

Core Service: Observability Platform Accelerator – New Relic

Observability Platform Accelerator – New Relic

Description

AC3's Observability Platform Accelerator is designed to provide customers with a structured, expert-led evaluation of their observability platform implementation, and to provide the first steps towards Site Reliability Engineering (SRE) best practice dashboards and alerts which can then be templatised. Using AC3's proprietary Observability Maturity Methodology, the assessment measures current effectiveness against best practices and identifies a roadmap to uplift maturity and transition from reactive monitoring to proactive, customer-centric observability and then delivers the first steps on this journey.

An experienced AC3 observability consultant will engage with the customer's IT and operations teams to assess current platform coverage, instrumentation, and service boundaries. AC3 will work collaboratively with key stakeholders to align observability improvements with business-critical services and customer experience goals.

The outcome is a curated Observability Platform Accelerator report that highlights baseline metrics, service level objectives (SLOs), and actionable recommendations to improve performance monitoring and avoid production outages and provides the first steps in curated SRE best practice alerts and dashboards. The assessment component leverages existing instrumentation and platforms to deliver maximum value with minimal disruption.

AC3's proven methodology balances strategic insight with practical implementation, ensuring customers receive clear direction and measurable outcomes.

Inclusions

AC3 will conduct a series of meetings with the customer over a period of 10 days, depending on customer availability and scope.

- **Kick-off Workshop**
 - AC3 will run a workshop to understand the customer's systems, integrations, and current observability platform coverage.
 - Identify any significant gaps or omissions in existing implementation.
 - Establish the importance of observability in monitoring key services.
- **Observability Assessment and Enablement**
 - Identify up to 10 key service boundaries to be monitored.
 - Set and measure customer service boundary baselines using existing instrumentation.
 - Review Google SRE Golden Signals (traffic volume, latency, errors) to form initial SLOs.
 - Calculate baseline SLO scores (out of 100%) to reflect current service performance.
 - Create up to 2 executive dashboards to visualise online customer experience.
 - Develop up to 10 alert conditions to track deviations from SLOs and escalate potential issues.
- **Reporting and Presentation**
 - Deliver a summary report and present findings to key stakeholders and SMEs.
 - Report includes:
 - Executive summary
 - Observability maturity level
 - Key service boundary analysis
 - SLO scoring and performance insights
 - Recommendations for proactive monitoring and alerting.

Purchasing

The Observability Platform Accelerator is a fixed price engagement.

Co-requisite

Customers need an existing New Relic subscription to qualify for this service.

Enablement

The Observability Platform Accelerator activities will be initiated after receipt of an email approval from the customer to proceed with the engagement.

Duration and Customer Duties Summary

For the Observability Platform Accelerator to be successful, AC3 requests that current stakeholders including platform owners, service owners and application or infrastructure service matter experts (SMEs) are available to participate in workshops and respond to questions related to their services and observability platform usage.

A high-level estimated duration of each activity is shown below, along with general customer duties during this period. The total duration of customer involvement throughout the engagement is expected to be approximately three (3) days, with flexibility to extend based on customer availability and scope.

Customer Duties
<p>Kick-Off Meeting Attend kick-off meeting, confirm scope of services to be reviewed, provide access to observability platform and relevant confirmation.</p>
<p>AC3 Hosted Workshop Participate in workshop, provide context on key services, integrations and current observability practices.</p>
<p>Observability Assessment Ensure access to platform data, assist with identification of service boundaries, respond to ad hoc queries.</p>
<p>Observability Enablement Create SRE best practice dashboard and sample alerts for a selected boundary service.</p>
<p>AC3 Report Creation and Review Answer any ad hoc questions.</p>
<p>AC3 Report Presentation Attend presentation and discuss next steps.</p>

Service Conditions

- All work described is remotely delivered during standard AC3 Business Days & Business Hours. In person attendance can be facilitated and may modify the price and duration of the project at AC3 Ad Hoc Resources rates.
- Active participation by customer including business and IT stakeholders is necessary.
- AC3 architects will require access to necessary documentation to complete the assessment of the current state.
- AC3's services are covered by an acceptable use policy, which is available at <https://www.ac3.com.au/legal> under the Acceptable Use Policy link.
 - The customer will grant AC3 Administration Access Privileges for AC3 consultants to the customers observability platform for the purpose of the Observability Platform Accelerator tasks.
- The customer will provide timely access to application and infrastructure subject matter experts (SMEs) if required.
- The review will cover production only (excludes analysis of non-production systems).
- The review only applies to the analysis of existing APM monitored services and must include non-custom instrumentation data (i.e. generally in-house developed applications in .NET, Java or other languages supported by the Observability platform).
- Implementation of recommendations described within the report are not included within this service.
- Recommendations will be based on the captured business requirements and goals in the workshops during the project.
- Changes that impact the scope or duration of this service will require a variation and may modify the price and duration of the project.
- This service is to deliver the described deliverables and does not include any licenses nor ongoing management after the delivery of the project.
- If an area or task is not explicitly included, it is excluded from the scope of the service. These include:
 - Any changes to observability platform outside of the UI.
 - Any review of other environments and/or services outside of the agreed scope.
 - Procurement of any additional hardware or software licenses.
 - Physical installation, specification or commissioning of any computer hardware.
- Availability stated is within Australian Eastern Standard Time (AEST).
- Workdays are defined as Mondays to Fridays, excluding NSW public holidays.
- The services described in this document are remotely delivered, unless otherwise specified.
- All priority one (1) critical incidents must be phoned through.

SKUs

Code	Description	Billing Units
PS-DIGITAL-OPA-NR	Observability Platform Accelerator - New Relic	per engagement