

Digital Experience Reliability Checklist

80% of performance and availability issues occur outside your firewall. That's why an end-to-end observability solution is so important. Developing an observability strategy with deep visibility provides insights across the service delivery chain to enable rapid detection, identification and resolution of issues.

A strong observability program includes:



An end-to-end strategy



Rigorous data analysis and visualizations



Proactive monitoring for common failures

Observability Strategy Essentials

- Distributed telemetry as close as possible to the end user
- Interactive, intelligent dashboards
- An approach to observability that extends beyond the application
- Integrations with your overall monitoring ecosystem
- Actionable alerting and drill-down capabilities
- Continual optimization of observability strategy
- Combine proactive and passive telemetry
- Include the experience, network, application, infrastructure and client

Data Analysis Essentials

- Varied data sources
- Servers, networks, browsers, endpoint devices, and actual users
- Long-term raw data retention
- Metrics and indicators for each part of your reachability chain
- Shareable reporting
- Customizable data visualizations (including more than just the network)
- Multi-dimensional analytics for your multi-dimensional architectures
- High fidelity, granular data sets — including the ability to set custom KPIs

Common Reliability Issues

- Intermittent failures or degradation
- Micro outages
- Sustained downtime
- Network reachability and pathing issues
- Points of interconnection
- CDN mapping issues
- Performance volatility
- Black box third-party dependencies
- Undetected slow endpoints or servers
- Traditional monitoring limitations for SaaS applications, CDNs, and others