

Cloud Observability

ServiceNow Cloud Observability breaks down organizational silos and empowers IT Ops and DevOps teams with a unified platform that connects cloud-native apps to the services and infrastructure they run on.

Managing the scale and complexity of cloud and cloud-native applications in enterprise environments is challenging, as many organizations' transformations are constrained by traditional infrastructure and legacy services.

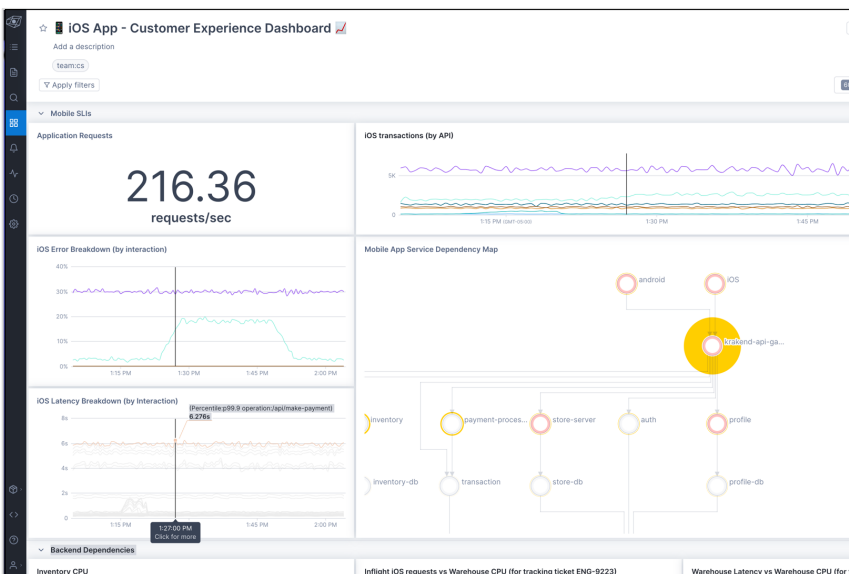
This forces businesses to invest in multiple observability tools across tech estates, which creates headaches for IT teams as they navigate visibility silos to resolve issues and improve application performance.

Cloud Observability is the only solution that brings together critical telemetry data (logs, metrics, traces) to improve:

- Security
- Workflows
- Collaboration
- Customer and employee experiences, and
- ROI

Unified, scalable cloud-native observability connected to the Now Platform

Digital business can now seamlessly integrate observability into their most essential operations. Building on existing solutions on the Now Platform, Cloud Observability helps organizations easily identify issues and avoid outages so they can protect revenue and boost customer satisfaction. By unifying metrics, logs, and traces into a single workflow with Cloud Observability, you can easily detect changes and more rapidly determine what caused them.



Your SRE and Operations teams can identify potential problems earlier, better predict the impact of planned changes, and reduce MTR when incidents occur.

Improve productivity

Empower dev teams with visibility into dependencies when they push code changes. Apply insights to plan around possible fallout before the code deploys.

Reduce MTR

Remove the guesswork from managing complicated and distributed tech estates. Identify a spike's root cause by analyzing logs, metrics, and traces relative to affected services.

Increase reliability

Detect issues before they can reach production and impact your customers. When issues do happen, learn where they exist, quantify their impact, and resolve them quickly.

Unify event management

Break down silos to resolve issues quickly across teams. Integrate observability capabilities into your existing workflows for alerting and incident management.

Notebooks

Providing granular, context-specific data and facilitating the ability to collaborate to resolve issues in real-time addresses the needs that arise throughout the course of a team's troubleshooting journey.

Dashboards

Intuitive, data-rich monitoring hubs provide an actionable starting point for identifying, triaging, and investigating issues. Deploy and enforce standard dashboards across the organization while empowering teams and individuals to customize their point-of-view.

Alerts

Actionable alerting and adaptive paging can combine to ensure only the teams responsible are involved. In addition, alerts can be sent to Event Management and automatically correlates them to the discovered CIs (requires Cloud Observability license).

Service Graph Connector for OpenTelemetry

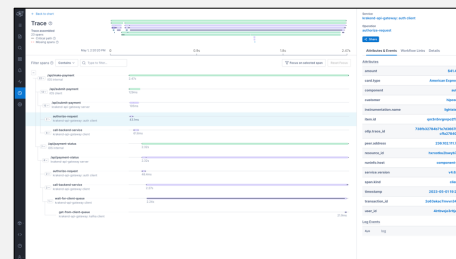
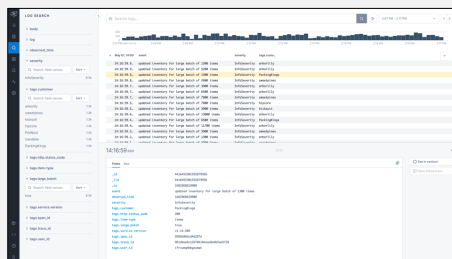
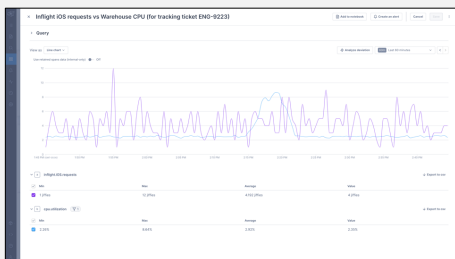
By analyzing data from your applications, the Service Graph Connector for OpenTelemetry can infer the service topology accurately, automatically, and in near real-time. It also discovers Kubernetes resources and maps them to the applications running on them.

Change Intelligence

Reduce the time spent investigating, dramatically reduce MTR, consume less of your error budgets, and free up resources to accelerate innovation by automatically baselining normal transaction behavior and identifying upstream and downstream dependencies, providing instant visibility of transaction failures and delays so your SRE teams can quickly pinpoint where the issue is and restore service.

Unified Query Language

Query and correlate metrics, logs, and traces on demand across thousands of services across your cloud native ecosystem with UQL's advanced operators and intuitive piped syntax that allows you to iteratively build out more sophisticated queries.



Unlimited cardinality. Planet-scale analysis and storage. And easy grouping and filtering by virtually any datapoint — customer, cloud, pod, trace, or more.

Fully integrated, scalable log management capabilities for cloud-native apps, to give a complete view of all digital user interactions and eliminate non-essential data, saving time and resources for DevOps teams.

Aggregate performance from critical services so teams can readily evaluate if they're in compliance with customer SLAs, and proactively detect issues before they reach production and impact customers.

