

Get data-driven with Telemetry



Agenda

Using the Telemetry Maturity model

Power BI app for environment telemetry

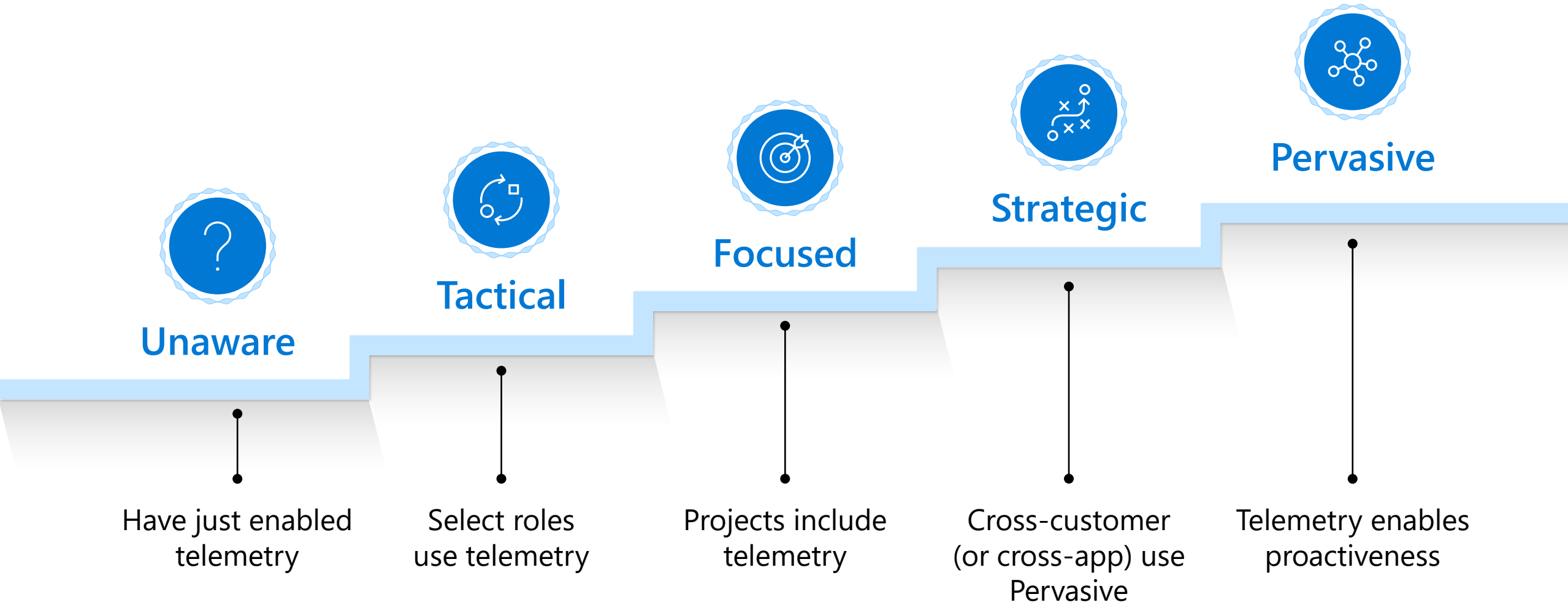
Power BI app for app telemetry (public preview)

Alerting with telemetry

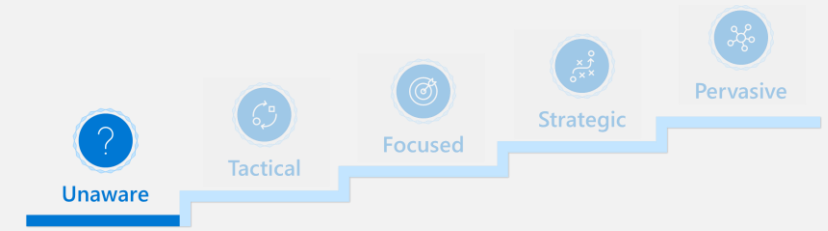
Controlling telemetry cost

Using the Telemetry Maturity model

Maturity model



Unaware



Characteristics

Telemetry is enabled on one or more environments or apps

Partner knows this is important but does not know how to proceed

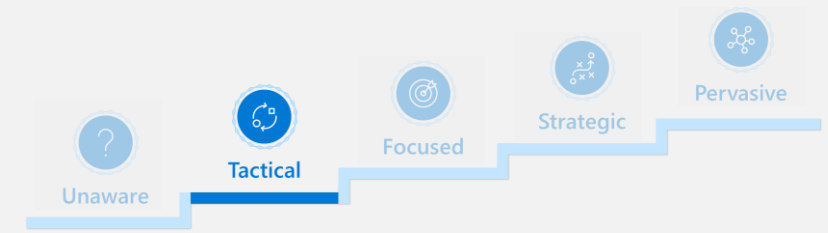


Advice

Help partner get some quick wins

1. Show insights from the Usage reporting from the Application Insights portal to the business sponsor
2. Show insights from the performance Power BI report to the technical sponsor

Tactical



Characteristics

One or more role (typically troubleshooter/support) within the partner org use telemetry

Other roles within partner can see that this benefits roles that use telemetry, but telemetry feels like it is only for the techies

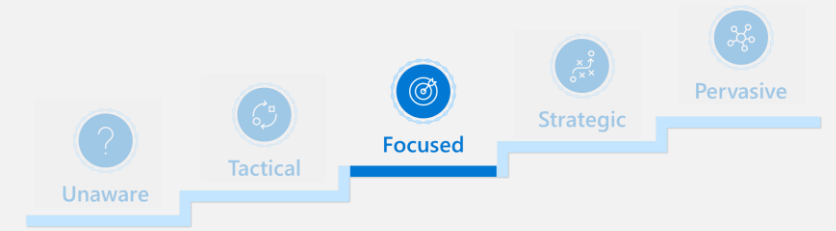


Advice

Enhance partners knowledge

1. Business sponsor must know about
 - Usage reporting from the Application Insights portal
 - Extension lifecycle signal
 - Telemetry about reports and pages that customers use
2. Technical sponsor must know about
 - The performance Power BI report
 - The error Power BI report
 - Jupyter notebook TSGs
 - KQL samples

Focused



Characteristics

Telemetry (and analytics) is being used during implementation projects

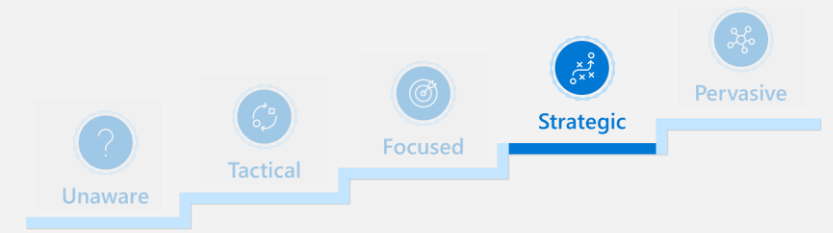


Advice

Make telemetry investments repeatable and cross-customer

1. Business sponsor must know about
 - Funnel reporting from the Application Insights portal (how are users using the product)
 - Extension lifecycle signal (lifecycle reporting across customers)
2. Technical sponsor must know about
 - How to do custom telemetry in extensions
 - Query telemetry using KQL
 - How to make your own Power BI reports on telemetry data
 - How to export telemetry data to a data lake

Strategic



Characteristics

Partner have cross-customer (or cross-app) dashboards that track metrics such as upgrade failure rates, performance regressions, app failure rates

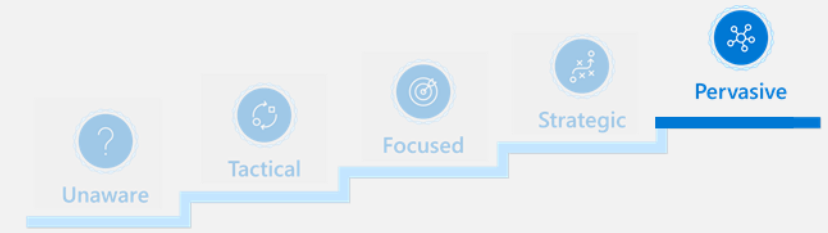


Advice

Get from reactive to proactive

- Move strategic reporting to use a data lake instead of direct KQL queries
- Talk about the difference between tactical and strategic use of telemetry
- Learn about alerts and alert channels

Pervasive



Characteristics

Partner use telemetry to support most processes



Advice

Use the full palette of telemetry tools in all processes

- Learn about alerts and alert channels
- Share telemetry insights with customers
- Challenge if partner use telemetry data for
 - Sales
 - Implementation
 - Maintenance
 - Follow-ups and post-sales
- Feedback loop from telemetry data into partner processes (improve existing processes)

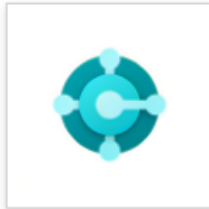
Power BI app for environment telemetry

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Details + support

Visualize aspects of Business Central usage: user traffic, errors, performance, and administration.

Visualize different aspects of Dynamics 365 Business Central usage: user traffic, errors, performance, administration overview (including changes), and more. Explore and monitor key system metrics in Power BI by connecting to your Dynamics 365 Business Central telemetry data. With the Business Central Usage app, you get a Power BI dashboard and report with insights about how users use the system, which errors occur, recommendations for performance tuning, and an administrator's overview (including which changes happen and when). Use the dashboard and reports as provided or customize them to highlight the information you care about most.

At a glance



aka.ms/bctelemetry



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> Get started

> Administration

Administration Overview

> Understand Business Central online

> Admin center

> Entitlements and permissions

> Prepare Business Central

> Onboard your customers

> Monitor and analyze telemetry

Overview

Available telemetry

Enable Application Insights

Use Power BI to analyze telemetry

> Telemetry by area

Telemetry by Event IDs

> Manage technical support

> Automation API

> Admin Center API

> Cloud Migration API

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Analyze and Monitor Telemetry with Power BI

Article • 07/25/2022 • 8 minutes to read • 4 contributors



To make it simple to analyze Business Central telemetry, we've developed a Power BI app available from Microsoft AppSource. The app is free and open source but requires Power BI pro licenses to use.

The app consists of four reports:

- Usage
- Errors
- Performance
- Administration

Get the app

To install or update the app, go to <https://aka.ms/bctelemetryreport> and select **Get it now**.

You'll first have to sign in to Microsoft AppSource using your Power BI account name and

In this article

[Get the app](#)

[Connect to Azure Application Insights for the first time](#)

[Configure the app after initial setup](#)

[Share the app with coworkers and others](#)

[Use the app](#)

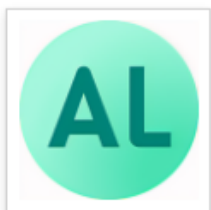
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Power BI app for app telemetry (public preview)

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Apps > Dynamics 365 Business Central App Usage (public preview)



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Overview

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Visualize different aspects of a Dynamics 365 Business Central app usage: user traffic, errors, performance, administration overview (including changes), and more. Explore and monitor key system metrics in Power BI by connecting to your Dynamics 365 Business Central telemetry data. With Business Central ISV App Usage, you get a Power BI dashboard and report with insights about how users use your app, which errors occur, recommendations for performance tuning, and an administrator's overview (including which changes happen and when). Use the dashboard and reports as provided or customize them to highlight the information you care about most. Note that this app is for per-app telemetry, not per-environment telemetry.

At a glance



Alerting with telemetry

aka.ms/bctelemetrysamples


 master

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Go to file



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 KennieNP adding ability to filter away signal from docker/on-premises environm... 5dbb19f 9 days ago [History](#)

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 AlertingKQLSamples	adding ability to filter away signal from docker/on-premises environm...	9 days ago
 AlertingLogicAppTemplates	new content on alerting using Logic Apps	26 days ago
 ActionFailedEnvironmentUpdate.json	Update ActionFailedEnvironmentUpdate.json	last month
 AvailableUpdatesNotification.json	Update AvailableUpdatesNotification.json	last month
 DeletedEnvironmentNotification.json	Create DeletedEnvironmentNotification.json	last month
 README.md	new content on alerting using Logic Apps	26 days ago

 README.md 

Get alerts when something happens

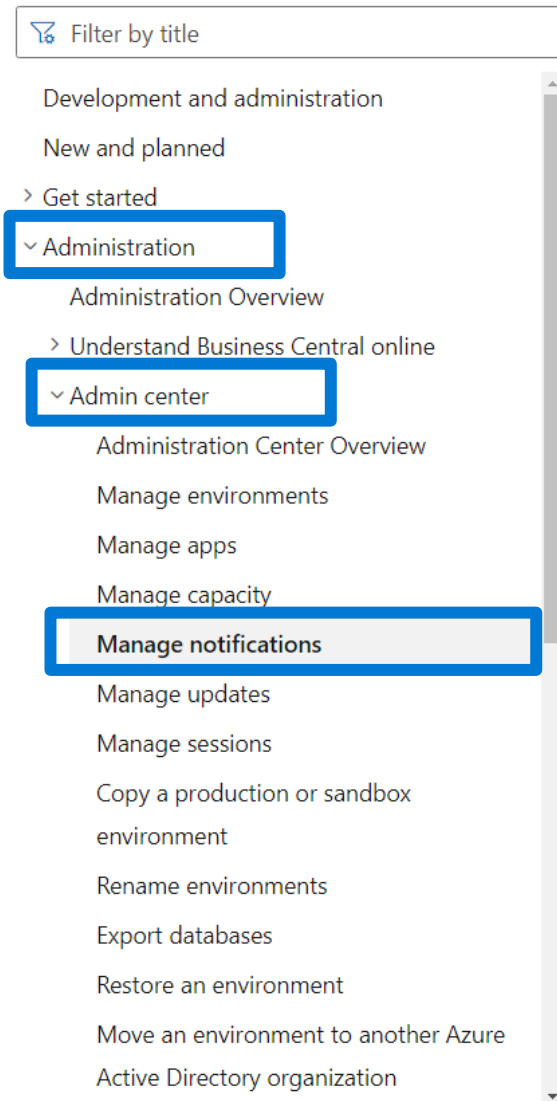
If something happens in your environment or for one of your customers that you need to take action on, it is better that the system sends you an alert. Azure Application Insights makes it easy to define such alerts.

How do I create alerts in Azure Application Insights?

Here is an example to get you started:

1. Open the Azure portal and locate your Application Insights resource
2. Click "Alerts" in the navigation pane on the left
3. Use one of the KQL samples from this section in the condition for a custom log search

Bonus: click-clickety-click samples on docs



Grouped notification for available updates

This Logic App runs every number of days (specified in deployment) and lists all updates made available to environments that emit telemetry to the specified Application Insights resource for the specified period. Administrators can use this to replace the many email notifications they would receive for each individual environment when set up as notification recipient.



Notification for deleted environment

This Logic App queries Application Insights every number of minutes (specified in deployment) and notifies a user (also specified in deployment) of any deleted environments in Microsoft Teams. The action that sends the notification in Teams can be updated to notify a Channel or Group Chat instead.



Action each failed environment update

This Logic App runs a query that returns any failed environment updates every number of hours (specified in deployment). Customize the Logic App after deploying to action the failed update, for example by opening a case in Dynamics 365 Customer Service using the Dataverse connector.



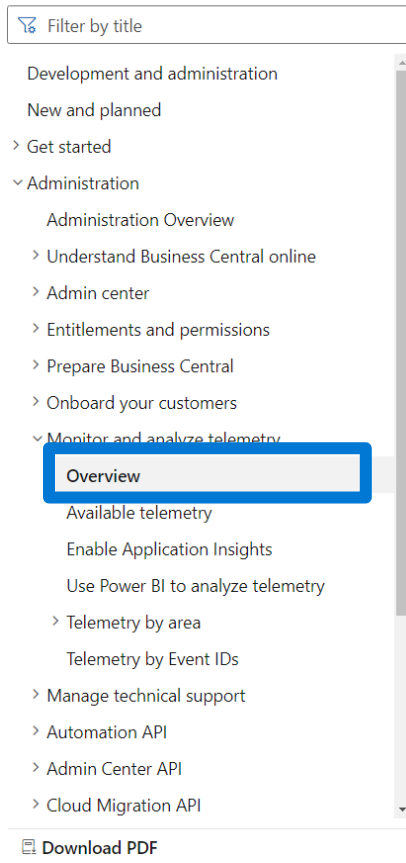
Controlling telemetry cost



Demo

Data Collection Rules

aka.ms/bctelemetry



Control telemetry cost

Azure Application Insights is billed based on the volume of telemetry data your application sends (data ingestion) and how long time you want data to be available (data retention).

Check the Azure Application Insights documentation for up-to-date information on pricing: <https://azure.microsoft.com/pricing/details/monitor/>.

Control data ingestion cost

To reduce data ingestion cost, you can:

- sample to only ingest a percentage of the inbound data (learn more at [Sampling in Application Insights](#)).
- set a daily limit of how much data can be ingested.
- set alerts on cost thresholds being exceeded to get notified if this happens.
- use a custom endpoint (learn more in the section below).

Except for using a custom endpoint, you find the options for controlling data ingestion cost in Azure Application Insights, under configure, usage, and estimated costs.

Use a custom endpoint

Azure Application Insights support overriding the standard data ingestion endpoint provided in the connection string (available in the Azure Application Insights portal). This means that you can send telemetry data to your own component to do post-processing such as filtering or enrichment before ingesting data into your data source of choice (such as an Azure SQL database, a datalake, Azure Log Analytics, Azure Application Insights, or a third-party data store).

You can override the ingestion endpoint by using the IngestionEndpoint key in the Azure Application Insights connection string. Learn more in the documentation: [Overriding the Azure Application Insights standard connection string](#).

Reducing data retention cost

Go do's

Setup telemetry

Control and monitor your cost

Use the maturity model

Can be a playbook on how to become (more) data-driven as a partner

Install and use the Power BI apps

Use the environment app for customer projects (as a VAR)

Use the ISV app for your PTEs and apps (as an ISV)

Start using alerts

Start with the samples on docs

Then roll your own using the KQL samples on BCTech

Thank you

