



BUSINESS SERVICE MONITORING AND USE CASES



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01

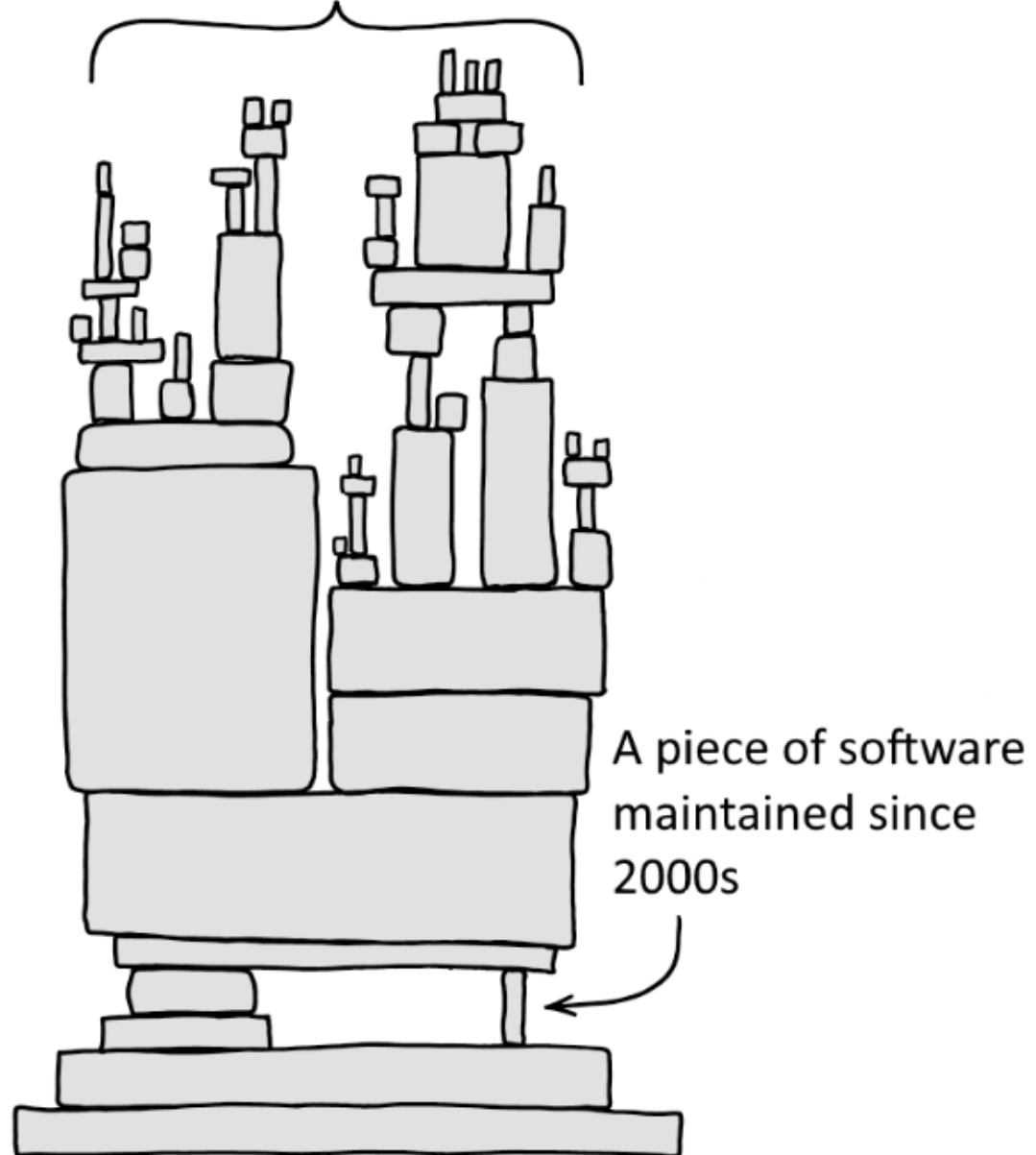
The background features a light gray wireframe design. On the right, a large, complex wireframe mountain or peak structure rises. To its left, several smaller, interconnected wireframe polygons and lines are scattered, some with small gray dots at their vertices. The overall aesthetic is clean, modern, and technical.

BUSINESS SERVICES REFRESHER

A QUOTE

- maybe

All the services
that are provided



WHAT IS BUSINESS SERVICE MONITORING?

Business service monitoring provides a possibility to monitor infrastructure from the business perspective

- ✓ Display business structure using the IT infrastructure
- ✓ Calculate SLA* and SLO* of various services
- ✓ Show availability of services in use or provided
- ✓ Discover root causes of business impacts
- ✓ Identify the weakest spots

*SLA – Service Level Agreement

*SLO – Service Level Objective

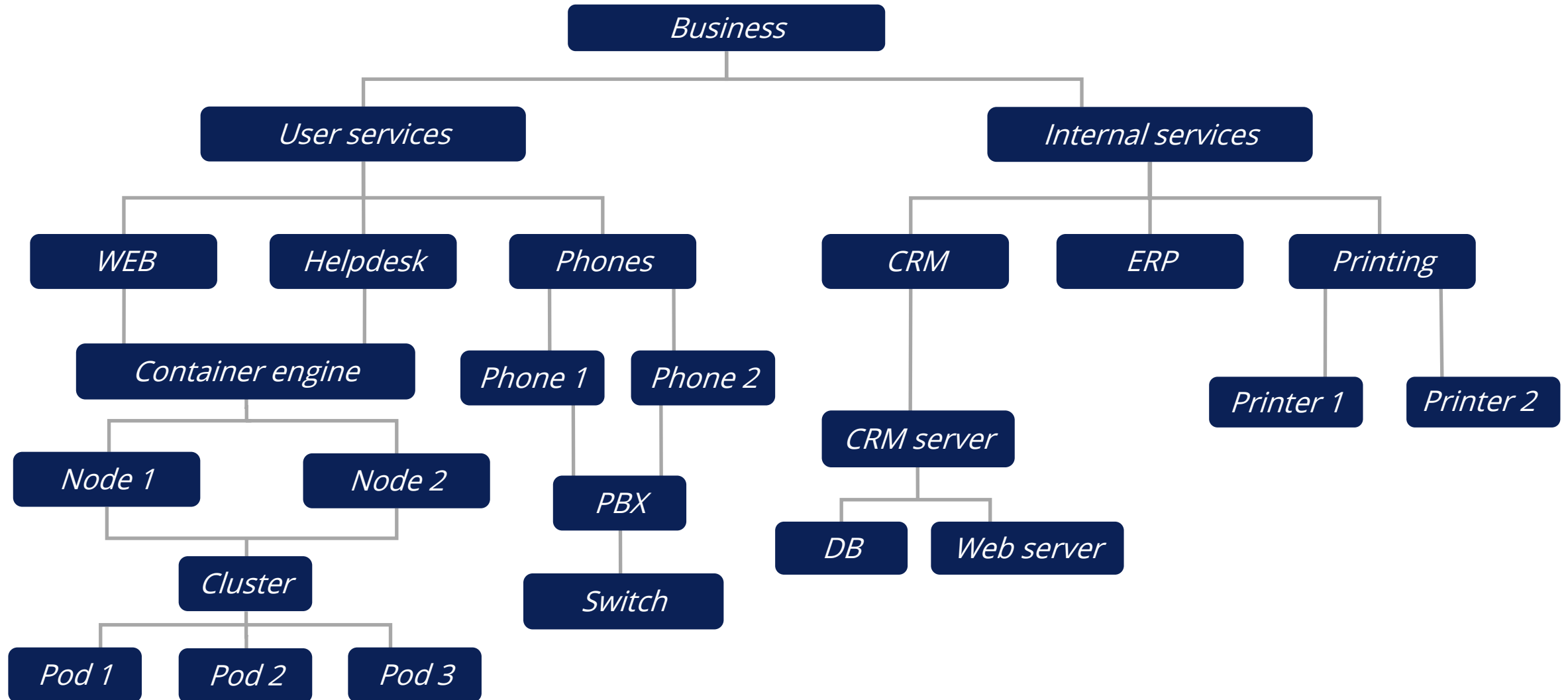


02

SERVICE DETAILS AND CONFIGURATION



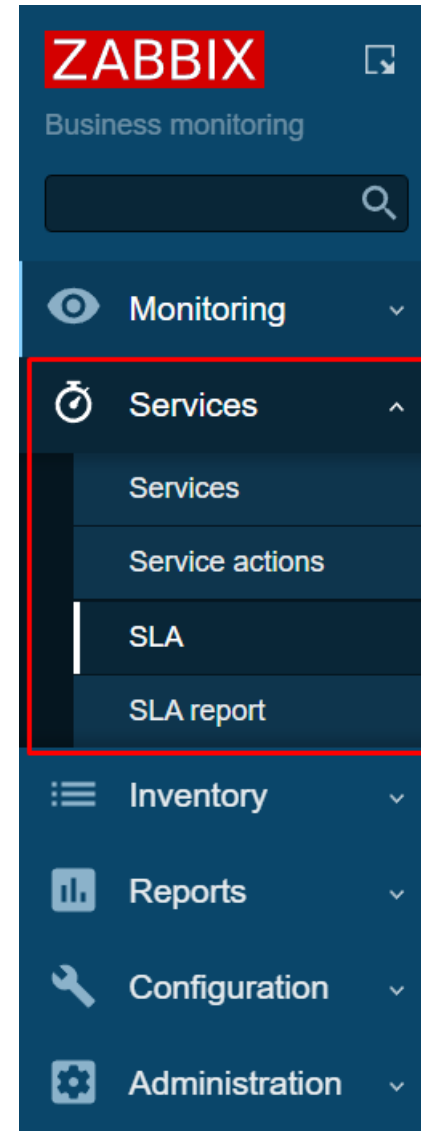
SERVICE TREE



SERVICES CONFIGURATION

- ✓ Services – services tree configuration
- ✓ Service actions - actions for service events
- ✓ SLA - SLA* calculation configuration
- ✓ SLA report - SLA reports

*SLA – Service Level Agreement



SERVICE VIEW AND CREATION

- ✓ View – overview of the service tree
- ✓ Edit – enables editing the service tree

Mode

View Edit

Services

All services / Hosting

Info ⓘ Filter

Hosting

Parent services:

Status: **OK**

SLA: Overall SLA: 100 ?

Tags: **Business**

<input type="checkbox"/> Name	Status	Root cause	Created at	Tags
<input type="checkbox"/> Customers 5	OK		2022-09-26	Customers
<input type="checkbox"/> Hosting Services 3	OK		2022-09-26	Hosting: Services
<input type="checkbox"/> Infrastructure monitoring services 3	OK		2022-02-23	zabbix: monitoring

0 selected Mass update Delete

+ / ✕

+ / ✕

+ / ✕

Displaying 3 of 3 found

Editing

SERVICE TAGS

- ✓ Service has two types of tags:
- ✓ The ones that link to problems

Problem tags

Name	Operation	Value	Action
<input type="text" value="Customer"/>	<input type="text" value="Equals"/> ▼	<input type="text" value="Mooyani"/>	Remove
Add			

Name	Status	Root cause	Created at	Tags
Alan Willbot 3	OK		2022-09-26	Customer: Alan
Genevieve Tolove 3	OK		2022-09-26	Customer: Genevieve
Getaway Goington 2	OK		2022-09-26	Customer: Getaway
Mooyani Thoatron 2	High	VMT2OSWIN is not reachable	2022-09-26	Customer: Mooyani
Thornton Oblood 1	OK		2022-09-26	Customer: Thornton

Displaying 5 of 5 found

Time ▼	<input type="checkbox"/> Severity	Recovery time	Status	Info	Host	Problem	Duration	Ack	Actions	Tags
09:11:09	<input type="checkbox"/> High				VMT2OSWIN	VMT2OSWIN is not reachable	55s	No		component: system Customer: Mooyani

SERVICE TAGS

- ✓ Service has two types of tags:
 - ✓ And its own tags, used in SLA calculations, Service actions and Service permissions

Service Tags 2 Child services

Tags	Name	Value	Action
	<input type="text" value="service"/>	<input type="text" value="database"/>	Remove
	<input type="text" value="service"/>	<input type="text" value="CRM"/>	Remove
	Add		

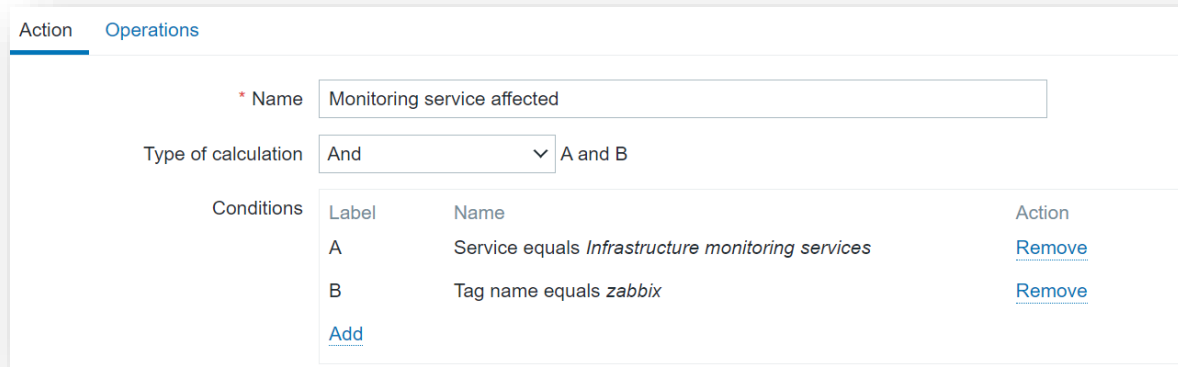


<input type="checkbox"/> Name ▲	Conditions
<input type="checkbox"/> Shared DB service failure	Service equals <i>Hosting</i> Value of tag <i>service</i> equals <i>database</i>



SERVICE ACTIONS AND PERMISSIONS

- Services has a separate **actions** section, which reacts to the service events only and supports multiple escalation steps



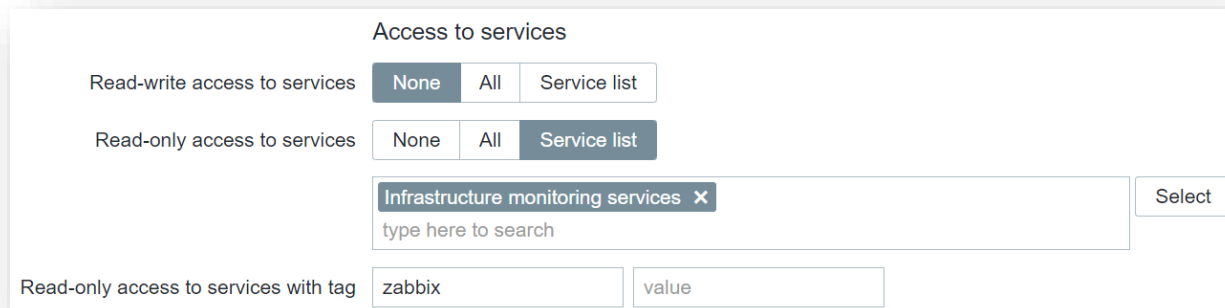
The screenshot shows the 'Operations' tab of a configuration interface. At the top, there are two tabs: 'Action' and 'Operations', with 'Operations' being the active one. Below the tabs, there is a form with the following fields:

- Name:** A text input field containing 'Monitoring service affected'.
- Type of calculation:** A dropdown menu set to 'And', with a hint 'A and B'.
- Conditions:** A table with three columns: 'Label', 'Name', and 'Action'.

Label	Name	Action
A	Service equals <i>Infrastructure monitoring services</i>	Remove
B	Tag name equals <i>zabbix</i>	Remove

Below the table, there is an [Add](#) link.

- Service permissions - to manage user/customer access



The screenshot shows the 'Access to services' configuration interface. It has the following sections:

- Read-write access to services:** Three buttons: 'None', 'All', and 'Service list'.
- Read-only access to services:** Three buttons: 'None', 'All', and 'Service list' (which is highlighted).
- Service selection:** A text input field containing 'Infrastructure monitoring services' with a close button (X). Below it is a search prompt 'type here to search'. To the right is a 'Select' button.
- Read-only access to services with tag:** Two text input fields. The first contains 'zabbix' and the second contains 'value'.

DEFINING SLA AND CREATING REPORTS

- ✓ Define SLA calculation logic
 - ✓ Target SLO (Service Level Objective)
 - ✓ Reporting period
 - ✓ Time zone
 - ✓ Schedule
 - ✓ Planned downtimes

- ✓ Track overall results

Service ▲	SLO	2022-07-28	2022-07-29	2022-07-30	2022-07-31	2022-08-01	2022-08-02
Database	99.8%	100	100	100	100	100	100
Frontend	99.8%	100	100	100	100	100	100
Infrastructure monitoring services	99.8%	100	100	100	100	100	100
Zabbix cluster	99.8%	100	100	100	100	100	100

SLA

SLA Excluded downtimes 1

* Name

* SLO

 %

Reporting period

Time zone

(UTC+03:00) Europe/Riga ▼

Schedule

* Effective date

2022-06-22

* Service tags

Name	Operation	Value	Action
<input type="text" value="zabbix"/>	<input type="text" value="Contains"/> ▼	<input type="text" value="value"/>	Remove

[Add](#)

03

REAL USE CASES

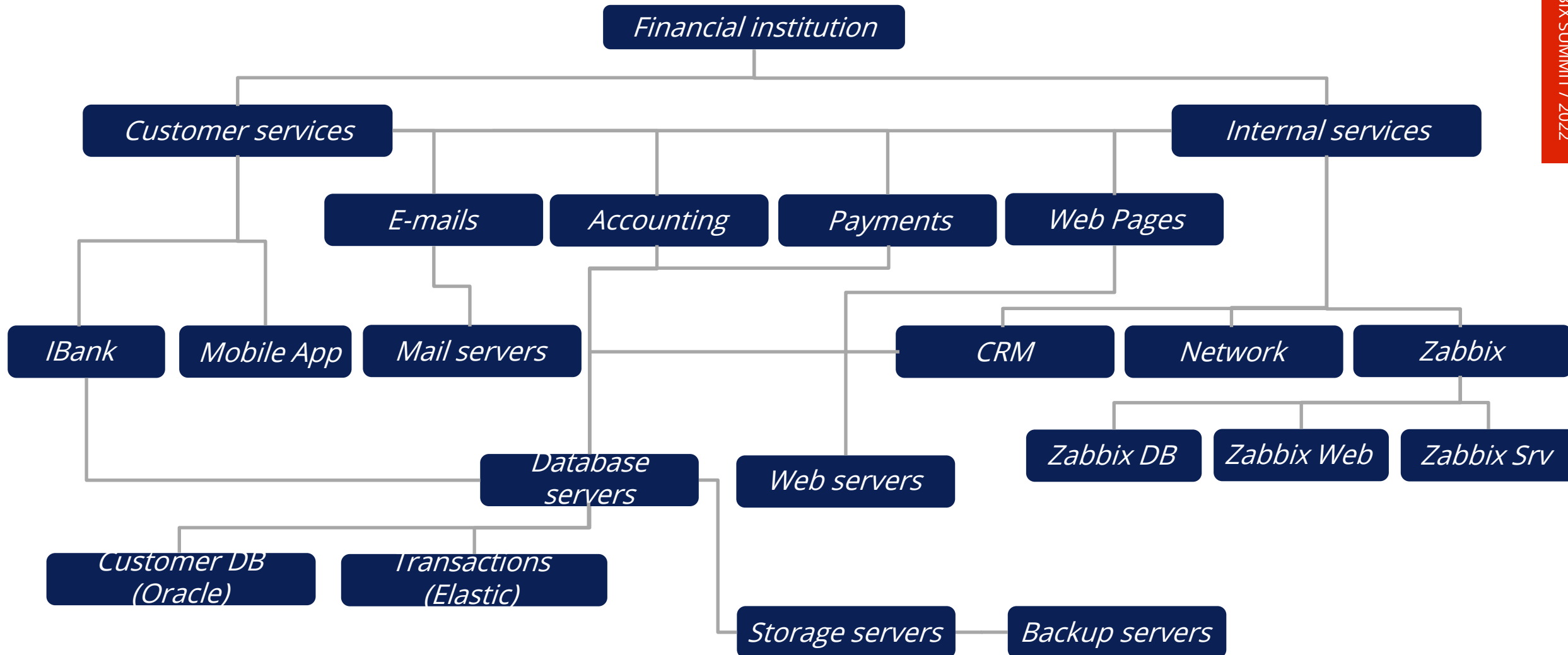


REAL BUSINESS EXAMPLES

- ✓ A starting point
- ✓ Overview of the possibilities
- ✓ Better understanding
- ✓ More than Proof of Concept



REAL FINANCIAL SERVICES TREE



ZABBIX SERVICE VIEW

Name	Status	Root cause	Created at	Tags
Financial institution 15	OK		2022-09-07	Service: Bank

Financial institution

Parent services:

Status: OK

SLA: Every service SLA: 100 ? Overall SLA: 100 ?

Tags: Service: Bank

☐ AS/400

OK

2022-09-07

Service: AS/400

☐ Accounting 2

Customer services

Parent services: Financial institution 15

Status: OK

SLA: Customer service SLA: 100 ? Every service SLA: 100 ?

Tags: Service: Customers

Name	Status	Root cause	Created at	Tags
Accounting 2	OK		2022-09-07	Service: Accounting Service: Customers Service: Internal
E-Mail processing	OK		2022-09-07	Service: Customers Service: Internal
IBank	OK		2022-09-07	Service: Customers
Mobile Notifications	OK		2022-09-07	Service: Customers
Payment Services	OK		2022-09-07	Service: Customers Service: Internal Service: Payment
Web pages 3	OK		2022-09-07	Service: Customers Service: Internal Service: Web

Displaying 6 of 6 found

☐ Analytic systems

☐ Backup systems 1

☐ Customer services 6

☐ DB2 4

☐ External Git 1

☐ Internal Services 9

☐ Microsoft services 4

☐ Network infrastructure 1

☐ Oracle systems 2

☐ Payment Services

ZABBIX SERVICE VIEW

Child services can be Parent services at the same time

The screenshot displays the Zabbix Service View interface. The main window shows the 'Financial institution' service as a parent service. Below it, a list of child services is shown, including 'Accounting 2' and 'Microsoft services 4', both of which are highlighted with red boxes. Red arrows point from these boxes to the 'Child services' modal window, which lists the same child services with their respective status and problem tags. The modal also includes buttons for 'Update', 'Clone', 'Delete', and 'Cancel'.

Service

Service Tags 1 Child services 8

* Name Internal Services

Parent services Financial institution x

type here to search

Problem tags

Name	Operation	Value
tag	Equals	val

Add

* Sort order (0->999) 0

Status calculation rule Most critical of child services v

Description

Created at 2022-09-07

☐ Advanced configuration

Financial institution

Parent services:

Status: OK

SLA: Annual Overall SLA: 99.9812 ? Hosting service SLA

Tags: Service: Bank

Child services

Service	Problem tags	Action
Accounting		Remove
E-Mail processing		Remove
Internal Applications		Remove
Internal Network		Remove
Microsoft services		Remove
Payment Services		Remove
Web pages		Remove
Zabbix monitoring		Remove

[Add](#)

Displaying 8 of 8 found

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

Service	Status	Problem tags	Action
Accounting	OK		
E-Mail processing	OK		
Internal Applications	OK		
Internal Network	OK		
Microsoft services	OK		
Payment Services	OK		
Web pages	OK		
Zabbix monitoring	OK		

SERVICES HIT DIFFERENTLY

✓ Defining the impact of the service outage

Service

Service Tags 1 Child services 15

* Name

Parent services [Select](#)

Problem tags

Name	Operation	Value	Action
<input type="text" value="tag"/>	<input type="text" value="Equals"/>	<input type="text" value="value"/>	Remove
Add			

* Sort order (0->999)

Created at

☒ Advanced configuration

Additional rules

Name	Action
Information - If at least 7% of child services have <i>Warning</i> status or above	Edit Remove
Warning - If at least 15% of child services have <i>Warning</i> status or above	Edit Remove
Disaster - If weight of child services with <i>Warning</i> status or above is at least 100	Edit Remove
Add	

Status propagation rule

Weight

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

Service

Service Tags 1 Child services

* Name

Parent services [Select](#)

Problem tags

Name	Operation	Value	Action
<input type="text" value="Environment"/>	<input type="text" value="Equals"/>	<input type="text" value="Production"/>	Remove
<input type="text" value="Type"/>	<input type="text" value="Equals"/>	<input type="text" value="iBank"/>	Remove
Add			

* Sort order (0->999)

Status calculation rule

Created at

☒ Advanced configuration

Additional rules

Name	Action
Add	

Status propagation rule

Weight

TO SLO AND BEYOND

Always fulfil need to know, whether promises are delivered or not

SLA

[SLA](#) [Excluded downtimes](#)

* Name

* SLO %

Reporting period ☒ Daily ☐ Weekly ☐ Monthly ☐ Quarterly ☐ Annually

Time zone

Schedule ☒ 24x7 ☐ Custom

* Effective date

* Service tags

Name	Operation	Value	Action
<input type="text" value="Service"/>	<input type="text" value="Equals"/>	<input type="text" value="Customers"/>	Remove
Add			

<input type="checkbox"/>	Name ▲	SLO	Effective date	Reporting period	Time zone	Schedule	SLA report	Status
<input type="checkbox"/>	Accounting SLA	90%	2022-09-07	Daily	Europe/Riga	24x7	SLA report	Enabled
<input type="checkbox"/>	Annual Customer service SLA	99.8%	2022-09-07	Daily	Europe/Riga	24x7	SLA report	Enabled
<input type="checkbox"/>	Annual Overall SLA	99.8%	2022-09-07	Annually	Europe/Riga	24x7	SLA report	Enabled
<input type="checkbox"/>	Customer service SLA	99.8%	2022-09-07	Daily	Europe/Riga	24x7	SLA report	Enabled
<input type="checkbox"/>	Every service SLA	99.5%	2022-09-07	Daily	Europe/Riga	24x7	SLA report	Enabled
<input type="checkbox"/>	Internal service SLA	95%	2022-09-07	Weekly	Europe/Riga	Custom ?	SLA report	Enabled
<input type="checkbox"/>	Microsoft service SLA	90%	2022-09-07	Daily	Europe/Riga	Custom ?	SLA report	Enabled
<input type="checkbox"/>	Overall SLA	99.8%	2022-09-07	Daily	Europe/Riga	24x7	SLA report	Enabled
<input type="checkbox"/>	Web page SLA	99.8%	2022-09-07	Daily	Europe/Riga	24x7	SLA report	Enabled
<input type="checkbox"/>	Weekly Customer service SLA	99.8%	2022-09-07	Daily	Europe/Riga	24x7	SLA report	Enabled
<input type="checkbox"/>	Weekly Every service SLA	99.5%	2022-09-07	Daily	Europe/Riga	24x7	SLA report	Enabled
<input type="checkbox"/>	Weekly Internal service SLA	95%	2022-09-07	Weekly	Europe/Riga	Custom ?	SLA report	Enabled

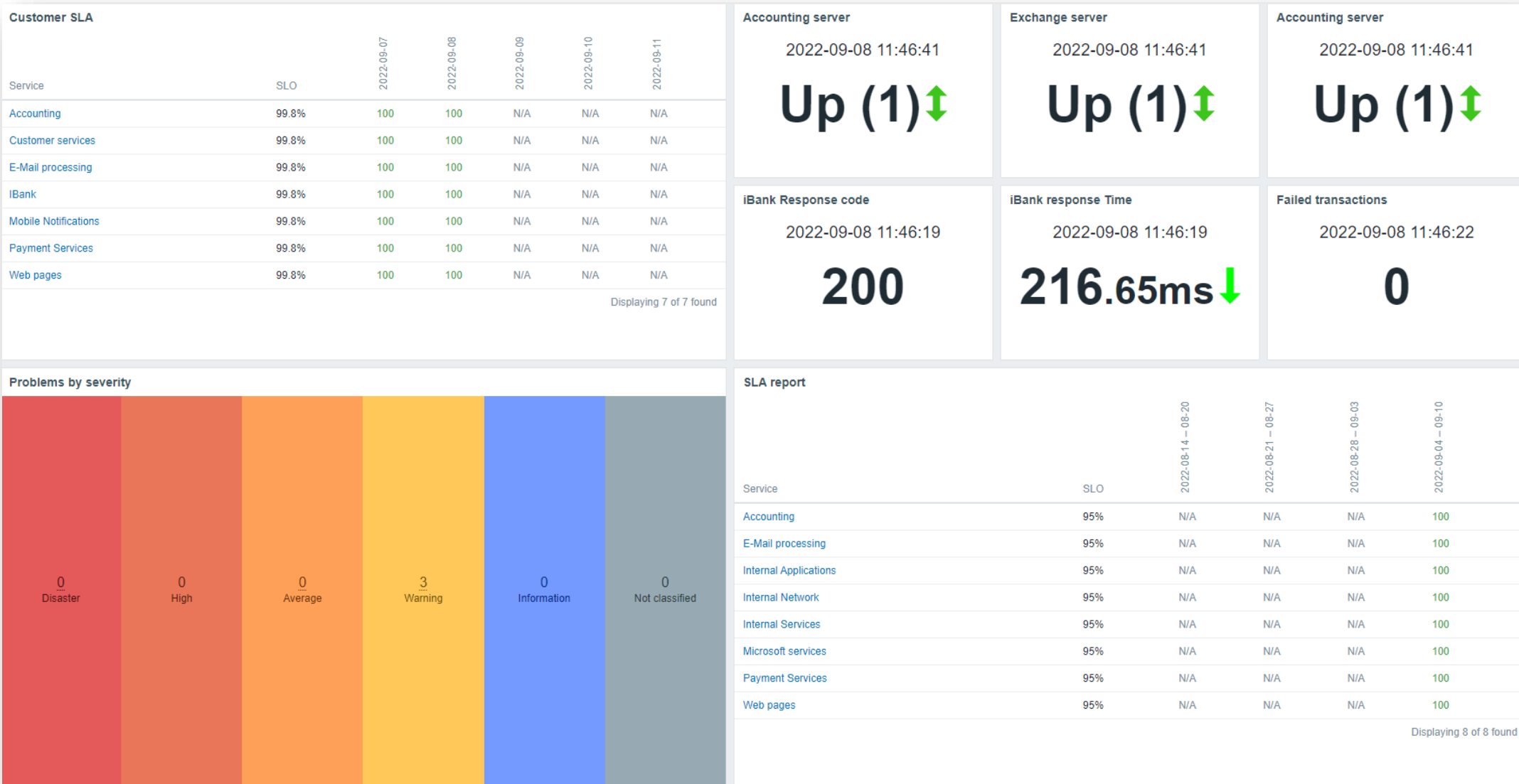
ALL IN ONE FORM

Service ▲	SLO	2022
Financial institution	99.8%	99.99

Service ▲	SLO	2022-08-28 – 09-03	2022-09-04 – 09-10	2022-09-11 – 09-17
Accounting	95%	100	100	N/A
E-Mail processing	95%	99.57	100	N/A
Internal Applications	95%	100	100	N/A
Internal Network	95%	99.80	100	N/A

Service ▲	SLO	2022-09-05	2022-09-06	2022-09-07	2022-09-08
Accounting	99.8%	100	100	100	100
Customer services	99.8%	100	100	100	100
E-Mail processing	99.8%	100	100	100	100
IBank	99.8%	100	100	100	100
Mobile Notifications	99.8%	100	100	100	100
Payment Services	99.8%	100	100	100	100
Web pages	99.8%	100	100	100	100

OR ANOTHER



INCLUDING DIFFERENT PERMISSIONS

* Role Accounting x Select

User type User

Permissions	Group	Type	Permissions
	All groups	Hosts	None
	All groups	Templates	None

Permissions can be assigned for user groups only.

Access to UI elements

Monitoring Dashboard Problems Hosts Latest data Maps

Services Services Service actions SLA report

Inventory Overview Hosts

Reports Availability report Triggers top 100

Access to services

Read-write access to services None

Read-only access to services Accounting

* Role Management x Select

User type User

Permissions	Group	Type	Permissions
	All groups	Hosts	Read
	All groups	Templates	None

Permissions can be assigned for user groups only.

Access to UI elements

Monitoring Dashboard Problems Hosts Latest data Maps

Services Services Service actions SLA report

Inventory Overview Hosts

Reports Availability report Triggers top 100

Access to services

Read-write access to services None

Read-only access to services Financial institution Accounting E-Mail processing IBank Payment Services Mobile Notifications Web pages Customer services

USERS SEE THE MOST IMPORTANT INFORMATION

ZABBIX

Monitoring

Services

Services

SLA report

Support

Integrations

Help

SLA report

SLACustomer service SLASelect

Service

From

To

Apply

Reset

Service	SLO	2022-09-07	2022-09-08
Accounting	99.8%	100	100
Customer services	99.8%	100	100
E-Mail processing	99.8%	100	100
IBank	99.8%	100	100
Mobile Notifications	99.8%	100	100
Payment Services	99.8%	100	100
Web pages	99.8%	100	100

Support

Accounting 2	OK	2022-09-07	Service: Accounting Service: Internal	
Accounting	Accounting server	OK	2022-09-07	Service: Accounting
Accounting	Accounting software	OK	2022-09-07	Service: Accounting

AND OF COURSE GET NOTIFIED

- ✓ Notify only directly involved participants

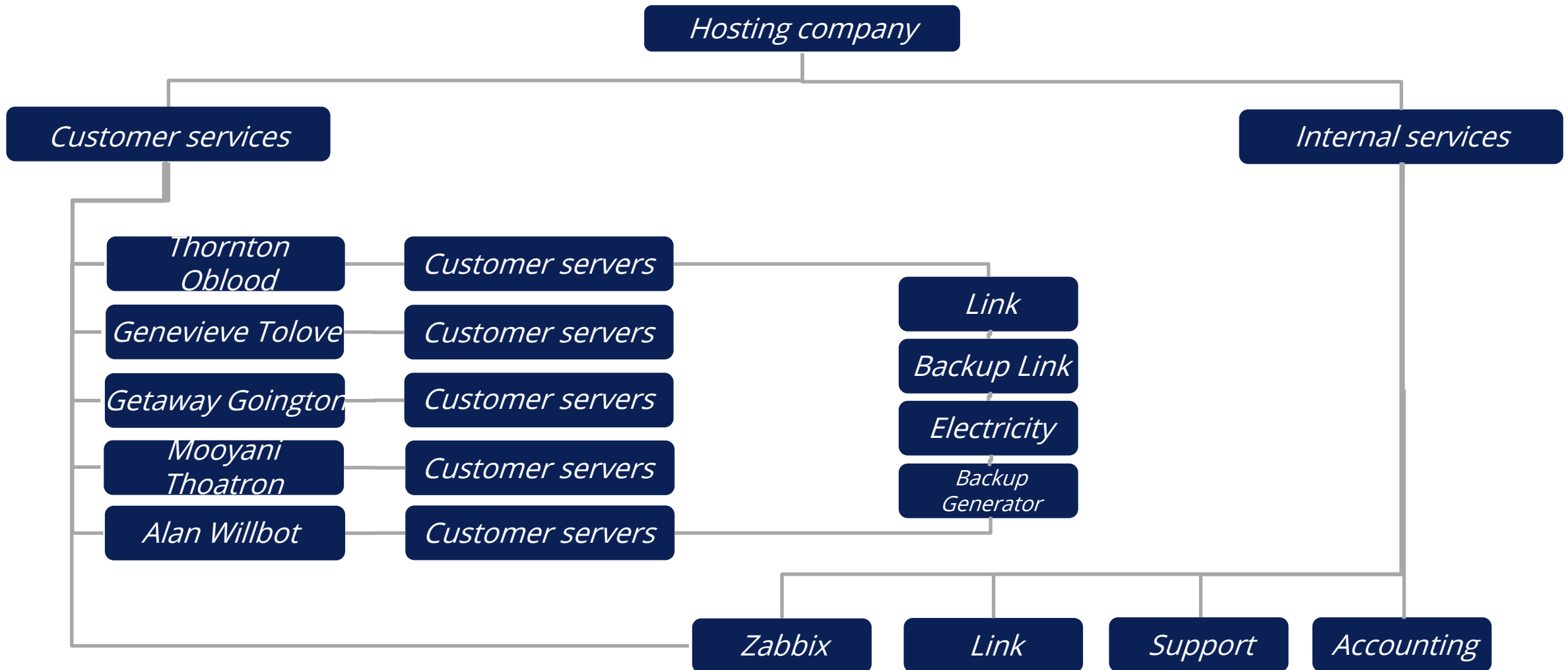
<input type="checkbox"/> Name ▲	Conditions	Operations
<input type="checkbox"/> Notify Accounting	Service equals <i>Licenses</i> Service equals <i>Accounting server</i> Service equals <i>Accounting software</i> Service equals <i>Microsoft services</i> Service equals <i>Accounting</i>	Send message to user groups: Zabbix administrators via all media Send message to user groups: Accounting via Email
<input type="checkbox"/> Notify Administrator on shift	Value of tag <i>Service</i> contains <i>Internal</i>	Send message to user groups: Zabbix administrators via Email
<input type="checkbox"/> Notify customers	Service equals <i>Customer services</i> Service equals <i>Web pages</i> Service equals <i>Payment Services</i> Service equals <i>iBank</i>	Send message to user groups: Zabbix administrators via all media Send message to user groups: Management via SMS
<input type="checkbox"/> Notify Management	Service name contains <i>Payment</i> Service name contains <i>iBank</i> Value of tag <i>Service</i> equals <i>Customers</i>	Send message to user groups: Management via all media

03

MANAGED SERVICE PROVIDER USE CASE EXAMPLE



REAL HOSTING SERVICES TREE



SERVICES HIT DIFFERENTLY

✓ Defining the impact of the hosting service outage

The image displays three overlapping screenshots of a 'Service' configuration interface, illustrating how different services are configured to handle a hosting service outage.

Service 1 (Left): The 'Name' is 'Hosting'. The 'Parent services' field is empty. The 'Problem tags' table has one row: 'tag' with 'Equals' operation and 'value' value. The 'Sort order' is 0. The 'Status calculation rule' is 'Most critical of child services'. The 'Advanced configuration' checkbox is checked. The 'Additional rules' table has two rows: 'Disaster - If at least 30% of child services have *Warning* status or above' and 'High - If weight of child services with *Warning* status or above is at least 20'. Both rules have 'Edit' and 'Remove' links.

Service 2 (Middle): The 'Name' is 'Alan Willbot'. The 'Parent services' field contains 'Customers'. The 'Advanced configuration' checkbox is checked. The 'Status propagation rule' is 'As is'. The 'Weight' is 20.

Service 3 (Right): The 'Name' is 'Genevieve Tolove'. The 'Parent services' field contains 'Customers'. The 'Advanced configuration' checkbox is checked. The 'Status propagation rule' is 'As is'. The 'Weight' is 20.

SERVICES HIT DIFFERENTLY

- Defining the impact of the hosting service outage

Service

ServiceTags 1Child services 3

* Name

Hosting

Parent services

type here to search

Problem tags

Name	Operation	Value
tag	Equals	value

Add

* Sort order (0->999)

0

☒ Advanced configuration

Additional rules

Name

High - If weight of child services with *Warning* status or above is at least 40

Disaster - If at least 30% of child services have *Warning* status or above

Add

Update

Clone

Service

ServiceTags 1Child services 5

* Name

Customers

Parent services

Hosting X

type here to search

Select

Problem tags

Name	Operation	Value	Action
tag	Equals	value	Remove

Add

* Sort order (0->999)

0

☒ Advanced configuration

Additional rules

Name	Action
Warning - If at least 20% of child services have <i>Average</i> status or above	Edit Remove
High - If at least 50% of child services have <i>Warning</i> status or above	Edit Remove
Disaster - If at least 70% of child services have <i>Warning</i> status or above	Edit Remove

Update

Clone

Delete

Cancel

INFORM EACH CUSTOMER INDIVIDUALLY

- ✓ Each customer will have their own overview or even some control

The screenshot shows a configuration page for a user role named 'Genevieve'. The interface includes sections for permissions, UI access, and service access. Several elements are highlighted with red boxes to indicate specific configurations.

Role: Genevieve × Select

User type: User

Permissions:

Group	Type	Permissions
All groups	Hosts	None
Genevieve's servers	Hosts	Read
All groups	Templates	None

Permissions can be assigned for user groups only.

Access to UI elements:

Monitoring: Dashboard Problems Hosts Latest data Maps

Services: Services Service actions SLA report

Inventory: Overview Hosts

Reports: Availability report Triggers top 100

Access to services:

Read-write access to services: None

Read-only access to services: Genevieve Tolove

Access to actions:

Create and edit dashboards Create and edit maps Add problem comments Change severity
Acknowledge problems Suppress problems Close problems Execute scripts Manage API tokens
Invoke "Execute now" on read-only hosts

Update Delete Cancel

INFORM EACH CUSTOMER INDIVIDUALLY

- ✓ Each customer will have their own overview or even some control

The image displays two screenshots of the Zabbix web interface, illustrating how services are monitored and presented to different customers.

Top Screenshot: Services for Getaway Goington

The interface shows the 'Services' section for the customer 'Getaway Goington'. The status is 'OK'. The tags include 'Customer: Getaway'. Below this, a table lists the services:

Name	Status	Root cause	Created at	Tags
Infrastructure monitoring services 3	OK		2022-02-23	zabbix: monitoring
Primary Link	OK		2022-09-26	Service: Link

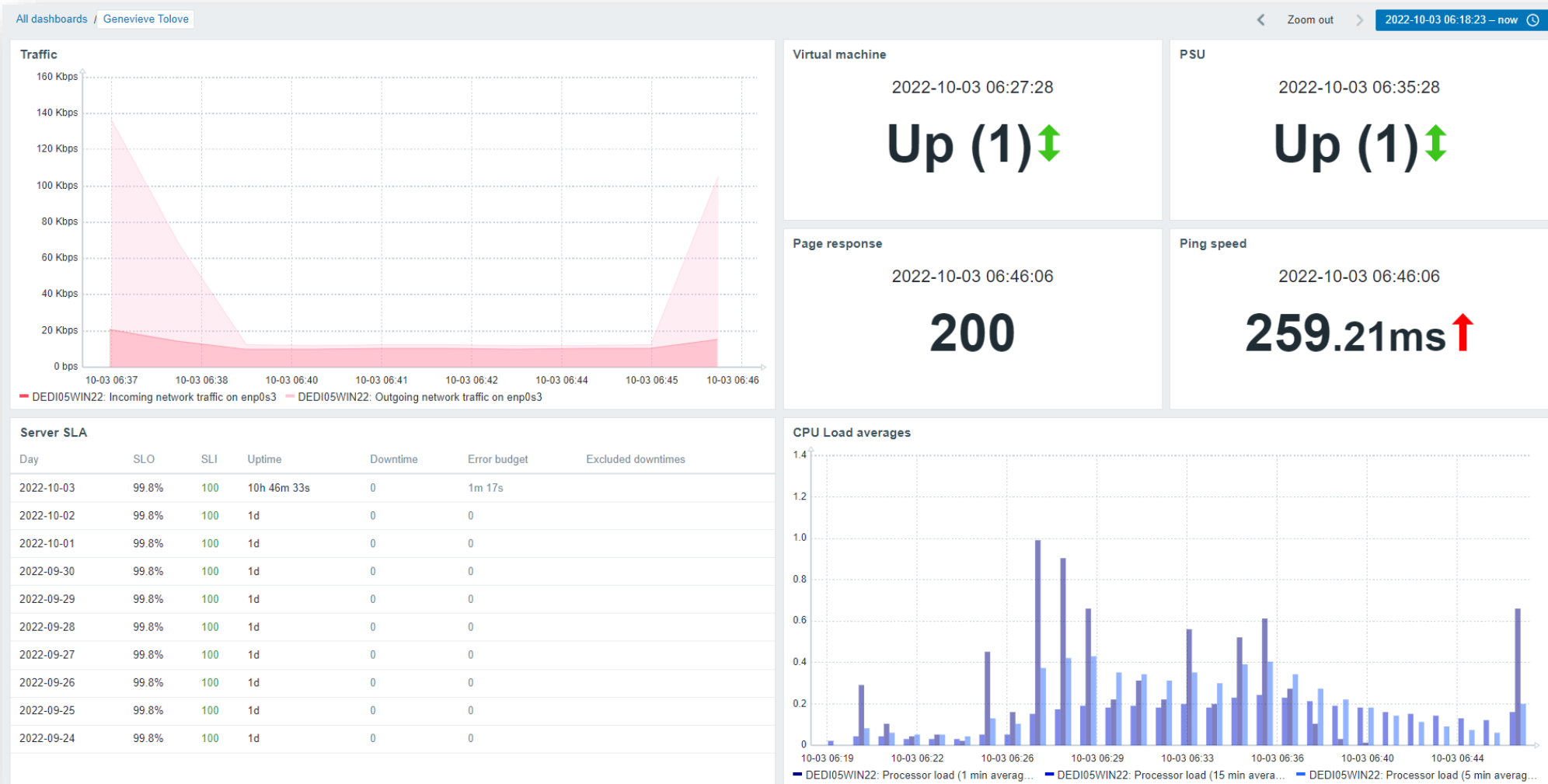
Bottom Screenshot: Services for Mooyani

The interface shows the 'Services' section for the customer 'Mooyani'. The status is 'High'. The tags include 'Customer: Mooyani'. Below this, a table lists the services:

Name	Status	Root cause
Primary Link	OK	
Virtual machine	High	VMT2OSWIN is not reachable

WITH PERSONALIZED DASHBOARDS

- ✓ Each customer will have their own overview or even some control



AND OF COURSE NOTIFY OR EVEN RESOLVE

- ✓ Notify only directly involved participants or even resolve their issues

Name

Status

Any

Enabled

Disabled

Apply

Reset

<input type="checkbox"/> Name ▲	Conditions	Operations	Status
<input type="checkbox"/> Availability issues with Alan services	Value of tag <i>Customer</i> equals <i>Alan</i>	Send message to users: Alan (Alan Willbots) via all media Send message to user groups: Zabbix administrators via all media	Enabled
<input type="checkbox"/> Availability issues with Genevieve services	Value of tag <i>Customer</i> equals <i>Genevieve</i>	Send message to users: Genevieve (Genevieve Tolove) via all media Send message to user groups: Zabbix administrators via all media	Enabled
<input type="checkbox"/> Availability issues with Getaway services	Value of tag <i>Customer</i> equals <i>Getaway</i>	Send message to users: Getaway (Getaway Goington) via all media Send message to user groups: Zabbix administrators via all media Run script "Automatic Reboot" on Zabbix server	Enabled



USE BUSINESS SERVICE MONITORING

- ✓ Use full power of Zabbix
- ✓ Monitor your business performance
- ✓ Be informed on service state in real-time
- ✓ Provide customers with critical information about their business and services





THANK YOU!

