Next-generation Enterprise O11y Workflows
Unlock Observability at Scale

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Why are we talking about this?

Dev | **Ops**

DevOps

SRE

On-prem

Cloud
(lift and shift)

Cloud-native

Monolith

Microservices

Multi-runtime?

Change
"Management"

CMDB

Service
Maps

Visibility

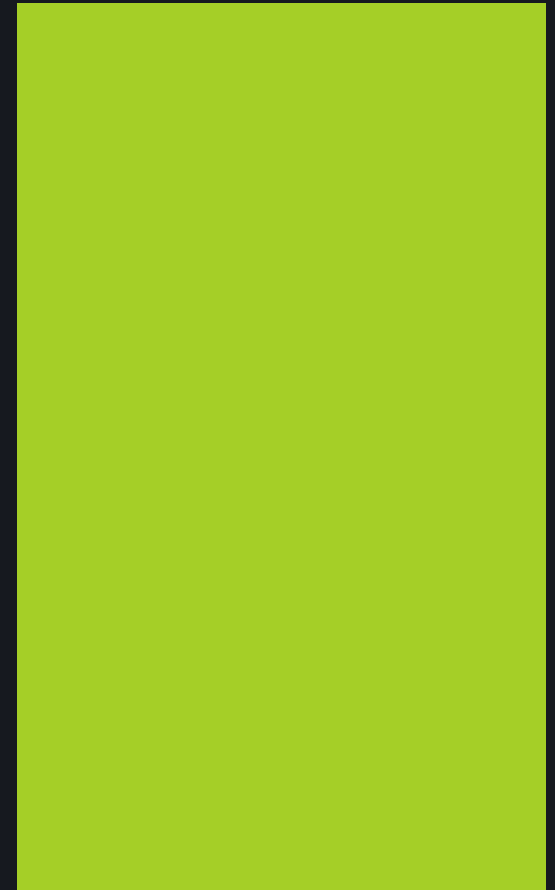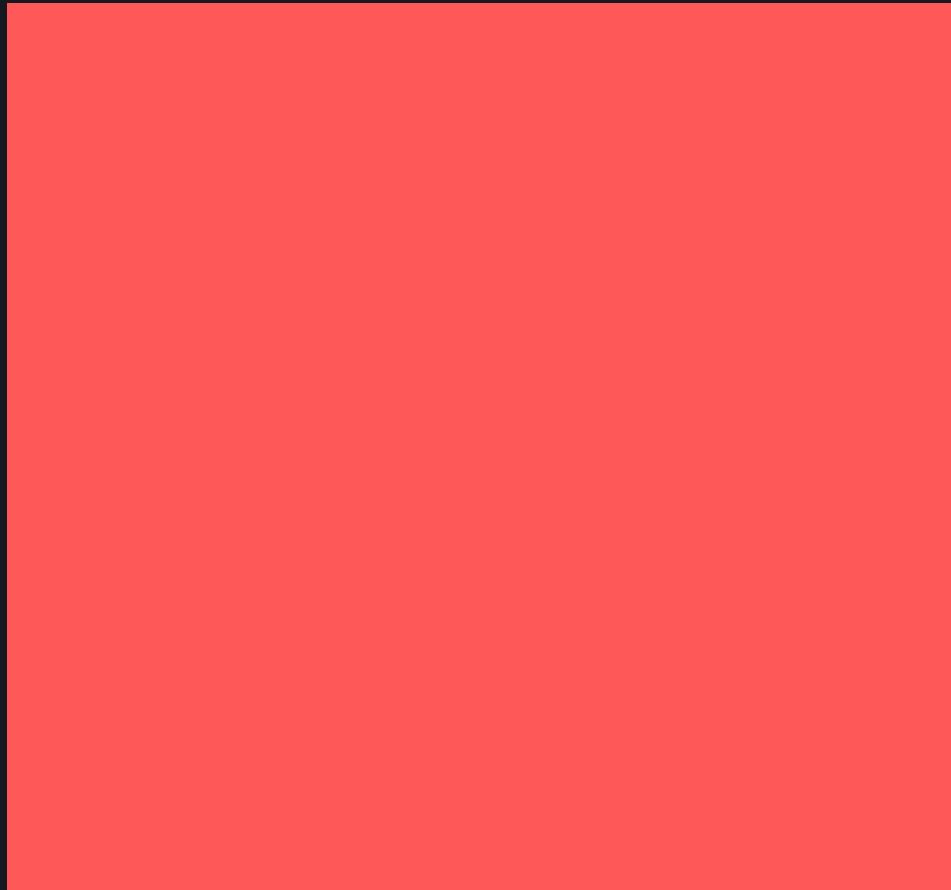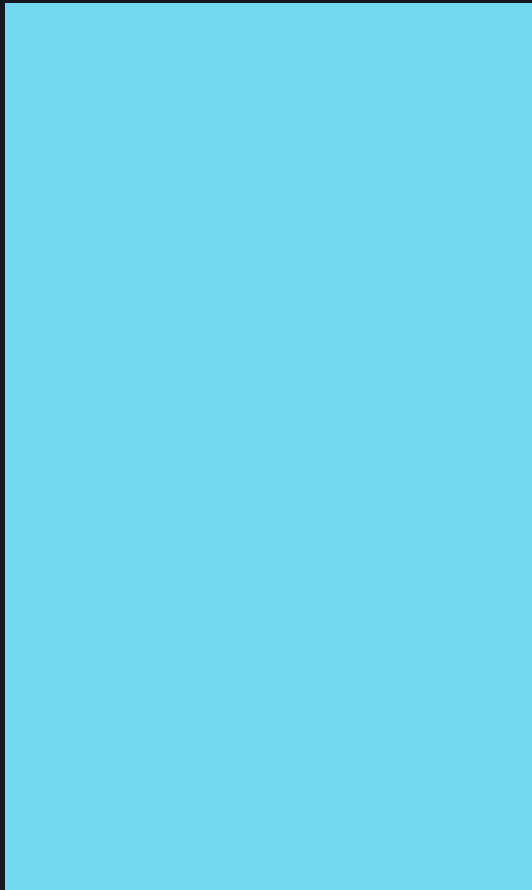# Monitoring, APM, Observability

webhook →

host/entity info

ITSM

Maximize tool value

Troubleshoot quickly

Automate & optimize

Break down silos

Mission

From:
Monitoring/APM/o11y + ITSM = 🤨

To:
Monitoring/APM/o11y + ITSM = 😁

A new framework

Observable ITSM Framework 1.0

Change/Deploy

- **Create changes for CI/CD activities and display those flags on the o11y side too**

- **Enable attaching of an SLO to a Change: if burning post-change, backout**

- **Open change requests in the o11y tool to see change outcomes as experienced by real users**

Service Components/Maps

- **Create records for all entities and SLOs observed by the o11y tool into CMDB based on telemetry data; auto-refresh to avoid staleness**

- **Map entities to each other based on host attributes in telemetry data and parent-child relationships in traces**

- **5-minute setup, minimal steps**

Incident/SRE

- **Create rich incidents (directly or via event management processes) including full context of services/entities/SLOs affected, ability to pass responsible team**

- **One click to open a detected incident in the o11y tool for troubleshooting**

- **One click to open a (user-) reported incident in the o11y tool**

For example...

github.com/mattwmorris/hny-sn

What's next?

Observable ITSM Framework 2.0

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Let's talk.

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