SERVICE BRIEF

Grafana Cloud Quickstart Package

25-hour and 50-hour packages

The Grafana Cloud Quickstart is a structured Professional Services engagement that gets your team up and running on Grafana Cloud. A Critical Element Solutions Architect guides your engineers through setup, integration, alerting and training, so you can see, monitor and act on your most important observability data within weeks of your subscription start.

Engagement scope and duration

The engagement follows four phases, from kickoff through training. Your Critical Element team guides each phase, and your engineers carry out the configuration work between sessions.

01	02	03	04
Kickoff	**Account setup and strategy**	**Technical configuration**	**Training and enablement**

Package options

25-HOUR PACKAGE	50-HOUR PACKAGE
BEST FOR Teams that want a focused start on one priority use case. We guide your team through the first use case end to end, so you can repeat the pattern on your own.	**BEST FOR** Teams that need to cover more ground during onboarding: up to three use cases, more integrations, data sources outside Grafana, and more training.
OBJECTIVE Implement one prioritized use case, set up the core integrations, and give your team confidence running Grafana Cloud day to day.	**OBJECTIVE** Implement up to three use cases, guide more complex configurations including non-Grafana data sources, and train a wider group of your team.

Both packages are delivered remotely and are designed to be completed within 90 days of your Grafana Cloud subscription start date. A Critical Element Solutions Architect provides technical guidance, and a Critical Element Engagement Manager coordinates the project. The activity table on the next page shows what each package includes.

Out of scope

Critical Element performs only the Professional Services described in this Service Brief. All other services, tasks and activities are out of scope, including:

- Custom plugin development, or changes beyond standard Grafana integrations
- Full-scale migration from existing monitoring tools (available as a separate engagement)
- Extensive hands-on implementation of changes to the customer's infrastructure
- Dashboards or use cases beyond the number included in the selected package
- Ongoing managed services or support after the onboarding period
- Security or compliance audits beyond basic configuration guidance

To start a Quickstart engagement, contact your Critical Element account executive or sales@criticalelement.io.

What each package includes

Critical Element leads the activities in the second column. Your team completes the activities in the third column, usually between guided sessions.

TOPIC	CRITICAL ELEMENT ACTIVITIES	CUSTOMER ACTIVITIES	25 HOURS	50 HOURS
KICKOFF				
Engagement kickoff	Host the kickoff session, introduce the team, review the package and project plan, and confirm key project details	Attend the kickoff and bring the right stakeholders	✓	✓
Schedule and communication	Send meeting invites with recording enabled	Share stakeholder availability	✓	✓
ACCOUNT SETUP AND STRATEGY				
Grafana Cloud access	Run an access overview session covering authentication, teams, roles and any RBAC requirements, and support configuration	Identify users, configure authentication and organize users into teams	✓	✓
Observability strategy workshop	Review the pillars of observability, application and infrastructure monitoring, and how to find root cause in Grafana Cloud	Share observability goals, strategy and priority use cases	✓	✓
Use case definition	Discuss the use cases raised in the workshop and agree on the use cases for delivery	Approve the use cases for delivery	**1 use case**	**Up to 3 use cases**
Cost management overview	Walk through cost visibility features, the cost and usage dashboard, and common cost drivers	Learn how features affect Grafana Cloud cost, and verify the data is complete for cost reporting	✓	✓
Tagging, folder and label strategy	Outline best practices for dashboard tags, folder structure, and labels for metrics and logs	Put the strategy in place and drive team adoption	✓	✓
TECHNICAL CONFIGURATION				
Collector configuration	Review the implementation of key collectors for the use case, and guide your team during configuration	Configure collectors	**4 hours***	**8 hours***
Cloud integration configuration	Review the main cloud integrations for the use case, and guide your team during configuration	Configure integrations	**2 hours***	**4 hours***
Non-Grafana data sources	Discuss how to connect non-Grafana data sources for the use case, and guide your team during configuration	Configure data source integrations	—	**2 hours***
Alert setup: contact points, notification policies and rules	Demonstrate alerting and implementation best practices, and host Q&A on key alerting use cases	Configure contact points, notification policies and alert rules	✓	✓
Dashboard workshop, tied to use cases	Host a hands-on workshop to build dashboards for the agreed use cases	Bring key queries and questions to the workshop	**1 workshop**	**Up to 3 workshops**
TRAINING AND ENABLEMENT				
Recommended training	Deliver training sessions for your team, with recordings and Q&A	Coordinate attendees and attend sessions	**2–3 sessions**	**3–4 sessions**
Adaptive Telemetry session	Host an Adaptive Telemetry deep dive for your team	Coordinate attendees and attend the session	—	✓

* Maximum engagement time for this topic. ✓ Included — Not included

Customer responsibilities

The Quickstart is a guidance-based engagement. Critical Element provides structured guidance and expertise, and your team carries out the implementation tasks. Plan enough time and people to complete those tasks so the engagement stays on schedule.

To keep the engagement on track, the customer agrees to:

- Share stakeholder availability in advance, and attend scheduled sessions
- Complete implementation activities between guided sessions
- Prioritize the agreed use cases so the engagement stays within scope
- Assign the core roles below, and involve the additional roles when needed

ROLE	RESPONSIBILITY
Executive Sponsor	Defines success and supports internal alignment
Project Manager	Coordinates scheduling and priorities with the Critical Element Engagement Manager
Site Reliability Engineer	Implements integrations and observability best practices
Application Owner	Oversees service instrumentation and dashboard inputs
Finance Lead (as needed)	Joins the cost visibility sessions
Security/IAM Contact (as needed)	Supports Grafana Cloud access configuration

Active participation and timely decisions from your team are essential to completing the engagement within the package hours and timeline.

Terms and conditions

Critical Element will use commercially reasonable efforts to deliver the Professional Services described in this Service Brief, subject to its terms and to the customer meeting the responsibilities above.

Unless the customer and Critical Element have a separate written and signed agreement for these Professional Services, this document is a Service Brief under, and is incorporated into and subject to, the Critical Element Master Services Agreement (the “MSA”). Capitalized terms not defined here have the meanings given in the MSA.

- The purchase includes up to 25 or 50 hours of Professional Services, depending on the package selected (the “Maximum Engagement Time”). Topic-level maximums are shown in the activity table.
- Completion of every phase and activity within the Maximum Engagement Time is not guaranteed. If the objectives cannot reasonably be met within it, Critical Element may require a Change Order or an additional purchase to provide further Professional Services.
- The customer must have an active Grafana Cloud subscription for the duration of the engagement.
- Security and IAM approvals, where applicable, must be completed before kickoff.
- Hours are tracked in 30-minute increments.
- The customer must give at least two (2) business days’ written notice to cancel or reschedule a session. Sessions cancelled with less notice may be billed as scheduled.
- Unused Professional Services hours expire 12 months after the Grafana Cloud subscription start date.
- Fees for the selected package are set out in the relevant Order Form.