Observability Status

Document Level Classification

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Introduction

The following document provides a quick reference for the state of Epic Observability. For more information, see the rest of the documentation in this section.

Status of Services

Service	Function	Note	Status

Chronosphere	Service/APM Metrics Storage	Accessed through Grafana	**Production**
Loki	Log Storage	Accessed through Grafana	**Production**
Epic Metrics	Client/Analytics Metrics	Accessed through Grafana	**Production**
Tempo	Traces	Accessed through Grafana	**Production**
Sentry	Error/Exception Tracking/Alerting		**Production**
Grafana	Visualization/ Alerting		**Production**
InfluxDB	Service/APM Metrics Storage	Accessed through Grafana	**Legacy**
DataDog	Service/APM Metrics Storage		**Legacy**
New Relic	Service/APM Metrics Storage	⚠️ Shutdown Date: April 2026 ⚠️	**Deprecated**
SumoLogic	Log Storage	🚨 Shutdown Date: March 2025 🚨	**Deprecated**

Legend

- **Production -** Observability team provides 24/7 support for availability of the service. Teams should be actively migrating to or using these services
- **Beta** - Service is new and upcoming. Teams are encouraged to use this service but Observability will only provide "best effort" support at this time
- **Legacy** - Observability provides 24/7 support for the availability of the service. We have no active plans to shut down this service, but new use cases for this service must be avoided
- **Deprecated** - Observability has communicated a deprecation timeline. Teams should be actively moving off of this service.

How do I...?

Get Support

Reach out to [#ct-obs-support-ext](#) in Slack. Please avoid DMs, it helps us provide better service as a team if we can all see your questions/ concerns. There are no bad questions!

Get Updates

Refer back to this doc for occasional high-level updates, or follow the [#ct-product-announcements-ext](#) channel for Observability and other Core Tech platform announcements.

Send and Find My...

[**Metrics**](#)

[**Logs**](#)

[**Traces**](#)