
AWS
re:Invent
NOV. 28 – DEC. 2, 2022 | LAS VEGAS, NV

new relic

PRT317

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Using observability to build trust & improve incident response times

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Agenda

Observability today

Cloudaware overview

Observable enterprise

Customer use cases

Managed DevOps technology

New Relic deployment challenge

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Observability made simple



Empowering engineers to build more perfect software

All your data in one place for one predictable price.

Purpose-built observability across your ecosystem.

No host or application left behind.

No engineer without visibility.

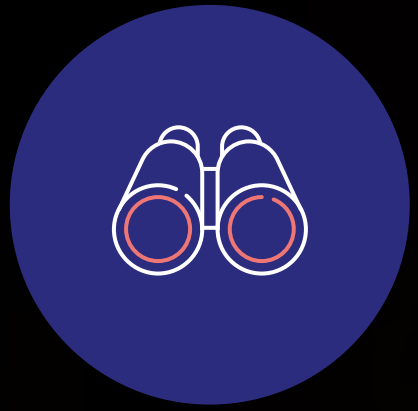
Observability at scale.

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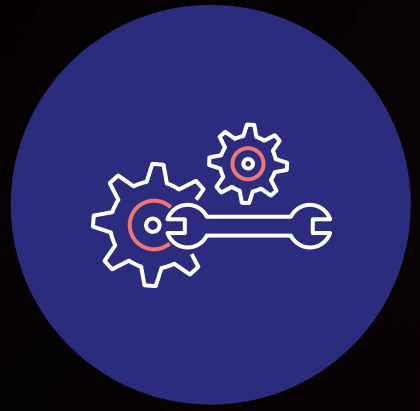
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What are the objectives of observability?



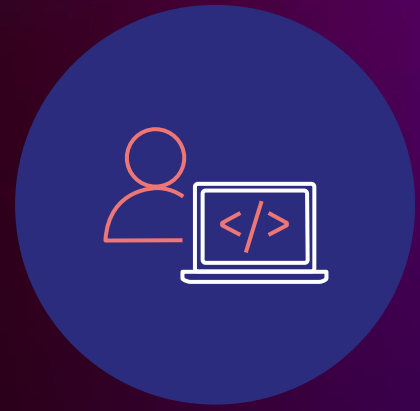
Get visibility



Troubleshoot in real time



Improve customer experience



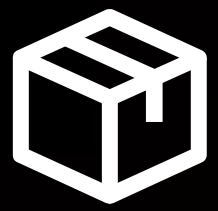
Build highly resilient applications

Operational

Business

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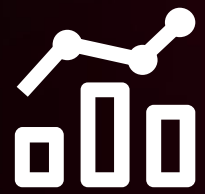
The changing landscape of transformation



Lift and shift



Modernization



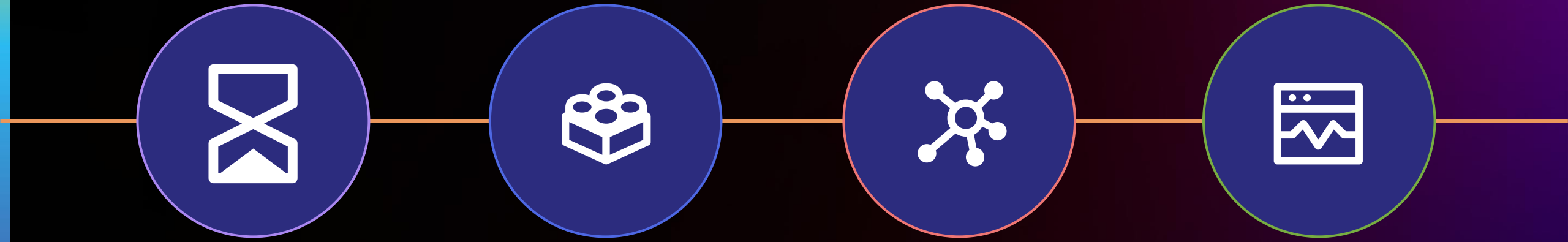
Rationalization



Observability

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How do customers address these challenges?



Start early

Landscape

Journey

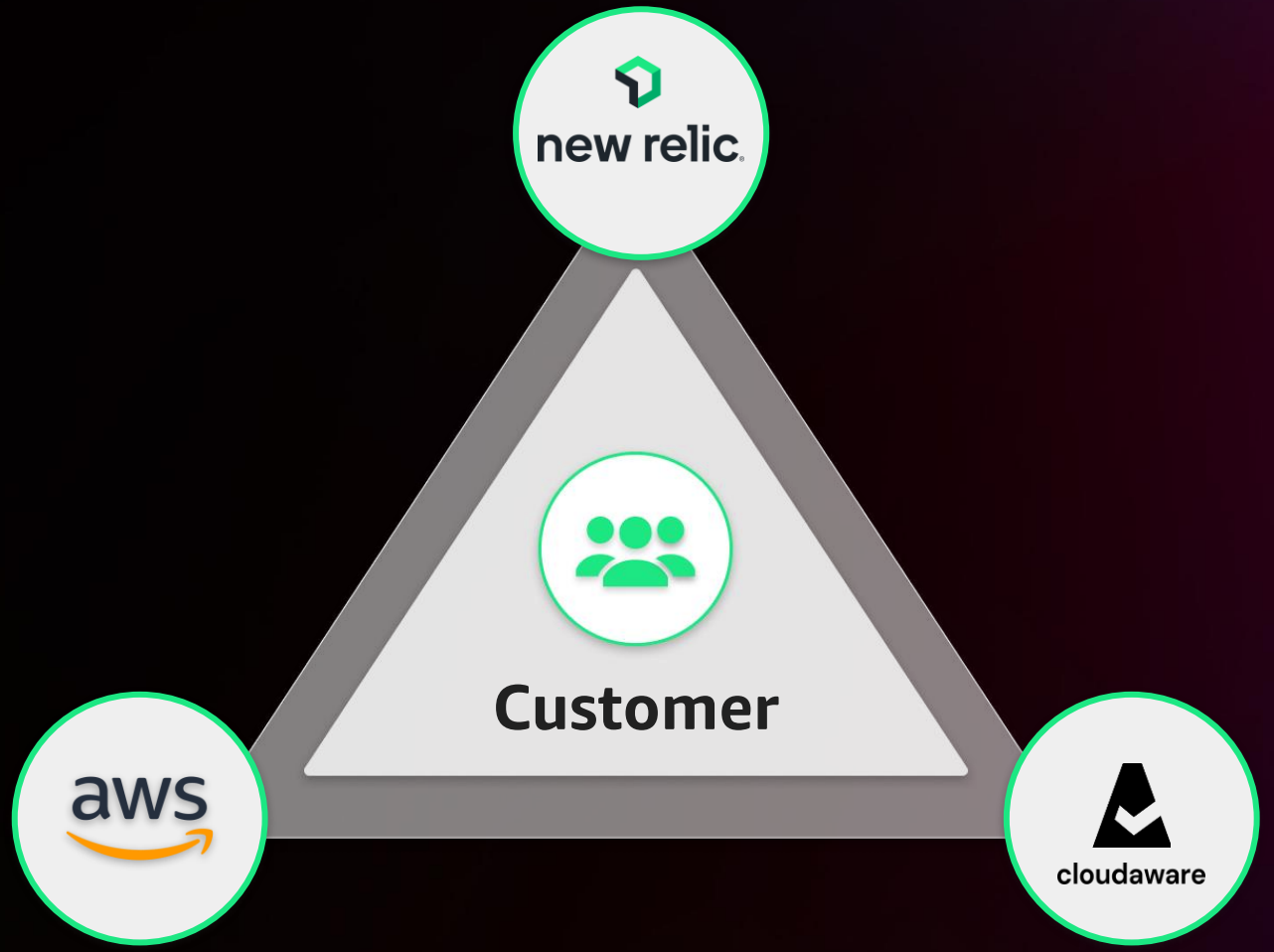
One size

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Partner-obsessed to drive success



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Partner success with Cloudaware



Mikhail Malamud
General Manager

Cloudaware



Sam Brinley
Corporate Vice President
Enterprise Computing Services

New York Life Insurance

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Cloudaware overview



Complete multi-cloud inventory



Integrations with industry-leading tools



Tool deployment automation using Breeze

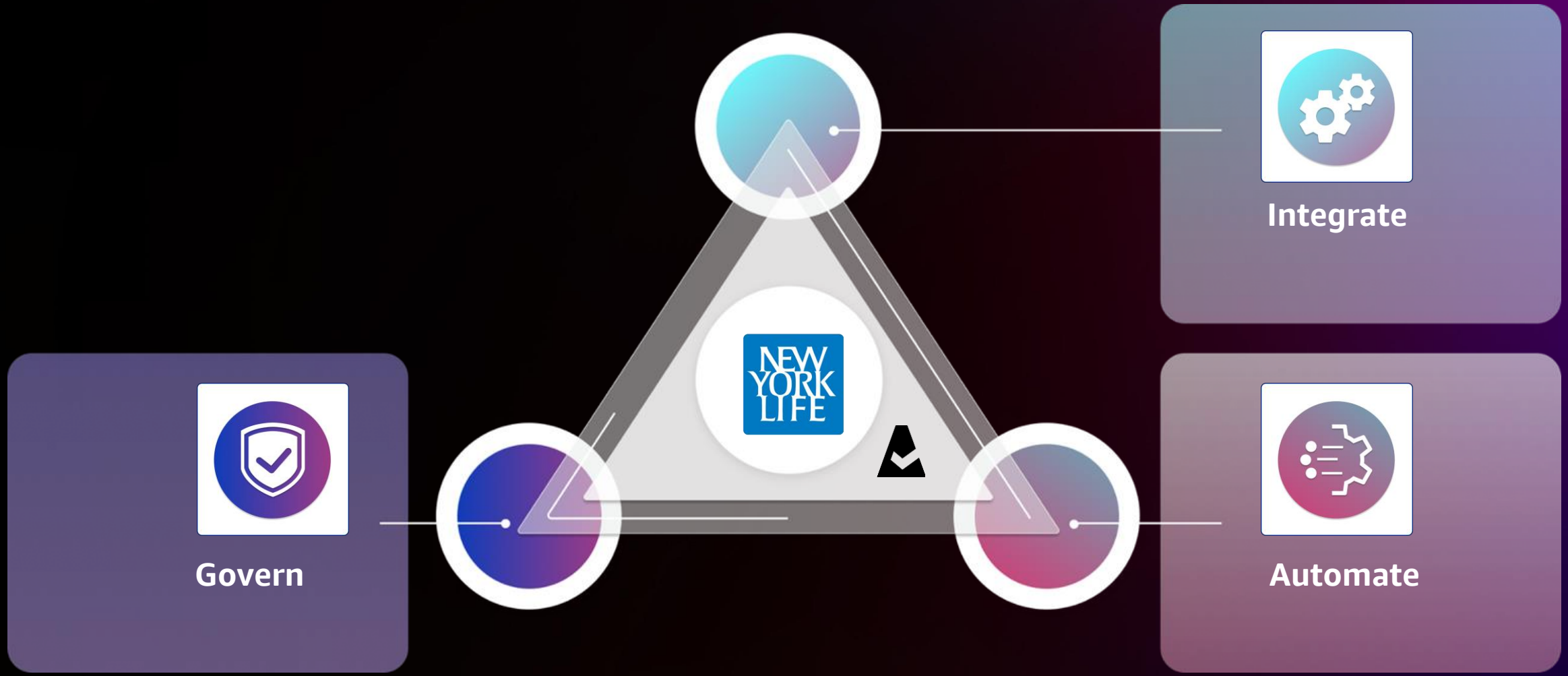


FinOps and operational governance

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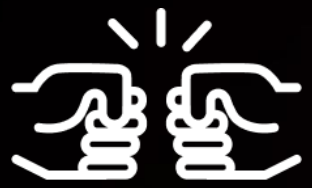
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Observable enterprise



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Key objectives



Build trust



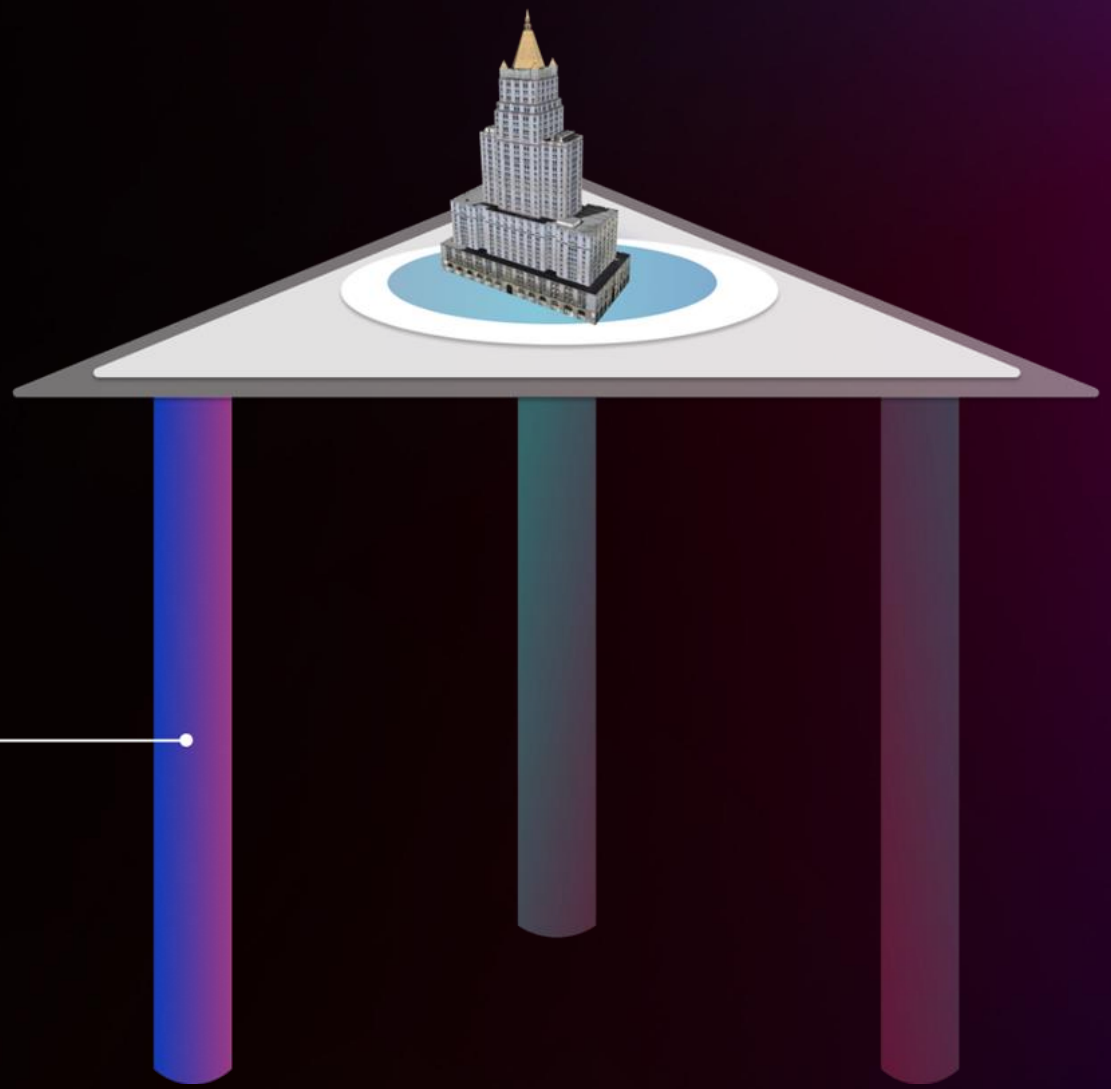
Reduce noise



Increase coverage

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Governance

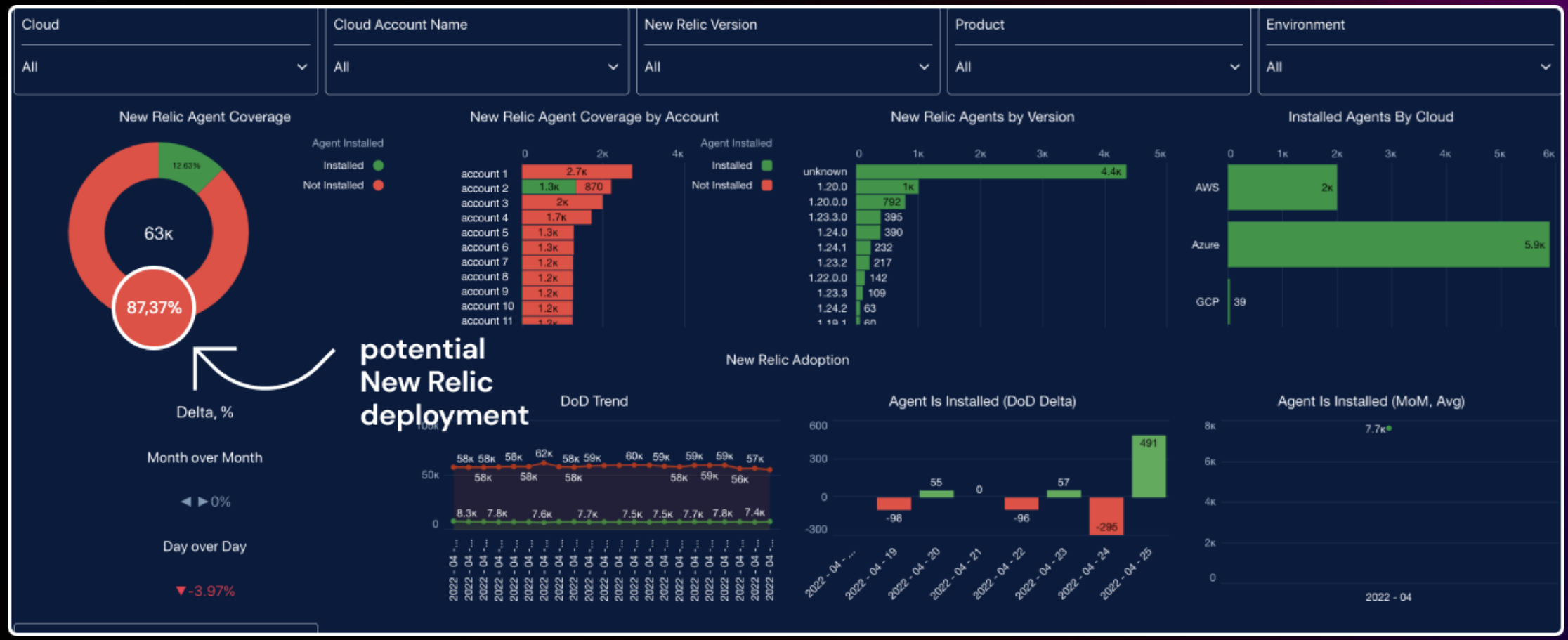


Enablement

1. Inventory observability
2. Adoption coverage
3. Agent versioning

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Sample customer not being able to achieve NR adoption



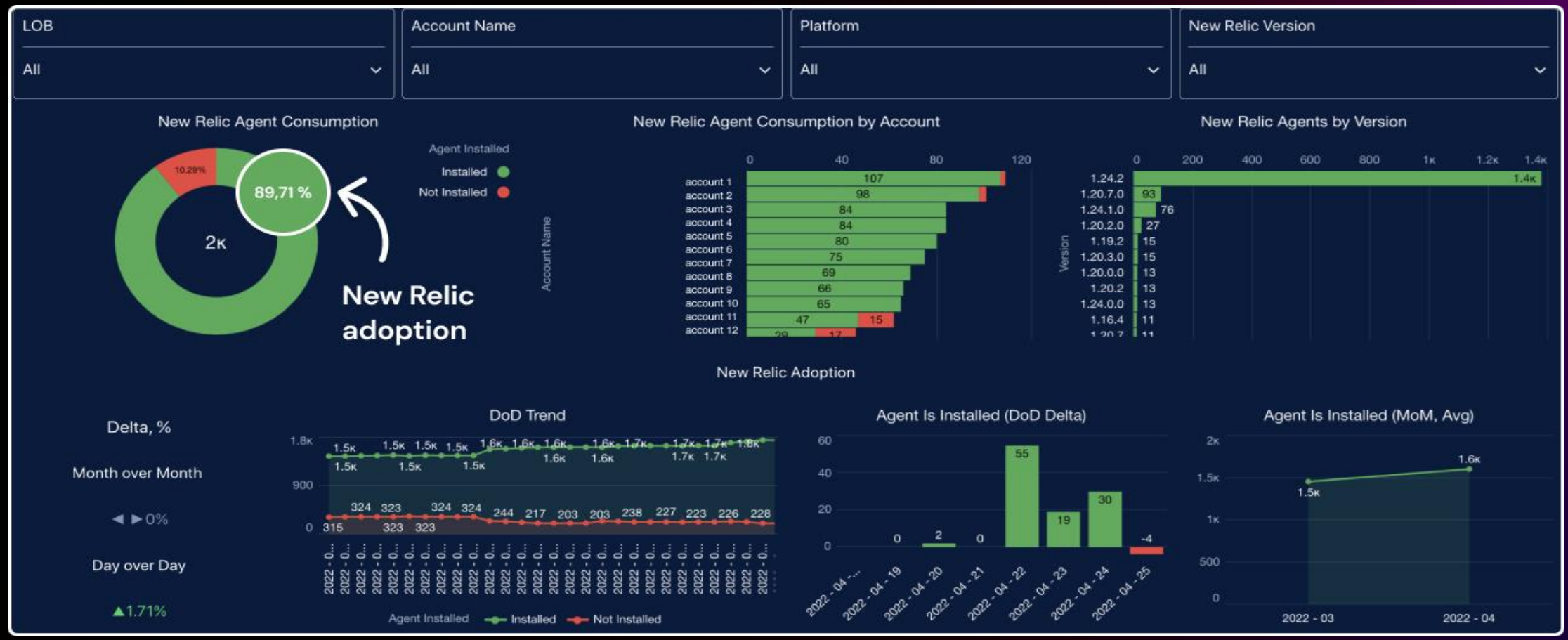
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Inventory-centric governance (vulnerability scanning example)



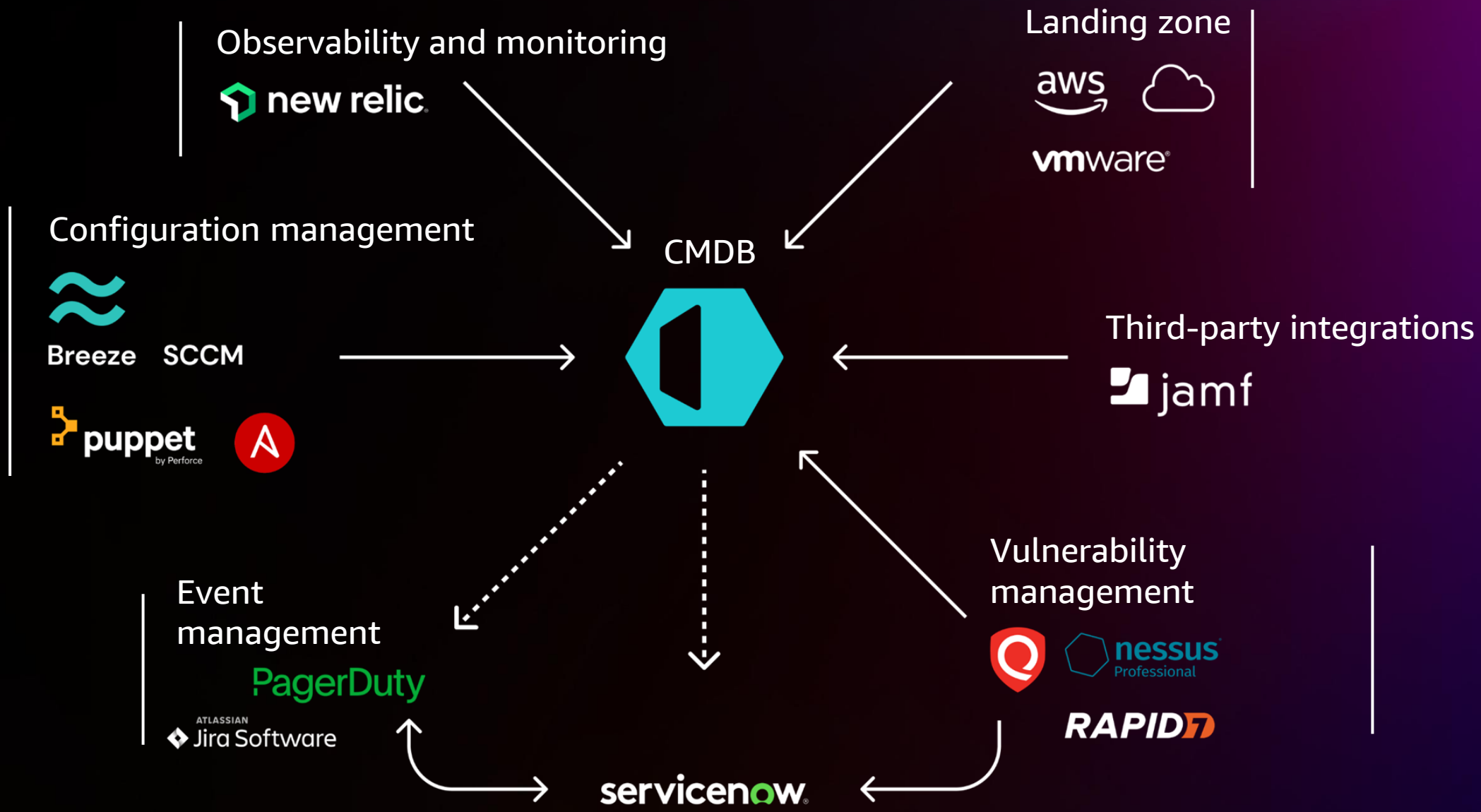
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Sample customer with successful enterprise NR adoption



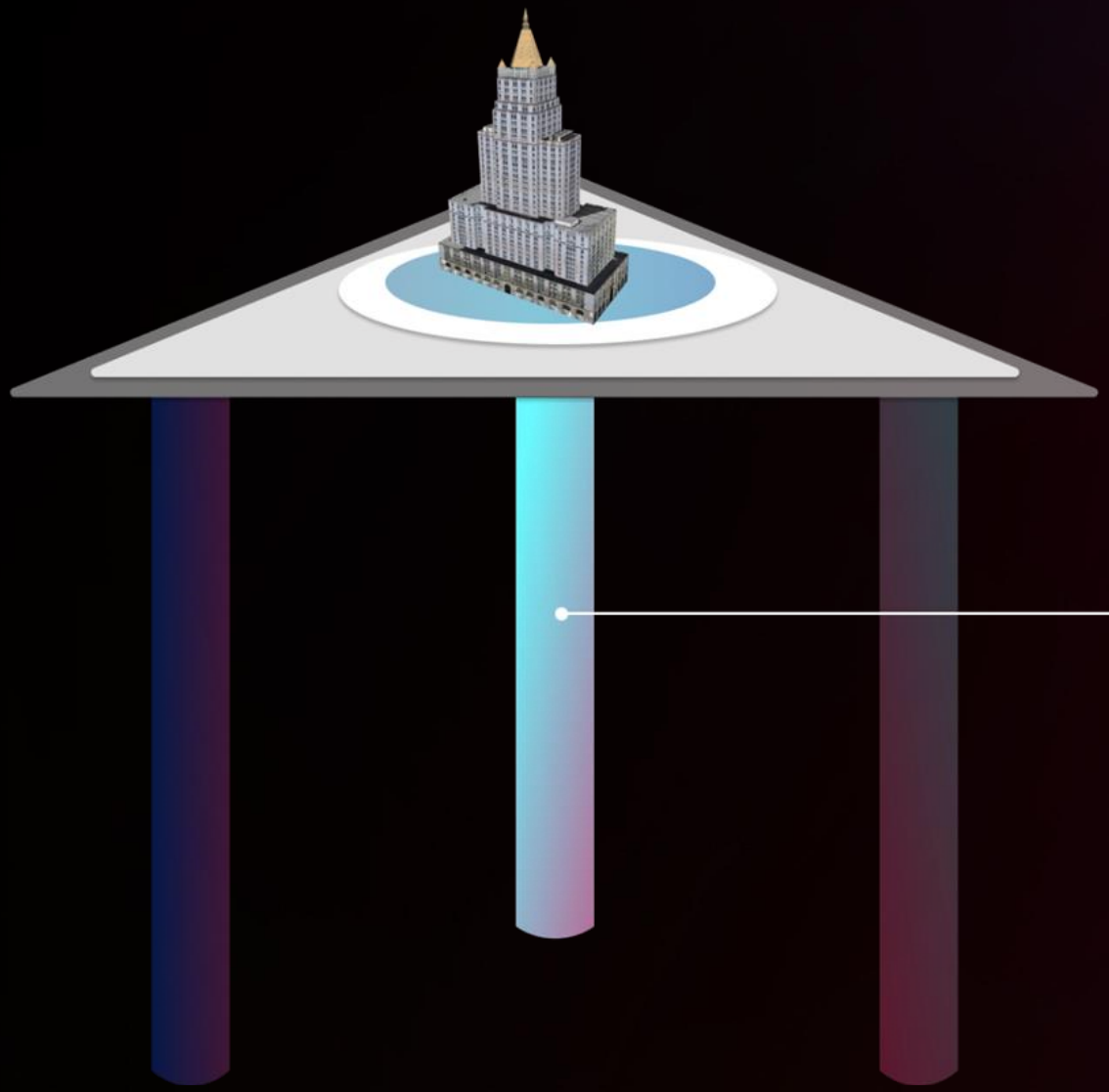
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CMDB overview



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Integrated ecosystem

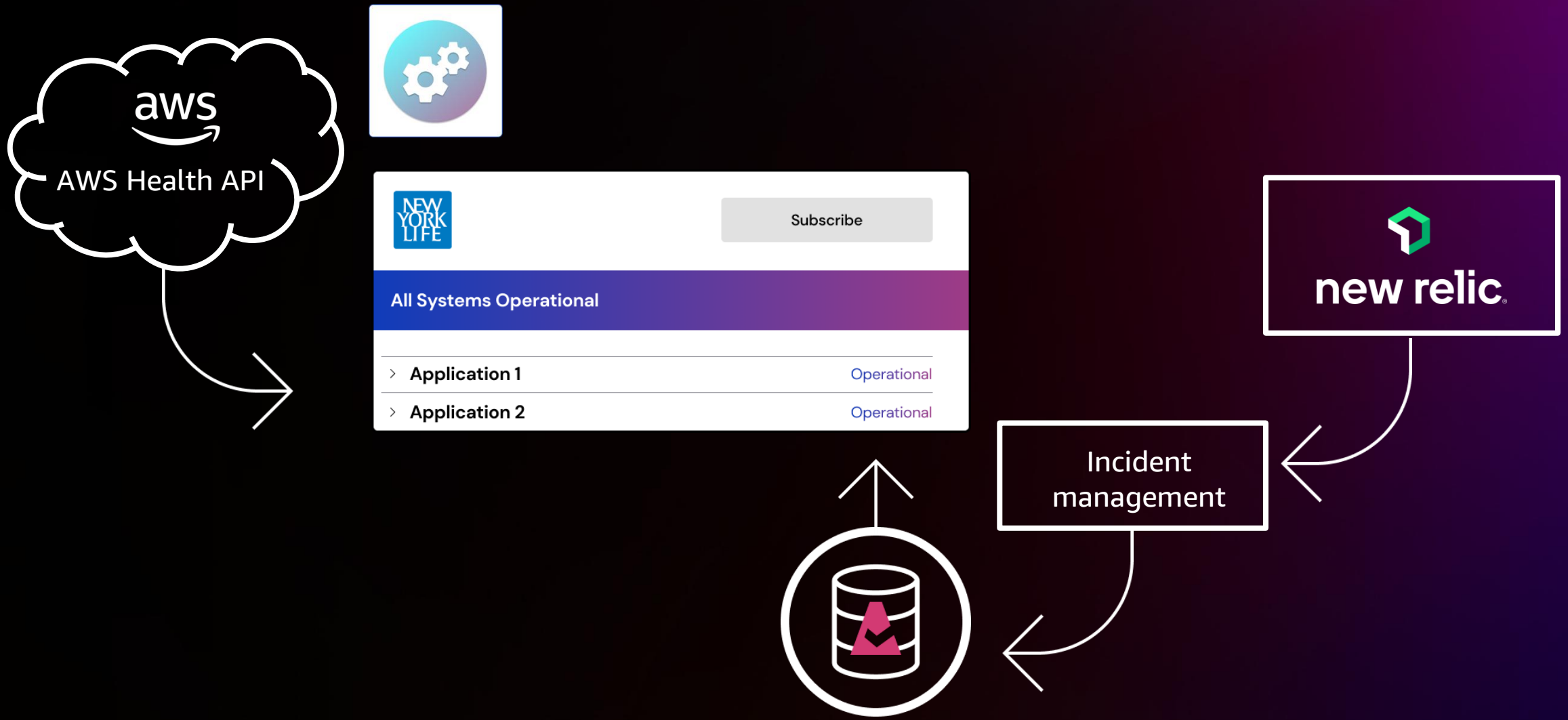


Integrate

1. AWS Health API
2. Inventory
3. New Relic alerts
4. Incident flow
5. Status page

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Incident notification flow



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Status page

NEW YORK LIFE

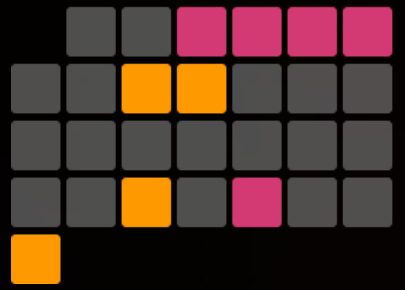
Subscribe

All Systems Operational

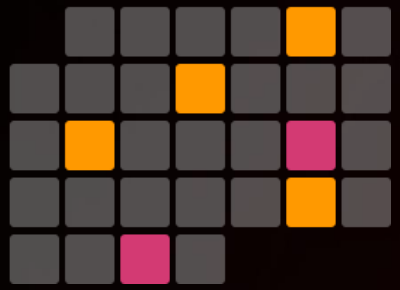
Application 1	Operational
Application 2	Operational

Past incidents

February 2022



March 2022



Application 1

Amazon DynamoDB	Operational
Amazon EC2	Operational
Elastic Load Balancing	Operational
Amazon OpenSearch Service	Operational
Amazon Kinesis	Operational
AWS KMS	Operational
AWS Secrets Manager	Operational
AWS Auto Scaling	Operational
Amazon SQS	Operational

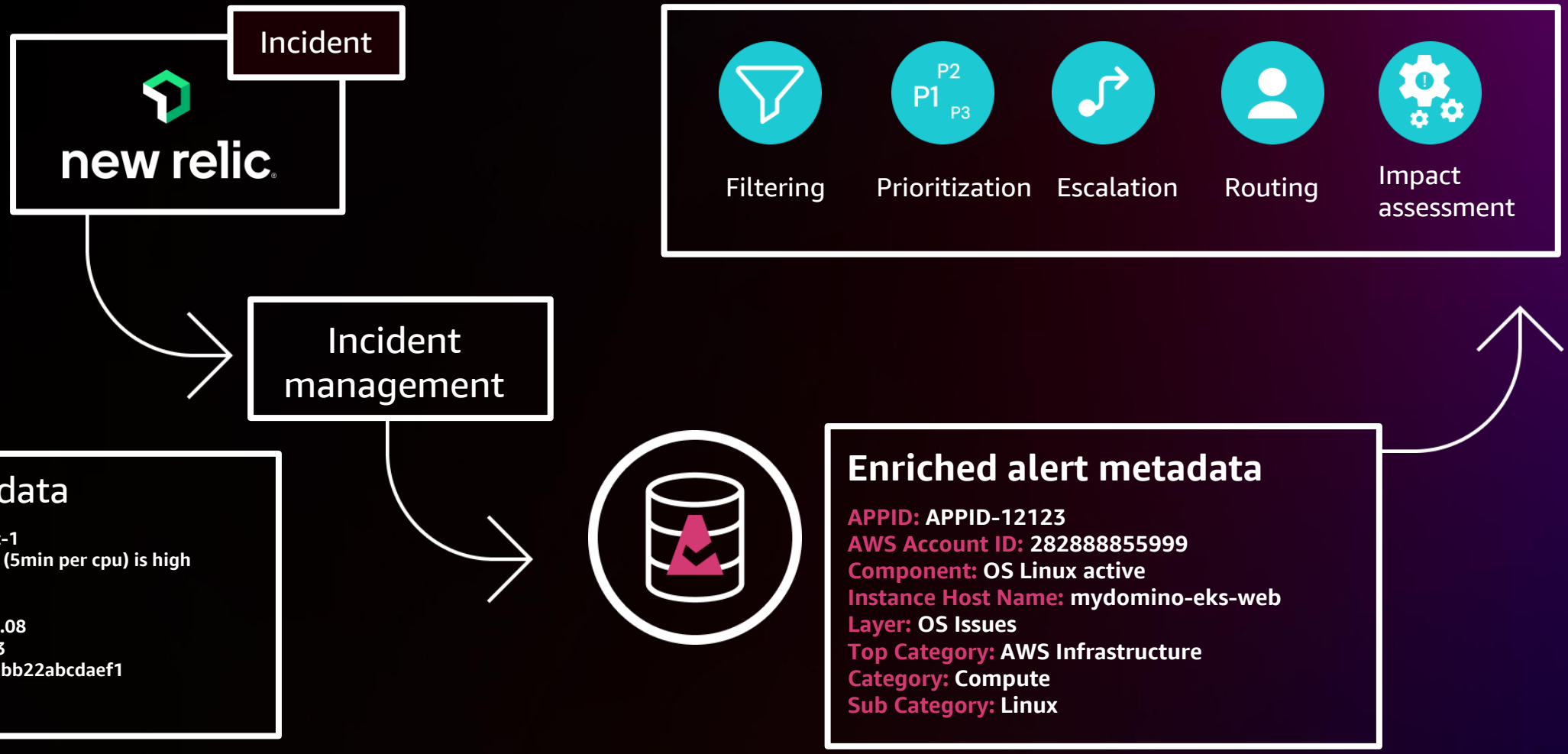
Application 2

Amazon CloudFront	Operational
Amazon Kinesis	Operational
AWS KMS	Operational
AWS Lambda	Operational
Amazon S3	Operational

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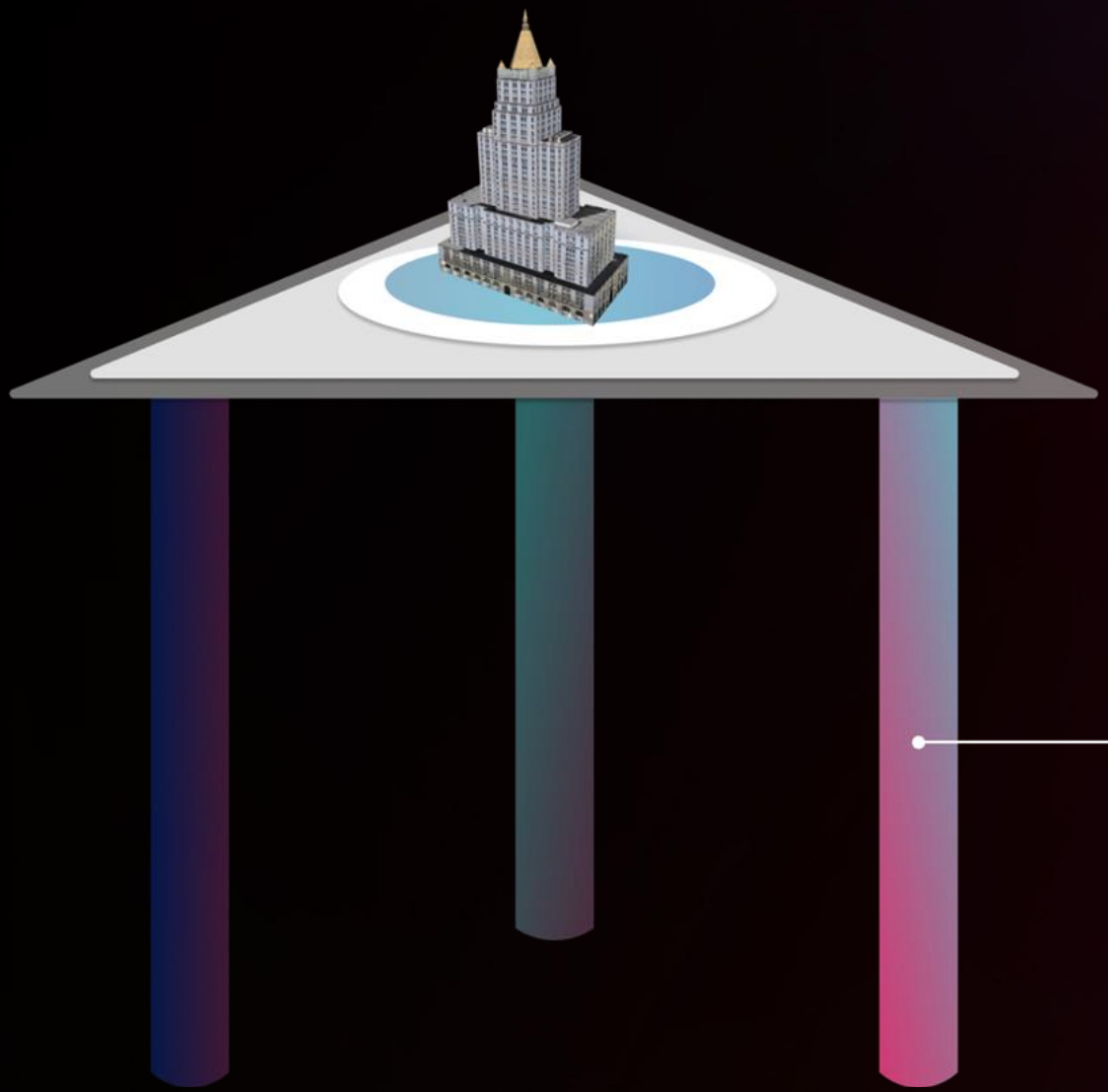
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Incident management integration



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Automation



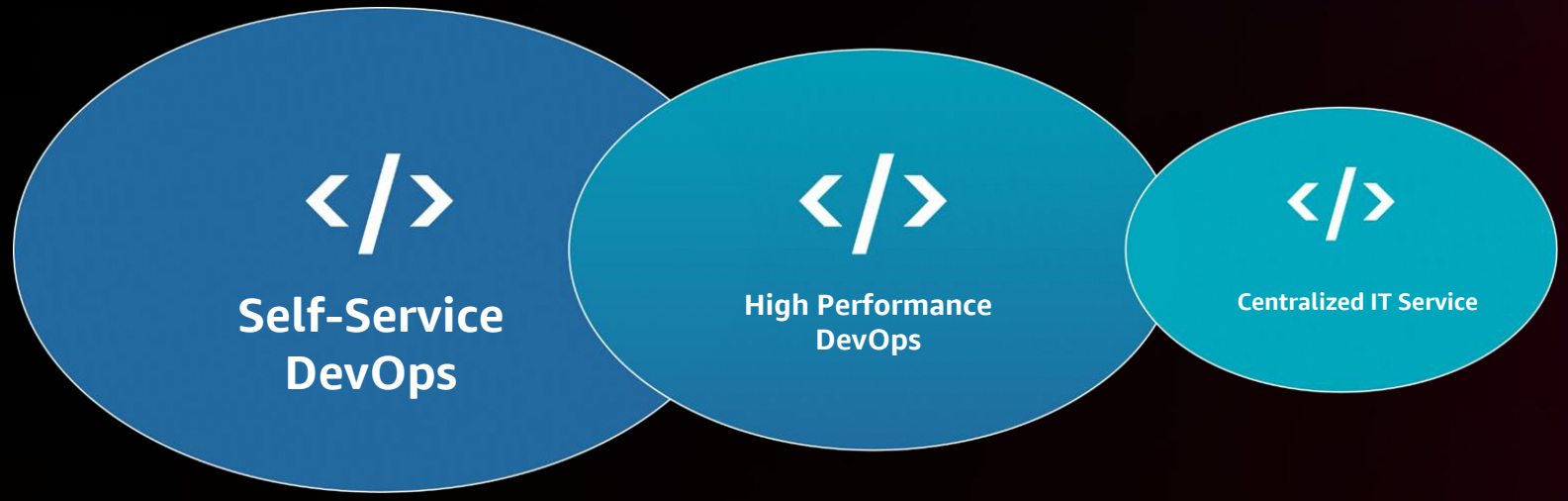
Automate

1. New Relic self-service
2. New Relic agent Installation
3. Alerting as code

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Vending machine services

CloudOps maturity model



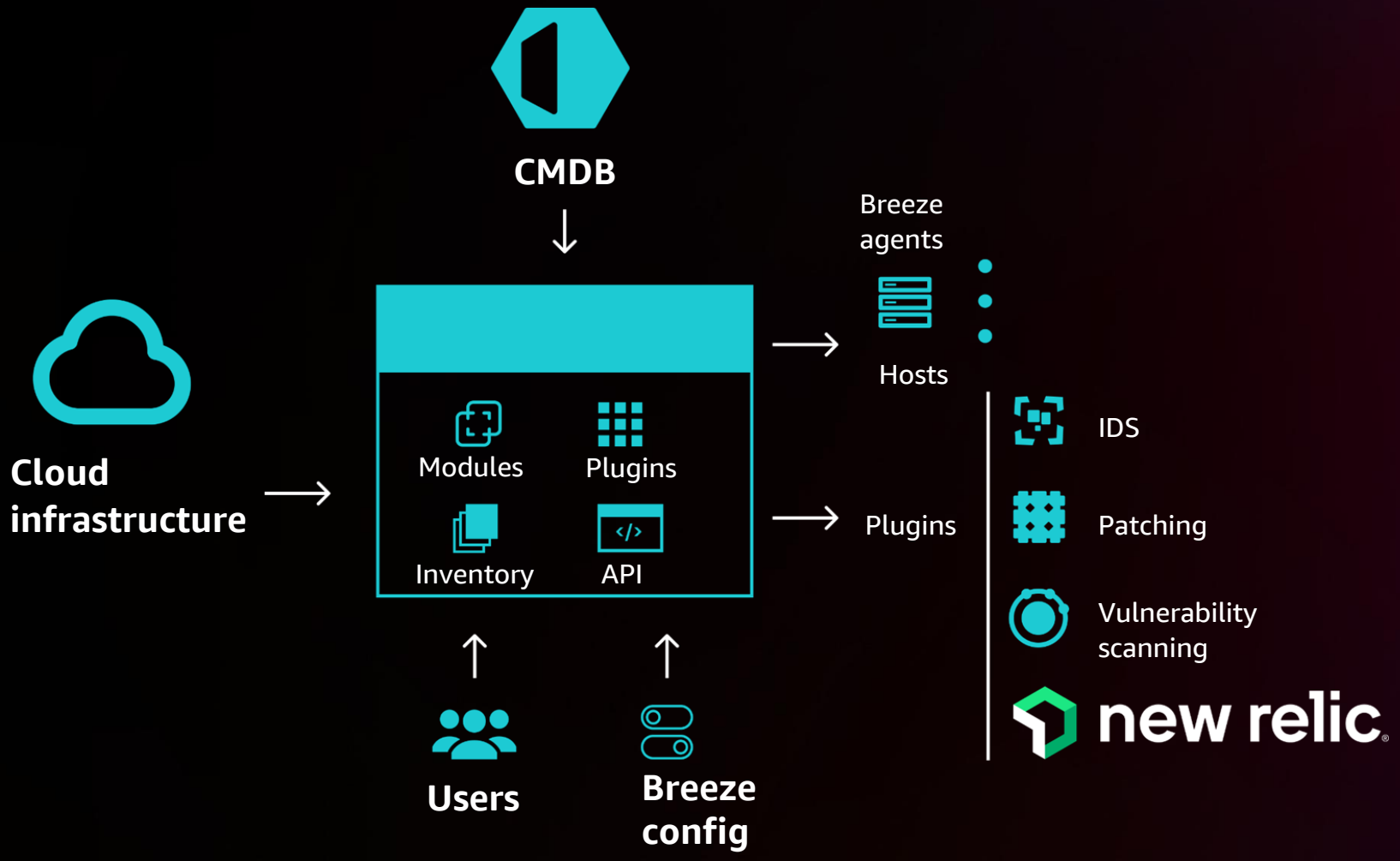
Vending machine = self-service + automation	Automation	Internal monopoly, no automation

Vending machine services

- Observability
- Backup
- Vulnerability scanning
- Compliance
- IDS

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Scale using managed DevOps technology



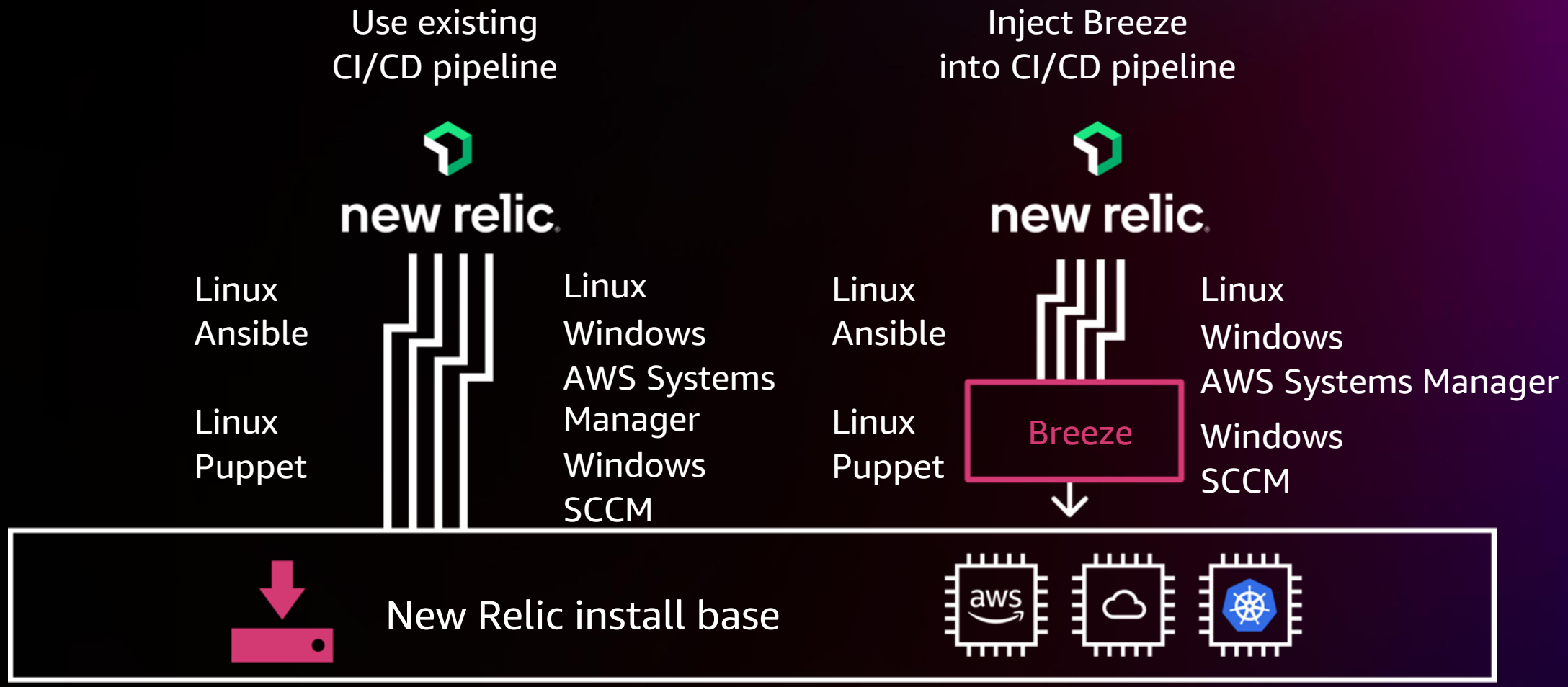
➔Monitoring by default

➔Scanning by default

➔Automated user provisioning

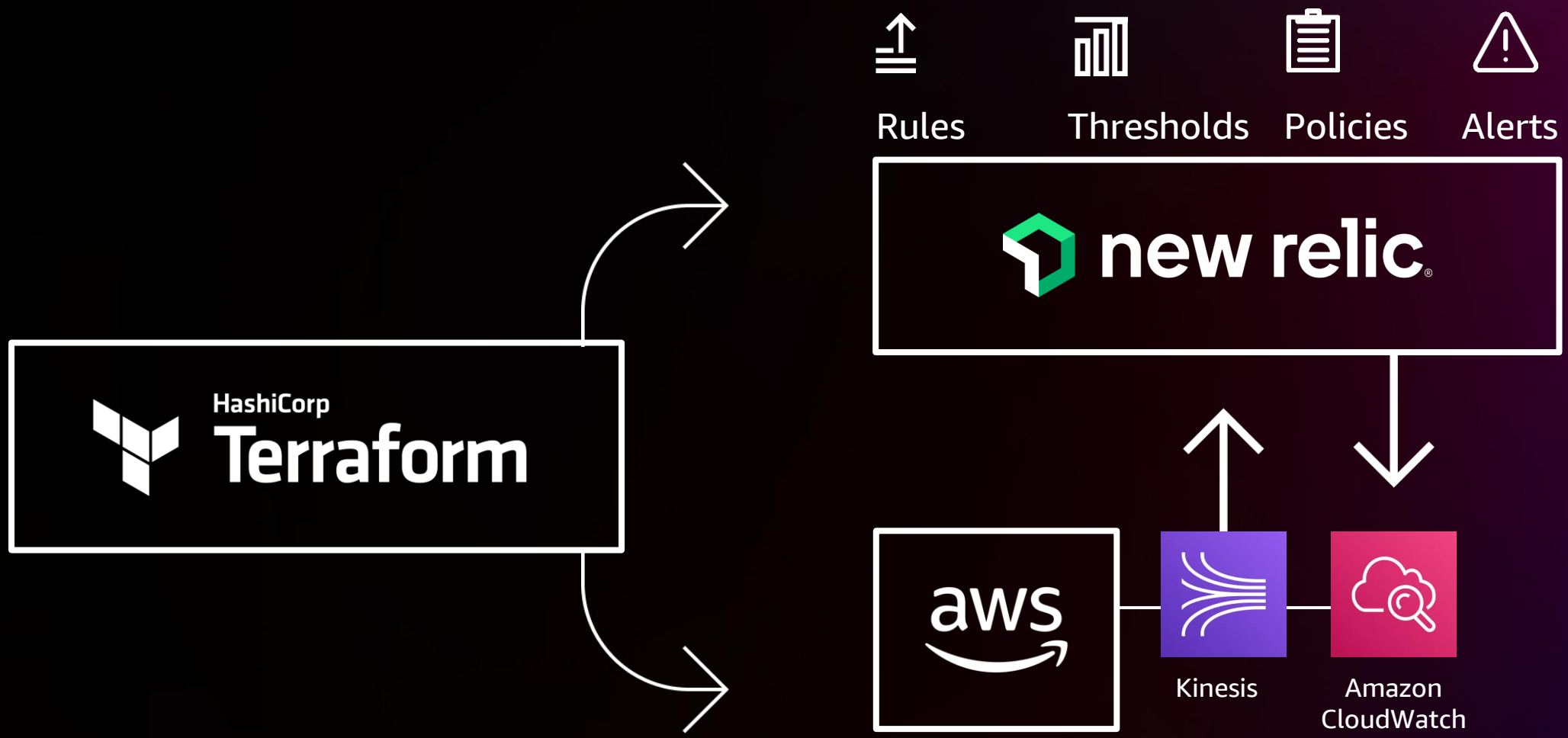
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New Relic deployment challenge



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Instrumentation automation



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