



eBook

SolarWinds Deployment Services

SolarWinds Observability SaaS
Onboarding Field Guide



Overview

The Onboarding Field Guide aims to describe and document the Deployment Services onboarding process. This document will serve as a program guideline and outline for the scheduled Deployment Services training plan. We'll use this field guide to track engagement success as we progress in the program to ensure goals are clearly defined and met consistently, adequately, and efficiently.

Deployment Services are available for the following SolarWinds® Observability SaaS products and capabilities:

- Digital Experience Observability
- Log Observability
- Application Observability
- Database Observability
- Network, Infrastructure and Cloud Observability

DEPLOYMENT SERVICES PROGRAM

	SELF-LED	DS LITE (5 HRS.)	DS1 (30 HRS.)	DS2 (75 HRS.)	DS3 (125 HRS.)
<ul style="list-style-type: none"> • Digital Experience Observability 	✓	✓			
<ul style="list-style-type: none"> • Log Observability 	✓	✓	✓	✓	
<ul style="list-style-type: none"> • Digital Experience Observability • Log Observability • Application Observability 	✓	✓	✓		
<ul style="list-style-type: none"> • Digital Experience Observability • Database Observability • Application Observability 	✓	✓	✓		
<ul style="list-style-type: none"> • Network, Infrastructure & Cloud Observability (NICO) • Platform Connect for SolarWinds Observability Self-Hosted 	✓		✓	✓	
<ul style="list-style-type: none"> • Network Observability 	✓	✓			
<ul style="list-style-type: none"> • Infrastructure Observability 	✓	✓			
<ul style="list-style-type: none"> • Cloud Observability 	✓	✓			
<ul style="list-style-type: none"> • Database Observability • Log Observability • Network, Infrastructure & Cloud Observability • Platform Connect for Observability Self-Hosted 	✓		✓	✓	
<ul style="list-style-type: none"> • Digital Experience Observability • Database Observability • Log Observability • Application Observability • Network, Infrastructure & Cloud Observability • Platform Connect for SolarWinds Observability Self-Hosted • Kubernetes 	✓			✓	✓



Deployment Service Recommendations

- DS Lite introduces the SaaS capabilities, focusing on providing information through Success Center documentation and knowledge-based articles with limited emphasis on implementation
- Dedicated DS Lite versions are available for each Network, Infrastructure, and Cloud Observability (NICO) capability. We strongly recommend choosing at least DS 1 or higher for comprehensive coverage of all NICO capabilities

DEPLOYMENT SERVICES

We'll provide project plans and videos, best practices during setup, and guides for getting started. We'll also help you orient to the Customer Success Center and THWACK® community. By the end of the process, you'll know how to get the answers you need when you need them.

PURPOSE

- Set up your SolarWinds product according to the best practices recommended by SolarWinds
- Provide an understanding of how to use and configure the product for its intended purpose
- Discuss resources SolarWinds offers to help you get the most out of your product

PREPARATION

- Be prepared to start the engagement within a few weeks of purchase—Deployment Services onboarding engagements **must be completed within 60 days of purchase**
- Please have the required infrastructure to run your product before starting the engagement
- Make sure you've allocated time to complete the entire course, allowing for schedule constraints

LIMITATIONS OF DEPLOYMENT SERVICES ENGAGEMENT

- The program, partner success manager, and partner engineer won't provide on-site support
- The program, partner success manager, and partner engineer won't develop custom scripts, templates, or queries
- The program, partner success manager, and partner engineer won't take control of the customer's environment to perform installations, configurations, customizations, or migrations



- The program, partner success manager, and partner engineer won't troubleshoot issues, but they'll help you reach the proper technical support resource to best address the issue

Program Descriptions

Session topics provide an overall idea of what each session is all about. Targets and milestones describe the goals we aim to achieve in each scheduled meeting.

Each session is scheduled in two four-hour blocks.

DEPLOYMENT SERVICES PHASES

1. Introduction
2. Platform Planning
3. Platform Setup
4. Platform Configuration
5. Observability And Alerts
6. Platform Training
7. Journey Success

PREREQUISITES

Deployment Services Welcome Call

Your partner success manager will contact you to schedule an introductory call. During this call, you will meet your partner success manager and partner engineer, go over the program, and schedule your first Deployment Services session together.

SolarWinds Platform Training

We'll familiarize you with the SolarWinds Platform.



1. Digital Experience Observability

CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE
Introduction	<ul style="list-style-type: none"> Welcome Call Deployment Service Overview Tracking of Project Status Customer Environment/Requirements Prerequisites Risk/Issues Check-In Calls Onboarding Sessions 	
Platform Planning	<ul style="list-style-type: none"> Use Case Review Deployment Planning Form Deployment Project Plan 	Up to Two (2)
Platform Setup	Introduce The Codes Required for Setting Up Real Users	✓
	Monitoring: Add a URI for Monitoring	Up to Two (2)
	Add a Website for Synthetic Monitoring	Up to Two (2)
	Add Synthetic Transaction	Up to Two (2)
Platform Configuration	Understand Website System Requirements	✓
	Understand Firewall or Access Control Requirements	✓
	Understand RUM Script Requirements	✓
Observability and Alerts	Introduce Digital Experience Monitoring	✓
	Introduce Monitoring External Websites or URI	✓
	Introduce Synthetic Monitoring and Configuration Options	✓
	Introduce Health Score	✓
	Introduce Test Results	✓
	Introduce Synthetic Transactions and License Usage	✓
	Introduce Synthetic Transaction Commands	✓
	Review Synthetic Transaction Test Results	Up to Two (2)
	Introduce Synthetic and Real User Monitoring Metrics	✓
	Introduce Dashboard Creation	✓
	Create an Alert for Synthetic Monitoring with Up to One (1) Condition	Up to Two (2)
	Create Notification Services	Up to Two (2)
	Introduce Alert Maintenance/Mute	✓
Platform Training	<ul style="list-style-type: none"> Working With Support THWACK® SolarWinds Academy Virtual Classrooms Online Best Practices Articles General Overview Resources 	
Journey Success	<ul style="list-style-type: none"> Deployment Summary Customer Survey Optimization Opportunities Customer Success Manager (CSM) Hand-Off Call 	



2 Log Observability

CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
Introduction	<ul style="list-style-type: none"> Welcome Call Deployment Service Overview Tracking of Project Status Customer Environment/Requirements Prerequisites Risk/Issues Check-In Calls Onboarding Sessions 			
Platform Planning	<ul style="list-style-type: none"> Use Case Review Deployment Planning Form Deployment Project Plan 	Up to One (1)	Up to Two (2)	Up to Five (5)
Platform Setup	Provide guidance on set up of devices to send Logs to SolarWinds Observability endpoint over one (1) of the following methods: <ul style="list-style-type: none"> HTTPS Syslog (set up of relay* is required) * Relay will receive the syslog messages from the device and forward them to SolarWinds Observability SaaS Additional assistance from the hardware vendor might be required for device configurations	Up to One (1)	Up to Two (2)	Up to Five (5)
	Add Logs from one (1) of the following: <ul style="list-style-type: none"> AWS Azure® Application service logs Requirements <ul style="list-style-type: none"> Application services are already being monitored using an APM library Additional trace context needs to be enabled, which may require code changes in your environment 	Up to One (1)	Up to Two (2)	Up to Five (5)
Platform Configuration	Introduce Log Archiving	✓	✓	✓
	Enable Log Archiving	✓	✓	✓
	Download Log Archives	✓	✓	✓
	Introduce Log Exclusion Filtering	✓	✓	✓
	Set Up a Log Exclusion Filter	✓	✓	✓
Observability and Alerts	Create an Alert for Log Monitoring With A Condition	Up to Two (2)	Up to Five (5)	Up to Ten (10)
	Create Notification Services for Log Monitoring	Up to Two (2)	Up to Five (5)	Up to Ten (10)
	Introduce Alert Maintenance/Mute for Log Alert	✓	✓	✓
	Create a Dashboard With Up To Four (4) Widgets	N/A	Up to One (1)	Up to Three (3)
	Analyzing Log Explorer	✓	✓	✓
Platform Training	<ul style="list-style-type: none"> Working With Support THWACK® SolarWinds Academy Virtual Classrooms Online Best Practices Articles General Overview Resources 			
Journey Success	<ul style="list-style-type: none"> Deployment Summary Customer Survey Optimization Opportunities Customer Success Manager (CSM) Hand-Off Call 			



3. Digital Experience, Log and Application Observability

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
Introduction		<ul style="list-style-type: none"> Welcome Call Deployment Service Overview Tracking of Project Status Customer Environment/Requirements Prerequisites Risk/Issues Check-In Calls Onboarding Sessions 		
Platform Planning		<ul style="list-style-type: none"> Use Case Review Deployment Planning Form Deployment Project Plan 	Up to Three (3)	Up to Six (6)
Digital Experience Observability	Platform Setup	Introduce the Codes Required for Setting Up Real Users	✓	✓
		Add a URI for Monitoring	Up to One (1)	Up to Five (5)
		Add a Website for Synthetic Monitoring	Up to One (1)	Up to Five (5)
		Add Synthetic Transaction	Up to One (1)	Up to Five (5)
	Platform Configuration	Understand Website System Requirements	✓	✓
		Understand Firewall or Access Control Requirements	✓	✓
		Understand RUM Script Requirements	✓	✓
	Observability and Alerts	Introduce Digital Experience Monitoring	✓	✓
		Introduce Monitoring External Websites or URI	✓	✓
		Introduce Synthetic Monitoring And Configuration Options	✓	✓
		Introduce Health Score	✓	✓
		Introduce Test Results	✓	✓
		Introduce Synthetic Transactions and License Usage	✓	✓
		Introduce Synthetic Transaction Commands	✓	✓
		Review Synthetic Transaction Test Results	✓	✓
		Introduce Synthetic and Real User Monitoring Metrics	✓	✓
		Introduce Dashboard Creation	✓	✓
		Create an Alert for Synthetic Monitoring with Up to One (1) Condition	Up to One (1)	Up to Five (5)
		Create Notification Services	Up to One (1)	Up to Five (5)
		Introduce Alert Maintenance/Mute	✓	✓
Application Observability	Platform Setup	Add either of the following: <ol style="list-style-type: none"> Add .NET Service Add Java Service Add Other Services like PHP, Ruby, and Python 	Up to One (1)	Up to Five (5)
	Platform Configuration	Introduce the following: <ul style="list-style-type: none"> Trace Context in Queries Trace Context in Logs Code Profiling Trigger Trace	✓	✓
	Observability and Alerts	Provide an overview of Application Performance Monitoring (APM)	✓	✓
		Create an Alert for Application Monitoring with Up to One (1) Condition	Up to One (1)	Up to Five (5)
		Create Notification Services for Application Monitoring	Up to One (1)	Up to Five (5)
		Introduce Alert Maintenance/Mute for Application Alert	✓	✓
		Create a Dashboard with Up to Four (4) widgets	Up to One (1)	Up to Two (2)
		Analyze Metrics Explorer	✓	✓
		Analyze Traces Explorer	✓	✓
		Analyze Queries Explorer	✓	✓
		Analyze Profiler Data	✓	✓
Log Observability	Platform	Provide guidance on set up of devices to send Logs to SolarWinds	Up to One (1)	Up to One (1)



PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
	Setup	Observability endpoint over one (1) of the following methods: <ul style="list-style-type: none">• HTTPS• Syslog (set up of relay* is required) * Relay will receive the syslog messages from the device and forward them to SolarWinds Observability SaaS Additional assistance from the hardware vendor might be required for device configurations		
		Add Logs from one (1) of the following: <ul style="list-style-type: none">• AWS• Azure®• Application service logs Requirements <ul style="list-style-type: none">• Application services are already being monitored using an APM library• Additional trace context needs to be enabled, which may require code changes in your environment	Up to One (1)	Up to One (1)
	Platform Configuration	Introduce Log Archiving	✓	✓
		Enable Log Archiving	✓	✓
		Download Log Archives	✓	✓
		Introduce Log Exclusion Filtering	✓	✓
		Set Up a Log Exclusion Filter	✓	✓
	Observability and Alerts	Create an Alert for Log Monitoring with Up to One (1) Condition	Up to One (1)	Up to Two (2)
		Create Notification Services for Log Monitoring	Up to One (1)	Up to Two (2)
		Introduce Alert Maintenance/Mute for Log Alert	✓	✓
		Create a Dashboard with Up to Four (4) Widgets	N/A	Up to One (1)
		Analyzing Log Explorer	✓	✓
	Platform Training		<ul style="list-style-type: none">• Working With Support• THWACK®• SolarWinds Academy Virtual Classrooms• Online Best Practices Articles• General Overview Resources	
Journey Success		<ul style="list-style-type: none">• Deployment Summary• Customer Survey• Optimization• Opportunities• Customer Succes Manager (CSM) Hand-Off Call		



4. Digital Experience, Database and Application Observability

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
Introduction		<ul style="list-style-type: none"> Welcome Call Deployment Service Overview Tracking of Project Status Customer Environment/Requirements Prerequisites Risk/Issues Check-In Calls Onboarding Sessions 		
Platform Planning		<ul style="list-style-type: none"> Use Case Review Deployment Planning Form Deployment Project Plan 	Up to Three (3)	Up to Six (6)
Digital Experience Observability	Platform Setup	Introduce the Codes Required for Setting Up Real User Monitor	✓	✓
		Add a URI for Monitoring	Up to One (1)	Up to Five (5)
		Add a Website for Synthetic Monitoring	Up to One (1)	Up to Five (5)
		Add Synthetic Transaction	Up to One (1)	Up to Five (5)
	Platform Configuration	Understand Website System Requirements	✓	✓
		Understand Firewall or Access Control Requirements	✓	✓
		Understand RUM Script Requirements	✓	✓
	Observability and Alerts	Introduce Digital Experience Monitoring	✓	✓
		Introduce Monitoring External Websites or URI	✓	✓
		Introduce Synthetic Monitoring and Configuration Options	✓	✓
		Introduce Health Score	✓	✓
		Introduce Test Results	✓	✓
		Introduce Synthetic Transactions and License Usage	✓	✓
		Introduce Synthetic Transaction Commands	✓	✓
		Review Synthetic Transaction Test Results	✓	✓
		Introduce Synthetic and Real User Monitoring Metrics	✓	✓
		Introduce Dashboard Creation	✓	✓
		Create an Alert for Synthetic Monitoring with Up to One (1) Condition	Up to One (1)	Up to Five (5)
		Create Notification Services	Up to One (1)	Up to Five (5)
		Introduce Alert Maintenance/Mute	✓	✓
Database Observability	Platform Setup	Provide requirements required for monitoring databases	✓	✓
		Prepare the database for monitoring	Up to Two (2)	Up to Five (5)
		Provide information on headless	✓	✓
		Installer Installation of agents for monitoring	Up to Two (2)	Up to Five (5)
		Review roles and privileges	✓	✓
	Platform Configuration	Configure monitoring for one (1) of the following: <ul style="list-style-type: none"> MongoDB MySQL PostgreSQL MS SQL Server Redis 	Up to Two (2)	Up to Five (5)
	Observability and Alerts	Create an Alert for Database Monitoring with Up to One (1) Condition	Up to One (1)	Up to Five (5)
		Create Notification Services for Database Monitoring	Up to One (1)	Up to Five (5)
		Introduce Alert Maintenance/Mute for Database Alert	✓	✓
		Create a Dashboard with Up to Four (4) Widgets	✓	✓
		Analyzing Metrics Profiler	✓	✓
		Analyzing Metrics Workload	✓	✓
		Analyzing Queries Tags	✓	✓
		Analyzing Profiler Data	✓	✓
Log Observability	Platform Setup	Provide guidance on setup of devices to send Logs to SolarWinds Observability endpoint over one (1) of the following methods: <ul style="list-style-type: none"> HTTPS 	Up to One (1)	Up to One (1)



PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT
		<ul style="list-style-type: none">Syslog (set up of relay* is required) * Relay will receive the syslog messages from the device and forward them to SolarWinds Observability SaaS Additional assistance from the hardware vendor might be required for device configurations		
		Add Logs from one (1) of the following: <ul style="list-style-type: none">AWSAzure®Application service logs Requirements <ul style="list-style-type: none">Application services are already being monitored using an APM libraryAdditional trace context needs to be enabled, which may require code changes in your environment	Up to One (1)	Up to One (1)
	Platform Configuration	Introduce Log Archiving	✓	✓
		Enable Log Archiving	✓	✓
		Download Log Archives	✓	✓
		Introduce Log Exclusion Filtering	✓	✓
		Set Up a Log Exclusion Filter	✓	✓
	Observability and Alerts	Create an Alert for Log Monitoring with Up to One (1) Condition	Up to One (1)	Up to Two (2)
		Create Notification Services for Log Monitoring	Up to One (1)	Up to Two (2)
		Introduce Alert Maintenance/Mute for Log Alert	✓	✓
		Create a Dashboard with Up to Four (4) Widgets	N/A	Up to One (1)
		Analyzing Log Explorer	✓	✓
Platform Training		<ul style="list-style-type: none">Working With SupportTHWACK®SolarWinds Academy Virtual ClassroomsOnline Best Practices ArticlesGeneral Overview Resources		
Journey Success		<ul style="list-style-type: none">Deployment SummaryCustomer SurveyOptimizationOpportunitiesCustomer Succes Manager (CSM) Hand-Off Call		



5. Network, Infrastructure & Cloud Observability

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
Introduction		<ul style="list-style-type: none"> Welcome Call Deployment Service Overview Tracking of Project Status Customer Environment/Requirements Prerequisites Risk/Issues Check-In Calls Onboarding Sessions 			
Platform Planning		<ul style="list-style-type: none"> Use Case Review Deployment Planning Form Deployment Project Plan 	Up To One (1)	Up To Two (2)	Up To Five (5)
Network Observability	Platform Setup	Introduce Network Monitoring System Requirements	✓	✓	✓
		Deploy Network Collector	Up To One (1)	Up To One (1)	Up To Three (3)
		Configure Deployed Network Collector for High Availability (HA) Installation		Up To One (1)	Up To Two (2)
		Provide Information for Configuring Network Devices to Send Netflow Flows	✓	✓	✓
		Set Up Network Device to Send Netflow Flows to Network Collector			Up To One (1)
	Platform Configuration	Introduce Network Monitoring	✓	✓	✓
		Add Network Devices to the Network Collector	Up To Two (2)	Up To Four (4)	Up To Ten (10)
		Discover Multiple (Up to Fifteen (15)) Nodes in the Network in a Single Discovery Using Discovery Wizard	Up To One (2)	Up To Two (2)	Up To Four (4)
		Introduce Network Collector Settings	✓	✓	✓
		Introduce Netpath™ and its Requirements	✓	✓	✓
		Add and Manage Netpath™ Endpoints		Up To Two (2)	Up To Five (5)
	Observability and Alerts	Create a Dashboard with Up to Four (4) Widgets	Up To One (1)	Up To One (1)	Up To Three (3)
		Create an Alert Based for Network Metrics with One (1) Condition	Up To One (1)	Up To One (1)	Up To Four (4)
		Create Notification Services for Network Monitoring	Up To One (1)	Up To One (1)	Up To Four (4)
		Introduce Maintenance Window/Mute for Network Alert		✓	✓
		Analyze Network Device Metrics for One (1) Entity	Up To Two (2)	Up To Four (4)	Up To Eight (8)
		Review SolarWinds Observability Self-Hosted Alert in Observability SaaS		✓	✓
Infrastructure Observability	Platform Setup	Introduce System Requirements for Supported Devices	✓	✓	✓
		Introduce Available Methods to Deploy Self-managed Host	✓	✓	✓
		Agent-based Installation—Self-managed Host	Up To One (1)	Up To One (1)	Up To Two (2)
		Automate Deployment Using Supported Deployment Methods			✓
		Introduce Deploying Network Collector	✓	✓	✓
		Deploy Network Collector for Agentless Monitoring		Up To One (1)	Up To Two (2)
		Set Up Scan for the Discovery of On-prem Entities		✓	✓
		Introduce Supported Kubernetes Cluster, Docker System Requirement	✓	✓	✓
	Platform Configuration	Gather Otel-based and Other Integration Requirements		✓	✓
		Set Up Agent-based Installation Based on Manual/Automated Requirement	Up To One (1)	Up To One (1)	Up To Two (2)
		Introduce Installation of SolarWinds Observability Agent Using Docker Image or Kubernetes	✓	✓	✓
		Install SolarWinds Observability Agent Using Docker Image or Kubernetes Deployment		✓	✓
		Introduce Adding Kubernetes Cluster	✓	✓	✓
		Add a Kubernetes Cluster		Up To One (1)	Up To Two (2)
		Introduce Adding Kubernetes Collector	✓	✓	✓
		Deploy Kubernetes Collector		Up To One (1)	Up To Two (2)
		Introduce Setting Up of Software Monitoring Via Software Templates	✓	✓	✓
		Setup Software Monitoring Via Software Templates		Up To One (1)	Up To Two (2)
		Add Supported Virtual Devices Monitoring	Up To One (1)	Up To One (1)	Up To Two (2)
		Introduce Monitor with Otel	✓	✓	✓
		Add Monitor with Otel			Up To Two (2)
		Introduce Monitor with Telegraf	✓	✓	✓
		Add Monitor with Telegraf			Up To Two (2)
		Add Discovered Otel Dependency Via Out-of-the-box Integration			✓
	Observability and Alerts	Create a Dashboard with Up to Four (4) Widgets	Up To One (1)	Up To One (1)	Up To Three (3)
		Create an Alert on Metrics for Software and Virtualization with One (1) Condition	Up To One (1)	Up To One (1)	Up To Four (4)
		Create Notification Services for Infrastructure Monitoring	Up To One (1)	Up To One (1)	Up To Four (4)



PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LITE 5-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
		Verify All the Entities are Observed Under Infrastructure (Platform Connect)	✓	✓	✓
		Show Virtualization Overview, Sprawl, and Capacity Planning	✓	✓	✓
		Analyze Infrastructure Metrics for One (1) Entity	Up to One (1)	Up to two (2)	Up to four (4)
Cloud Observability	Platform Setup	Introduce AWS Cloud Account Permission and Requirements	✓	✓	✓
		Introduce Azure® Cloud Account Permission and Requirements	✓	✓	✓
	Platform Configuration	Add an AWS Cloud Account	Up To One (1)	Up To Two (2)	Up To Three (3)
		Introduce AWS Area Overview	✓	✓	✓
		Introduce Integration With AWS	✓	✓	✓
		Integrate with AWS Manually		✓	✓
		Integrate with AWS Using Cloudformation			✓
		AWS Service Discovery		✓	✓
		Add An Azure® Cloud Account	Up To One (1)	Up To Two (2)	Up To Three (3)
		Introduce Integration with Azure®	✓	✓	✓
		Integrate with Azure® CLI		✓	✓
		Integrate with Azure® Portal		✓	✓
		Azure® Service Discovery		✓	✓
		Introduce Azure® Area Overview	✓	✓	✓
		Install Agent in Cloud Compute Engines for Host Monitoring	Up To One (1)	Up To Two (2)	Up To Three (3)
	Observability and Alerts	Create a Dashboard with Up to Four (4) Widgets	Up To One (1)	Up To Two (2)	Up To Three (3)
		Create an Alert on Cloud Metrics with One (1) Condition	Up To One (1)	Up To Two (2)	Up To Four (4)
		Create Notification Services for Cloud Monitoring	Up To One (1)	Up To Two (2)	Up To Four (4)
Analyze Cloud Metrics for One (1) Entity		Up To One (1)	Up To Two (2)	Up To Four (4)	
Platform Training		<ul style="list-style-type: none">Working With SupportTHWACK®SolarWinds Academy Virtual ClassroomsOnline Best Practices ArticlesGeneral Overview Resources			
Journey Success		<ul style="list-style-type: none">Deployment SummaryCustomer SurveyOptimizationOpportunitiesCustomer Succes Manager (CSM) Hand-Off Call			



6. Database, Log and Network, Infrastructure & Cloud Observability

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
Introduction		<ul style="list-style-type: none"> Welcome Call Deployment Service Overview Tracking of Project Status Customer Environment/Requirements Prerequisites Risk/Issues Check-In Calls Onboarding Sessions 		
Platform Planning		<ul style="list-style-type: none"> Use Case Review Deployment Planning Form Deployment Project Plan 	Up To Two (2)	Up To Five (5)
Database Observability	Platform Setup	Provide Requirements Required for Monitoring Databases	✓	✓
		Prepare the Database for Monitoring	Up To One (1)	Up To Five (5)
		Provide Information on Headless	✓	✓
		Installer Installation of Agents for Monitoring	Up To One (1)	Up To Five (5)
		Review Roles and Privileges	✓	✓
	Platform Configuration	Configure monitoring for one (1) of the following: <ul style="list-style-type: none"> MongoDB MySQL PostgreSQL MS SQL Server Redis 	Up To One (1)	Up To Five (5)
	Observability and Alerts	Create An Alert for Database Monitoring with Up to One (1) Condition	Up To One (1)	Up To Five (5)
		Create Notification Services for Database Monitoring	Up To One (1)	Up To Five (5)
		Introduce Alert Maintenance/Mute for Database Alert	✓	✓
		Create a Dashboard with Up to Four (4) Widgets	✓	✓
		Analyzing Metrics Profiler	✓	✓
		Analyzing Metrics Workload	✓	✓
		Analyzing Queries Tags	✓	✓
		Analyzing Profiler Data	✓	✓
Log Observability	Platform Setup	Provide guidance on set up of devices to send Logs to SolarWinds Observability endpoint over one (1) of the following methods: <ul style="list-style-type: none"> HTTPS Syslog (set up of relay* is required) * Relay will receive the syslog messages from the device and forward them to SolarWinds Observability SaaS	Up To One (1)	Up To Two (2)
		Additional assistance from the hardware vendor might be required for device configurations		
	Platform Configuration	Add Logs from one (1) of the following: <ul style="list-style-type: none"> AWS Azure® Application service logs Requirements <ul style="list-style-type: none"> Application services are already being monitored using an APM library Additional trace context needs to be enabled, which may require code changes in your environment 	Up To One (1)	Up To Two (2)
		Introduce Log Archiving	✓	✓
		Enable Log Archiving	✓	✓
		Download Log Archives	✓	✓
		Introduce Log Exclusion Filtering	✓	✓
		Set Up a Log Exclusion Filter	✓	✓
	Observability and Alerts	Create An Alert for Log Monitoring with Up to One (1) Condition	Up To One (1)	Up To Five (5)
		Create Notification Services for Log Monitoring	Up To One (1)	Up To Five (5)



PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
		Introduce Alert Maintenance/Mute for Log Alert	✓	✓
		Create a Dashboard with Up to Four (4) Widgets	Up To One (1)	Up To Two (2)
		Analyzing Log Explorer	✓	✓
Network Observability	Platform Setup	Introduce Network Monitoring System Requirements	✓	✓
		Deploy Network Collector	Up To One (1)	Up To Three (3)
		Configure Deployed Network Collector for High Availability (HA) Installation	Up To One (1)	Up To Two (2)
		Provide Information for Configuring Network Devices to Send Netflow Flows	✓	✓
		Set Up Network Device to Send Netflow Flows to Network Collector		Up To One (1)
	Platform Configuration	Introduce Network Monitoring	✓	✓
		Add Network Devices to the Network Collector	Up To Four (4)	Up To Ten (10)
		Discover Multiple (Up to Fifteen (15)) Nodes in the Network in a Single Discovery Using Discovery Wizard	Up To Two (2)	Up To Four (4)
		Introduce Network Collector Settings	✓	✓
		Introduce Netpath™ and its Requirements	✓	✓
		Add and Manage Netpath™ Endpoints	Up To Two (2)	Up To Five (5)
	Observability and Alerts	Create a Dashboard with Up to Four (4) Widgets	Up To One (1)	Up To Three (3)
		Create An Alert Based for Network Metrics with One (1) Condition	Up To One (1)	Up To Four (4)
		Create Notification Services for Network Monitoring	Up To One (1)	Up To Four (4)
		Introduce Maintenance Window/Mute for Network Alert	✓	✓
		Analyze Network Device Metrics for One (1) Entity	Up To Four (4)	Up To Eight (8)
Infrastructure Observability	Platform Setup	Review Observability Self-Hosted alert in Observability SaaS	✓	✓
		Introduce System Requirement for Supported Devices	✓	✓
		Introduce Available Methods to Deploy Self-Managed Host	✓	✓
		Agent-Based Installation–Self-Managed Host	Up To One (1)	Up To Two (2)
		Automate Deployment Using Supported Deployment Methods		✓
		Introduce Deploying Network Collector	✓	✓
		Deploy Network Collector for Agentless Monitoring	Up To One (1)	Up To Two (2)
		Set Up Scan for Discovery of on Prem Entities	✓	✓
		Introduce Supported Kubernetes Cluster, Docker System Requirement	✓	✓
	Platform Configuration	Gather Otel-based and Other Integration Requirement	✓	✓
		Set Up Agent-based Installation Based on Manual/Automated Requirement	Up To One (1)	Up To Two (2)
		Introduce Installation of SolarWinds Observability Agent Using Docker Image or Kubernetes	✓	✓
		Install SolarWinds Observability Agent Using Docker Image or Kubernetes Deployment	✓	✓
		Introduce Adding Kubernetes Cluster	✓	✓
		Add a Kubernetes Cluster	Up To One (1)	Up To Two (2)
		Introduce Adding Kubernetes Collector	✓	✓
		Deploy Kubernetes Collector	Up To One (1)	Up To Two (2)
		Introduce Setting Up of Software Monitoring Via Software Templates	✓	✓
		Setup Software Monitoring Via Software Templates	Up To One (1)	Up To Two (2)
		Add Supported Virtual Devices Monitoring	Up To One (1)	Up To Two (2)
		Introduce Monitor with Otel	✓	✓
		Add Monitor with Otel		Up To Two (2)
		Introduce Monitor with Telegraf	✓	✓
		Add Monitor with Telegraf		Up To Two (2)
		Add Discovered Otel Dependency Via Out-of-the-box Integration		✓
	Observability and Alerts	Create A Dashboard with Up to Four (4) Widgets	Up To One (1)	Up To Three (3)
		Create An Alert on Metrics for Software and Virtualization with One (1) Condition	Up To One (1)	Up To Four (4)
		Create Notification Services for Infrastructure Monitoring	Up To One (1)	Up To Four (4)
		Verify all the Entities Are Observed Under Infrastructure (Platform Connect)	✓	✓
		Show Virtualization Overview, Sprawl, and Capacity Planning	✓	✓



PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
		Analyze Infrastructure Metrics for One (1) Entity	Up To Two (2)	Up To Four (4)
Cloud Observability	Platform Setup	Introduce AWS Cloud Account Permission and Requirements	✓	✓
		Introduce Azure Cloud Account Permission and Requirements	✓	✓
	Platform Configuration	Add An AWS Cloud Account	Up To One (1)	Up To Three (3)
		Introduce AWS Area Overview	✓	✓
		Introduce Integration with AWS	✓	✓
		Integrate With AWS Manually	✓	✓
		Integrate With AWS Using Cloudformation		✓
		AWS Service Discovery	✓	✓
		Add an Azure® Cloud Account	Up To One (1)	Up To Three (3)
		Introduce Integration with Azure®	✓	✓
		Integrate with Azure® CLI	✓	✓
		Integrate with Azure® Portal	✓	✓
		Azure® Service Discovery	✓	✓
		Introduce Azure® Area Overview	✓	✓
		Install Agent in Cloud Computer Engines for Host Monitoring	Up To One (1)	Up To Three (3)
	Observability and Alerts	Create a Dashboard with Up to Four (4) Widgets	Up To One (1)	Up To Three (3)
		Create an Alert on Cloud Metrics with One (1) Condition	Up To One (1)	Up To Four (4)
Create Notification Services for Cloud Monitoring		Up To One (1)	Up To Four (4)	
Analyze Cloud Metrics for One (1) Entity		Up To One (1)	Up To Four (4)	
Platform Training		<ul style="list-style-type: none">Working With SupportTHWACK®SolarWinds Academy Virtual ClassroomsOnline Best Practices ArticlesGeneral Overview Resources		
Journey Success		<ul style="list-style-type: none">Deployment SummaryCustomer SurveyOptimizationOpportunitiesCustomer Succes Manager (CSM) Hand-Off Call		



7. Digital Experience, Application, Log, Database and Network, Infrastructure & Cloud Observability

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
Introduction		<ul style="list-style-type: none"> Welcome Call Deployment Service Overview Tracking of Project Status Customer Environment/Requirements Prerequisites Risk/Issues Check-In Calls Onboarding Sessions 		
Platform Planning		<ul style="list-style-type: none"> Use Case Review Deployment Planning Form Deployment Project Plan 	Up To Three (3)	Up To Six (6)
Digital Experience Observability	Platform Setup	Introduce the Codes that are Required for Setting Up Real Users	✓	✓
		Add a URI for Monitoring	Up To One (1)	Up To Five (5)
		Add a Website for Synthetic Monitoring	Up To One (1)	Up To Five (5)
		Add Synthetic Transaction	Up To One (1)	Up To Five (5)
	Platform Configuration	Understand Website System Requirements	✓	✓
		Understand Firewall or Access Control Requirements	✓	✓
		Understand RUM Script Requirements	✓	✓
	Observability and Alerts	Introduce Digital Experience Monitoring	✓	✓
		Introduce Monitoring External Websites or URI	✓	✓
		Introduce Synthetic Monitoring and Configuration Options	✓	✓
		Introduce Health Score	✓	✓
		Introduce Test Results	✓	✓
		Introduce Synthetic Transactions and License Usage	✓	✓
		Introduce Synthetic Transaction Commands	✓	✓
		Review Synthetic Transaction Test Results	Up To Five (5)	Up To Ten (10)
		Introduce Synthetic and Real User Monitoring Metrics	✓	✓
		Create a Dashboard with Up to Four (4) Widgets	Up To One (1)	Up To Two (2)
		Create an Alert for Synthetic Monitoring with Up to One (1) Condition	Up To Five (5)	Up To Ten (10)
		Create Notification Services	Up To Five (5)	Up To Ten (10)
		Introduce Alert Maintenance/Mute	✓	✓
Application Observability	Platform Setup	Add either of the following: <ol style="list-style-type: none"> Add .NET Service Add Java Service Add Other Services like PHP, Ruby, and Python 	Up To Ten (10)	Up To Twenty (20)
	Platform Configuration	Introduce the following: <ul style="list-style-type: none"> Trace Context in Queries Trace Context in Logs Code Profiling Trigger Trace 	✓	✓
	Observability and Alerts	Provide an overview of Application Performance Monitoring (APM)	✓	✓
		Create an Alert for Application Monitoring with Up To One (1) Condition	Up To Fifteen (15)	Up To Thirty (30)
		Create Notification Services for Application Monitoring	Up To Fifteen (15)	Up To Thirty (30)
		Introduce Alert Maintenance/Mute for Application Alert	✓	✓
		Analyze Metrics Explorer	✓	✓
		Create a Dashboard with up to four (4) widgets	Up To One (1)	Up To Two (2)
		Analyze Traces Explorer	✓	✓
		Analyze Queries Explorer	✓	✓
		Analyze Profiler Data	✓	✓
Log Observability	Platform Setup	Provide guidance on set up of devices to send Logs to SolarWinds Observability endpoint over one (1) of the following methods: <ul style="list-style-type: none"> HTTPS 	Up To Two (2)	Up To Five (5)



PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
		<ul style="list-style-type: none"> Syslog (set up of relay* is required) * Relay will receive the syslog messages from the device and forward them to SolarWinds Observability SaaS <p>Additional assistance from the hardware vendor might be required for device configurations</p>		
		Add Logs from one (1) of the following: <ul style="list-style-type: none"> AWS Azure® Application service logs <p>Requirements</p> <ul style="list-style-type: none"> Application services are already being monitored using an APM library Additional trace context needs to be enabled, which may require code changes in your environment 	Up To Two (2)	Up To Five (5)
	Platform Configuration	Introduce Log Archiving	✓	✓
		Enable Log Archiving	✓	✓
		Download Log Archives	✓	✓
		Introduce Log Exclusion Filtering	✓	✓
		Set Up a Log Exclusion Filter	✓	✓
	Observability and Alerts	Create an Alert for Log Monitoring with Up to One (1) Condition	Up To Five (5)	Up To Ten (10)
		Create Notification Services for Log Monitoring	Up To Five (5)	Up To Ten (10)
		Introduce Alert Maintenance/Mute for Log Alert	✓	✓
		Create a Dashboard with Up to Four (4) Widgets	Up To One (1)	Up To Two (2)
		Analyzing Log Explorer	✓	✓
Database Observability	Platform Setup	Provide Requirements Required for Monitoring Databases	✓	✓
		Prepare The Database for Monitoring	Up To Twelve (12)	Up To Twenty (20)
		Provide Information on Headless Installer	✓	✓
		Installation of Agents for Monitoring	Up To Twelve (12)	Up To Twenty (20)
		Review Roles and Privileges	✓	✓
	Platform Configuration	Configure monitoring for one (1) of the following: <ul style="list-style-type: none"> MongoDB MySQL PostgreSQL MS SQL Server Redis 	Up To Twelve (12)	Up To Twenty (20)
	Observability and Alerts	Create an Alert for Database Monitoring with Up to One (1) Condition	Up To Twenty (20)	Up To Forty (40)
		Create Notification Services for Database Monitoring	Up To Twenty (20)	Up To Forty (40)
		Introduce Alert Maintenance/Mute for Database Alert	✓	✓
		Create a Dashboard with Up to Four (4) Widgets	Up To One (1)	Up To Two (2)
		Analyzing Metrics Profiler	✓	✓
		Analyzing Metrics Workload	✓	✓
		Analyzing Queries Tags	✓	✓
		Analyzing Profiler Data	✓	✓
Network Observability	Platform Setup	Introduce Network Monitoring System Requirements	✓	✓
		Deploy Network Collector	Up To One (1)	Up To Three (3)
		Configure Deployed Network Collector for High Availability (Ha) Installation	Up To One (1)	Up To Two (2)
		Provide Information for Configuring Network Devices to Send Netflow Flows	✓	✓
		Set Up Network Device to Send Netflow Flows to Network Collector		Up To One (1)
	Platform Configuration	Introduce Network Monitoring	✓	✓
		Add Network Devices to the Network Collector	Up To Four (4)	Up To Ten (10)
		Discover Multiple (Up to Fifteen (15)) Nodes in the Network in a Single Discovery Using Discovery Wizard	Up To Two (2)	Up To Four (4)
		Introduce Network Collector Settings	✓	✓
		Introduce Netpath™ and its Requirements	✓	✓



PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
	Observability and Alerts	Add And Manage Netpath™ Endpoints	Up To Two (2)	Up To Five (5)
		Create a Dashboard with Up to Four (4) Widgets	Up To One (1)	Up To Three (3)
		Create an Alert Based on Network Metrics with One (1) Condition	Up To One (1)	Up To Four (4)
		Create Notification Services for Network Monitoring	Up To One (1)	Up To Four (4)
		Introduce Maintenance Window/Mute for Network Alert	✓	✓
		Analyze Network Device Metrics for One (1) Entity	Up To Four (4)	Up To Eight (8)
		Review SolarWinds Observability Self-hosted Alert in SolarWinds Observability SaaS	✓	✓
Infrastructure Observability	Platform Setup	Introduce System Requirements for Supported Devices	✓	✓
		Introduce Available Methods to Deploy Self-managed Host	✓	✓
		Agent-based Installation–Self-managed Host	Up To One (1)	Up To Two (2)
		Automate Deployment Using Supported Deployment Methods		✓
		Introduce Deploying Network Collector	✓	✓
		Deploy Network Collector for Agentless Monitoring	Up To One (1)	Up To Two (2)
		Set Up Scan for the Discovery of On-prem Entities	✓	✓
		Introduce Supported Kubernetes Cluster, Docker System Requirement	✓	✓
		Gather Otel-based and Other Integration Requirements	✓	✓
	Platform Configuration	Set Up Agent-based Installation Based on Manual/Automated Requirement	Up To One (1)	Up To Two (2)
		Introduce Installation of SolarWinds Observability Agent Using Docker Image or Kubernetes	✓	✓
		Install SolarWinds Observability Agent Using Docker Image or Kubernetes Deployment	✓	✓
		Introduce Adding Kubernetes Cluster	✓	✓
		Add a Kubernetes Cluster	Up To One (1)	Up To Two (2)
		Introduce Adding Kubernetes Collector	✓	✓
		Deploy Kubernetes Collector	Up To One (1)	Up To Two (2)
		Introduce Setting Up of Software Monitoring Via Software Templates	✓	✓
		Setup Software Monitoring Via Software Templates	Up To One (1)	Up To Two (2)
		Add Supported Virtual Devices Monitoring	Up To One (1)	Up To Two (2)
		Introduce Monitor with Otel	✓	✓
		Add Monitor with Otel		Up To Two (2)
		Introduce Monitor with Telegraf	✓	✓
		Add Monitor with Telegraf		Up To Two (2)
		Add Discovered Otel Dependency Via Out-of-the-box Integration		✓
	Observability and Alerts	Create a Dashboard with Up to Four (4) Widgets	Up To One (1)	Up To Three (3)
		Create an Alert on Metrics for Software and Virtualization with One (1) Condition	Up To One (1)	Up To Four (4)
		Create Notification Services for Infrastructure Monitoring	Up To One (1)	Up To Four (4)
		Verify All the Entities are Observed Under Infrastructure (Platform Connect)	✓	✓
		Show Virtualization Overview, Sprawl, and Capacity Planning	✓	✓
		Analyze Infrastructure Metrics for One (1) Entity	Up To One (1)	Up To Four (4)
Cloud Observability	Platform Setup	Introduce AWS Cloud Account Permission and Requirements	✓	✓
		Introduce Azure Cloud Account Permission and Requirements	✓	✓
	Platform Configuration	Add an AWS Cloud Account	Up To One (1)	Up To Three (3)
		Introduce AWS Area Overview	✓	✓
		Introduce Integration With AWS	✓	✓
		Integrate with AWS Manually	✓	✓
		Integrate with AWS Using Cloudformation		✓
		AWS Service Discovery	✓	✓
		Add an Azure® Cloud Account	Up To One (1)	Up To Three (3)
		Introduce Integration with Azure®	✓	✓
		Integrate with Azure® CLI	✓	✓
		Integrate with Azure® Portal	✓	✓
		Azure® Service Discovery	✓	✓
		Introduce Azure® Area Overview	✓	✓
		Install agent in cloud compute engines for host monitoring	Up To One (1)	Up To Three (3)
	Observability and Alerts	Create a Dashboard with Up to Four (4) Widgets	Up To One (1)	Up To Three (3)

PRODUCTS	CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
	Alerts	Create an Alert on Cloud Metrics with One (1) Condition	Up To One (1)	Up To Four (4)
		Create Notification Services for Cloud Monitoring	Up To One (1)	Up To Four (4)
		Analyze Cloud Metrics for One (1) Entity	Up To One (1)	Up To Four (4)
Platform Training		<ul style="list-style-type: none">Working with SupportTHWACK®SolarWinds Academy Virtual ClassroomsOnline Best Practices ArticlesGeneral Overview Resources		
Journey Success		<ul style="list-style-type: none">Deployment SummaryCustomer SurveyOptimizationOpportunitiesCustomer Success Manager (CSM) Hand-Off Call		

ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) is a leading provider of simple, powerful, and secure IT management software built to enable customers to accelerate their digital transformation. Our solutions provide organizations worldwide—regardless of type, size, or complexity—with a comprehensive and unified view of today's modern, distributed, and hybrid network environments. We continuously engage with technology professionals—IT service and operations professionals, DevOps and SecOps professionals, and database administrators (DBAs)—to understand the challenges they face in maintaining high-performing and highly available IT infrastructures, applications, and environments. The insights we gain from them, in places like our [THWACK®](#) community, allow us to address customers' needs now and in the future. Our focus on the user and our commitment to excellence in end-to-end hybrid IT management has established SolarWinds as a worldwide leader in solutions for observability, IT service management, application performance, and database management. Learn more today at www.solarwinds.com.



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