

How to Embark on Your Observability Journey



Observability enhances the performance of distributed IT systems through better understanding of the pillars of observability, metric, log, and trace data. It provides teams with valuable insights that can help drive the business forward.

To **implement observability**, start with your hardware and software systems. Here are some questions you need to answer:

- **Do you have IaaS up in the cloud?**
- **Are you utilizing SaaS?**
- **Do you already have observability systems?**

If you have systems on a freemium contract with restricted capabilities, you may want to upgrade licenses. If you use open source software, you should know that even though it is free, there can be unexpected costs that add up when you actually start working with it.

After you get an understanding of your current capacity and capabilities, you can start to think about what you need to move forward based on what needs are not being met today.

Now a key first step is to get in touch with each department that has an interest in observability and figure out exactly what each of them needs. ITOps, AIOps, DevOps, and your SREs should all be able to tell you what they need and which tools they can't live without.

After you have an idea, you want to talk about the **sources** you are currently capturing data from. Log shippers, applications, network devices, and customers' instrumentation that your software developers may have built will all collect and forward data at some level. Find out exactly what your stakeholders are missing — which events, metrics, or data do they need, from which devices, and in what formats?

Then there's the other side of the data pipeline coin: **destinations**. Where does that data you collect actually go? These are your log servers, systems of analysis, and storage that can be either on-premises or in the cloud, databases, search engines, APM, systems API collector, or any custom systems that were developed. Decide what might be missing here as well, and then figure out if all the data you bring in is being processed correctly.

Finally, you should embed observability in your management and continuously monitor the metrics.

Learn more about differentiators to consider when choosing an observability pipeline solution.