**OPS-5 — Telemetry & dashboards**

**Status:** **New**

**Intent**  
Expose Partner Store health per tenant and for ops: what’s created, fixed, blocked, and trending.

**Preconditions**

* Event bus emits PartnerCreated/Updated/Merged/StatusChanged, BulkReceipts, ScreeningLinkage, KYC events.

**Flow**

1. **Metrics model**:
   * Throughput: creates/updates, bulk rows, merges/day.
   * Quality: duplicates prevented, DQ score trend, A11Y defects outstanding.
   * Risk: screening queue depth/latency, case SLAs & breaches.
   * Privacy: ID reveal count, redacted exports.
2. **Pipelines**: transform events → warehouse; define LookML/SQL.
3. **Dashboards**:
   * **Tenant**: status cards + filters.
   * **Ops**: SLO burn, error rates, retries, DLQ size.
4. **Alerts**: thresholds (e.g., screening P95 > 5 m, case breach rate > target).
5. **Drill-downs**: click from card to entity list to detail.

**Edge cases**

* Late/dropped events → redrive from DLQ; show “data freshness” badges.

**Done when**

* Dashboards live, reviewed weekly; alerts routed to on-call & tenant emails.

**Deliverables**  
Dashboard links, alert policy YAML, metric dictionary.