ScienceLogic & PagerDuty: Real-Time Incident Tracking and Alerting

Partner Overview: PagerDuty

PagerDuty is an alarm aggregation and dispatching service for system administrators and support teams that works anywhere at any time. The system's SaaS-based alerting and incident tracking capabilities help IT operations and DevOps engineers resolve critical errors in their IT systems as quickly and efficiently as possible.

PagerDuty incorporates the ability to send text messages, emails, worldwide phone calls, and iOS and Android native push alerts into existing monitoring systems, along with on-call scheduling, escalation, and incident tracking. The service selectively routes real-time alerts to the most appropriate person according to the problem source, stepping through a pre-set hierarchy of responsible parties until a responding individual acknowledges receipt.

The ScienceLogic Integration: Automated Sync and Incident Tracking

Integrating PagerDuty's alerting and incident tracking system with ScienceLogic's comprehensive IT management and monitoring solutions delivers robust notification capabilities for the broad spectrum of IT management available through the ScienceLogic platform. Particularly valuable for service level management, the integration also adds visual depth and insight into PagerDuty's incident tracking features through ScienceLogic's dashboard performance analytics.

KEY INTEGRATION BENEFITS

- Real-time alerts promote immediate response to incidents
- Hierarchical responsibility ensures the right staff member responds to specific incidents
- Improved service delivery results from interactive displays of actionable and contextual data across the entire technology stack

"We're excited to give PagerDuty customers better visibility into network performance. By adding ScienceLogic's proven experience with enterprises and service providers, our vision to be the '911' dispatch for your entire IT stack gets a little more complete."

— *Alex Solomon,*
*Co-founder & CEO, PagerDuty*

Customers using the PagerDuty integration receive seamless incident sync in real time with perceptive, in-depth reporting features including:

- Key service metrics such as percent incidence resolution for trending and monitoring availability for SLA support

- Workflow processes that immediately notify the individual responsible for remedying a specific problem, with chain of command persistence until acknowledged contact occurs

- Automated incident alarming via text message, worldwide phone calls with a pre-recorded message, iOS and Android native push alerts, and notification emails with an embedded URL linked directly to the incident

Supported Features

- Runbook Automation policies to trigger, resolve, and acknowledge events

- PagerDuty's acknowledged incidents synchronize with ScienceLogic events

- PagerDuty incidents include URL links to source ScienceLogic events

- Dashboards track synchronized user-acknowledged incidents from PagerDuty

- Dashboard shows PagerDuty incident performance KPIs with historical dynamic trending
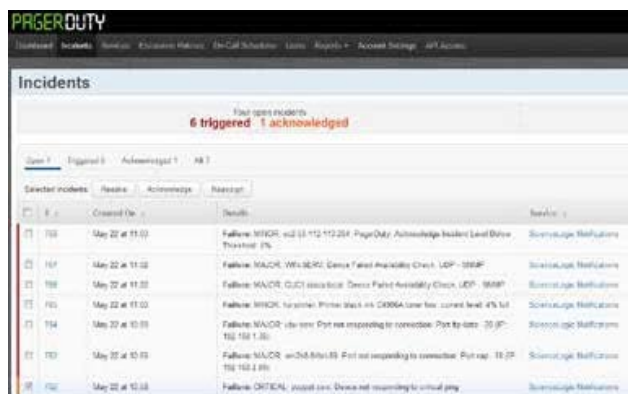
ScienceLogic events in PagerDuty console

MONITORING PROFILE

Included Elements

- Runbook Action

Event Policies

- Number of Acknowledged Events

Key Performance Metrics

- Number of resolved incidents
- Number of acknowledged incidents
- Number of triggered incidents
- Transaction time of PagerDuty requests
- Number of active incidents (acknowledged + triggered)
- Percentage of acknowledged incidents

Interactive Incident Performance dashboard