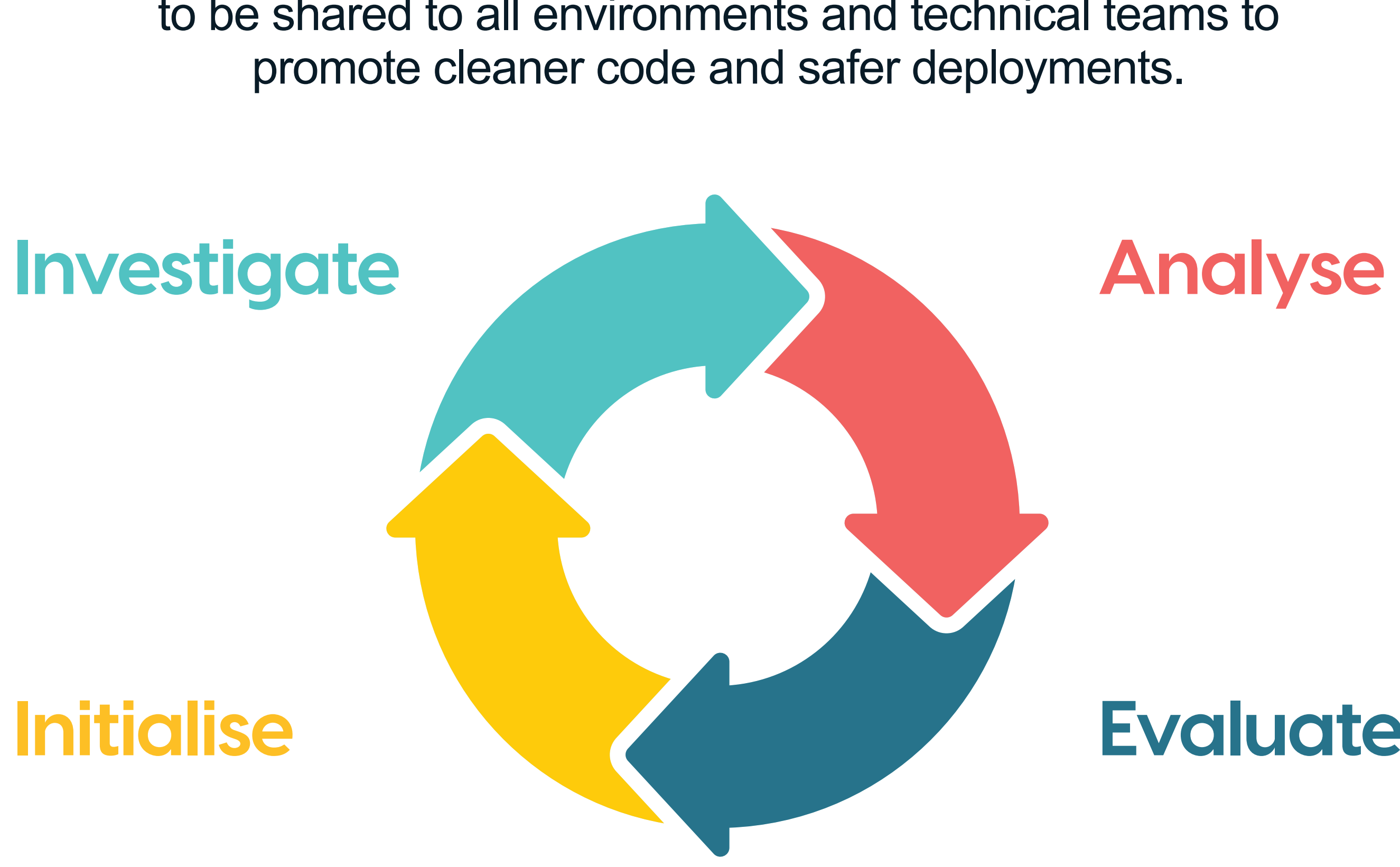
No more guessing, no waiting for engineers to come up with an explanation when things go wrong.

7

CSI-Continual Service Improvement

It doesn't stop here. Once executed, it's only the start.

Observability deployments provide important foundations to continuous service improvement. The tooling involved needs to be shared to all environments and technical teams to promote cleaner code and safer deployments.



Want to learn how to do it?

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Understand impact, stakeholders, quality and proceed with confidence.

- Reduce overheads
- Operational efficiency
- Digital transformation