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Going Beyond the Basics: The Importance of Monitoring Business Metrics and Other Stories



Francys Nivea

Cloud Engineer
Railcube

uplink: outgoing

2.12 Kbps



Hello there! I am Nivea! 🖐️



- ▶ Works with IT for over 10 years
- ▶ Works with Zabbix for almost 10 of these years



- ▶ Favorite Zabbix functionality is the LLD 🥰
- ▶ Once had to build a NOC in 6 months, with no budget, using Zabbix, MySQL and a deskserver.



- ▶ Has 2 cats 🐱 🐱

“Zabbix can only monitor CPU and Memory”

Or any other variant of this...



Infrastructure health ≠ Business health

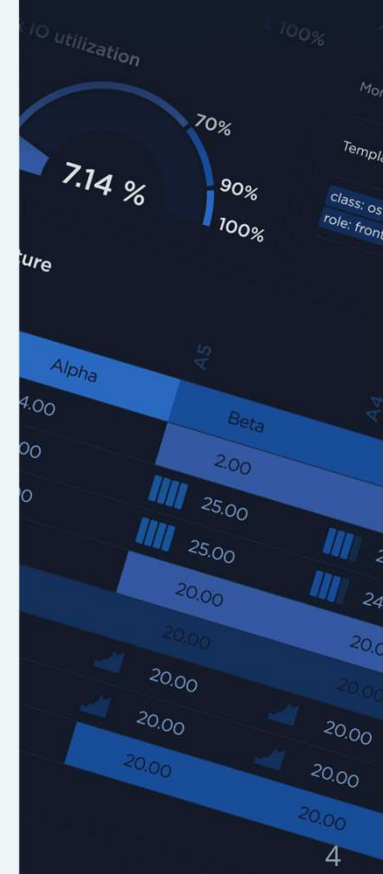
When your manager asks if we have any issues, everything "is green" in Zabbix, and the client still cannot login to the application



- ▶ Infrastructure health is very **very** important, but is not the whole picture
- ▶ Don't stay limited to only native functionalities. Zabbix can do **a lot**, but if needed, you can always **go beyond**.

SERVER IS UP, BUT CUSTOMERS CAN'T LOG IN—ARE WE REALLY 'ONLINE'?

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The background features a network diagram with nodes and connecting lines, set against a light blue and white grid. The nodes are represented by small grey circles, and the lines are thin grey lines connecting these nodes. The network is more dense on the right side of the image and sparser on the left.

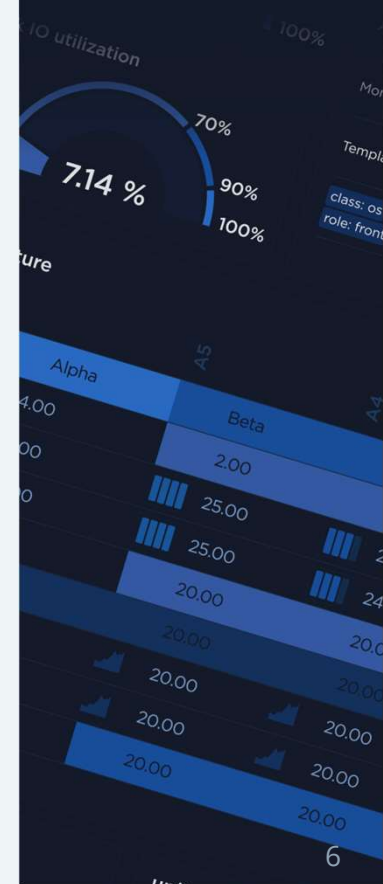
**What really impacts your business?
What really impacts your client's
business?**

Native Features Are Powerful, But Not Always Enough

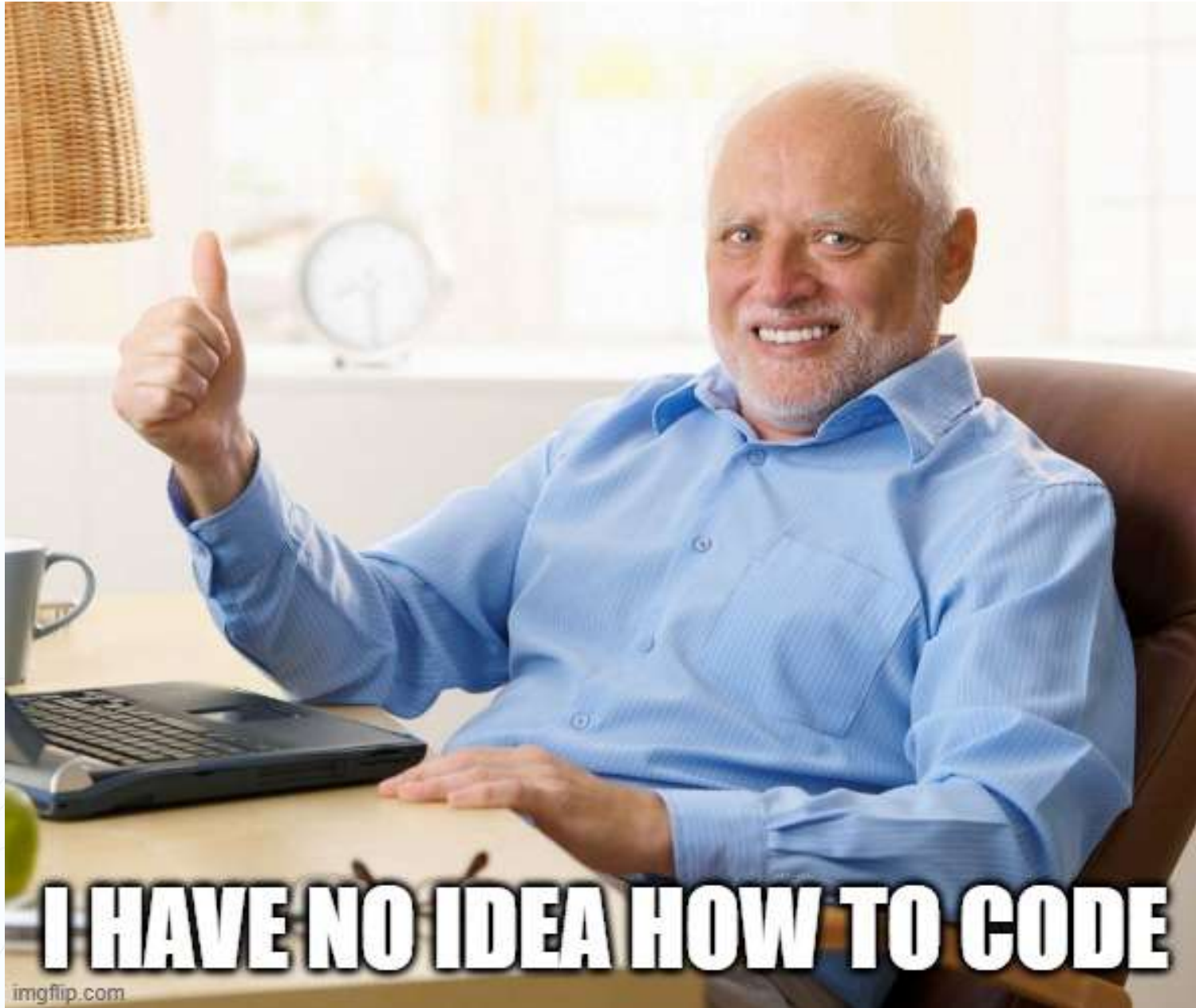


- ▶ Zabbix is like LEGO—you get a great base, but the real magic happens when you start building custom pieces.
- ▶ Custom templates, Zabbix API, custom scripts, webhooks, community libraries, Zabbix_utils, plugins, modules...
- ▶ Don't be afraid of reaching to the community, checking for examples in the documentation

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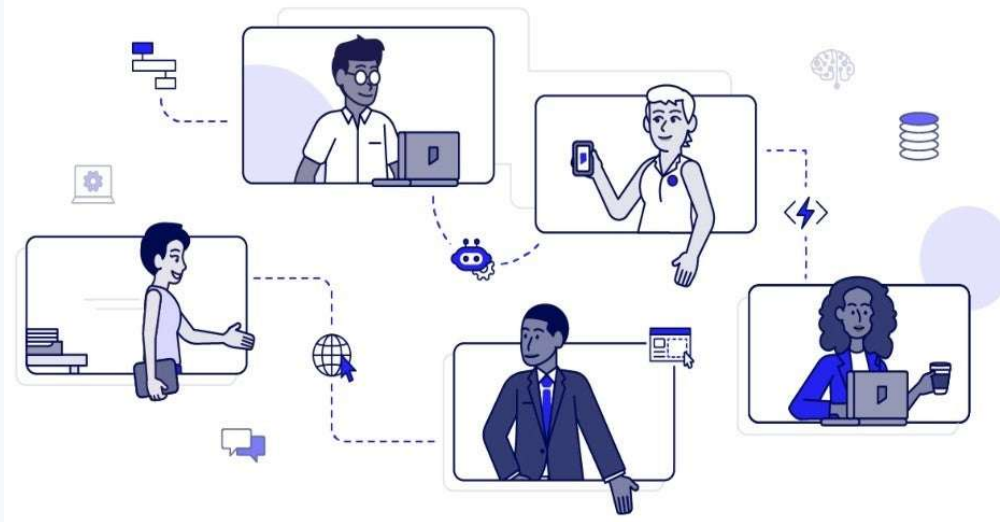
ZABBIX 3.0



We went to every stakeholder, internal and external and asked:
What is important to you?

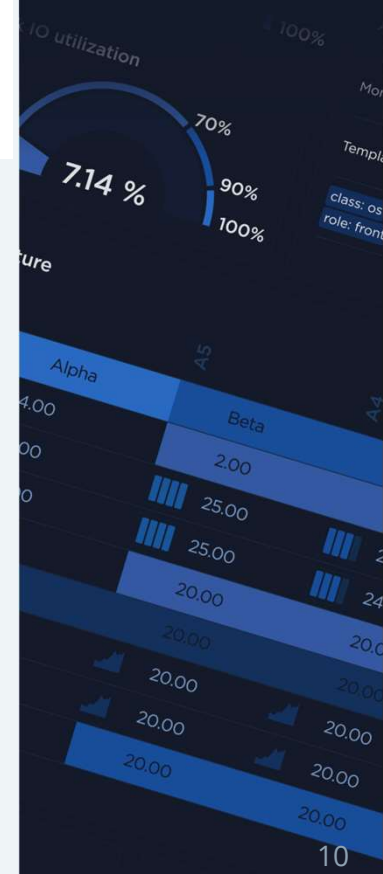
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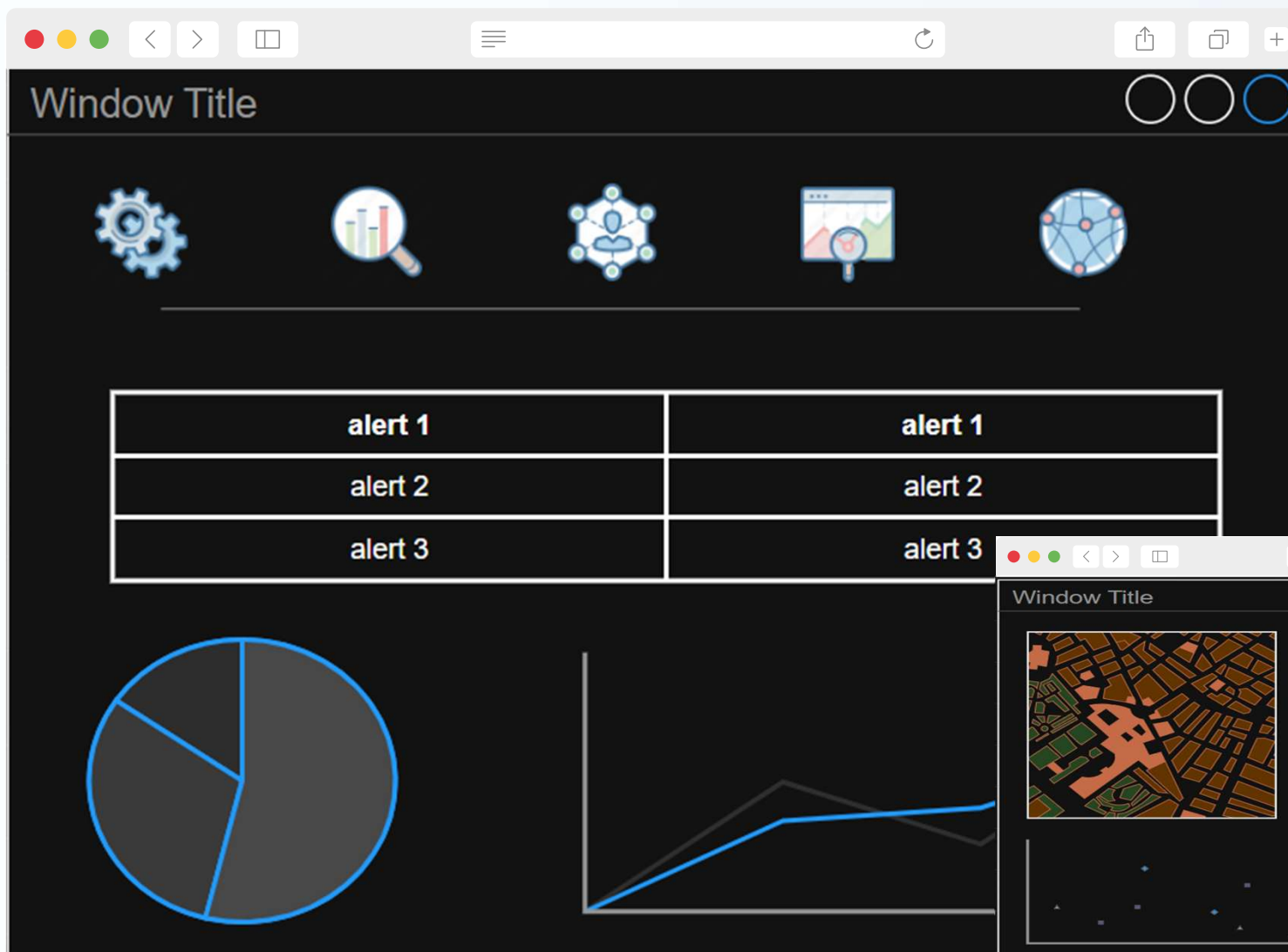
- ▶ Zabbix database LLD
- ▶ MySQL AWS Replica database
- ▶ Grafana
- ▶ Constant communication with clients and Project Managers



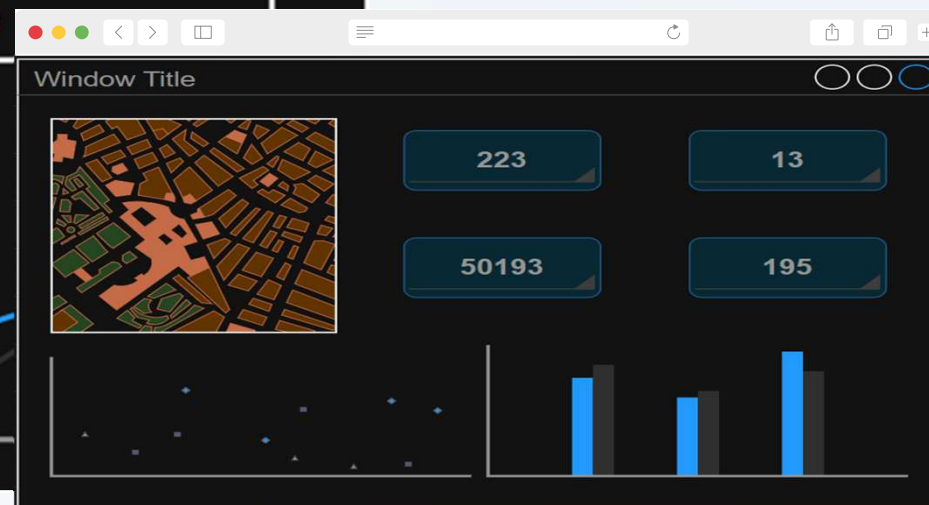
*Using Zabbix to, not only give us alerts, but to give us **INSIGHTS***

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— Mockups of client dashboards



Custom API monitoring

- ▶ Zabbix User Parameters
- ▶ Zabbix Custom LLD
- ▶ Zabbix Web Monitoring
- ▶ Bash scripts
- ▶ Constant communication with developers and support team.

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Cloud hosts registration

First phase

- ▶ Lambda script
- ▶ S3
- ▶ Zabbix auto registration
- ▶ Manual API requests

Second phase

- ▶ Everything in the first phase
- ▶ Zabbix API Script



And what about the cloud services?

- ▶ A community script and template to monitor RDS
- ▶ AWS API documentation
- ▶ Python scripts
- ▶ Bash scripts
- ▶ Zabbix User Parameters
- ▶ Constant communication with internal teams



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Kubernetes Monitoring

- ▶ Paid community solution
- ▶ Python scripts
- ▶ Zabbix User Parameters
- ▶ A feature request

ZABBIX FEATURE REQUESTS / ZBXNEXT-4635 Zabbix Integration with Kubernetes

Q Add comment



Find on a board

More ▾





Closed ▾

Export ▾

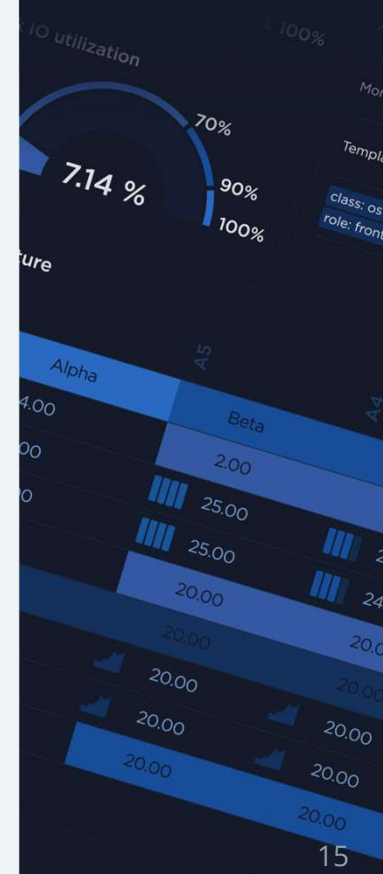
Details

Type:  Epic Resolution: Fixed
Priority:  Minor Fix Version/s: 6.0.0beta3, ... (2)
Affects Version/s: 3.4.11
Component/s: Agent (G), ... (4)
Labels: docker feature integration kubernetes new

People

Assignee:  Yulia Chukina (Inactive) 
Reporter:  Tammy T 

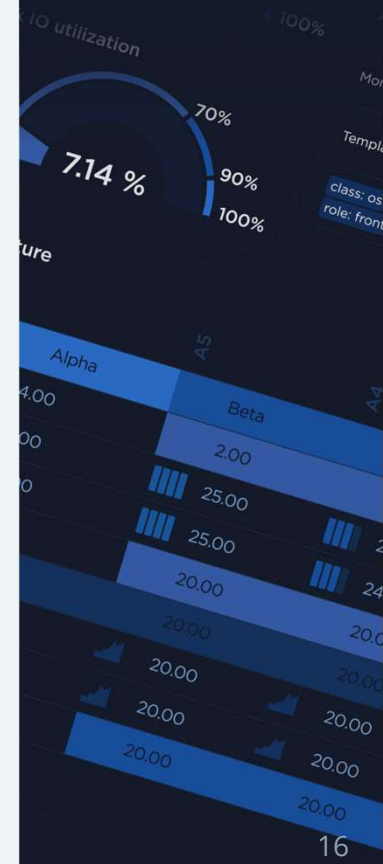
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Since then...

- ▶ HTTP Agent
- ▶ Agent Plugins
- ▶ BSM Improvement
- ▶ Webhooks
- ▶ Individual Timeouts
- ▶ Anomaly Detection Functions

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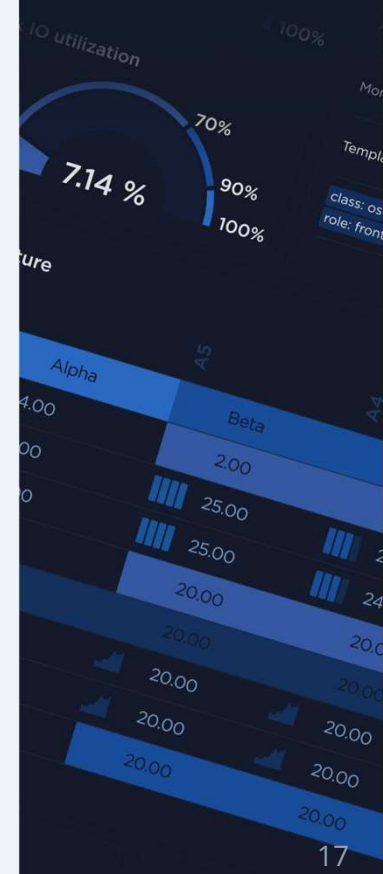
@ Railcube...

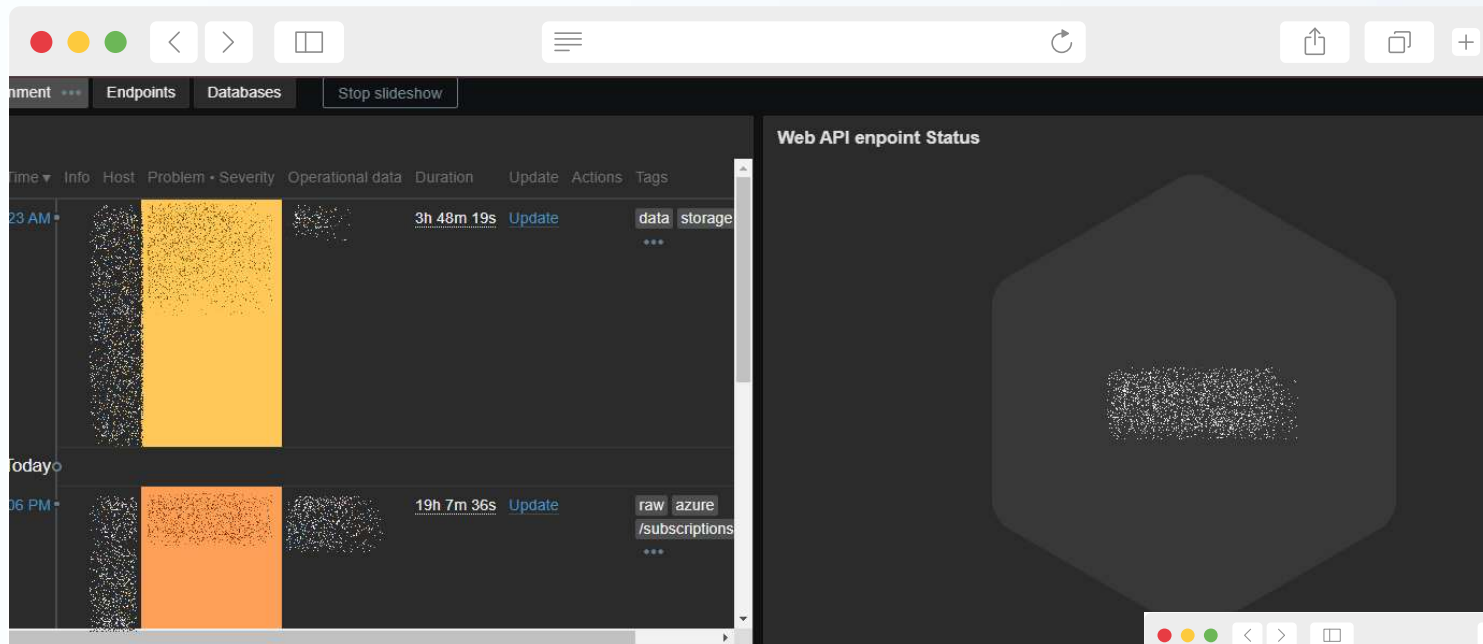
- ▶ Azure services – including custom templates
- ▶ API monitoring of services like logstash
- ▶ Custom API Monitoring
- ▶ SLA monitoring – BSM
- ▶ Elasticsearch monitoring

Roadmap

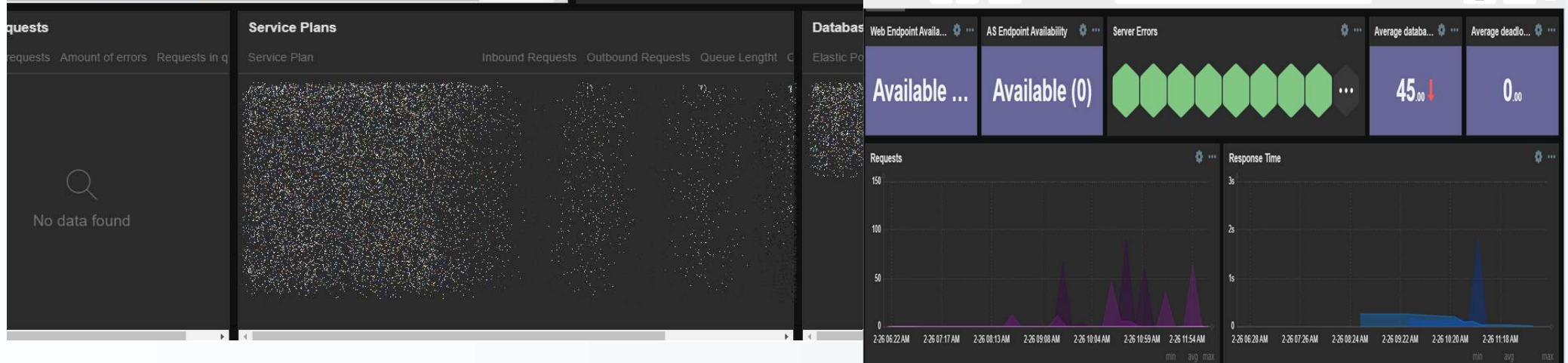
- ▶ ODBC monitoring
- ▶ More templates for Azure services
- ▶ Improved dashboards

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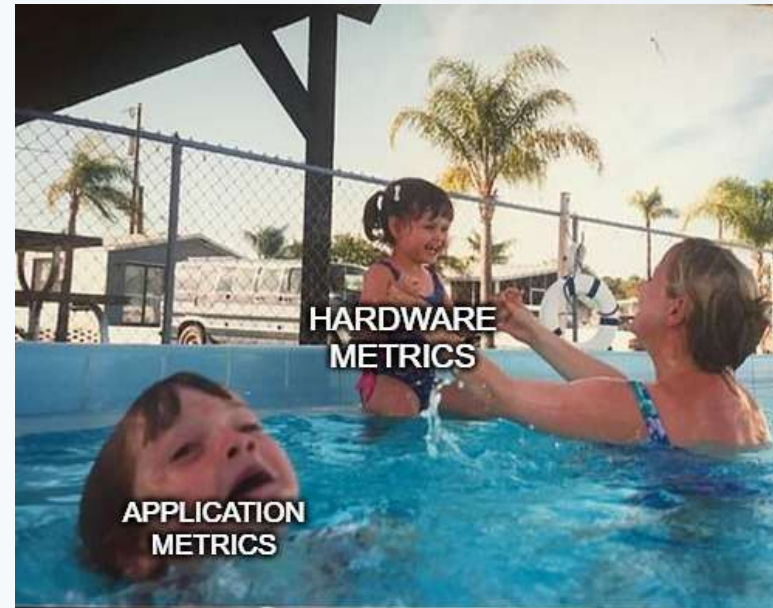


A few of the new dashboards



Uptime ≠ Performance

Infrastructure is just a start point. Think also about the user experience and what affects your client.



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“Stay curious and experiment –
there’s always a way to get the
data you need!”

FEATURE REQUEST




imgflip.com

A background network diagram consisting of a grid of light blue squares. Overlaid on this grid are several clusters of nodes (small grey circles) connected by thin grey lines, representing a network structure. The nodes are distributed across the slide, with some clusters being more dense than others.

"Monitoring is like oxygen—nobody notices it until it's not there!"

- Someone on the internet

A background graphic consisting of a light blue grid with several network diagrams. The diagrams are composed of small grey circular nodes connected by thin grey lines, forming various geometric shapes and clusters. One large network is in the top right, another is in the bottom left, and a smaller one is in the middle right.

"Remember: Zabbix can monitor almost anything... except how long the line for the lunch will be."

- Nivea

That's all Folks!



Thank you!

