

Onboarding Enablement Service for Log Analytics

Effective Date: August 15, 2023

Overview

Sumo Logic's Professional Services Onboarding Enablement Service for Log Analytics ("Onboarding Enablement Service") is designed to assist customers in the understanding of log collection and log searches within the Sumo Logic platform, as set forth below.

Activities

Sumo Logic shall conduct three (3) sessions, of up to one-hour duration for each session, to cover the following topics and activities:

Session	Intended Customer Audience	Topics & Activities
Log Collection (first session)	<ul style="list-style-type: none"> Sumo Logic Administrators 	<ul style="list-style-type: none"> Review best practices for log data collection. Provide guidance regarding any upcoming collections. Review metadata principles. Review partitions and retention. Provide instructions on the installation of applications from the application catalog.
Log Search (second session)	<ul style="list-style-type: none"> Sumo Logic Administrators and Users 	<ul style="list-style-type: none"> Provide an orientation to the Sumo Logic user interface. Provide instructions on how to leverage deployed applications from the application catalog. Provide instructions for performing your own log searches. Provide instructions on how to save and share your log searches. Provide instructions on how to build dashboards. Provide instructions on how to build monitors (for alerting).

Topic	Sumo Logic Activities	Customer Activities
Question & Answer (third session)	<ul style="list-style-type: none"> Sumo Logic Administrators and Users 	<ul style="list-style-type: none"> Conduct a question and answer session to cover any topic(s) discussed throughout this engagement. Completion of the Log Collection and Log Search sessions are a prerequisite for this Question & Answer session. Provide previous session recordings. Review suggested post-engagement next steps.

Timeline

The Onboarding Enablement Service is expected to be completed within three (3) weeks of conducting the first session. If the project extends beyond that timeline, and the delays are due to a lack of Customer participation and/or availability, Sumo Logic may require a paid project change modification.

Assumptions

- Sumo Logic shall not access and/or perform configuration work within Customer’s Sumo Logic or non-Sumo Logic environments and/or systems. For clarity, Customer is responsible for the installation and configuration of collectors.
- Customer shall work in good faith to schedule the three working sessions described above and send representative(s) to attend such sessions.
- Partition discussion shall introduce concepts of data tiers for credit optimization, however, specific data tiering recommendations are not in-scope for this engagement.
- The Log Search session shall be conducted using data sources within a training environment provided by Sumo Logic, and does not include hands-on labs.
- This engagement shall be focused on log collection and log search topics. Metrics and tracing topics are not in scope for this engagement.
- Advanced deployment automation guidance, such as the use of Terraform or Ansible, is not in scope for this engagement.
- Professional Services shall be performed exclusively on a remote basis.

