

Azure Observability with OpenTelemetry

Designed for cloud-native architectures, ServiceNow Cloud Observability can accept metric, log, and trace data from applications and services in Microsoft Azure.

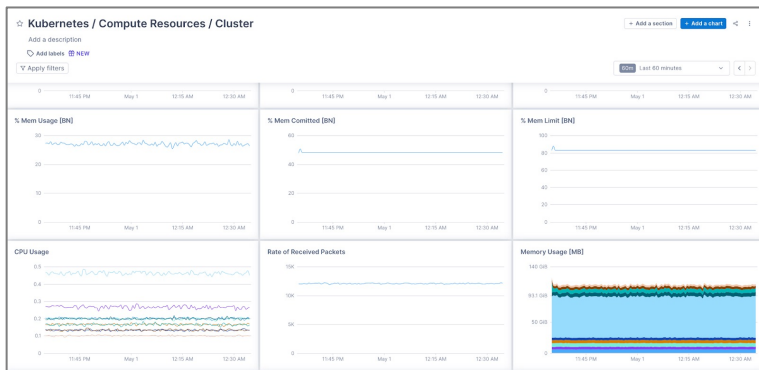
Using open-source agents and SDKs from the OpenTelemetry project, teams can gain visibility into Azure cloud architectures composed of Kubernetes, VM-based, container-based, or serverless workloads.

Out of the box Dashboards can be created with a single click (or via API) to visualize the health and performance of services running in Azure.

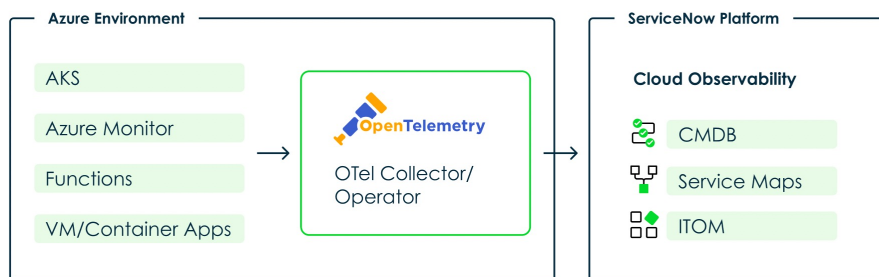
Native integration with CMDB, ITOM, and Event Management

Using the Service Graph Connector (SGC) for OpenTelemetry, all Azure-based workloads instrumented with OpenTelemetry automatically sync with the CMDB and ITOM Event Management.

The SGC leverages telemetry used for monitoring Azure apps to infer accurate service topology and optionally discover Kubernetes resources for the CMDB.



Built-in Dashboard for AKS Cluster



Conceptual Architecture

Technical summary

Azure Monitor Metrics

- Ingest all resource metrics available in Azure Monitor
- Managed by the OpenTelemetry Collector

Azure Kubernetes Service (AKS)

- Automatically collects 800+ Kubernetes cluster and workload metrics in any AKS cluster
- Can be deployed in minutes using the OpenTelemetry Operator for Kubernetes

VM, Container-based, or Serverless Apps

- OpenTelemetry SDKs support 11 languages running on any platform
- Java, .NET, Python and JavaScript applications can be auto-instrumented in Kubernetes for tracing without any code changes

OpenTelemetry Collector

- Vendor-neutral component that can receive, transform, and export metrics, logs, and traces
- Teams can configure collectors to ensure exported data meets cloud governance and compliance standards