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The AI observability cheat sheet

Questions to ask across the full stack

AI systems fail in unpredictable and unexpected ways. A slow response, runaway cost, inaccurate output, or unexpected agent action can originate anywhere in the stack across the system.

The challenge is knowing where to look. The right questions give practitioners a starting point. Use this cheat sheet to identify the questions you need to answer and the layers where those answers begin.

AI stack layer	Key questions	Helps you with...
Business impact	• Is AI delivering measurable business value? • Are users adopting AI-powered experiences? • Which AI use cases or workflows are driving the strongest outcomes?	**Measuring outcomes**
Application experience	• Are users getting useful, reliable experiences? • Where are users encountering degraded experiences? • Are AI-powered features affecting application performance or user behavior?	**Improving user experiences**
AI agents and workflows	• Why did the agent take that action? • Can I reconstruct the path from request to action? • Are guardrails working as intended?	**Understanding agent behavior**

AI stack layer	Key questions	Helps you with...
LLM and RAG quality	• Is quality improving or degrading over time? • Did the model use the right information? • Was the response grounded in relevant context? • Are poor answers caused by the model, the prompt, or retrieval?	**Improving AI quality**
Model operations	• Is my model being served efficiently and within SLOs? • What tradeoffs am I making between quality, latency, and cost? • Are response times or error rates increasing? • How do different models and providers compare?	**Controlling cost and performance**
Data and retrieval	• Can I trace a response back to its sources? • Are retrieval failures contributing to poor outputs? • Are data quality issues affecting AI model output quality?	**Improving data quality and explainability**
Cloud and infrastructure operations	• Is my AI infrastructure performing and keeping pace with inference demand? • Can the system scale reliably? • Are resource constraints affecting performance, cost, or availability? • Are sudden latency or cost spikes tied to infrastructure bottlenecks? • Is capacity keeping up with production workloads?	**Optimizing infrastructure operations**

Knowing the right questions is the starting point. The AI Observability in Practice guide helps answer them, including guidance on governance, compliance, and audit readiness that regulators and auditors now expect. Download the guide now.

ABOUT DYNATRACE

Dynatrace is advancing observability for today's digital businesses, helping to transform the complexity of modern digital ecosystems into powerful business assets. By leveraging AI-powered insights, Dynatrace enables organizations to analyze, automate, and innovate faster to drive their business forward. Learn more at www.dynatrace.com.

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