

Improving Service Reliability with Zabbix SLA Monitoring

Making Business Service Monitoring (BSM) in Zabbix



OCTOBER 7 ▪ 9, 2026
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Who am I?

Senior Consultant

Architect and implementation specialist at **Axians Slovakia**

Over the course of my career, I have been involved in the architecture and implementation of numerous enterprise monitoring platforms based on technologies from HP, CA, and Micro Focus.

Since 2013, my primary focus has been on designing and implementing monitoring solutions built on the Zabbix platform



Marek Konečný



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Agenda

1. The BSM concept

Why monitoring everything still cannot tell you if a service is up.

2. BSM in Zabbix today

What the Services feature does well, and what holds it back.

3. What we built

Two widgets and a module that close the visualization gap.

4. What we gain

What changes for managers, operators, and troubleshooters.

The BSM concept

Monitoring components tells you what broke. Business service monitoring can tell you what it cost.



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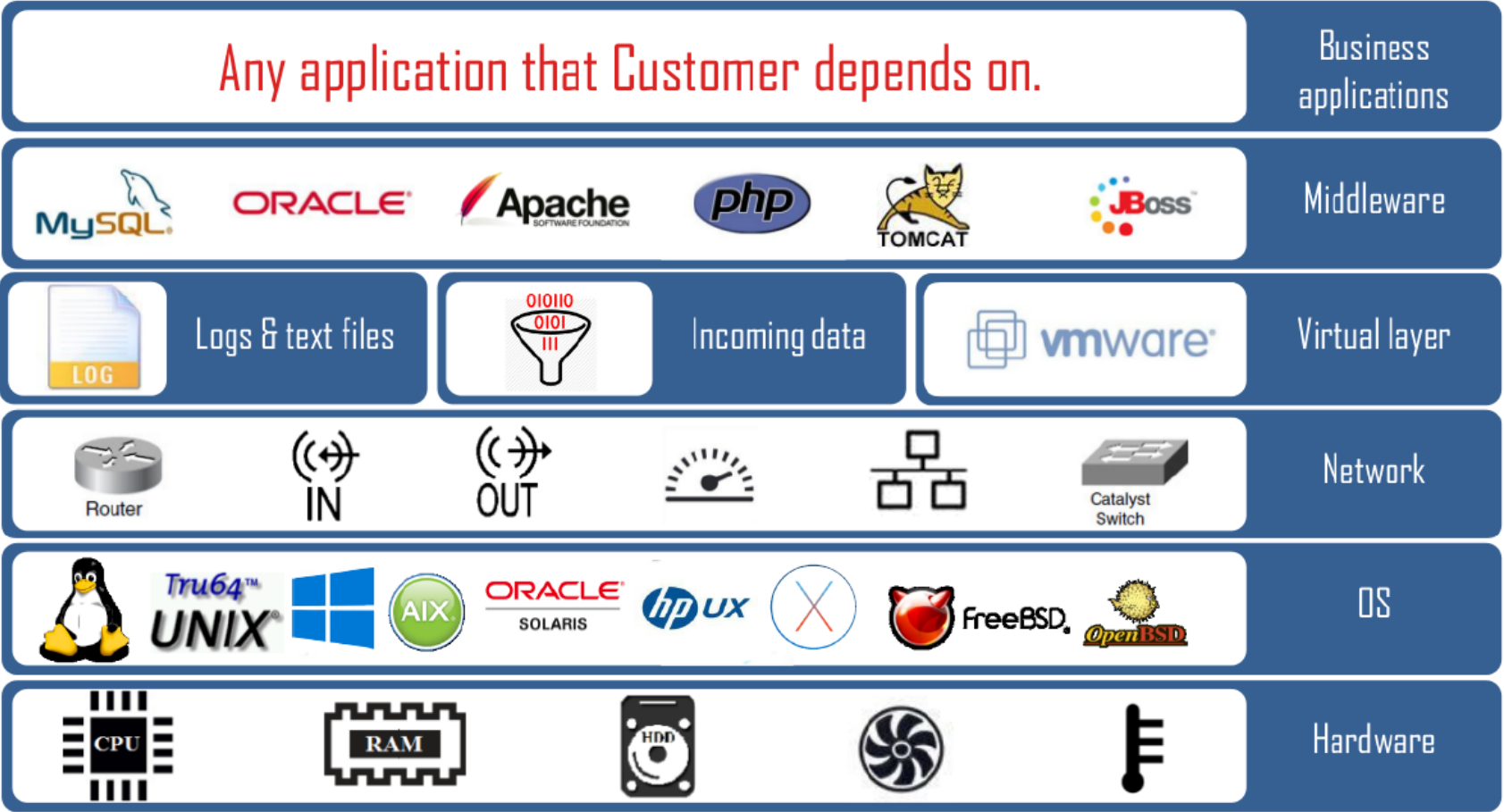
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Classic fault monitoring

An enterprise IT estate is a large collection of services, each resting on its own stack of hardware and software.

The classic approach is to monitor **everything that can be measured** — SAN and LAN devices, servers, operating systems, applications, databases — and to raise an alarm whenever any one of them misbehaves.

It works, in its own terms. Every component is covered and nothing fails silently. But it answers the question “what broke?” and never the question “what did it cost us?”



Where classic monitoring breaks down

Everything is monitored — and still nobody can draw the service or say how it performed last month.

Notification flood

Tens or hundreds of mails a day, every one of them an alarm, none of them ranked by business impact.

No SLA answer

Nothing records when a service outage began and ended, so SLA compliance cannot be evaluated at all.

Slow root cause analysis

With no model of the service, working out which event caused a degraded service is manual detective work.

☐	Severity	Info	Host	Problem	Duration	Ack	Actions	Tags
☐	Average		backs1.vas...	[DUP:1482] nsrd NSR info Savegroup Failure Cri...	13h 42m 41s	No		.Service: B... Applicatio... Object: /ns... ...
☐	Average		backs1.vas...	[DUP:267] nsrjobd RPC severe Remote system ...	16h 11m 50s	No		.Service: B... Applicatio... Object: /ns... ...
☐	Average		backs1.vas...	[DUP:37] nsrd NSR info Media Info: Suggest ma...	18h 26m 31s	No		.Service: B... Applicatio... Object: /ns... ...
☐	Average		backs1.vas...	[DUP:6] nsrd NSR warning Operation on device "...	18h 38m 43s	No		.Service: B... Applicatio... Object: /ns... ...
☐	Average		backs1.vas...	[DUP:289] nsrd RPC critical Aborting client conn...	19h 44m 7s	No		.Service: B... Applicatio... Object: /ns... ...
☐	Average		backs1.vas...	[DUP:109] nsrck File_index warning WARNING: ...	21h 32m 23s	No		.Service: B... Applicatio... Object: /ns... ...
☐	Average		backs1.vas...	[DUP:71] nsrstage NSR warning Following volu...	21h 57m 24s	No		.Service: B... Applicatio... Object: /ns... ...
☐	Average		backs1.vas...	[DUP:1] nsrd NSR warning Operation on device "...	22h 33m 56s	No		.Service: B... Applicatio... Object: /ns... ...
☐	Average		backs1.vas...	[DUP:6] nsrd NSR info Savegroup Alert: Group td...	1d 16h 46m	No		.Service: B... Applicatio... Object: /ns... ...
☐	Average		backs1.vas...	[DUP:1] nsrd NSR warning Operation on device "...	1d 22h 4m	No		.Service: B... Applicatio... Object: /ns... ...
☐	High		pmgr-mgmt-vip...	[DUP:1] ID: DEGAAlarm1.0 Message: Can not run ...	2d 12h 11m	No	4	.Service: A... Applicatio... Origin Tim...
☐	High		pmgr-mgmt-vip...	[DUP:1] ID: DEGAAlarm1.0 Message: Can not run ...	2d 13h 11m	No	4	.Service: A... Applicatio... Origin Tim...
☐	High		papp1-mgmt...	[DUP:6] ID: DEGAAlarm9.6 Message: IMSSoapCli...	2d 18h 45m	No	4	.Service: A... Applicatio... Origin Tim...
☐	High		papp2-mgmt...	[DUP:1] ID: DEGAAlarm9.6 Message: IMSSoapCli...	2d 18h 45m	No	4	.Service: A... Applicatio... Origin Tim...
☐	High		papp2-mgmt...	[DUP:1] ID: DEGAAlarm9.6 Message: IMSSoapCli...	2d 18h 45m	No	4	.Service: A... Applicatio... Origin Tim...
☐	High		papp2-mgmt...	[DUP:1] ID: DEGAAlarm9.6 Message: IMSSoapCli...	2d 18h 47m	No	4	.Service: A... Applicatio... Origin Tim...

Displaying 16 of 16 found

What BSM adds

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An operational layer

Current status of the monitored environment – alarms/incidents



Presentation of collected data for a selected period – graphs, prediction tools

Automated incident resolution

Manual incident resolution tools



A business layer

Decomposition of services – **Service tree**

Graphical presentation of the availability of services and their components

SLA evaluation reporting – daily, weekly, monthly ...

Notifications from the service tree (status of service tree nodes)

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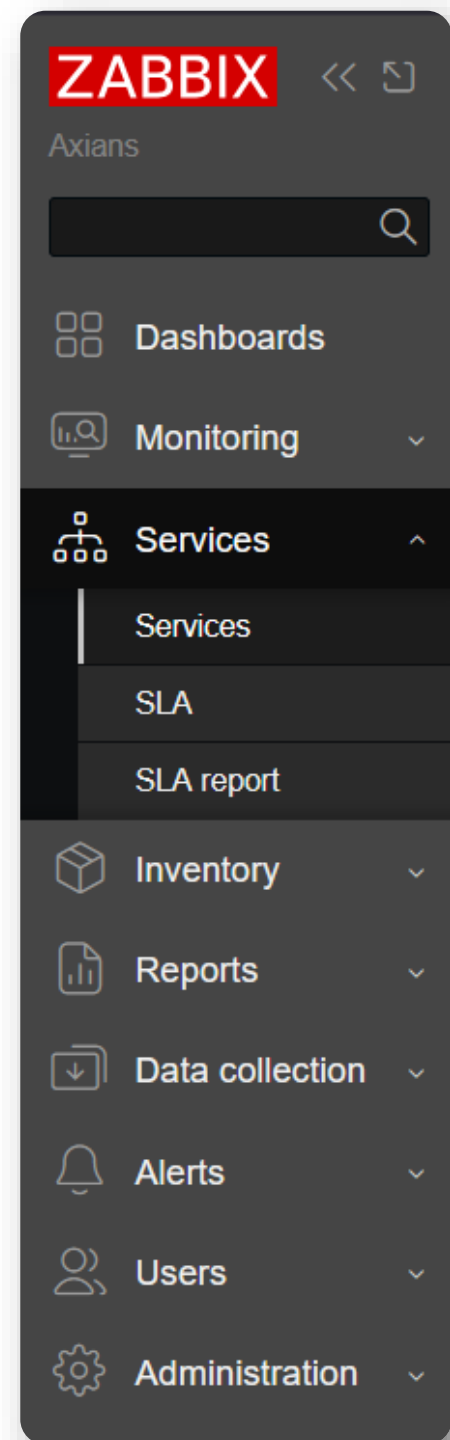
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BSM in Zabbix today

The Services feature has been in Zabbix for years. Here is why so few people reach for it.



What Zabbix Services already get right



A tree you can tune

Calculation, propagation and weighting rules give the tree exactly the sensitivity you need.

Bound to real events

Nodes bind to Zabbix events through tags, so business and operations share one source of truth.

SLA on every node

Any node in the tree can carry its own SLA definition and produce its own SLA report.

A business view of IT

The estate can be described the way the business talks about it, not the way it happens to be wired.

What we built

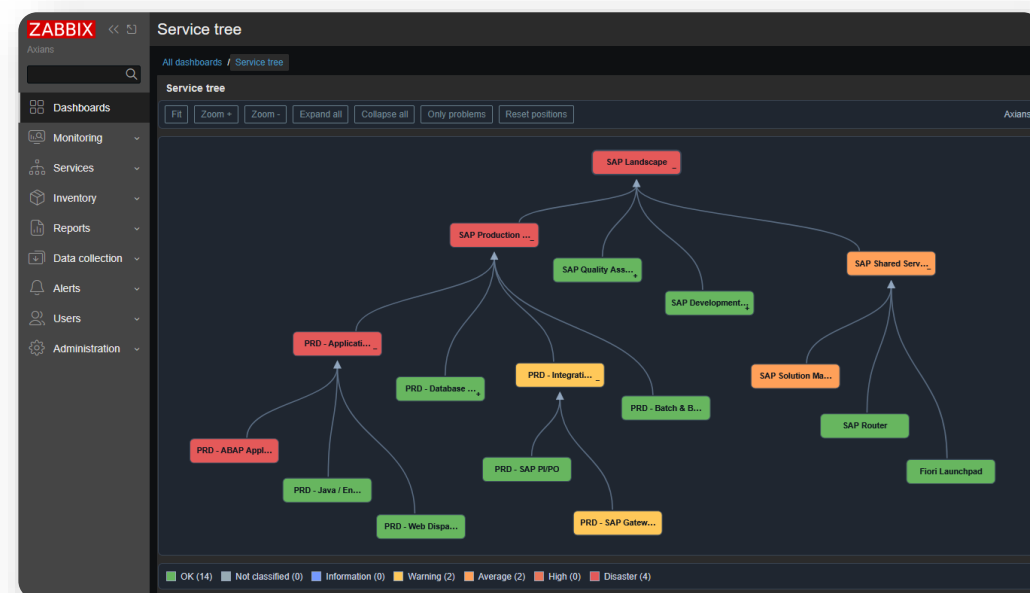


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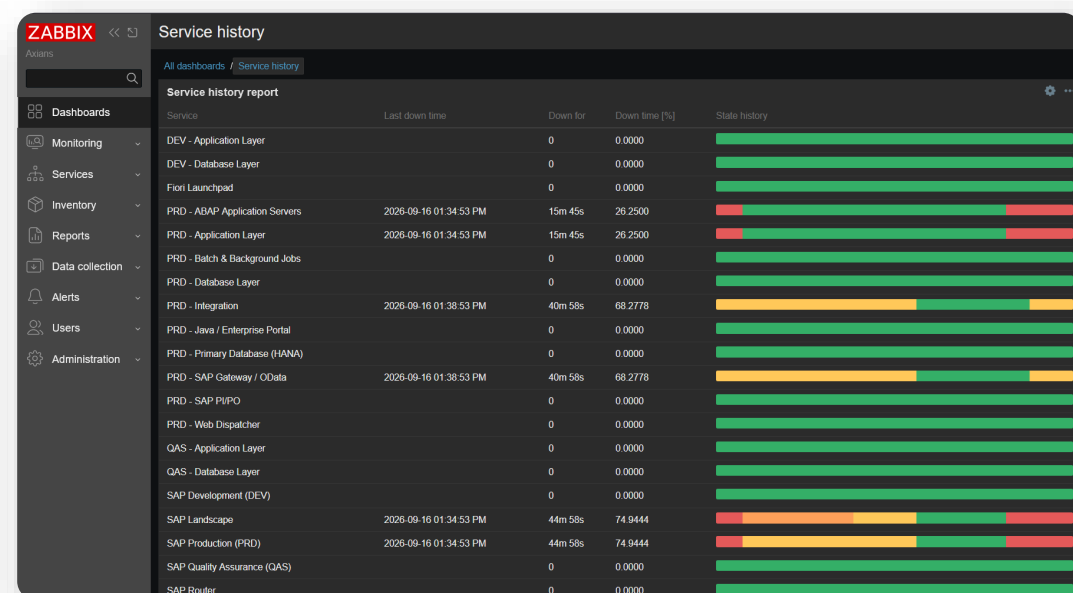
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Three additions



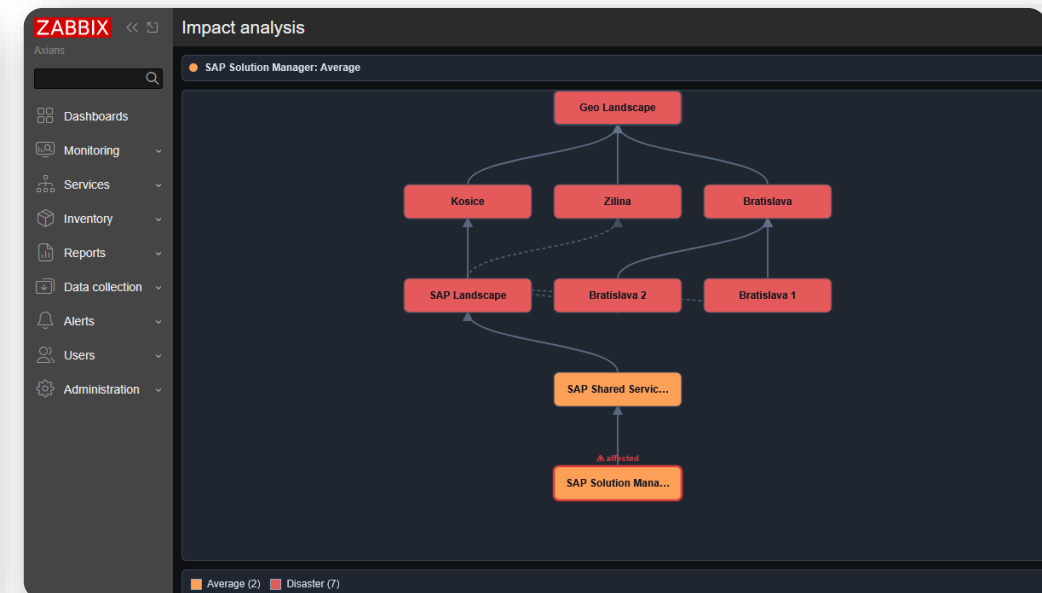
Service tree

A dashboard widget that draws the service tree as a tree.



Service history report

A widget showing how selected services behaved over time.



Impact analysis

A module showing which services a given problem affects.

Service tree

The tree, as a tree

Drawn in its natural shape instead of flattened into a table.

Nodes you can read

Node rendering on the widget canvas is customizable per dashboard.

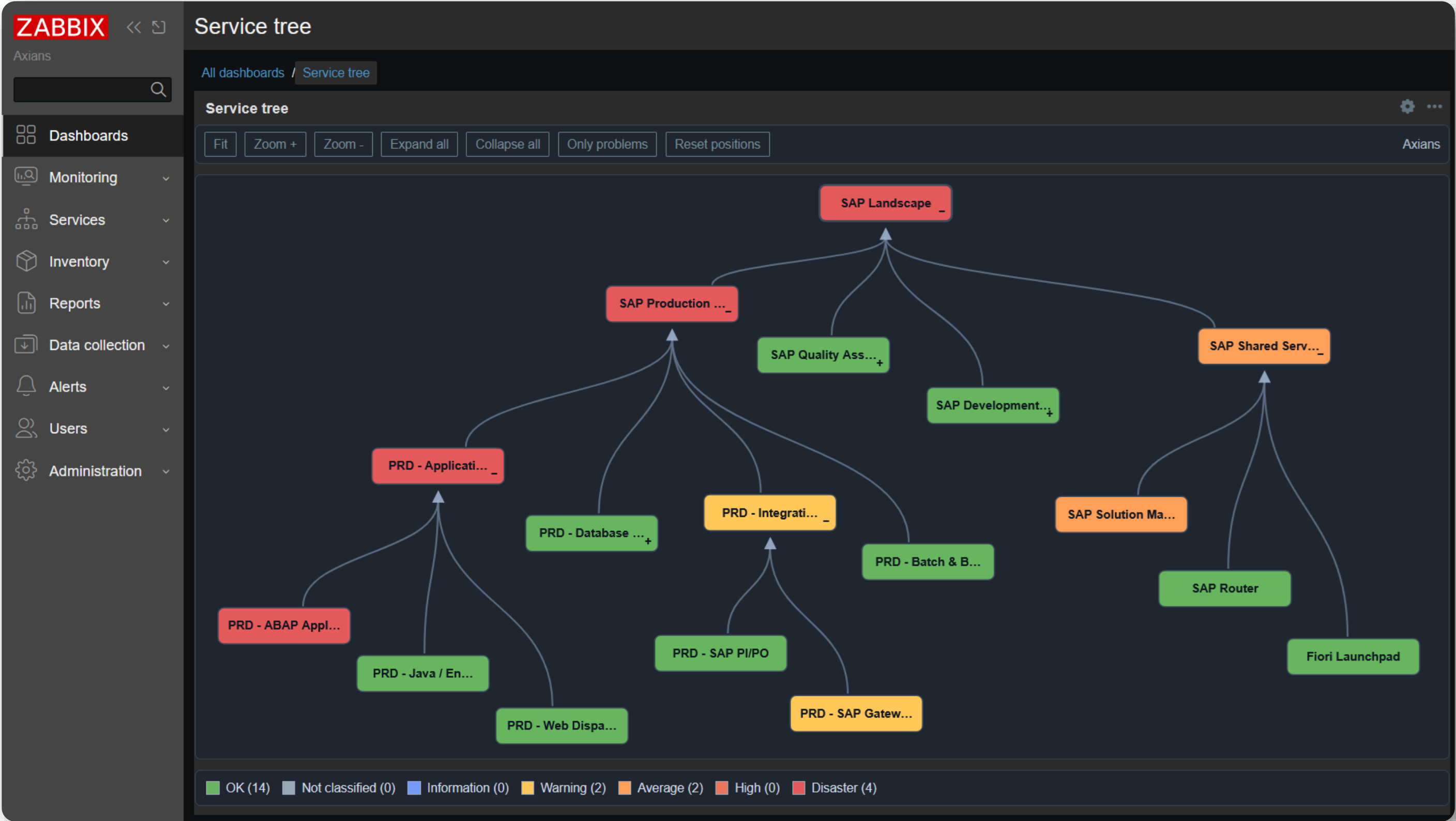
Any subtree you want

Show the whole tree, or scope the widget to a single branch.

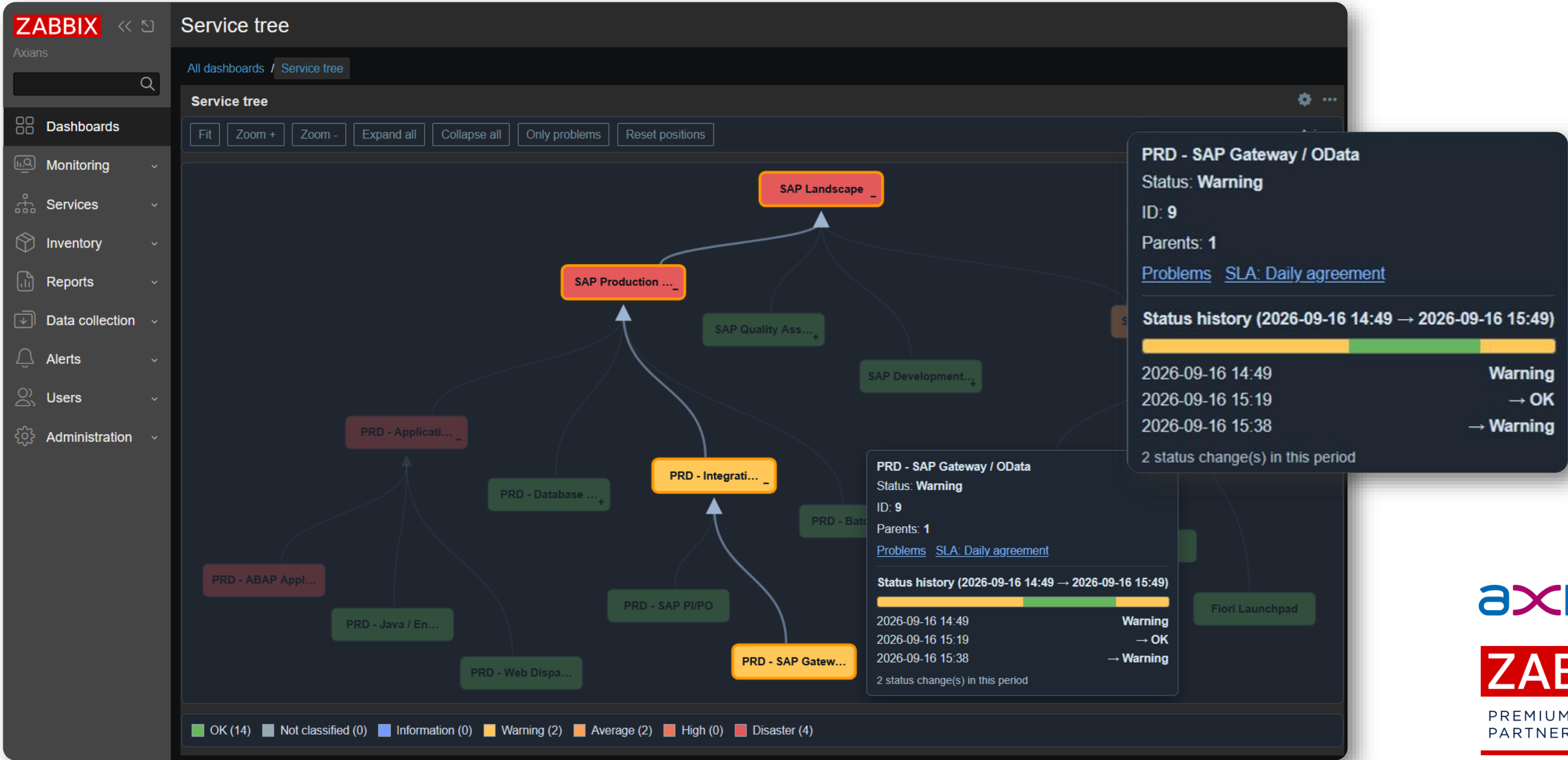
Detail on hover

State, status history and links to SLA reports and open problems.

The service tree on a dashboard



Hover over a node to see what it affects



Service history report

Behavior over time

Selected service nodes are shown as bar graphs across whatever interval you choose.

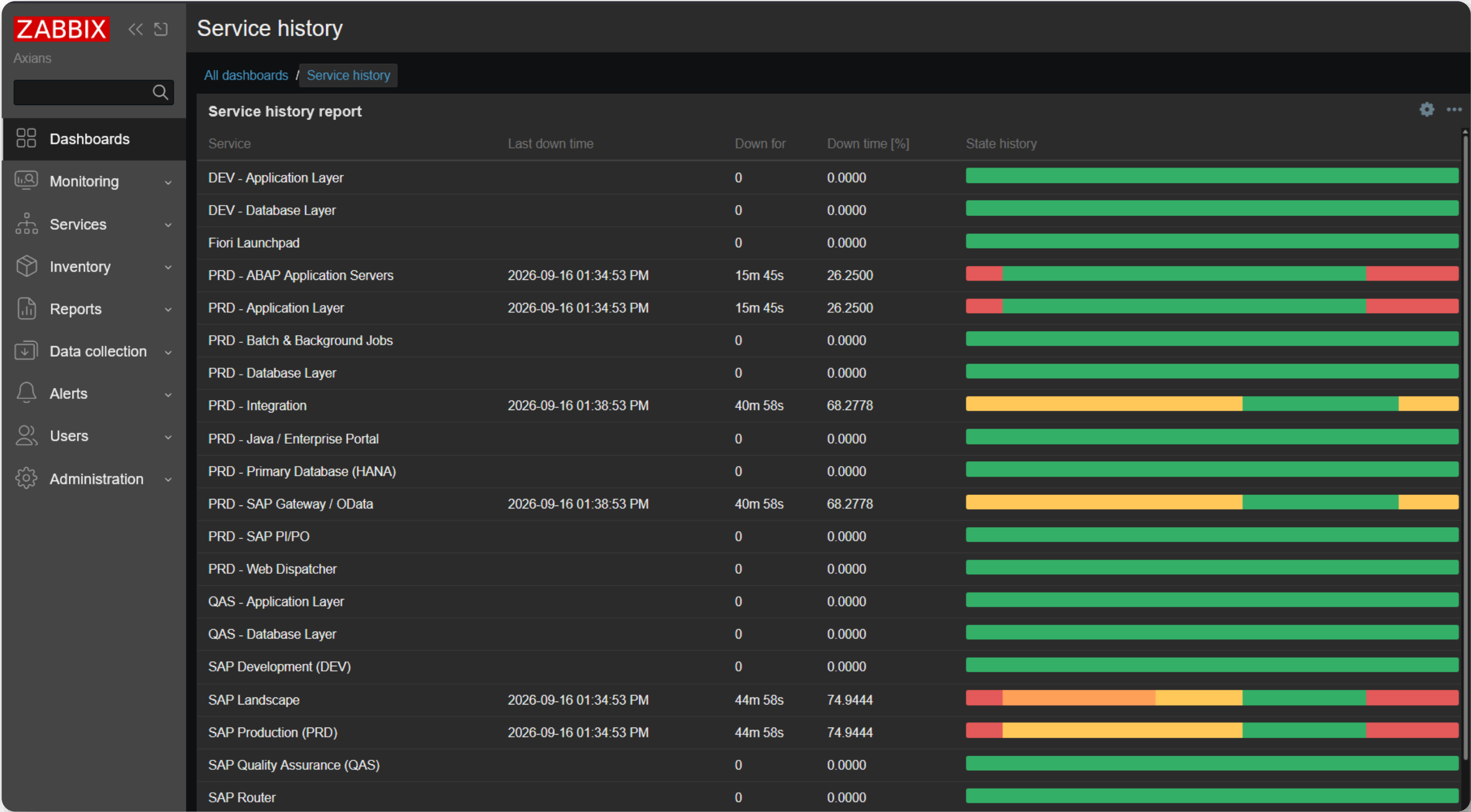
A filter that scales

Nodes are picked by name or by service tag, so the report follows the tree as it grows.

The numbers beside it

Every row carries last down time, down for, and down time as a percentage.

How the services actually behaved



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Impact analysis

Start from the problem

Open any problem in Zabbix and choose "Impact Analysis" straight from its context menu.

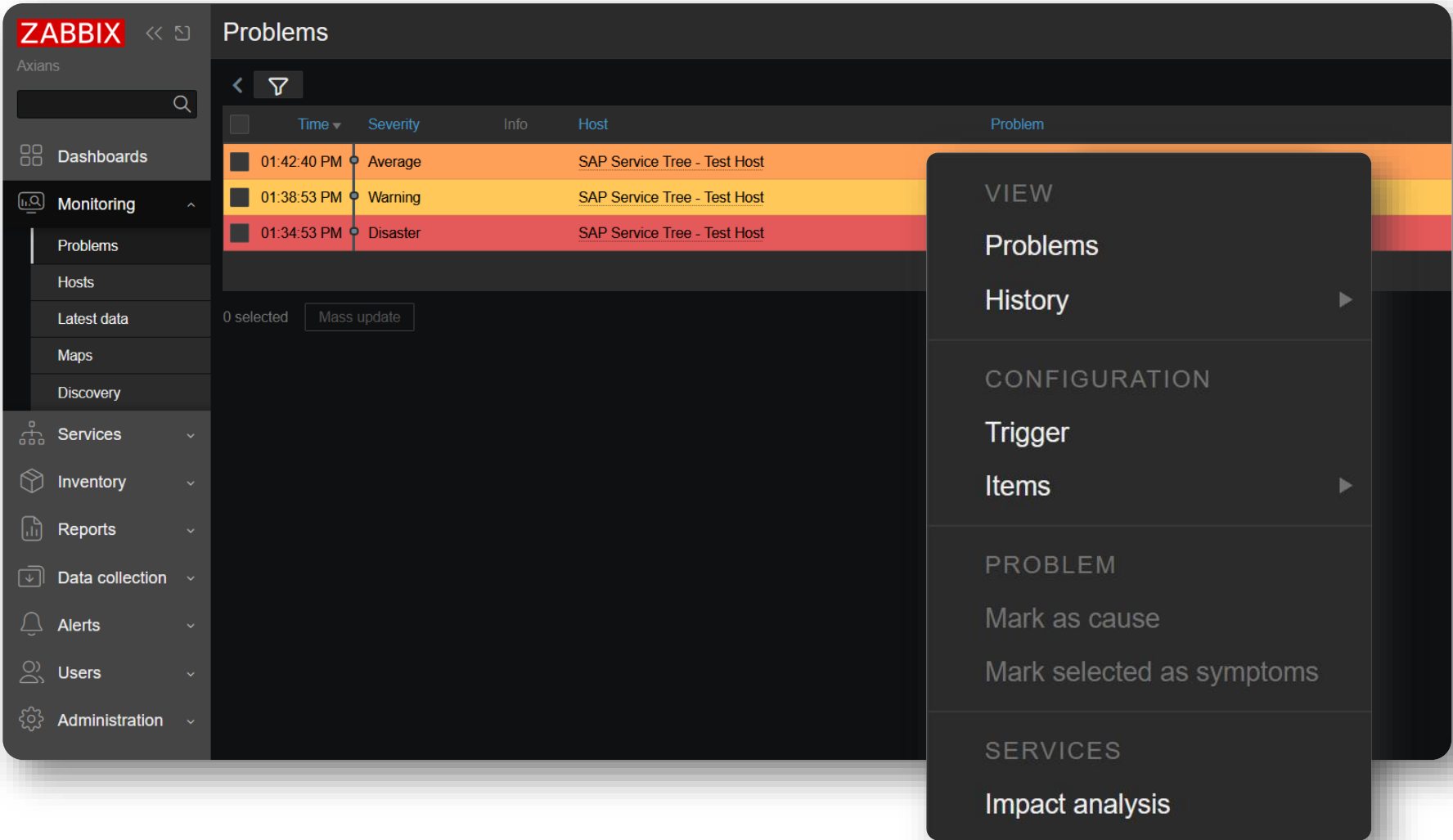
See what it touches

The module draws the part of the service tree affected by that specific problem.

Root cause, backwards

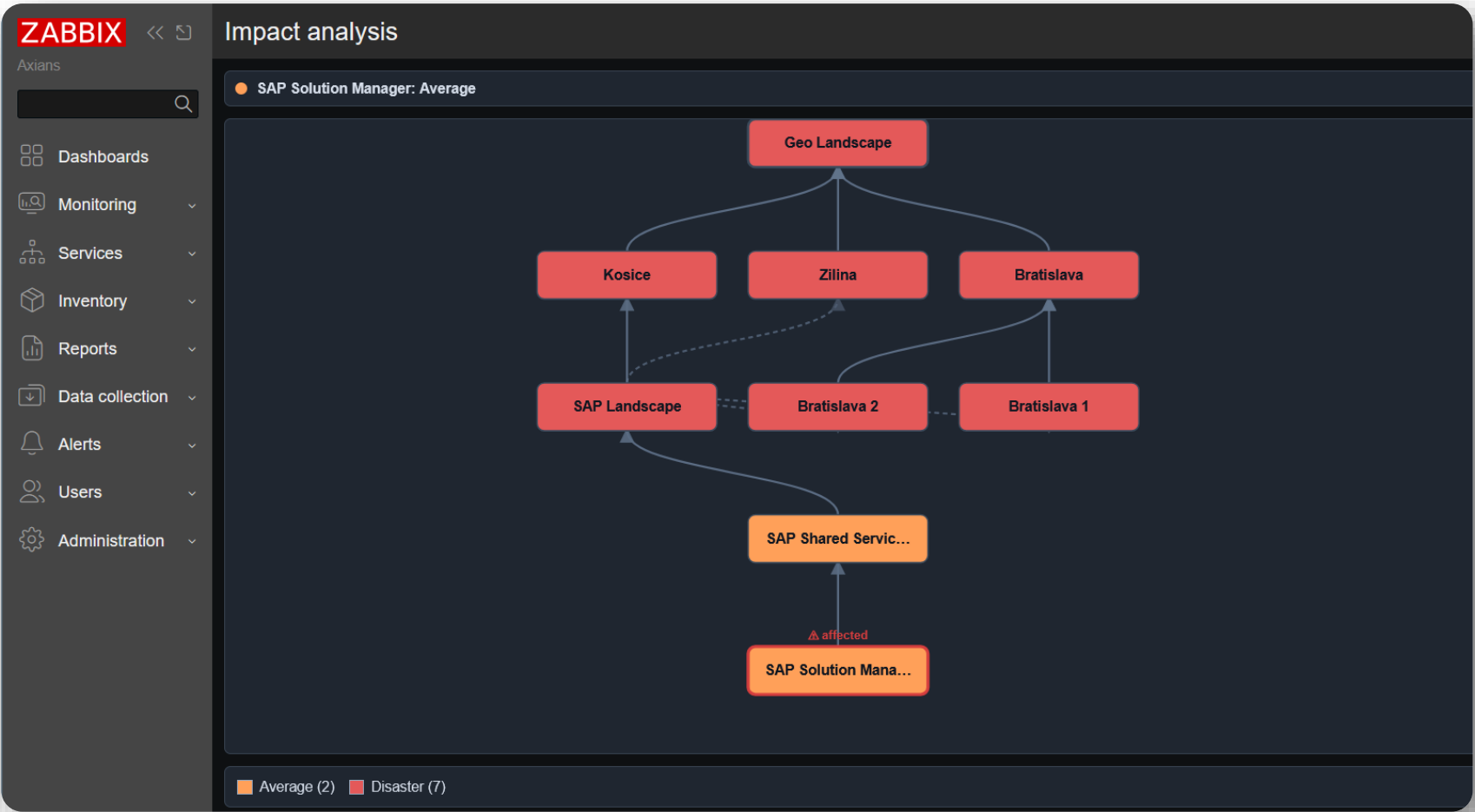
The path from problem to business service is visible, so the conversation can start from impact.

From a problem to its business impact



Invoked from the problem

Impact analysis sits in the context menu of every problem in the list.



The affected subtree

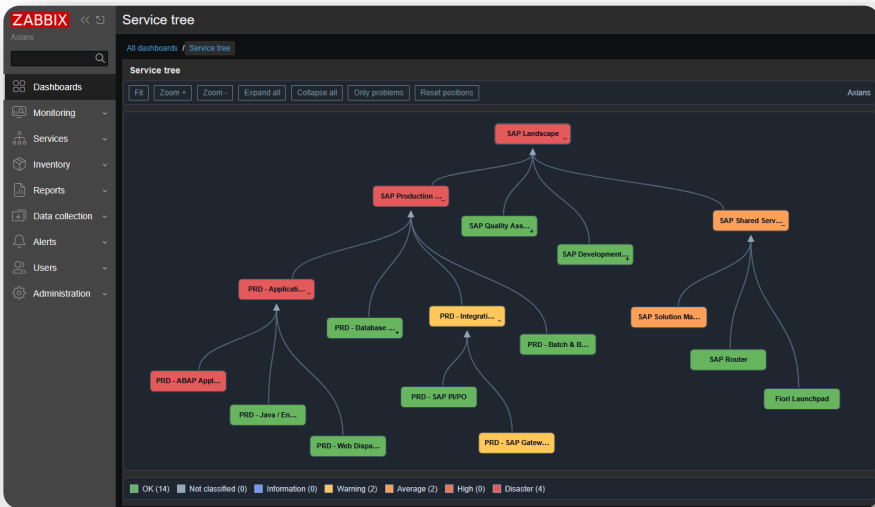
The module highlights every service the problem propagates to.

What we gain

The same tree, read from two different directions.

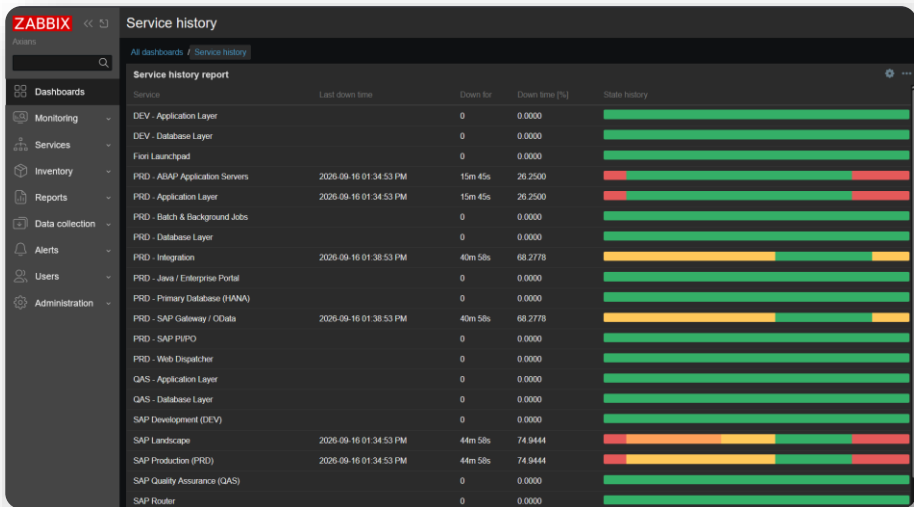


For management — CIOs and service owners



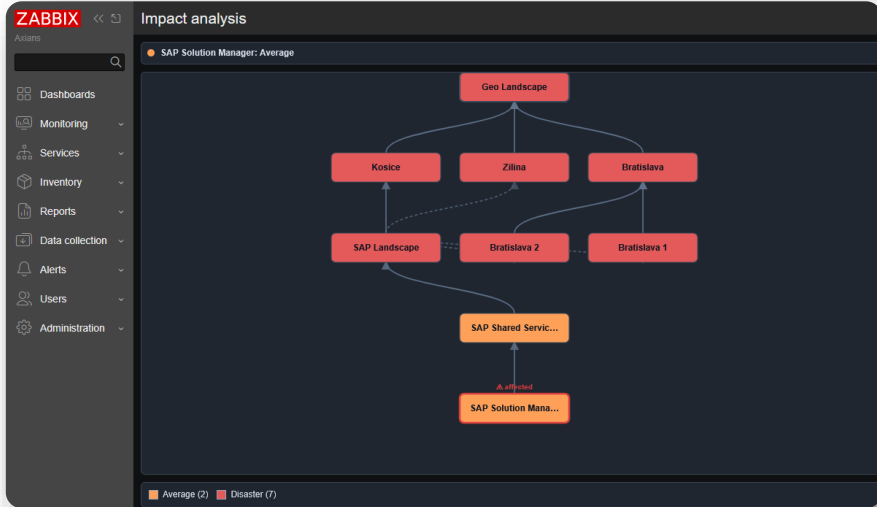
Service state at a glance

An immediate view of the services the IT estate delivers, in business terms.



Impact you can present

Outages can be shown against the business processes they actually interrupted.



Notifications that fit the role

Mail or SMS only when a service in that manager's remit changes state.

SLA on demand

SLA status for any period — day, week, month, year — one click from the dashboard.

Look again

A solid red vertical line.

Zabbix has had a serious business service model for years. What it lacked was a way to look at it — and that is all these three additions do.

Thank you

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