

NTT

Multicloud as a Service

# Observability Maturity Assessment

Our **Observability Maturity Assessment** helps organizations understand and improve performance management and operational maturity.

## Service overview

We live in a digital age where business success is dependent on application performance. However, this performance is often hindered by layers of complexity.

Organizations turn to performance management tools to address this complexity and improve proactive remediation. But, too often, these tools are isolated. With the unification of application and network performance management tools, 360 observability platforms can be deployed to deliver end-to-end monitoring visibility. This enables enterprises to use hybrid infrastructure as a competitive advantage without sacrificing the ability to diagnose and prevent performance issues before users notice.

With our Observability Maturity Assessment, you can take an important first step towards understanding and improving your organization's performance management and operational maturity. The assessment provides:

- A summary of your business goals and objectives
- An analysis of gaps and overlap between your current state and desired future state
- Adoption and operational strategies for people, processes and technologies to support your future state
- Recommendations and a high-level roadmap to achieve short- and long-term performance management goals

## Key benefits

- Alignment of business and IT goals and objectives
- Recommended measurable KPIs to track improvement and define success
- A plan to lower operational costs, improve efficiencies and realize a greater return on investment
- Identification of high-level architectures and strategies to achieve and support your desired performance management and operational state

## Deliverables

The following deliverables are provided at the conclusion of the engagement:

- **NTT Observability Maturity Assessment report:**
  - A high-level report covering our findings and recommendations, and a general roadmap for achieving your short- and long-term performance management goals
- **Presentation and team review of the findings and recommendations**

Identify the observability **architectures and strategies** needed to support your organization.

## How we deliver

We run a workshop in which you'll receive expert guidance on completing a performance observability maturity assessment of your IT estate. Utilizing an advisory approach and practical framework, the main objective of the assessment is to develop a realistic plan to move your organization up the maturity model, as shown below.

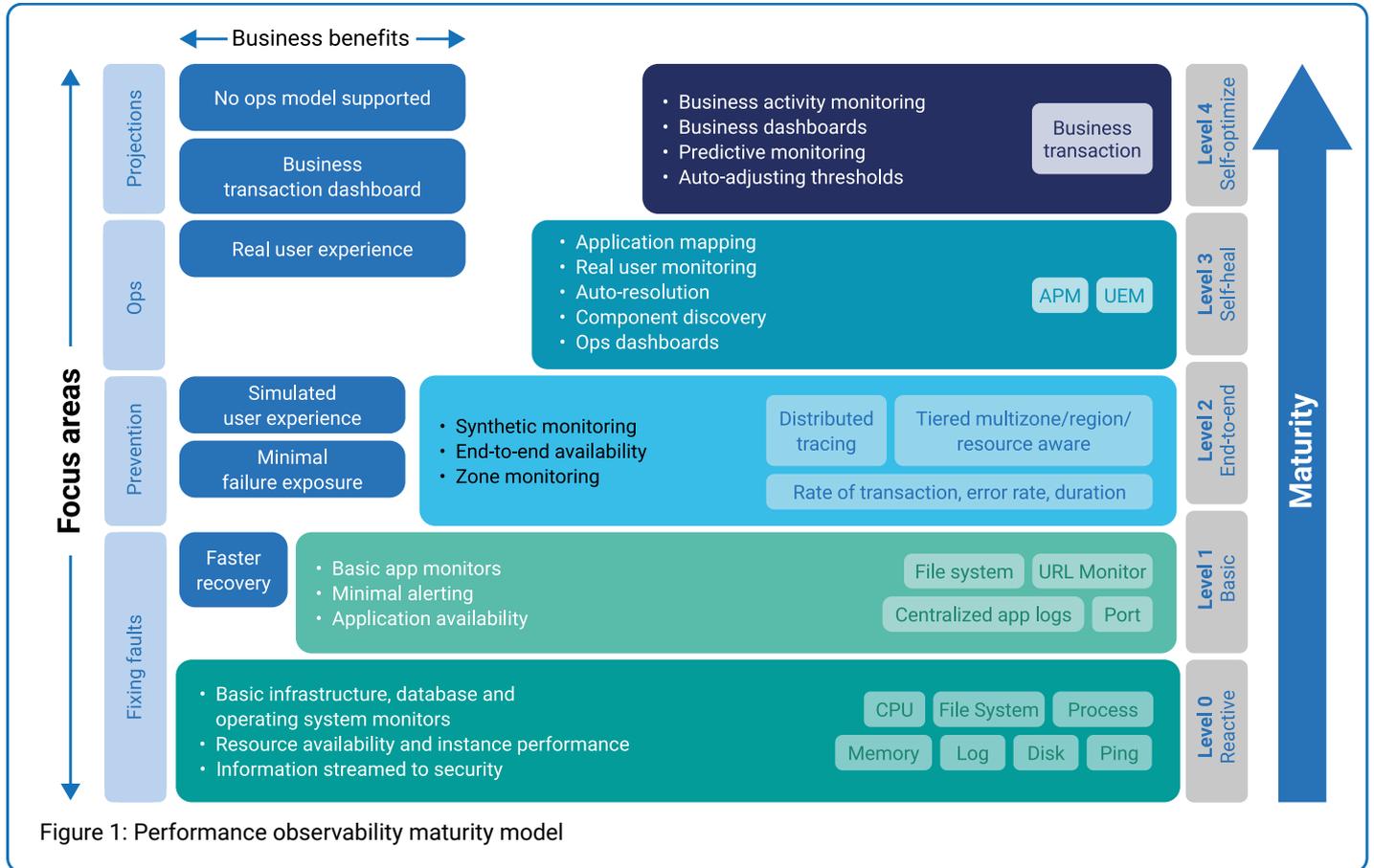


Figure 1: Performance observability maturity model

The assessment comprises an analysis of your current state, desired future state, a gap and overlap analysis of the organization, including processes and technology, and expert recommendations. Topics covered are listed below.

### Business goals and objectives

- Technology transformation, competitive advantage, initiatives, risks, KPIs and other measurements

### Organization and process

- Operational workflow, organizational structure, roles and process maturity and execution
- Architecture and integrations

### Monitoring technologies

- Instrumentation and streaming – application performance management
- Synthetic user experience – path visualization
- Digital experience monitoring – device and real user experience
- Logging – application, performance and SEIM
- Full packet capture and flows

- Traditional infrastructure status and performance
- AIOps detects and securely resolves application issues fast

### Client responsibilities

What we'll need from you:

- Provide a designated representative to act as the focal contact point for our consultants to coordinate and deliver the engagement.
- Provide information related to application and infrastructure systems.
- Enable access to any existing performance management product dashboards, as required, to assess the operational health of the existing solutions.



### Get in touch

If you'd like to find out more about our Observability Maturity Assessment, speak to your Client Manager or [visit our website](#).