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Washington DC Cloud Observability

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Cloud Observability

Gain insights to detect and quickly respond to changes in cloud-native and monolithic applications.

Capabilities that scale with your business

Observability enables you to unify metrics, logs, and traces into a single workflow. With Cloud Observability, formerly#Lightstep, navigate easily from effect to cause, and untether developer productivity and efficiency.

View and download the data sheet ⬈ to learn more about Cloud Observability.

Cloud Observability offers a holistic solution that unifies critical telemetry data in a unified platform so that you can resolve cloud-native service issues faster, enhance cross-team collaboration, and harmonize site reliability engineers (SREs), DevOps, and IT Ops practices to deliver better business outcomes.

Cloud Observability Workflow
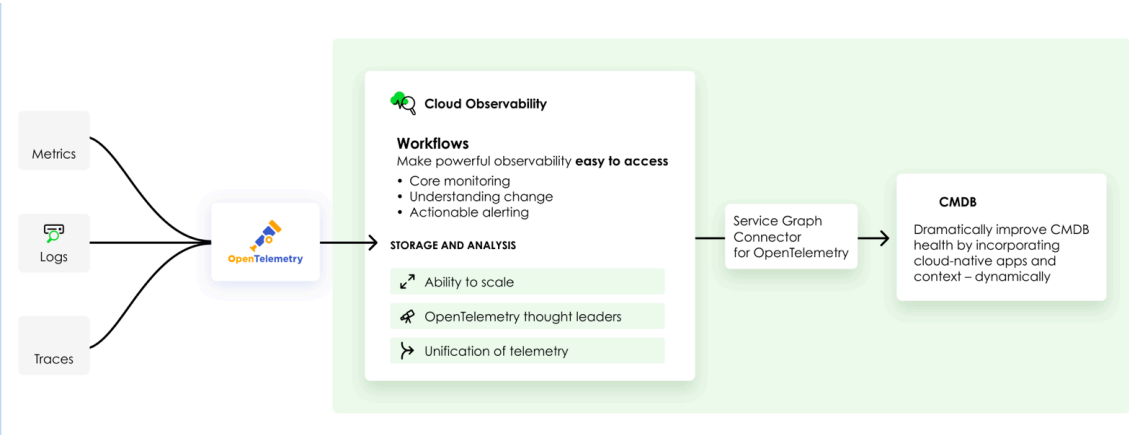
Important Links

	Cloud Observability log-in page ⬈ Log in to the product
	Documentation ⬈ Cloud Observability learning portal
	APIs ⬈ Interact with Cloud Observability programmatically
	GitHub ⬈ Visit Cloud Observability's GitHub presence

Learn

- What is Observability?

  Observability is the ability to quickly and efficiently gain insight into the health of your tech estate by gathering, correlating, and interpreting metrics, distributed traces, and log data. It lets you understand a system from the outside without knowing its inner workings. It also allows you to troubleshoot, handle problems, and answer the question, "Why is this happening"?

- What is OpenTelemetry?

  OpenTelemetry is an# observability# framework and toolkit designed to create and manage # telemetry data# such as# traces,# metrics, and# logs. It's vendor- and tool-agnostic, so you can use it with a broad variety of open-source tools, as well as commercial offerings. OpenTelemetry is a Cloud Native Computing Foundation (CNCF) ↗ project.

- What are metrics?

  Metrics are structured data that contain numeric values that measure a particular item over time, such as a business key performance indicator or the number of subscribers to a website. Metrics can be used to track the performance of a system or business and identify trends and patterns over time.

- What are logs?

  A log is a text record of an incident that occurred at a specific time. It includes a timestamp, a unique ID for the component involved, and a description of the event or error. Logs can be stored as plain text, binary data, or structured files, with the latter being especially useful for observability because they're easy to query.

- What are traces?

  Traces are data that flow through a distributed system from start to finish. They're uniquely identified and contain important metadata, such as the microservice or serverless function that processes a request. Traces are useful for understanding the flow of requests through a system and identifying bottlenecks or other issues.

- What is the Service Graph Connector for OpenTelemetry ↗?

  Service Graph Connectors (SGC) enable you to load large volumes of data quickly and easily into your CMDB. The SGC for OpenTelemetry ↗ is a bit different from most, because, for the first time in ServiceNow history, you can bring open-source data into the CMDB. This connector offers the benefits of a thriving open-source community and is certified by the ServiceNow Service Graph Connectors Program that mitigates the risk associated with third-party integrations.