

Infrastructure Monitoring (Logs & Metrics) Quickstart

Effective Date: August 15, 2023

Overview

Sumo Logic's Professional Services Infrastructure Monitoring (Logs & Metrics) Quickstart ("Infrastructure Monitoring Quickstart") is designed to configure the Sumo Logic platform for the deployment of unified logs and metrics analytics in support of health and performance infrastructure monitoring, as set forth below. The Infrastructure Monitoring Quickstart is to be delivered in partnership with Customer via working sessions, during which configuration and enablement activities are performed.

Activities

Sumo Logic shall assist Customer with the following configuration and deployment activities, using an iterative approach that leverages Sumo Logic's best practices and techniques:

Topic	Sumo Logic Activities	Customer Activities
Technical Onboarding	<ul style="list-style-type: none">• Conduct project kickoff.• Provide design and configuration guidance for Role Based Access Control ("RBAC") and Single Sign On ("SSO").• Provide design and configuration guidance for the collection of up to eight (8) log sources.• Provide design and configuration guidance for the collection of up to five (5) metrics sources.	<ul style="list-style-type: none">• Participate in project kickoff.• Configure RBAC and SSO.• Configure and deploy collectors for the ingestion of logs and metrics within Customer environment.• If Customer has Kubernetes clusters, update Kubernetes configuration for the collection of application logs and metrics sources.
Configuration	<ul style="list-style-type: none">• Create up to three (3) log data processing rules (as applicable).• Create up to three (3) logs to metrics rules (as applicable).• Create up to five (5) metric transformation rules (as applicable).• Deploy out-of-the-box dashboards and monitors for log sources and metrics sources, if available, as identified during Technical Onboarding.	<ul style="list-style-type: none">• Validate configuration of rules.

Topic	Sumo Logic Activities	Customer Activities
Kubernetes Observability (if applicable to Customer)	<ul style="list-style-type: none"> • Provide deployment guidance for collection of Kubernetes logs, metrics, and events. • Deploy out-of-the-box Kubernetes application for up to three (3) Kubernetes clusters. • Deploy appropriate out-of-the-box Kubernetes Control Plane application. • Deploy out-of-the-box Global Intelligence for Kubernetes application. • Deploy out-of-the-box Kubernetes monitors. 	<ul style="list-style-type: none"> • Deploy Kubernetes resources for collecting Kubernetes logs, metrics, and events.
AWS Observability (if applicable to Customer)	<ul style="list-style-type: none"> • Provide AWS Observability Application deployment guidance for up to three (3) AWS accounts. • Provide deployment guidance for Root Cause Explorer. 	<ul style="list-style-type: none"> • Configure and deploy the Applications into the AWS account(s) and Sumo Org using the documented deployment options. • Configure and deploy collectors for the ingestion of metrics on Customer's AWS EC2 hosts and/or build EC2 application machine image ("AMI") to encompass host metrics ingestion. • Configure host metrics sources with required fields.
Content Development	<ul style="list-style-type: none"> • Design and develop up to ten (10) log searches. • Design and develop up to ten (10) metrics searches. <ul style="list-style-type: none"> - Using the above developed searches, create up to five (5) monitors and up to two (2) dashboards. 	<ul style="list-style-type: none"> • Provide use cases for the design of searches and monitors. • Validate configuration of searches, monitors and dashboards.
Knowledge Transfer & Project Closeout	<ul style="list-style-type: none"> • Conduct knowledge transfer session and project closeout session. • Provide project documentation, including: list of dashboards and searches deployed, and recording of the knowledge transfer session. 	<ul style="list-style-type: none"> • Attend and participate in the knowledge transfer & project closeout session.

Timeline

The Log Analytics and Monitoring Quickstart is expected to be executed in a continuous motion and completed within eight (8) to twelve (12) weeks of project kickoff. If the project extends beyond that timeline, and the delays are due to a lack of Customer participation, Sumo Logic may require a paid project change modification.

Assumptions

Deployment shall be for one Sumo Logic Organization (“Sumo Org”).

- Customer shall provide timely access to Customer personnel required for Sumo Logic to perform its obligations hereunder (including subject matter experts familiar with security, compliance, and operational requirements of Customer).
- Customer personnel shall timely complete all recommended Sumo Logic self-paced training, prior to participating in any design and/or configuration activities.
- Assistance by Sumo Logic for collection of logs sources is limited solely to sources documented within the Sumo Logic Application Catalog.
- Sumo Logic shall not access and/or perform configuration work within Customer’s non-Sumo Logic environments and/or systems. For clarity, Customer is responsible for the installation and configuration of collectors.
- SSO functionality requires a Sumo Logic Enterprise Package subscription. For the avoidance of doubt, if Customer does not have an Enterprise Package subscription SSO shall not be enabled.
- SSO functionality shall require the Customer to use an identity provider supported by Sumo Logic.
- Professional Services shall be performed exclusively on a remote basis.

