

10 Tips to Please your IT Manager

and keep him away from real stuff

jLepage



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SUMMIT²⁶
OCTOBER 7 ■ 9, 2026
RIGA ■ LATVIA

#1 : Let him be understood



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Lineage of the Technicalus manager

Homo ignis
Discovers fire

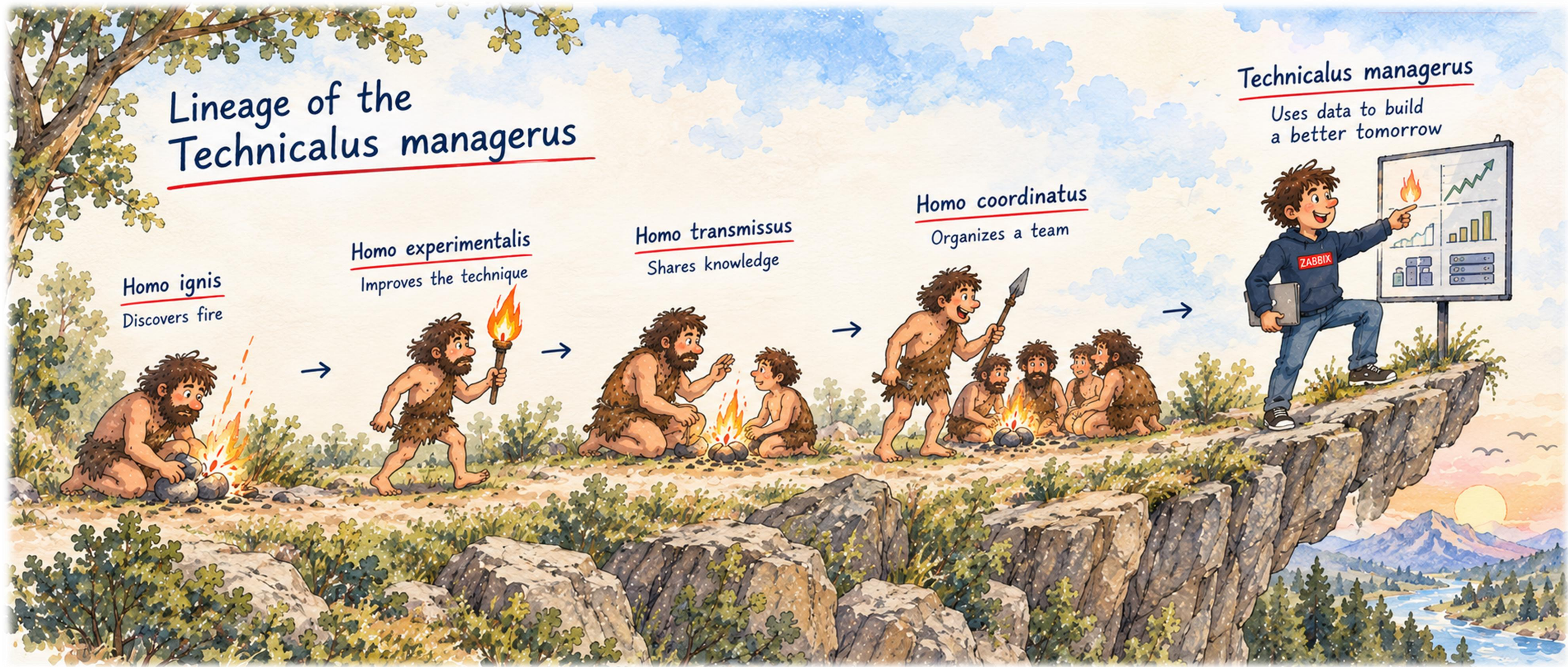
Homo experimentalis
Improves the technique

Homo transmissus
Shares knowledge

Homo coordinatus
Organizes a team

Technicalus manager

Uses data to build
a better tomorrow



The *“Technicalus manager”*

Lineage of the Meetingus managerus

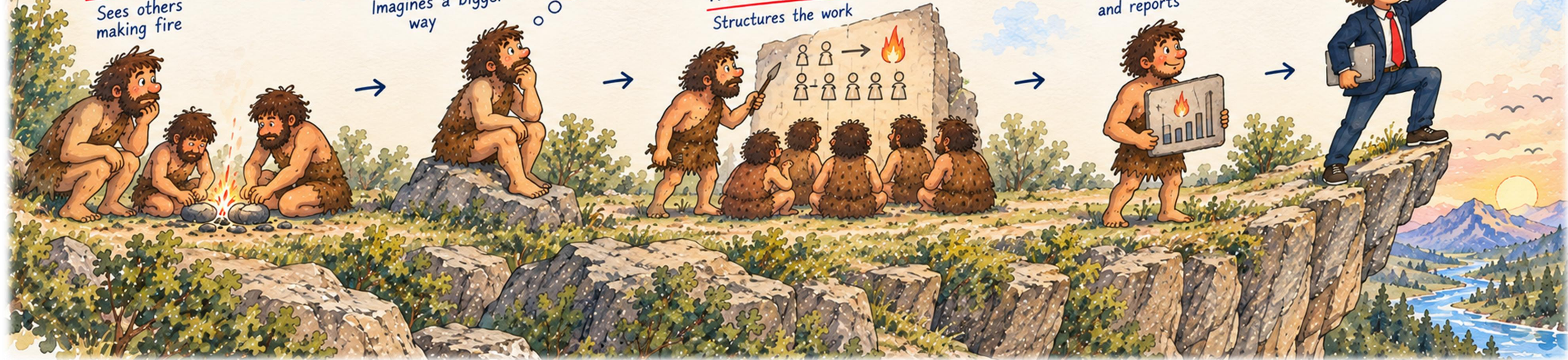
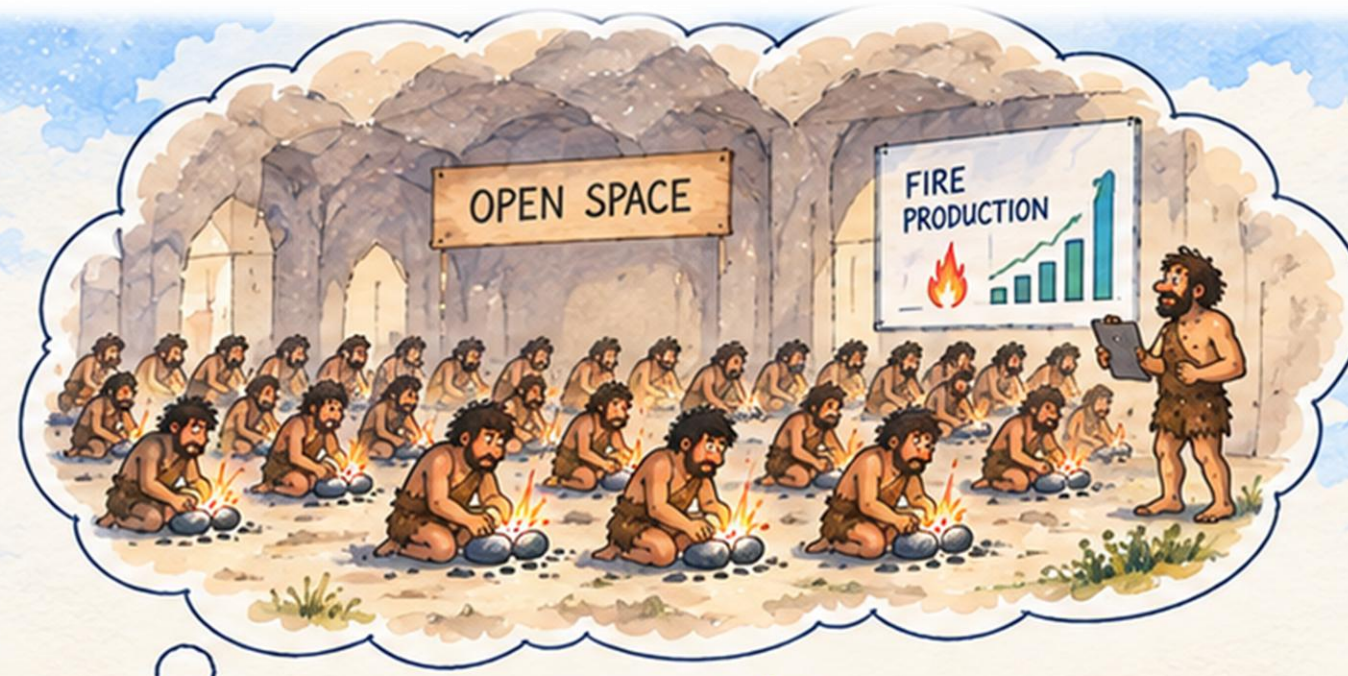
Homo curiosus
Sees others making fire

Homo imaginatus
Imagines a bigger way

Homo organisatus
Structures the work

Homo reportus
Measures and reports

Meetingus managerus
Turns coordination into impact



The *“Meetingus managerus”*

2 broad categories of managers

Technicalus managerus

"One tech to bring them all"

Good at

- *Exploiting an idea or a product*
- *Technical architecture*

Less good at

- *Let others do it*
- *Planning (he wants to play NOW!)*

Keywords

- *Interfacing, building, (server) performances*

Meetingus managerus

"One manager to guide them all"

Good at

- *Organization*
- *Budget, planning*

Less good at

- *How we do it (in detail)*
- *Technical impacts*

Keywords

- *KPI, timing, budget, (human) performances*

Let him be understood

Let him express his needs

(if you wish to be able to express your own).

Let him explain his own objectives, his KPI, his vision.

Translate into technical objectives

Behind every request lies a legitimate reason.

Don't forget that he has a manager too.

Keep an open dialog

Help him to check regularly that you are (both)
heading in the same direction.

#2 : Let him be commander in chief



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Montreal

03:57:49

(UTC-04:00) America/Toronto

Irlande

08:57:49

(UTC+01:00) Europe/Dublin

France

09:57:49

(UTC+02:00) Europe/Paris

Hong Kong

15:57:49

(UTC+08:00) Asia/Hong Kong

Singapour

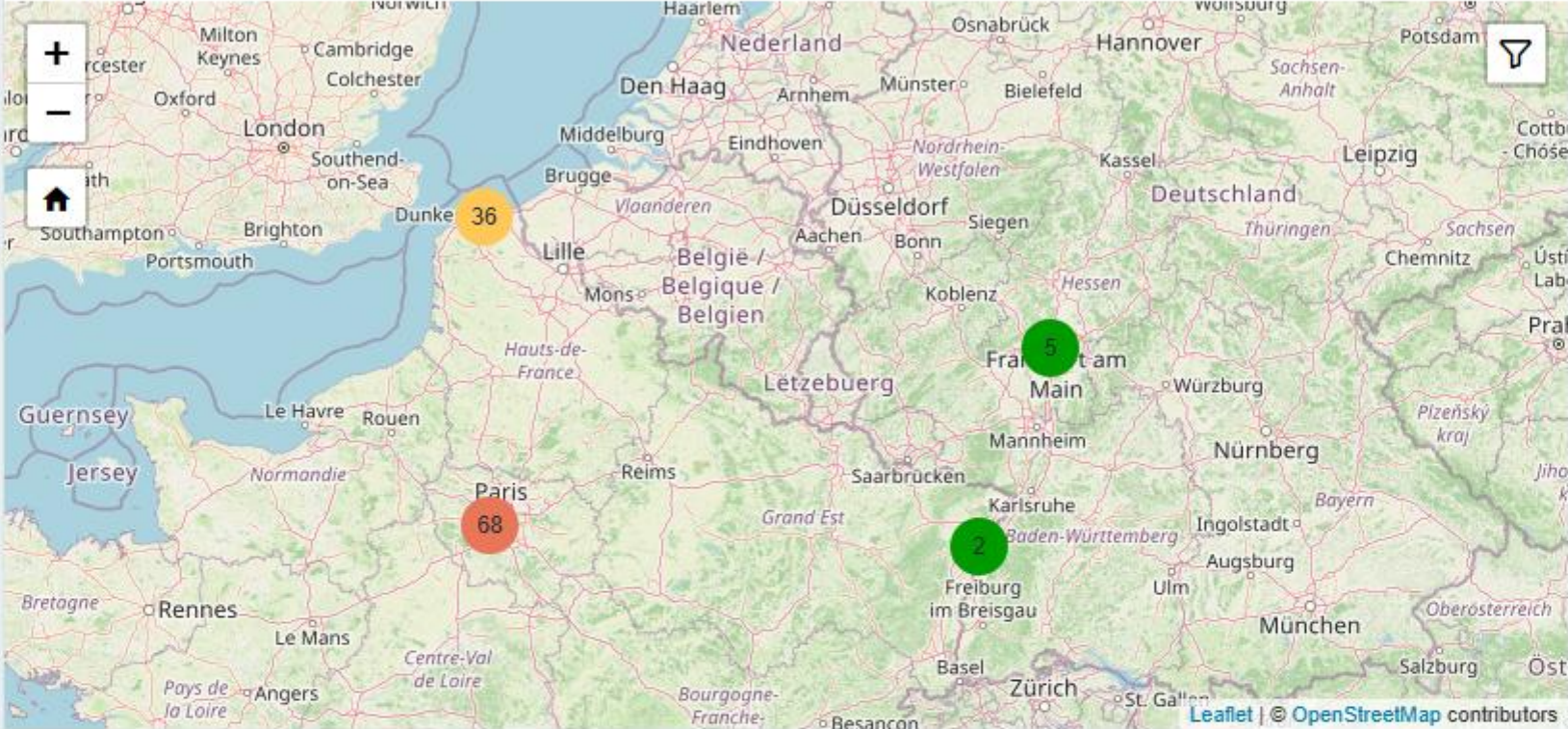
15:57:49

(UTC+08:00) Asia/Singapore

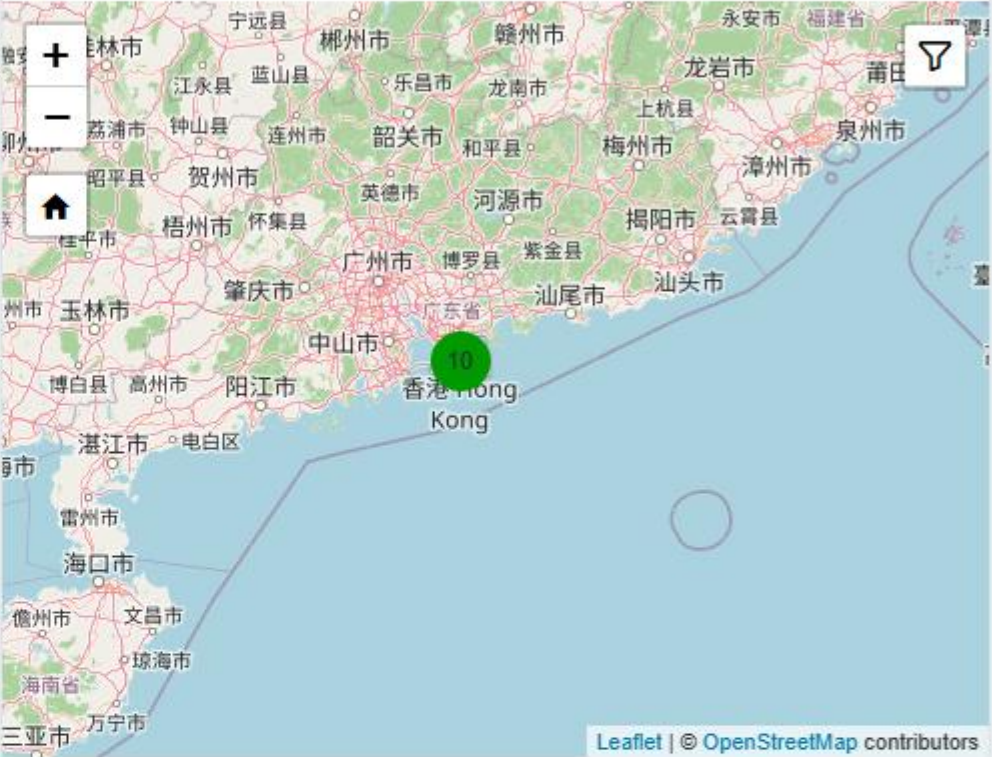
Canada



Europe



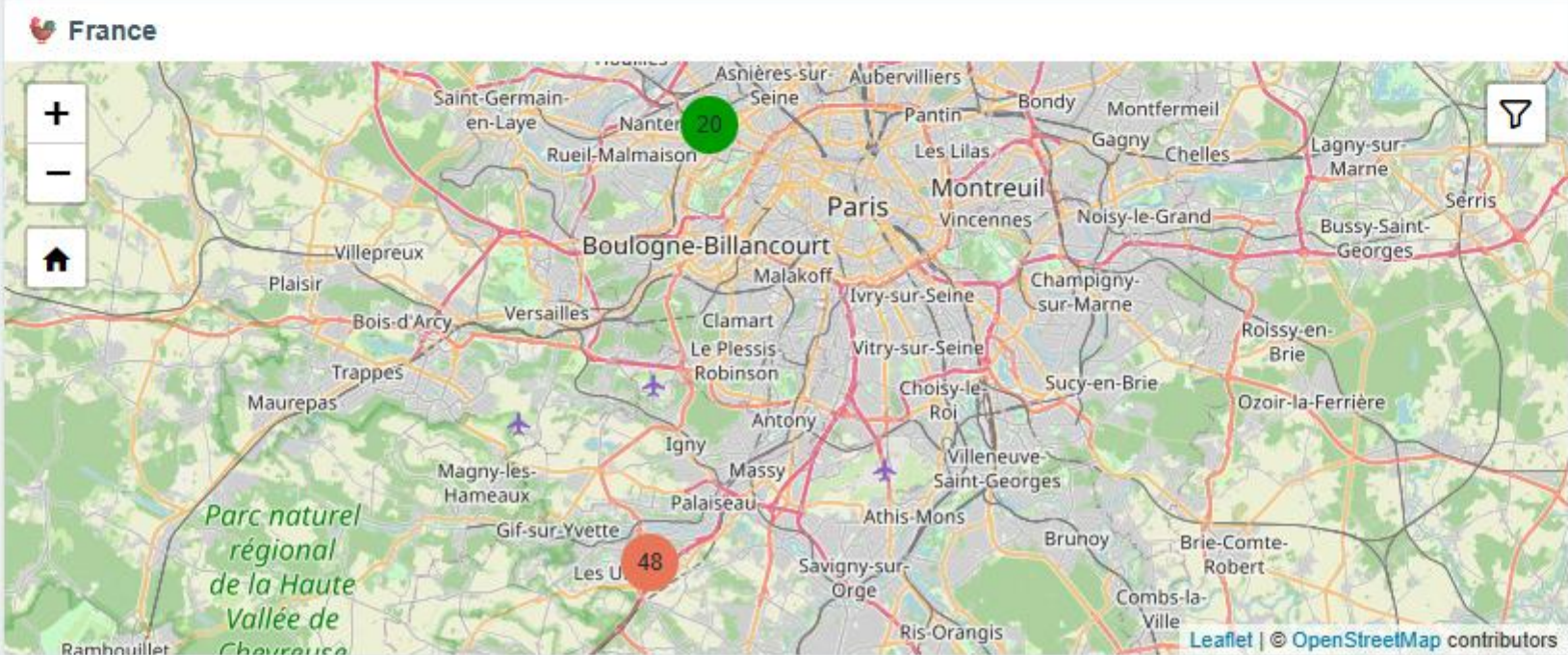
Hong Kong



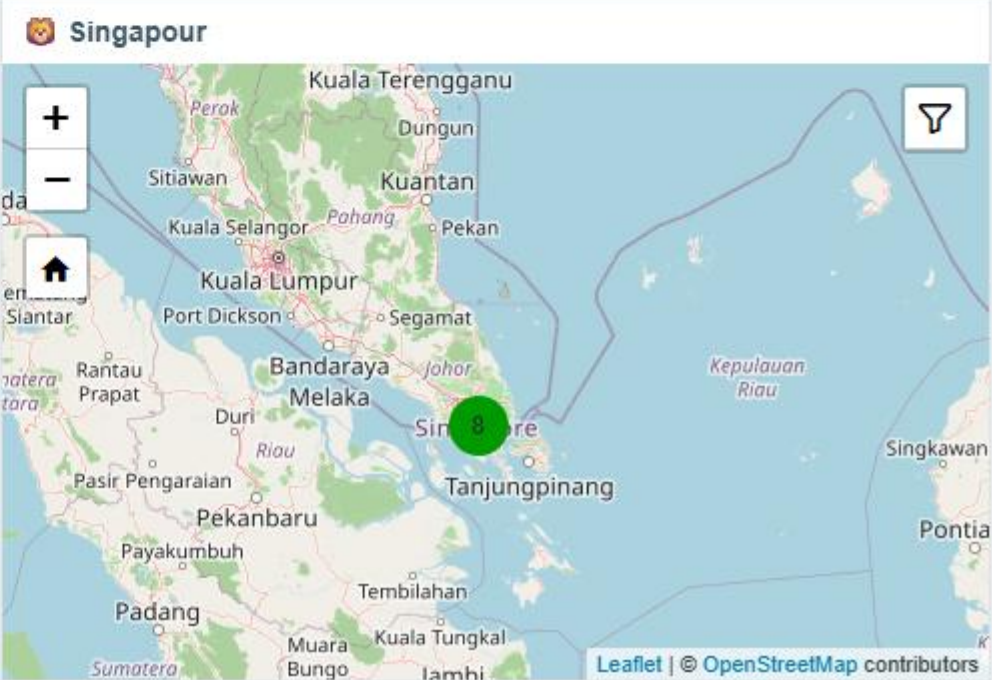
Irlande



France



Singapour



Geomap in Zabbix

Geomap in Zabbix

GPS Coordinates in inventory

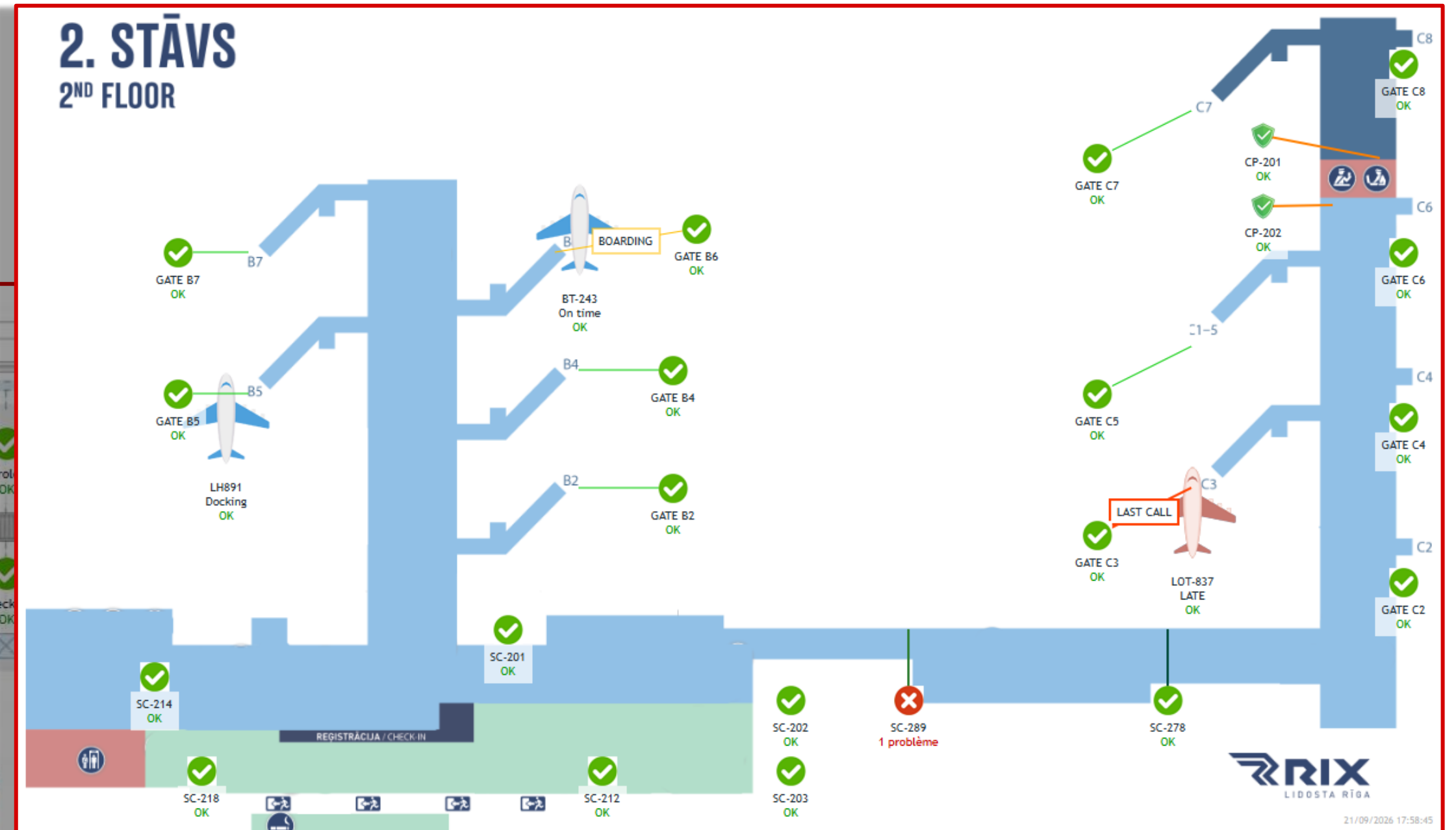
Fill "longitude" and "latitude" in the host's inventory.

A widget geomap

Add a widget geomap in your dashboard.

Set the widget coordinates

Set the coordinates and zoom levels for the initial view.



Maps with host groups in Zabbix

Maps in Zabbix

Use building plans as background.

A visual representation of your workflow or infrastructure

Use a Host group as map elements.

Place it on your map, set the status icons (OK, Problem, In maintenance, Disabled)

Add labels and links

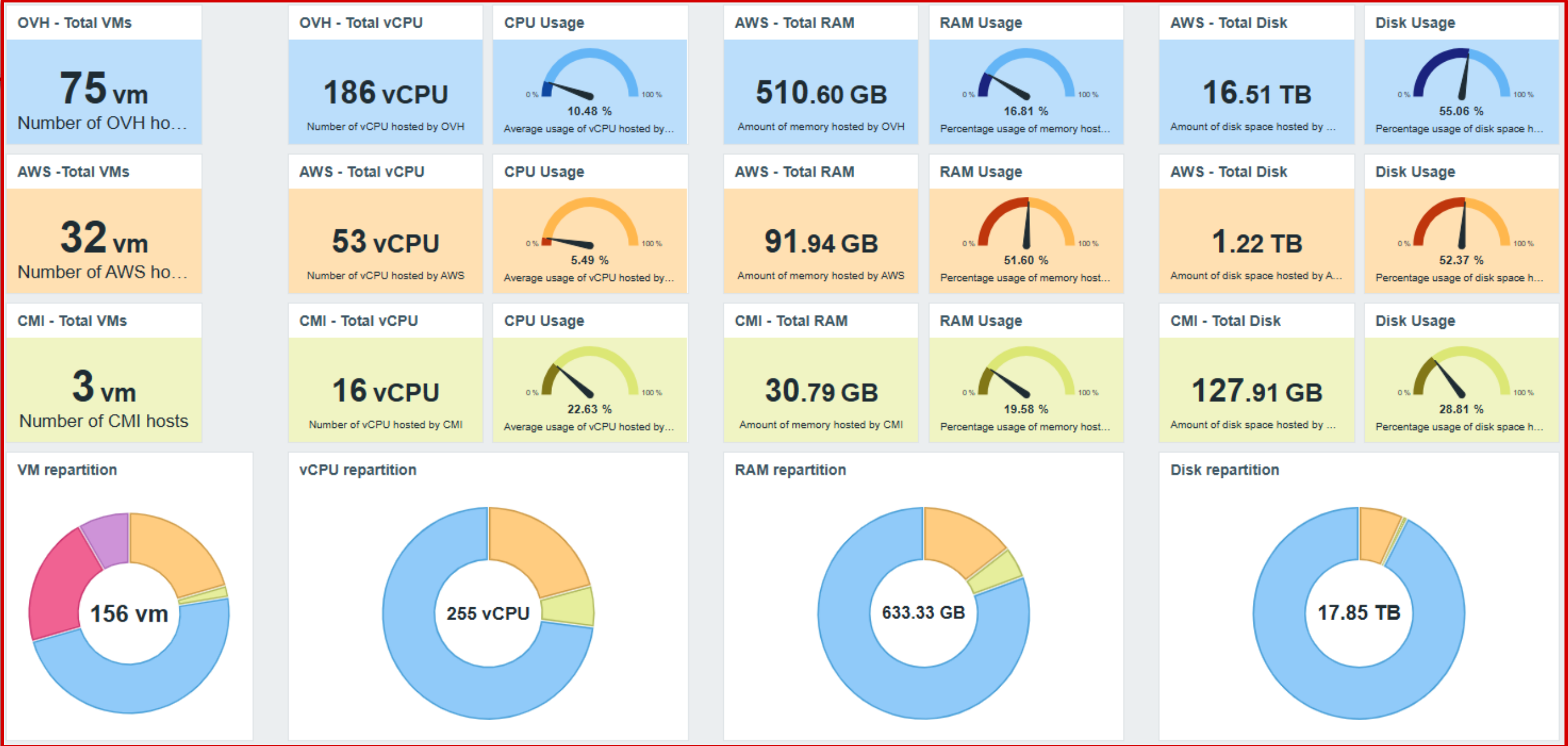
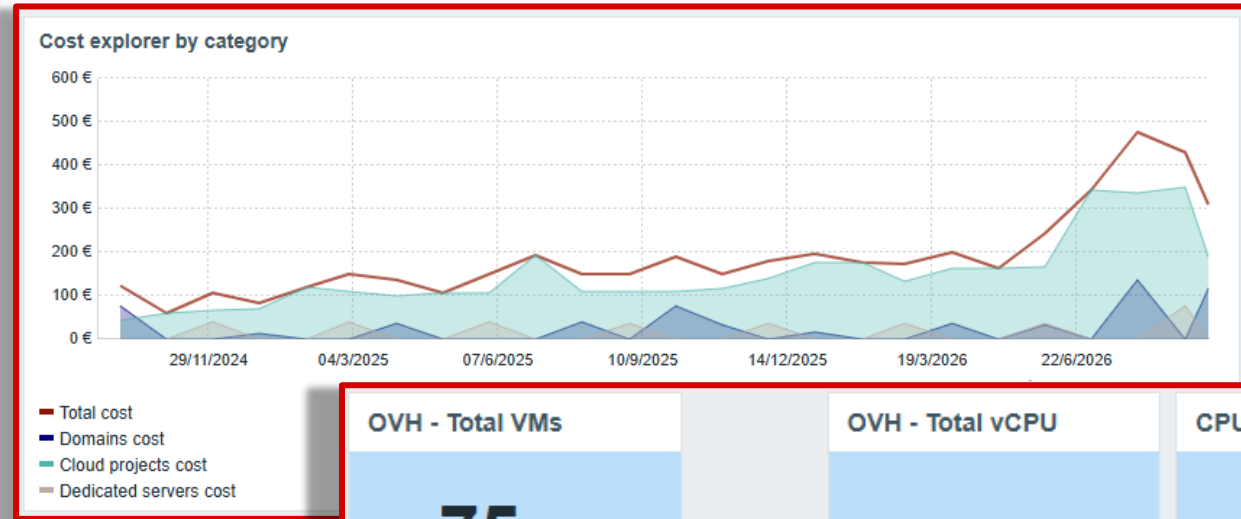
Use Macro expression for display metrics on a link's label.

#3 : Let him see inoffensive data



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Calculated items in Zabbix

Calculated items

Use taxonomy to tag your hosts

Check your host tags regularly.

Create a specific host

Used to create your aggregations.

Create items based on tags.

Item type "calculated" and fill the key / formula.

Some item formulas

Number of vCPU

sum(last_foreach(//system.cpu.num?[tag="<u_key>:<u_value>"])))*

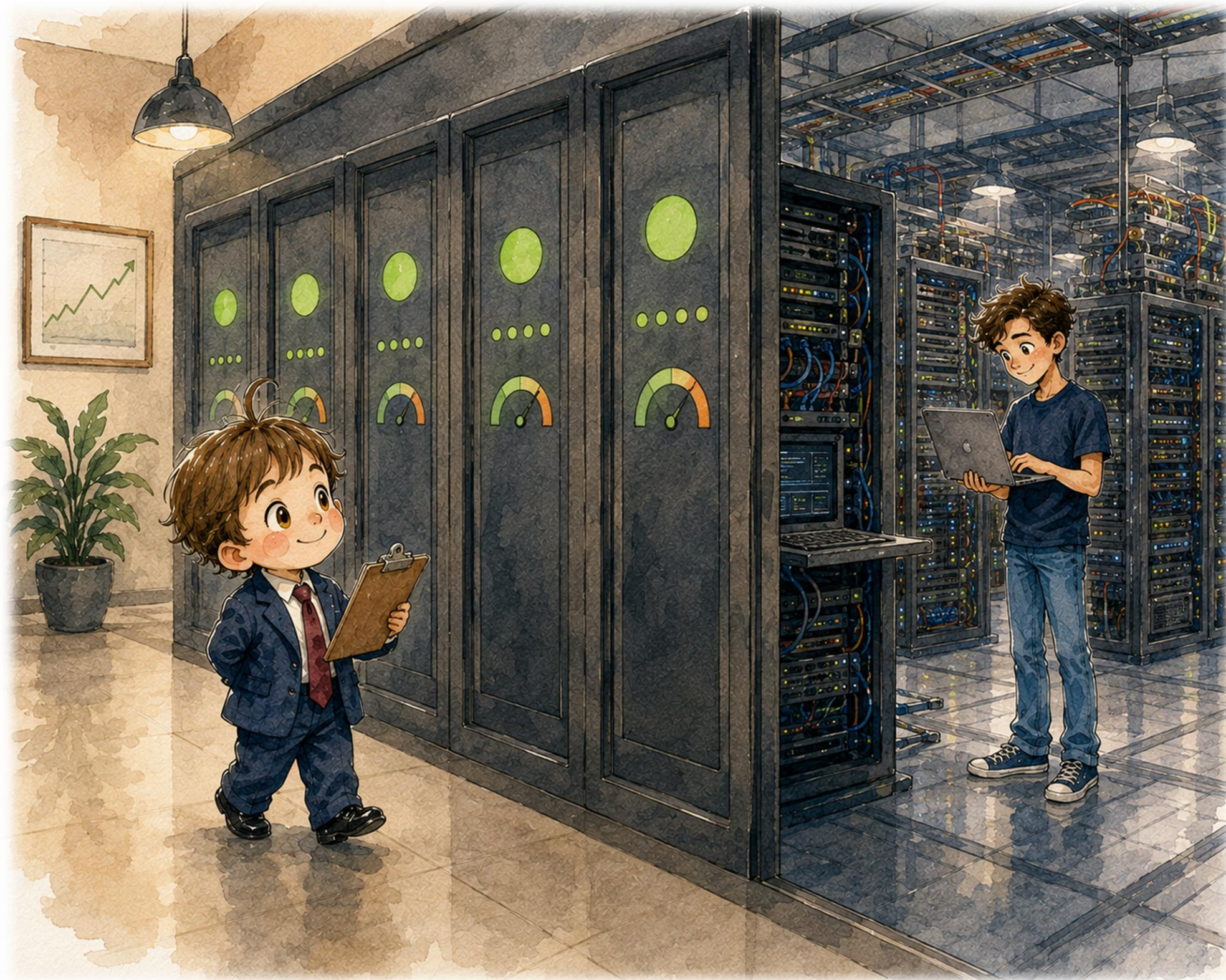
Amount of memory

sum(last_foreach(//vm.memory.size[total]?[tag="<u_key>:<u_value>"])))*

Disk usage

sum(last_foreach(//vfs.fs.dependent.size[*,used]?[tag="<u_key>:<u_value>"])))*

#4 : Let him have (ro) access



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* Name

User type

Access to UI elements

Dashboards ☒

Monitoring ☐ Problems ☐ Latest data ☐ Discovery ☐
☐ Hosts ☒ Maps

Services ☒ Services ☐ SLA ☒ SLA report

Inventory ☐ Overview ☐ Hosts

Reports ☐ System information ☐ Top 100 triggers ☐ Notifications
☐ Scheduled reports ☐ Audit log

☐ Av

User groups

User group Template permissions Host permissions ● Problem tag filter

Permissions

Host groups

Overview ×
type here to search

Add

Add Cancel

Permissions

Select Read-write Read Deny Remove

RBAC in Zabbix

RBAC in Zabbix

Create him a "user" account.

Based on a role with "User Type = User".

Give him access to your aggregation hosts.

And hosts dedicated to API too (AWS Cost explorer...)

Keep him focus on his perimeter

It's not that he cannot have access, but the less operational data he sees, the better it will be...
(It's not his job after all.)

#5 : Let him think you worked hard



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File contents of
/etc/os-release

```
PRETTY_NAME="Debian GNU/Linux 12 (bookworm)"
NAME="Debian GNU/Linux"
VERSION_ID="12"
VERSION="12 (bookworm)"
VERSION_CODENAME=bookworm
ID=debian
HOME_URL="https://www.debian.org/"
SUPPORT_URL="https://www.debian.org/support"
BUG_REPORT_URL="https://bugs.debian.org/"
```

Dependent items
filling inventory

OS (Short) ▲	Host count
Amazon Linux 2	19
Amazon Linux 2023	2
Amazon Linux AMI 2018.03	4
CentOS Linux 7 (Core)	19
Debian 7 (wheezy)	1
Debian 11 (bullseye)	28
Debian 12 (bookworm)	20
Debian 13 (trixie)	42
Ubuntu 16.04	1
Ubuntu 20.04	3
Ubuntu 22.04	2
Windows Server 2012 R2 Datacenter	1
Windows Server 2012 R2 Standard	4
Windows Server 2019 Datacenter	1
Windows Server 2019 Standard	4
Windows Server 2022 Standard	5

BIG Migration Plan !
Code "Mwa-ha-ha-ha"

Agent item, dependent items and inventory

Type: Calculated

* Key: system.details

Type of information: Text

Formula: `concat(last(/system.cpu.num), " vCPU - ", round(last(/vm.memory.size[total]) / 1G, 2), " Go RAM - ", round(last(/vfs.fs.size[,total]) / 1G, 2), " Go Hdd")`

* Update interval: 6h

Custom intervals: Type: Flexible, Interval: 1d

* History: Do not store, Store up to: 90d

Populates host inventory field: OS (Full details)

Description: Create a string to get VM's hardware capacity

EDP_Inventaire_Serveurs...

Rechercher

Fichiers Accueil Insertion Dessin Mise en page Formules Données Révision Affichage Automatiser Aide Antidote Acrobat

Coller Presse-papiers Pense-à-retenir Alignement Nombre Styles

Mise en forme conditionnelle Mettre sous forme de tableau Styles de cellules Insérer Supprimer Format Cellules Trier et filtrer Rechercher et sélectionner Édition Compléments Créer un PDF Get Jira Data Adobe Acrobat Jira Cloud

	A	B	C	D	E	F	G	H	I	J	L
	Id	Nom	Statut	Ressources	Operating System	Provider	Latitude	Longitude	Ville	Pays	Projet
2	10716	V4P-O-GRA9-Control_Tower_FR3	Activé	8 vCPU - 30.62 Go RAM - 196.69 Go Hdd	Debian 12 (bookworm)	OVH	51.0166885	2.1525688	Gravelines	France	v4p
3	10574	NES-A-HK01-Nginx-10_20	Activé	2 vCPU - 1.91 Go RAM - 39.99 Go Hdd	Amazon Linux 2	AWS	22.2812152	114.181370	Hong Kong	Hong Kong	nestor
4	10659	EDP-A-FR01-Bookstack	Activé	1 vCPU - 0.93 Go RAM - 7.99 Go Hdd	Amazon Linux 2	AWS	48.8914731	2.2425695	Paris	France	bookstack
5	10543	EDP-A-FR01-Jenkins-Master	Activé	1 vCPU - 1.93 Go RAM - 49.99 Go Hdd	Amazon Linux 2	AWS	48.8914731	2.2425695	Paris	France	edp
6	10658	EDP-A-FR01-Configurator	Activé	2 vCPU - 1.89 Go RAM - 9.99 Go Hdd	Amazon Linux 2	AWS	48.8914731	2.2425695	Paris	France	configurator
9	10708	V4P-O-GRA9-Web-Fr3	Activé	8 vCPU - 28.7 Go RAM - 196.69 Go Hdd	Debian 11 (bullseye)	OVH	51.0166885	2.1525688	Gravelines	France	v4p
11	10661	WS-A-IRL00-Compiler_Prod	Activé	1 vCPU - 1.95 Go RAM - 19.56 Go Hdd	Amazon Linux AMI 2018.03	AWS	53.4001481	-6.2635454	Dublin	Irlande	writing-studio
12	10765	V4P-O-BHS5-Web-Ca6	Activé	8 vCPU - 28.7 Go RAM - 196.69 Go Hdd	Debian 11 (bullseye)	OVH	45.3052737	-73.8915307	Beauharnois	Canada	v4p
13	10845	v4p-o-de1-dns-master-01	Activé	1 vCPU - 1.88 Go RAM - 24.41 Go Hdd	Debian 13 (trixie)	OVH	50.0657684	8.6095735	Francfort	Allemagne	dns
15	10876	mch-gra9-mysql-01	Activé	4 vCPU - 7.58 Go RAM - 49.01 Go Hdd	Debian 13 (trixie)	OVH	51.0166885	2.1525688	Gravelines	France	mediachimie
16	10650	EDP-A-FR01-Nginx_5.153	Activé	2 vCPU - 3.78 Go RAM - 19.99 Go Hdd	Amazon Linux 2	AWS	48.8914731	2.2425695	Paris	France	nestor
23	10763	v4p-o-bhs5-varnish-ca2	Activé	2 vCPU - 3.74 Go RAM - 49.01 Go Hdd	Debian 12 (bookworm)	OVH	45.3052737	-73.8915307	Beauharnois	Canada	v4p
24	10889	MCH-GRA9-Solr	Activé	4 vCPU - 7.58 Go RAM - 49.01 Go Hdd	Debian 13 (trixie)	OVH	51.0166885	2.1525688	Gravelines	France	mediachimie
26	10868	SEH-SGP1-WEB-01	Activé	1 vCPU - 1.88 Go RAM - 24.41 Go Hdd	Debian 13 (trixie)	OVH	1.3177155	103.8913271	Singapour	Singapour	seh
27	10886	SEH-GRA9-WEB-01	Activé	1 vCPU - 1.88 Go RAM - 24.41 Go Hdd	Debian 13 (trixie)	OVH	51.0166885	2.1525688	Gravelines	France	seh
28	10860	SEH-DE1-BASTION-01	Activé	1 vCPU - 1.88 Go RAM - 24.41 Go Hdd	Debian 13 (trixie)	OVH	50.0657684	8.6095735	Francfort	Allemagne	seh
29	10544	EDP-A-FR01-Zabbix_Proxy_FR01	Activé	1 vCPU - 0.95 Go RAM - 7.65 Go Hdd	Debian 11 (bullseye)	AWS	48.8914731	2.2425695	Paris	France	zabbix
34	10839	EDP-O-DE1-test_dns-master-01	Activé	1 vCPU - 1.88 Go RAM - 24.41 Go Hdd	Debian 13 (trixie)	OVH	50.0657684	8.6095735	Francfort	Allemagne	dns
35	10759	v4p-o-bhs5-pgsql-nora-slave1	Activé	2 vCPU - 6.63 Go RAM - 49.05 Go Hdd	Debian 11 (bullseye)	OVH	45.3052737	-73.8915307	Beauharnois	Canada	v4p
37	10656	EDP-A-IRL00-PDF_Analyser	Activé	2 vCPU - 3.84 Go RAM - 49.06 Go Hdd	Amazon Linux AMI 2018.03	AWS	53.4001481	-6.2635454	Dublin	Irlande	pdf-analyser
38	10713	EDP-O-BHS5-DNS_Secondary	Activé	1 vCPU - 1.89 Go RAM - 24.44 Go Hdd	Debian 11 (bullseye)	OVH	45.3052737	-73.8915307	Beauharnois	Canada	dns
39	10688	EDP-A-FR01-ShareLaTeX_5.5	Activé	2 vCPU - 3.7 Go RAM - 89.01 Go Hdd	CentOS Linux 7 (Core)	AWS	48.8914731	2.2425695	Paris	France	nestor
41	10662	WS-A-IRL00-MongoDB_Prod	Activé	1 vCPU - 1.95 Go RAM - 14.64 Go Hdd	Amazon Linux AMI 2018.03	AWS	53.4001481	-6.2635454	Dublin	Irlande	writing-studio
43	10764	v4p-o-bhs5-haproxy-master	Activé	2 vCPU - 7.58 Go RAM - 49.01 Go Hdd	Debian 12 (bookworm)	OVH	45.3052737	-73.8915307	Beauharnois	Canada	v4p
46	10649	EDP-A-FR01-Nginx_5.53	Activé	2 vCPU - 3.78 Go RAM - 19.99 Go Hdd	Amazon Linux 2	AWS	48.8914731	2.2425695	Paris	France	nestor
48	10717	V4P-O-BHS5-MvSql-Slave2	Activé	2 vCPU - 3.75 Go RAM - 49.05 Go Hdd	Debian 11 (bullseye)	OVH	45.3052737	-73.8915307	Beauharnois	Canada	v4p

Inventaire EDP

Prêt Mode Filtre Accessibilité : vérification terminée

Nb (non vides) : 112

Calculated items, inventory, API in Zabbix.

Calculated items + inventory

Use calculated item for string too.

Use function *concat(x, y, z)*
and link it to the correct inventory field.

Use `"/etc/os-release"` file to get Linux version.

- Get content with *vfs.file.contents["/etc/os-release"]*
- Split it into dependent items with preprocessing
- Map it to an inventory field

Extract data through Zabbix API

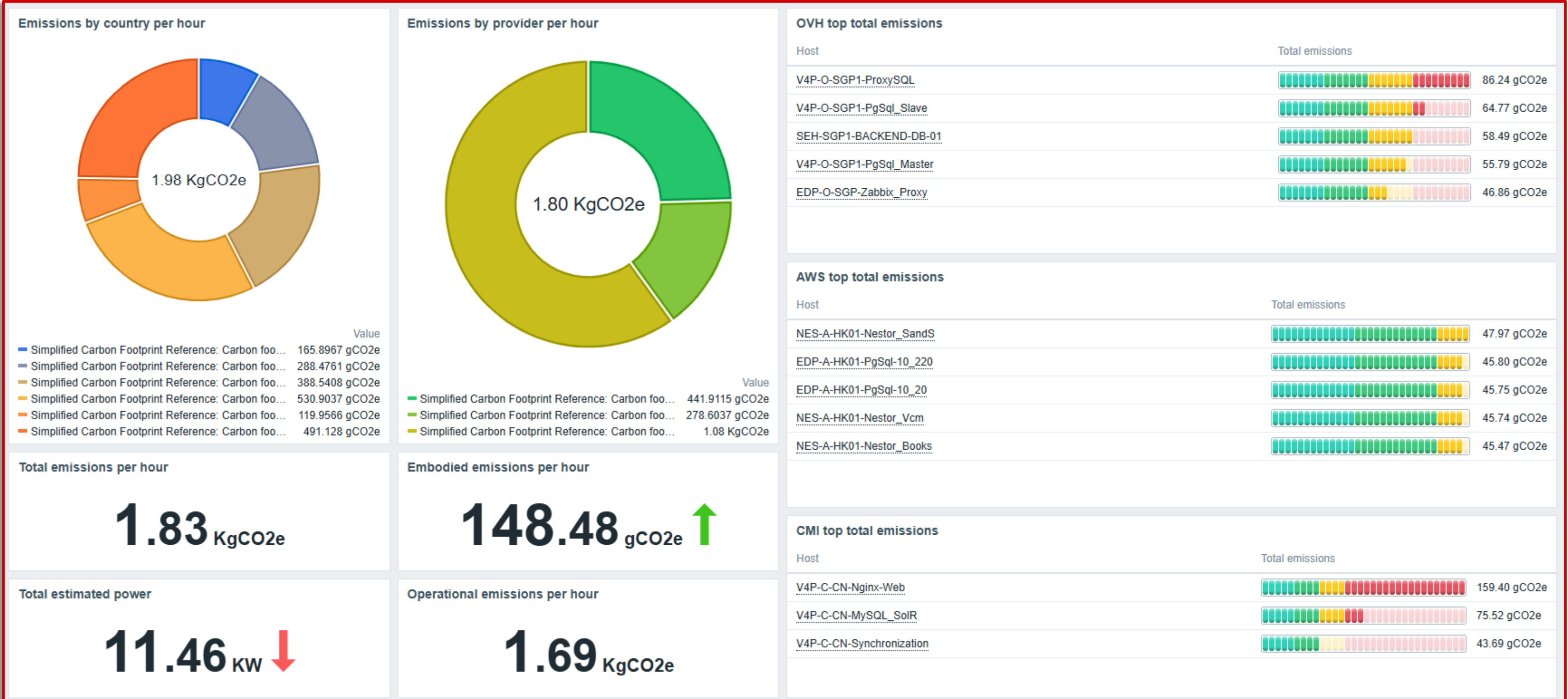
Use python and *zabbix_utils* library to do it.

#6 : Let him save the planet



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Carbon footprint template

Inspired by Boavizta

<https://boavizta.org/en>

Import the templates

☐ Simplified Carbon Footprint - Cloud VM

☐ Simplified Carbon Footprint - Reference

Link "Reference" template to an empty host

Link "Cloud VM" to your hosts

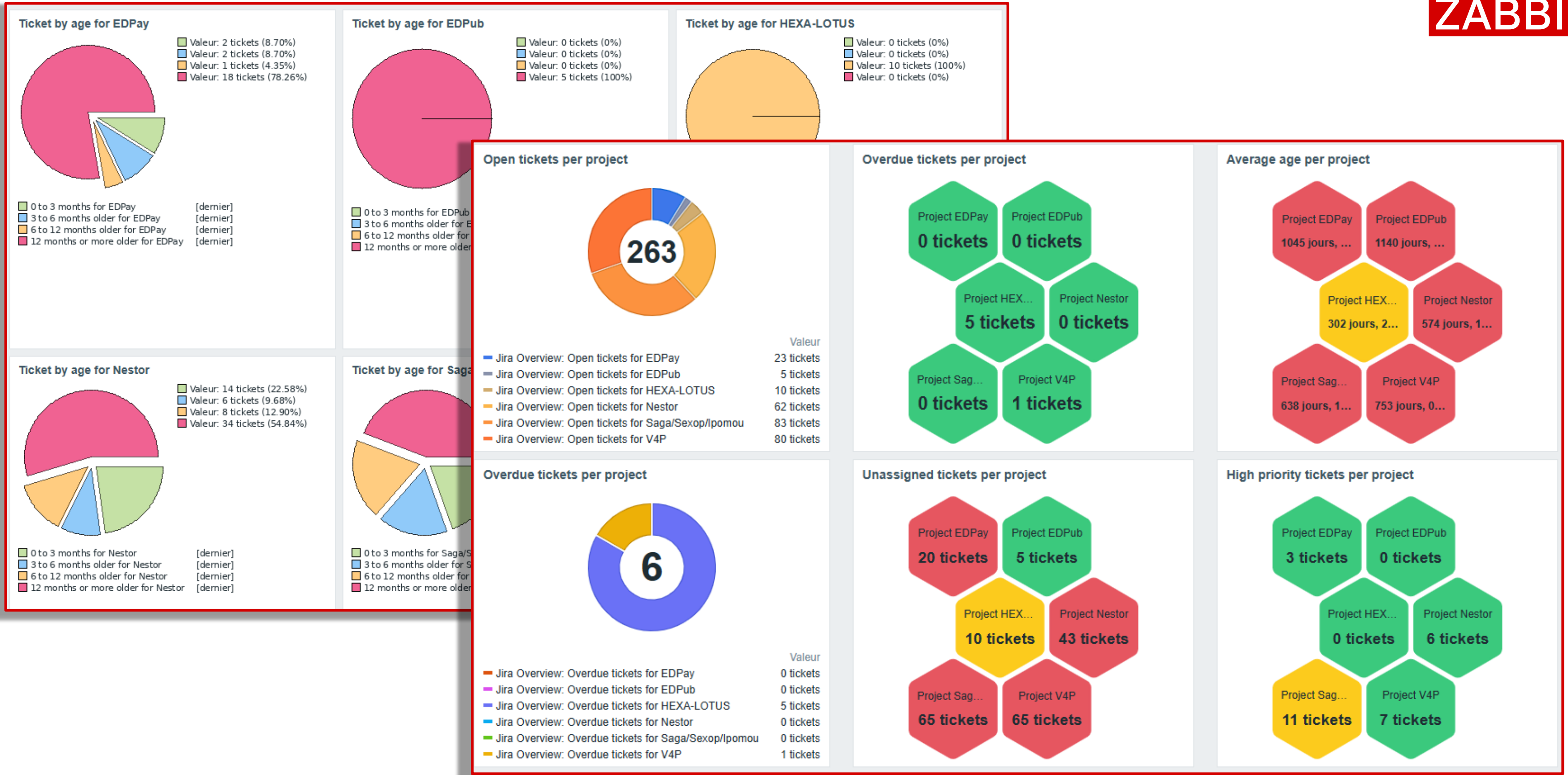
And adjust the `{$CARBON.INTENSITY}`
with the energy intensity of the country

#7 : Let him be distracted



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Jira monitoring in Zabbix

Import template “Jira cloud projects”

Into your Zabbix instance

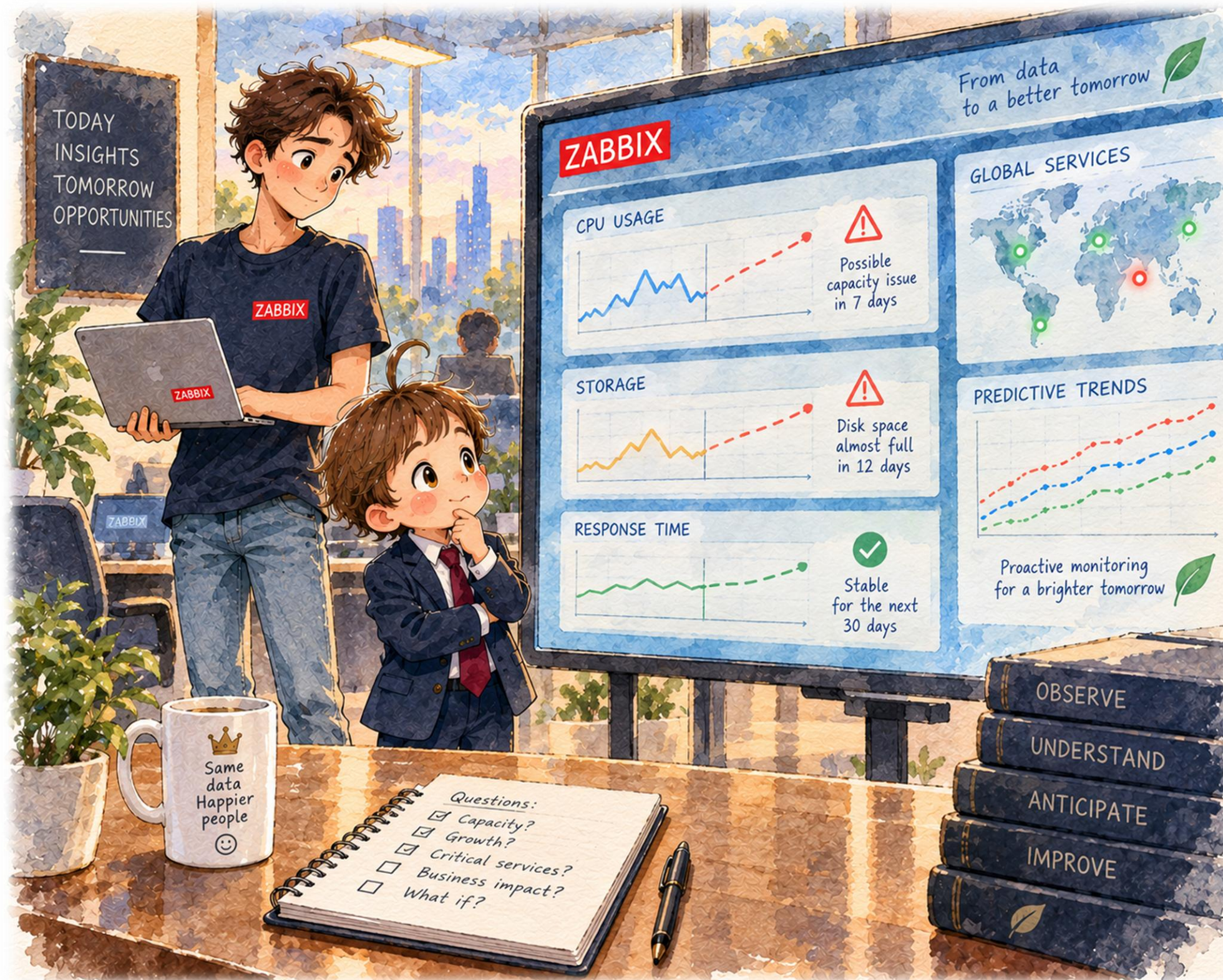
Link it to an empty host

Adjust macros for getting only wanted projects

Create a Jira API token

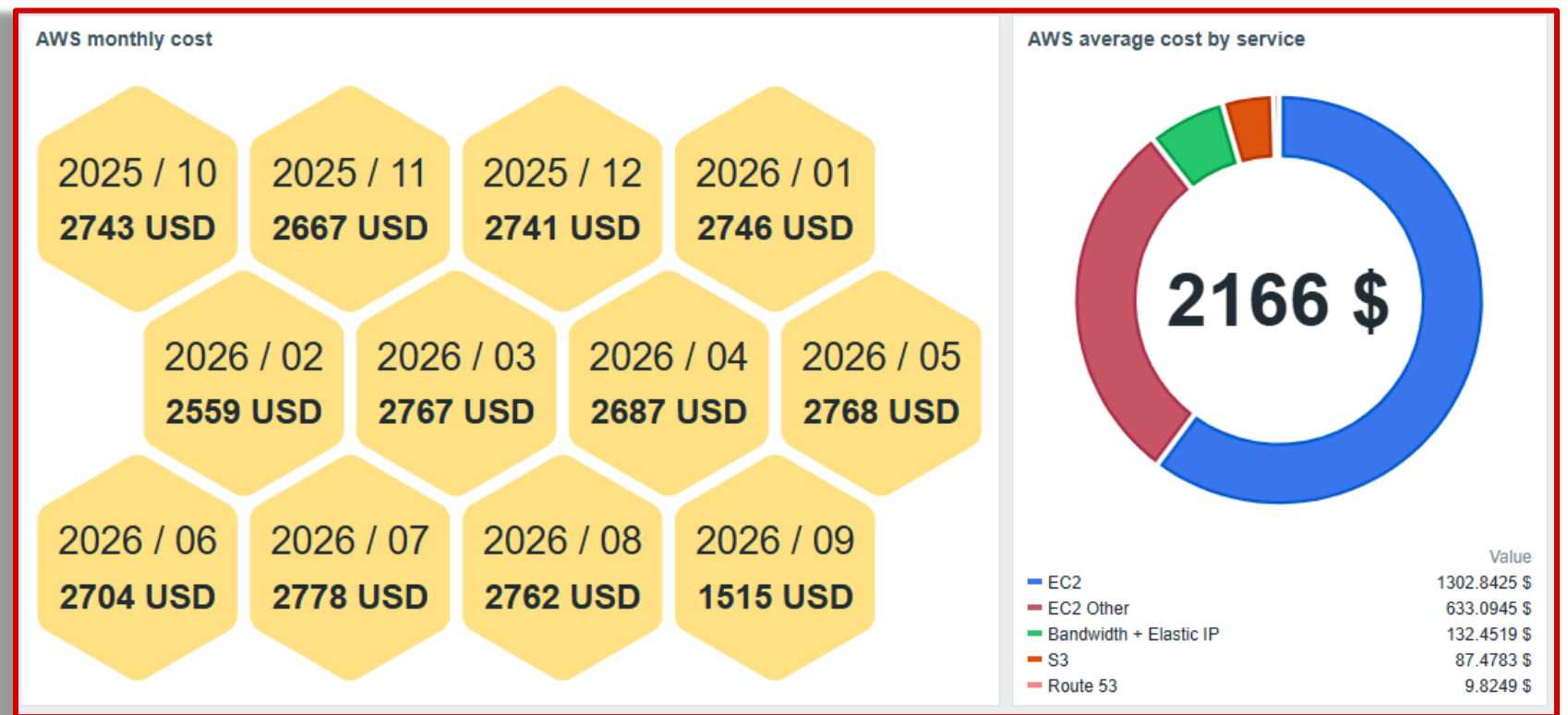
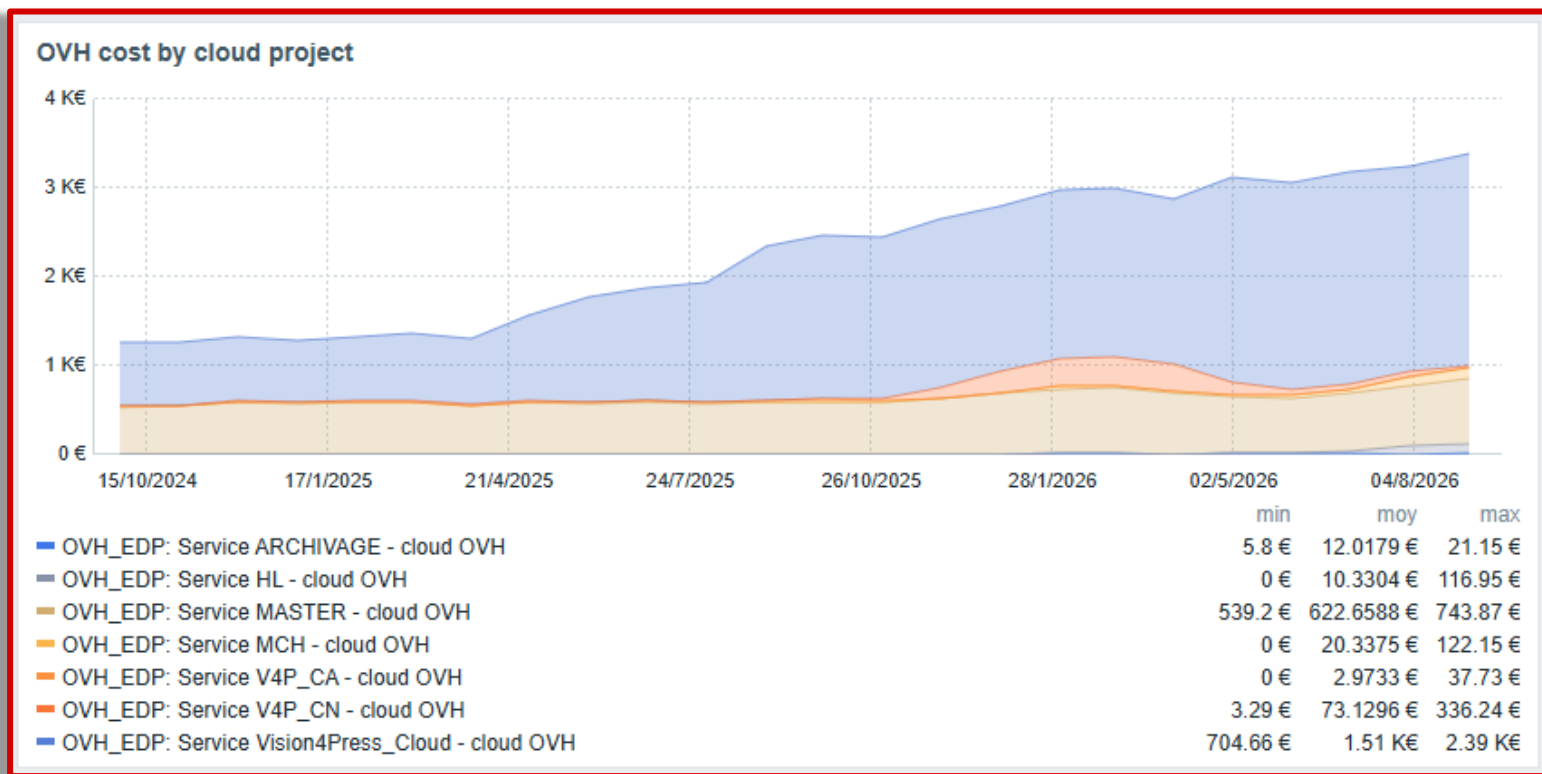
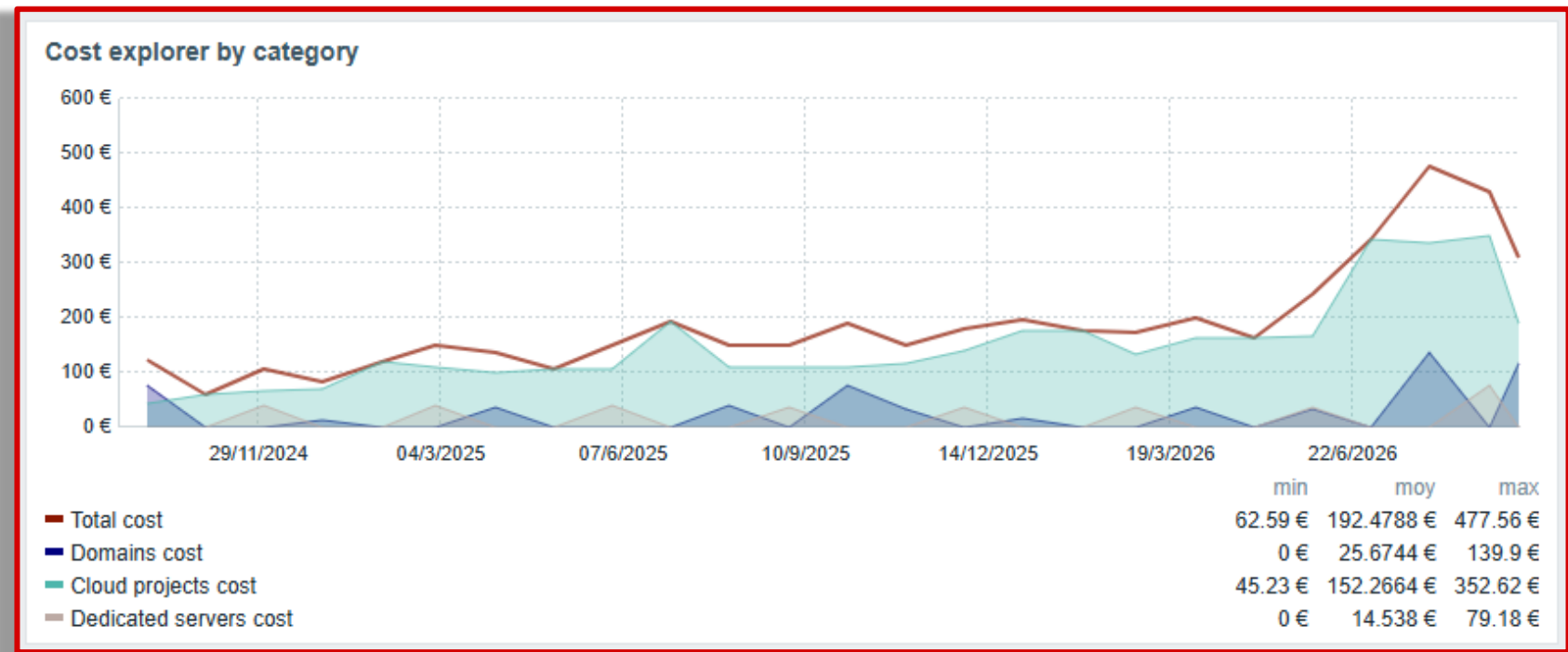
Fill macros `{JIRA.EMAIL}` / `{JIRA.API_TOKEN}`

#8 : Let him predict the future



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Provider costs explorers in Zabbix



Predictive functions in Zabbix

"Vision4Press" cost / month	3M Forecast	6M Forecast	Time to budget
2.39 K€ ↑	2.67 K€	2.87 K€	7.98M ↓
"HL" cost / month	3M Forecast	6M Forecast	Time to budget
116.95 € ↑	209.00 €	290.00 €	24.65j ↓
"MASTER" cost / month	3M Forecast	6M Forecast	Time to budget
726.26 € ↑	757.00 €	797.00 €	3.98M ↓

* Formule

forecast(//ovh.billing.service.cost["{#SERVICE.ID}"], 180d, 90d, "linear", "value")

* Formule

timeleft(//ovh.billing.service.cost["{#SERVICE.ID}"], 180d, {OVH.BUDGET:"{#SERVICE.NAME}"}, "linear")

Predictive functions in Zabbix

Predictive functions in Zabbix

First, get financial metrics

In our case: AWS costs, OVH costs.

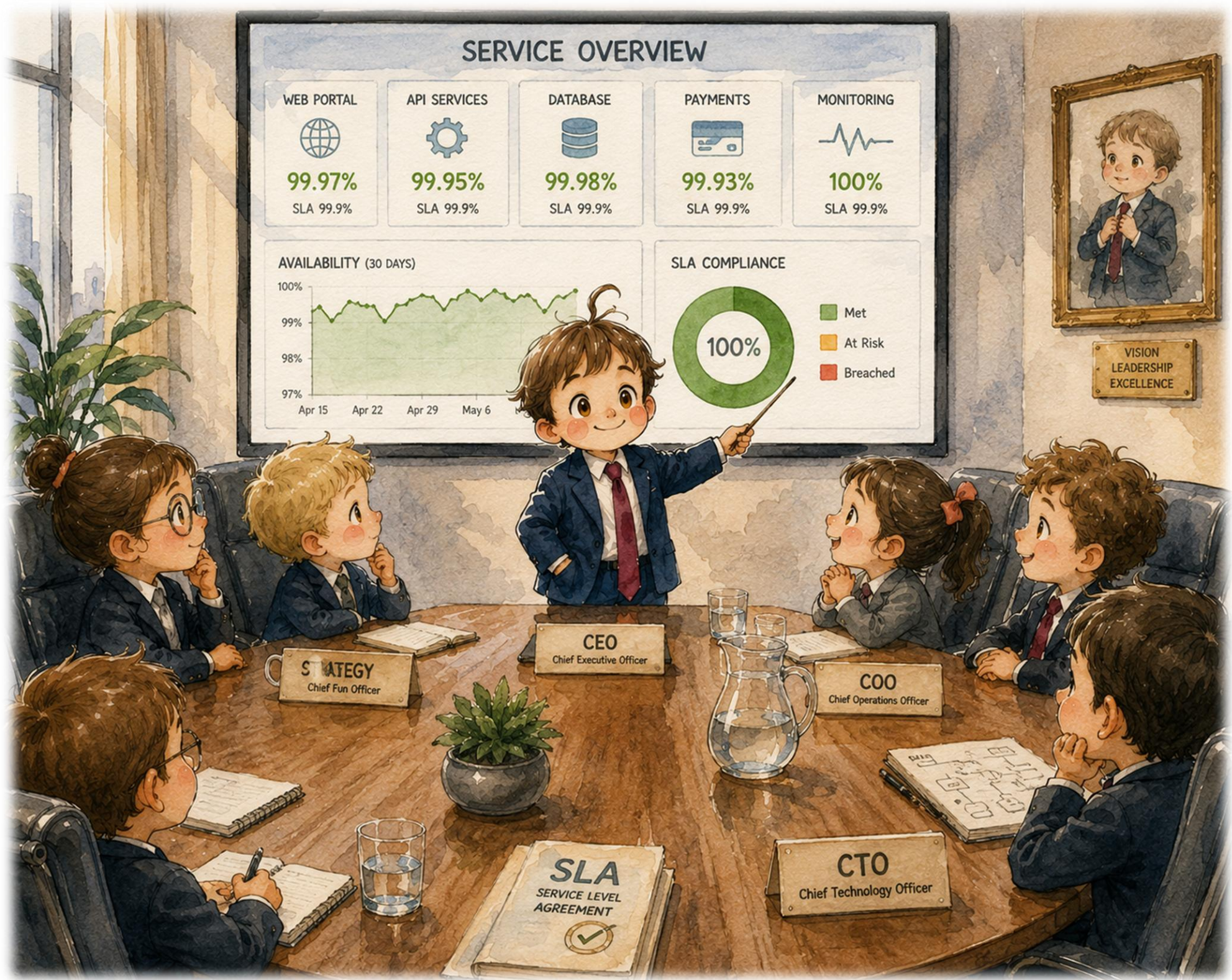
Create a forecast metric

```
forecast(
    /<host>/<item>,
    <data samples>,
    <forecast period>,
    <fit>,
    <mode>
)
```

Create a timeleft metric

```
timeleft(/<host>/<item>, <data sample>, <goal>, "linear")
```

#9 : Let him shine in society



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Services

Create service

View

Edit

All services / Database services

Info

Filter

Database services

Parent services:

Status:

OK

SLA:

Tags:

Service: Databases

Name	Status	Root cause	Created at	Tags
☐ MSSQL Service	OK		2022-01-21	Service: Database Type: MSSQL + ↗ ✕
☐ MySQL database	OK		2022-01-20	Service: Database Type: MySQL + ↗ ✕
☐ Oracle database	OK		2022-01-20	Service: Database Type: Oracle + ↗ ✕
☐ PostgreSQL database	OK		2022-01-20	Service: Database Type: PostgreSQL + ↗ ✕

Displaying 4 of 4 found

	2026-06	2026-07	2026-08	2026-09	2026-10
	94.1275	99.6955	99.8768	99.8134	N/A
	99.9537	99.9887	100	99.9792	N/A
	99.9537	99.5295	100	99.8964	N/A
	99.9537	99.9887	100	99.9792	N/A
	99.9537	99.9887	100	99.9792	N/A
	99.9537	99.9887	100	99.9792	N/A
	99.9537	99.9887	100	99.9792	N/A
	99.9537	99.9887	100	99.9792	N/A
	99.9537	99.9887	100	99.9792	N/A
	94.1969	100	100	100	N/A
	99.9189	99.7309	99.9328	99.8756	N/A
	99.9537	99.9887	100	99.9792	N/A
	99.9537	99.9887	100	99.9792	N/A
	99.9421	99.9887	99.9663	99.9792	N/A
	99.9421	99.9887	100	100	N/A
	99.9421	99.9887	100	100	N/A
	99.9421	99.9887	100	100	N/A
	99.9537	99.9887	100	99.9792	N/A
	99.9537	99.9887	100	99.9792	N/A

Services & SLA in Zabbix

Services & SLA in Zabbix

Create services

Make trigger tags match with the right service.

Create SLA

Link SLA with service tags.

Share it / notify the board

Transparency is not as bad as it looks.

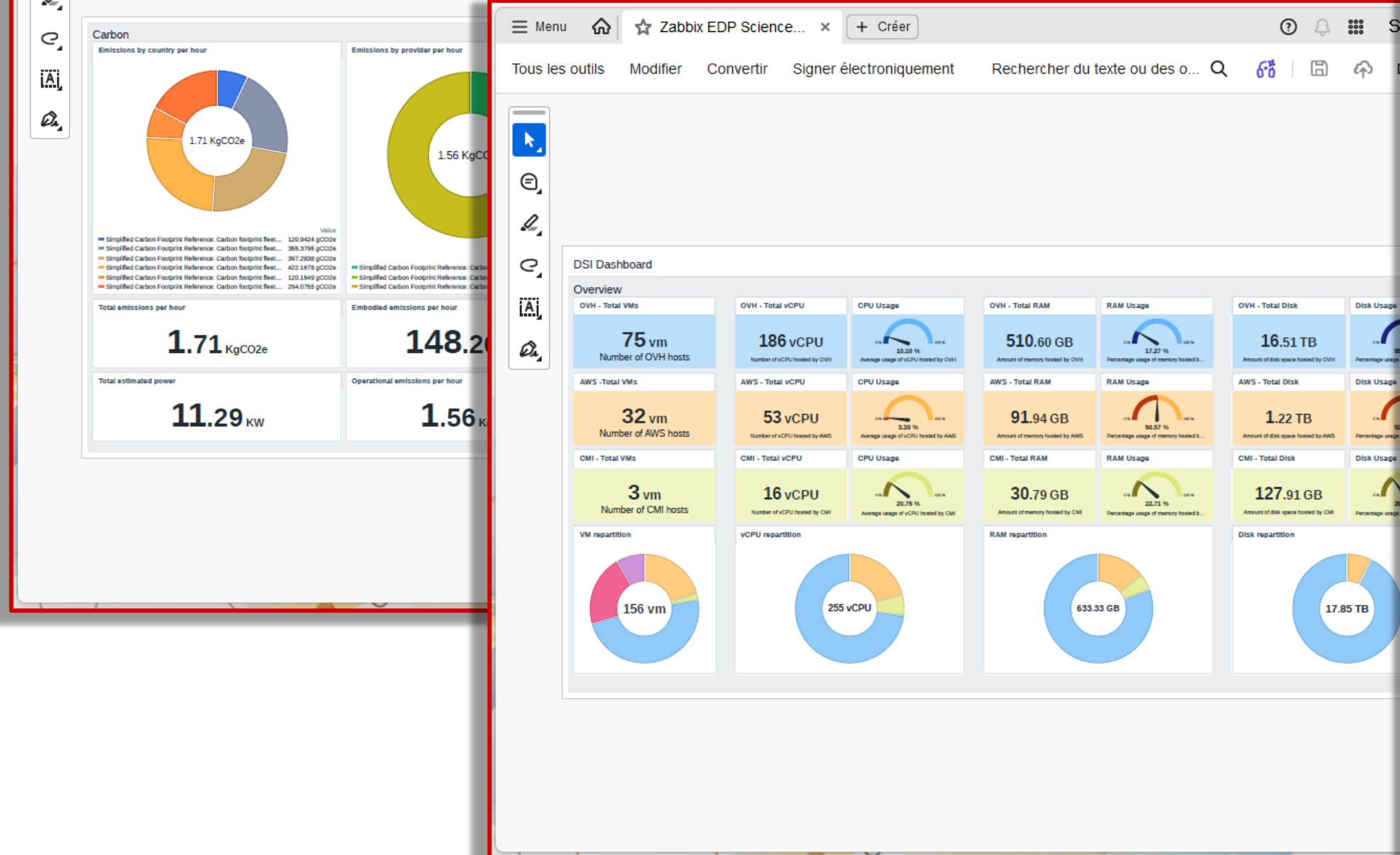
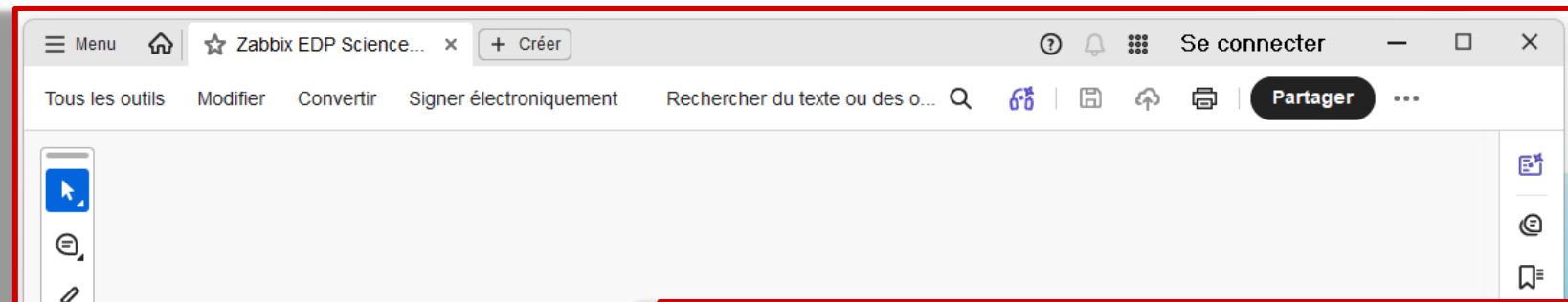
Let's make IT less "too hard to understand."

#10 : Let's love Mondays together



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Scheduled reports

* Owner: [Select](#)

* Name:

* Dashboard: [Select](#)

Period:

Cycle:

Start time: :

* Repeat on: ☒ Monday ☐ Thursday ☐ Sunday
☐ Tuesday ☐ Friday
☐ Wednesday ☐ Saturday

Start date: [Calendar](#)

End date: [Calendar](#)

Subject:

Message:
 Numéro de semaine : {{TIME}.fmttime(%W,-1w/w)}}"/>

* Subscriptions

Recipient	Generate report by	Status	Action
jlepage (Jérôme Lepage)	jlepage (Jérôme Lepage)	Include	Remove

[Add user](#) [Add user group](#)

Description:

Enabled: ☒

[Update](#) [Clone](#) [Test](#) [Delete](#) [Cancel](#)

Scheduled reports in Zabbix

Scheduled report

We have a dashboard with visual metrics

We gave him an overview of the infrastructure.
We gave him data on costs and carbon footprint.

Let's bring them by email on Monday morning.

Create a scheduled report with configured dashboard.

Let him drink his first coffee in peace ☺

A happy manager makes a happy team.
Let's have a wonderful Monday !

Conclusion

The “IT Manager” theme was just the excuse.

The real message is:

**Zabbix can do so much more than just measuring
RAM and disk space.**

**Zabbix can be so much more than a technical tool -
it can help people make better decisions.**



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Jérôme LEPAGE Coffee Break Partner



ZABBIX



I'm French

Oh, hadn't you guessed it yet?

Zabbix reseller & Zabbix Trainer

Certified ZCS, ZCP, ZCE, ZCT v7 & v8



25 years of IT at several positions

Even IT manager ☺

Thanks / Paldies

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Gracias, Danke, ありがとう, 谢谢, Спасибо, Obrigado, Ďakujem, DZIĘKI

SCAN for sources

SCAN to be ZABBIX
CERTIFIED COFFEE
CONSUMER



jLepage

