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OpenText Content Management, Module Suite and Observability

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Agenda

- What is observability?
- The value of observability
- As-is in the OpenText Content Management ecosystem
- Module Suite integration capabilities & Demo

What is observability?

- **Ability to understand systems from the data they produce**
  - Logs (events)
  - Metrics (performance indicator)
  - Traces (flow analysis)
- **Help anticipate, detect, diagnose and fix issues**
- **Of major interest for:**
  - SLA / SLO
  - Performance monitoring / User Experience
  - Security

Value for different audiences

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Infrastructure

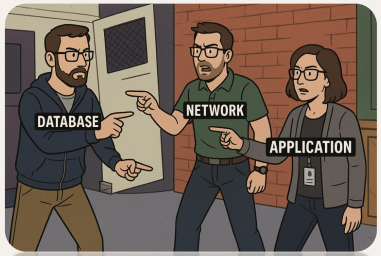
- Helps correlate service level with metrics of surrounding

Project team

- Helps prove that the solution delivered is fit for purpose and meets to the service level criteria defined

DevOps

- Faster troubleshooting / RCA
- Reduces MTTD / MTTR

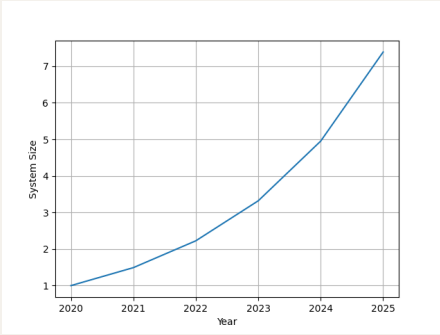


Business users

- Improves reliability
- Improves quality of service
- Improves operational efficiency

Value of observability in the organization

- Helps decorrelate TCO from a system's footprint (amount of users / size of data)
- Reduces operational risk
- Improves usage of human resources for more valuable tasks
- Improves communication with stakeholders



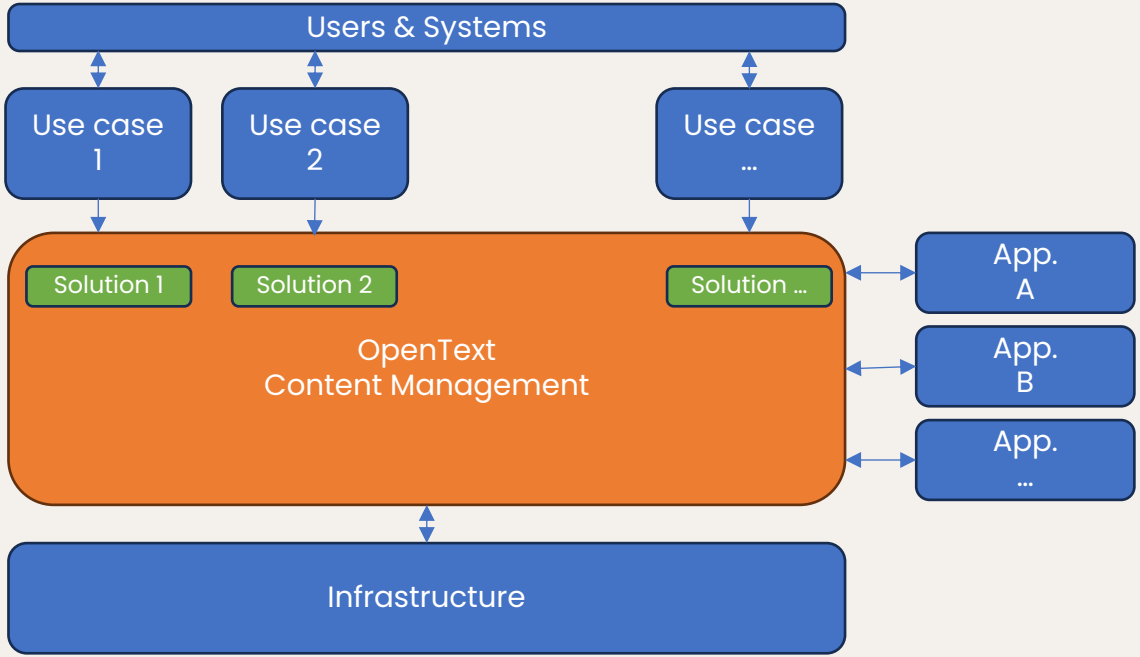
DevOps | IT Helpdesk | IT Manager

Developers | System admin | Application manager | Business user

Manual ⟷ Datawarehouse / DataLake Business Intelligence

Where it fits in the IT landscape

- Helps understand OpenText Content Management and the services it provides
- Helps to understand the dependencies between these services and:
  - Other services
  - Business processes
- Can help built KPIs about operational performance



Observability with Content Management

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As is

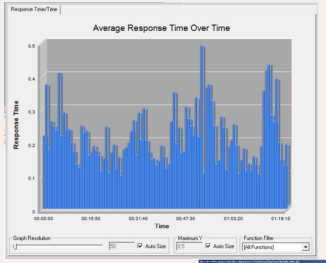
The data we are working with:

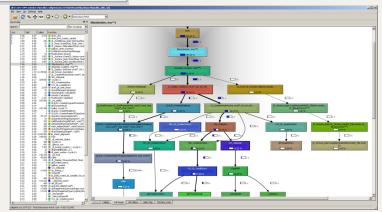
- All sorts of log files
- Audit trail (database)
- System metrics (snmp)

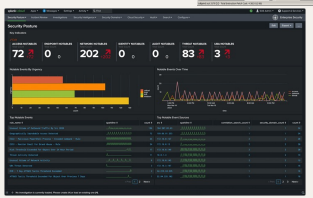
Several tools, each with their own compromise:

- Elbow grease
- Performance analyzer
- Oscript Profiler
- Splunk integration
- FluentBits (?func=admin.FluentBitConfig)

→ Organizations often still use 3rd party systems to monitor applications from the outside, limiting the analysis to the surface of things







fluentbit

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Needs flexibility to accommodate all types of architectures:

- On premise
- Private cloud
- Managed cloud

→ Lots of variability between deployments

→ No guarantee of ability to deploy / configure observability tools

→ No guarantee of being able to access the server

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Best practices

Logging

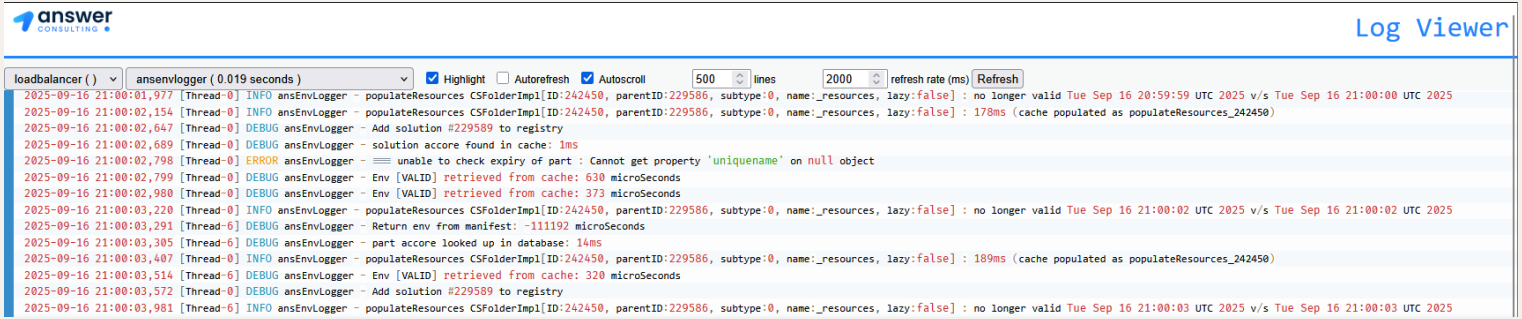
admin.getLogger(String loggerName, String level)

Logging should be structured, systematic and centralized
→ Logging is not for developers only

- Structured:
Logs cannot be understood without consistent naming schemas / self explanatory data. The log levels must align with the nature of the event.

- Systematic:
Complex systems turn into black boxes without minimum logging

- Centralized:
Logger / Appender levels should be manageable.



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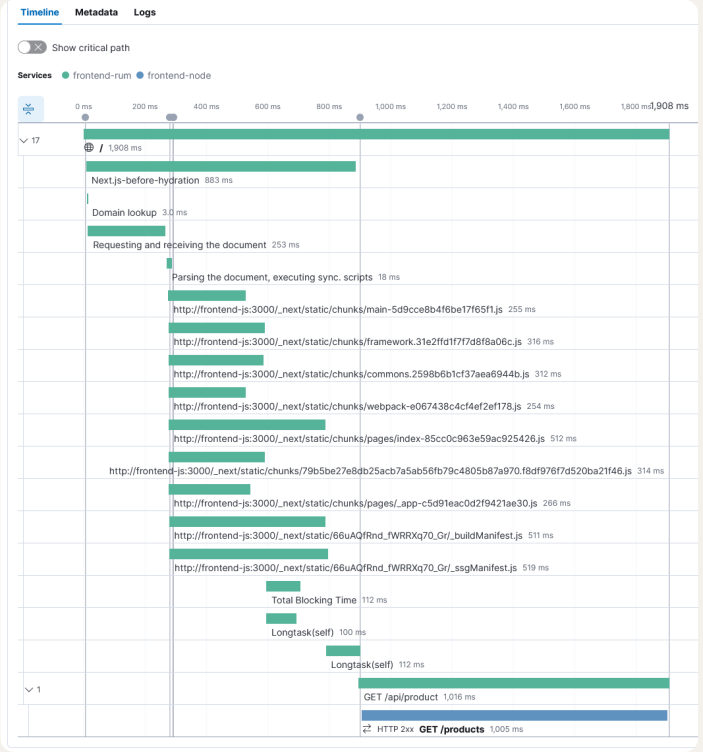
Best practices

Tracing

- *Traces should include clear indications of the locations of the pieces of code being investigated*
- *Usual suspects / possible performance bottlenecks are prime candidates for tracing*
- *Use standard naming conventions for attributes*



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Need

- provide monitoring / observability capabilities in line with other modern Enterprise Solutions
- Provide these capabilities with a minimum footprint

OpenTelemetry https://opentelemetry.io/

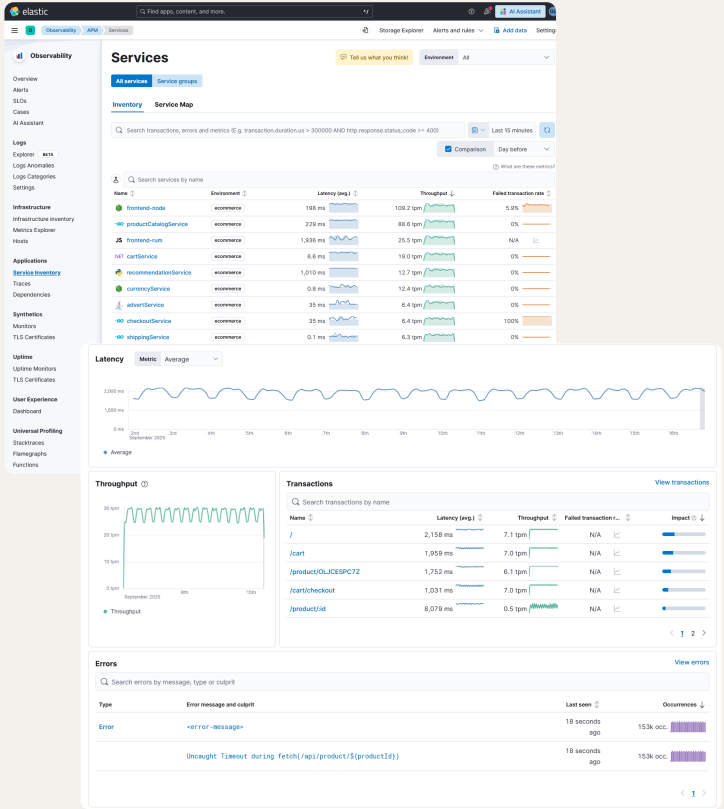
- Vendor neutral
- De facto standard for observability
- Java / Groovy is a first-class citizen
- Designed for distributed systems

Figure 1: Magic Quadrant for Observability Platforms

Observability and the Module Suite

Observability solutions:

- Repository for telemetry data
- Ad-hoc capabilities for search / filtering of data
- Aggregation / grouping / drilldown
- Dashboards points of focus
- Notifications



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Demo

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Thank you

Feel free to ask any questions!

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