

# COMPUTACENTER – OBSERVABILITY REVIEW & ROADMAP SERVICE

GCloud 14 – Cloud Software

May 2024



**ENABLING  
DIGITAL  
GOVERNMENT**

# OBSERVABILITY REVIEW & ROADMAP SERVICE

## OVERVIEW

### Service Description

Using our Observability Framework, we guide stakeholders through a series of discovery workshops, to assess full stack observability capability and operating methods. Performing a gap analysis, we baseline key observability capabilities to a maturity level, and provide recommendations and roadmap for improving.

### Key Features for our Customers

- ❖ Assesses observability capability across the full stack of IT operations.
- ❖ Assesses infrastructure & applications performance monitoring
- ❖ Assesses service insights and event management
- ❖ Scoped for an IT service tower, product line, organisational team
- ❖ Report on capability gaps and ordered steps for measurable improvements
- ❖ Delivered by experienced IT operations consultants
- ❖ SC and DV cleared consultants (as required)

### Key Benefits for our Customers

- ❖ Inclusion of a benefits-based roadmap for improvement
- ❖ Analysis performed against current operational metrics
- ❖ Defined improvement plan for maximising benefits and scaling DevOps
- ❖ Prescribed use cases, products, technical enablers, data sources
- ❖ Directed improvements with measurable value targets
- ❖ Provides a strategy for unifying observability and simplifying tools.



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### Our Experience

Computacenter have built substantial experience over the last five years in helping our customers to create the cultural and technological foundations required to succeed with their Observability initiatives. Whilst every customer engagement is unique, there are common patterns to improving Observability maturity that we undertake on behalf of our customers. These patterns include organisational change, with the creation of new team structures, to bring development, security and platform stakeholders together with the business, eradicating barriers to collaboration. Another frequent pattern is the consolidation of software associated with development and operations lifecycle technology sprawl, which creates unnecessary cost and friction in software and service delivery processes. We have supported numerous programmes of this nature, improving customers observability across their clouds, applications and end users experience.

### Why choose Computacenter?

Computacenter have vast experience in working with Enterprise organisations and count many of the UK's most high profile public sector and commercial organisations as customers. This Enterprise experience is essential in supporting our customers with Observability maturity. Driving organisational and technological change within large, complex team structures is hard; it requires deep understanding of how to approach and engage stakeholders to ensure new concepts are implemented and adopted by the organisation successfully. Many organisations do not deliver programmes of this nature on a regular basis and as such, our experience is a valuable asset. In addition, we have substantial capability across a number of different competencies; applications and software, private cloud, public cloud, security and compliance. We are therefore very well equipped to support customers on all aspects of Observability. Finally, we are a key partner for many of the leading monitoring, APM, and FSO technology vendors and we therefore understand the skills required to use these tools effectively.



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## PRICING OVERVIEW

For current pricing which accurately reflects your requirements, please contact your Account Manager, call us on 01707 631000 or send an email to [government@computacenter.com](mailto:government@computacenter.com).

Please ensure you reference the GCloud 14 Service ID number in all communication.





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## ORDERING & INVOICING PROCESS

### Ordering Process

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### Invoicing Process

Customers are invoiced monthly with 30 days net payment terms.



# GET IN TOUCH

To find out how your organisation can take advantage of Computacenter's Cloud Propositions, please contact your Account Manager or send an email to [government@computacenter.com](mailto:government@computacenter.com)

<https://www.computacenter.com/uk>

## Helping our customers change the world

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet. We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business.