

Service 4 – Observability and Service Performance Transformation

Service description

Glowar provides observability and service performance transformation to help public sector organisations understand, measure and improve the health of digital services. The service focuses on establishing effective observability strategies, metrics and ways of working that improve reliability, performance and decision-making, without providing tooling or operational monitoring services.

What's included

- Observability strategy and maturity assessment
- Definition of service health, reliability and performance metrics
- Design of observability and monitoring approaches aligned to services
- Guidance on logging, metrics, tracing and service-level indicators
- Integration of observability into delivery and operational workflows
- Alignment of observability with incident, problem and change processes
- Service performance reporting and insight design
- Senior advisory support on service reliability and improvement

What's not included

- Provision or operation of monitoring or observability tooling
- 24/7 monitoring, alerting or on-call services
- Incident response or operational support
- Hands-on configuration or management of production systems
- Managed service performance reporting

Service constraints

The service is primarily delivered remotely and is dependent on access to relevant service, platform and delivery teams, documentation and performance data. On-site engagement can be provided by agreement where required. Responsibility for operational decisions and remediation remains with the client.

Security

The service is delivered in line with UK GDPR and public sector security expectations. Personnel involved in delivery meet Baseline Personnel Security Standard (BPSS) requirements. The service aligns to client security policies and governance frameworks and typically involves minimal personal data.

Support

Support is provided as part of agreed engagements through scheduled meetings, workshops and written outputs. The service does not include ongoing operational monitoring, helpdesk services or incident management.

Pricing model

The service is provided on a time and materials basis using published day rates, with optional fixed-price assessment or design phases agreed in advance.