

Kā SEB banka skaita naudu ar ZABBIX

ZABBIX MEETING '25, Rīga

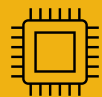
Ingus Vilnis

IT monitoringa risinājumu eksperts
SEB Banka

Bankā kopš 2018

Zabbix pieredze no 2014





Populārs mīts: ZABBIX ir labs tikai Linux un lokālā tīkla monitoringam



Aplikācijas un mākoņpakalpojumus ar to nav iespējams monitorēt

Patiesībā ZABBIX ir daudz vairāk aplikāciju un mākoņpakalpojumu monitorings nekā diski un CPU

743

Zabbix templeiti bankā
99% veidoti no nulles pašu spēkiem

18%


OS un dzelži

Linux, Windows, tīkla iekārtas, printeri,
planšetes, darbstacijas

82%

Aplikācijas un mākoņi

Internetbanka, mobilā aplikācija, datubāzes,
maksājumi, kartes, iekšējās aplikācijas,
bankomāti, zvanu centri, drošības sistēmas

A hand is holding a white SEB Debit card over a payment terminal. The terminal is white with a small screen and a numeric keypad. The background is a dark green, marbled surface. The SEB logo and 'Debit' text are visible on the card.

Kā SEB Banka izmanto ZABBIX savām monitoringa vajadzībām

Viens ZABBIX visam

SEB Bankā visas trīs Baltijas valstis kopš 2018. gada izmanto vienu ZABBIX instalāciju visām monitoringa vajadzībām

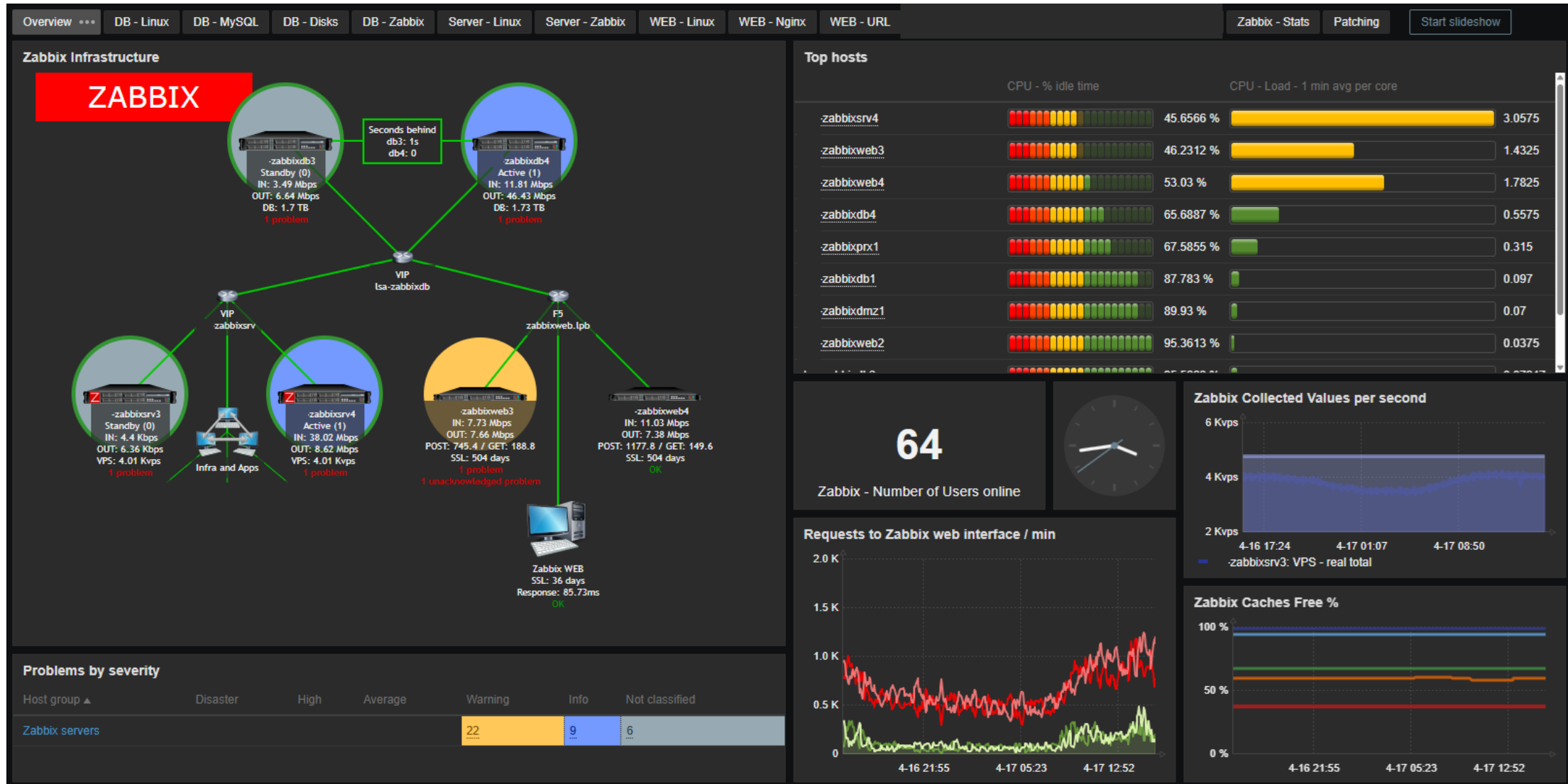


Nav nepieciešams zoodārzs ar monitoringa aplikācijām, ja visas vajadzības var atrisināt ar ZABBIX



leguvumi: mazākas izmaksas un vieglāka pārvaldīšana

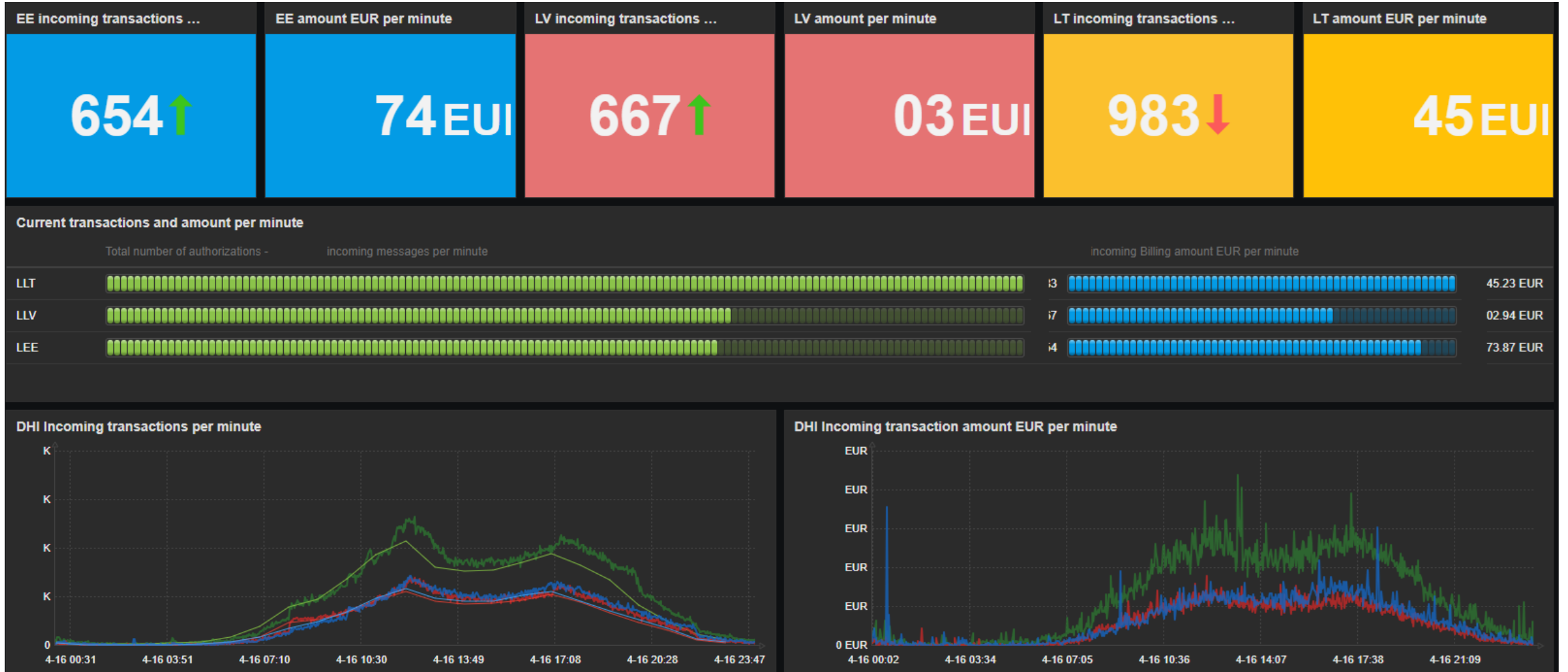
ZABBIX infrastruktūra



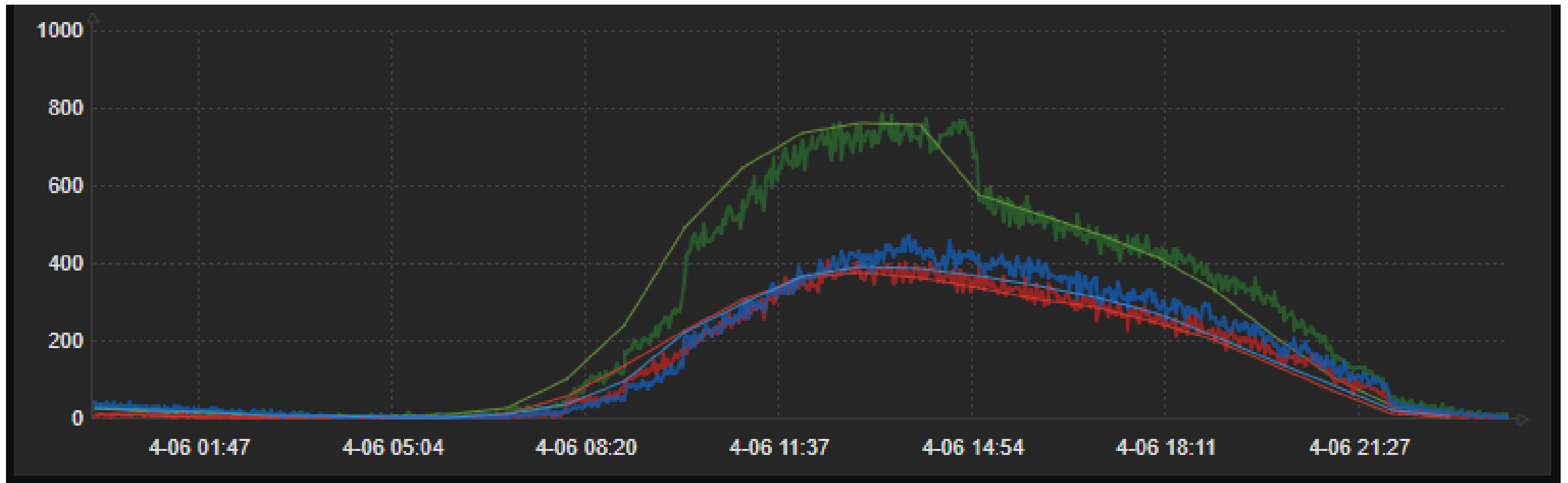
Labi, kur stāv nauda?



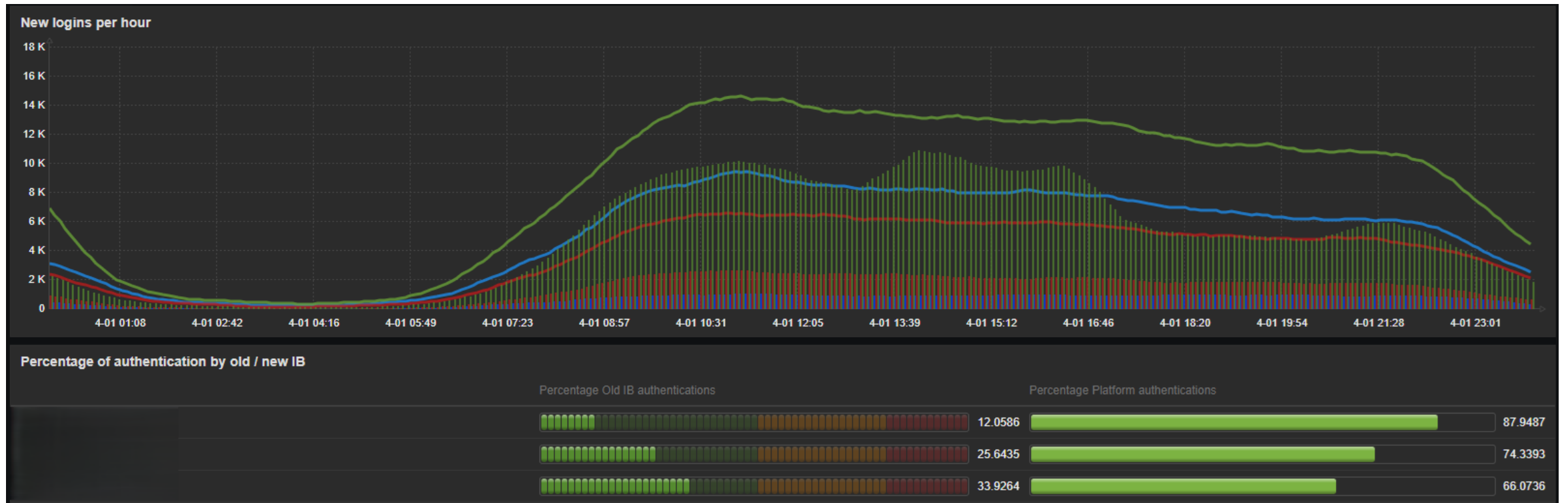
Karšu transakcijas



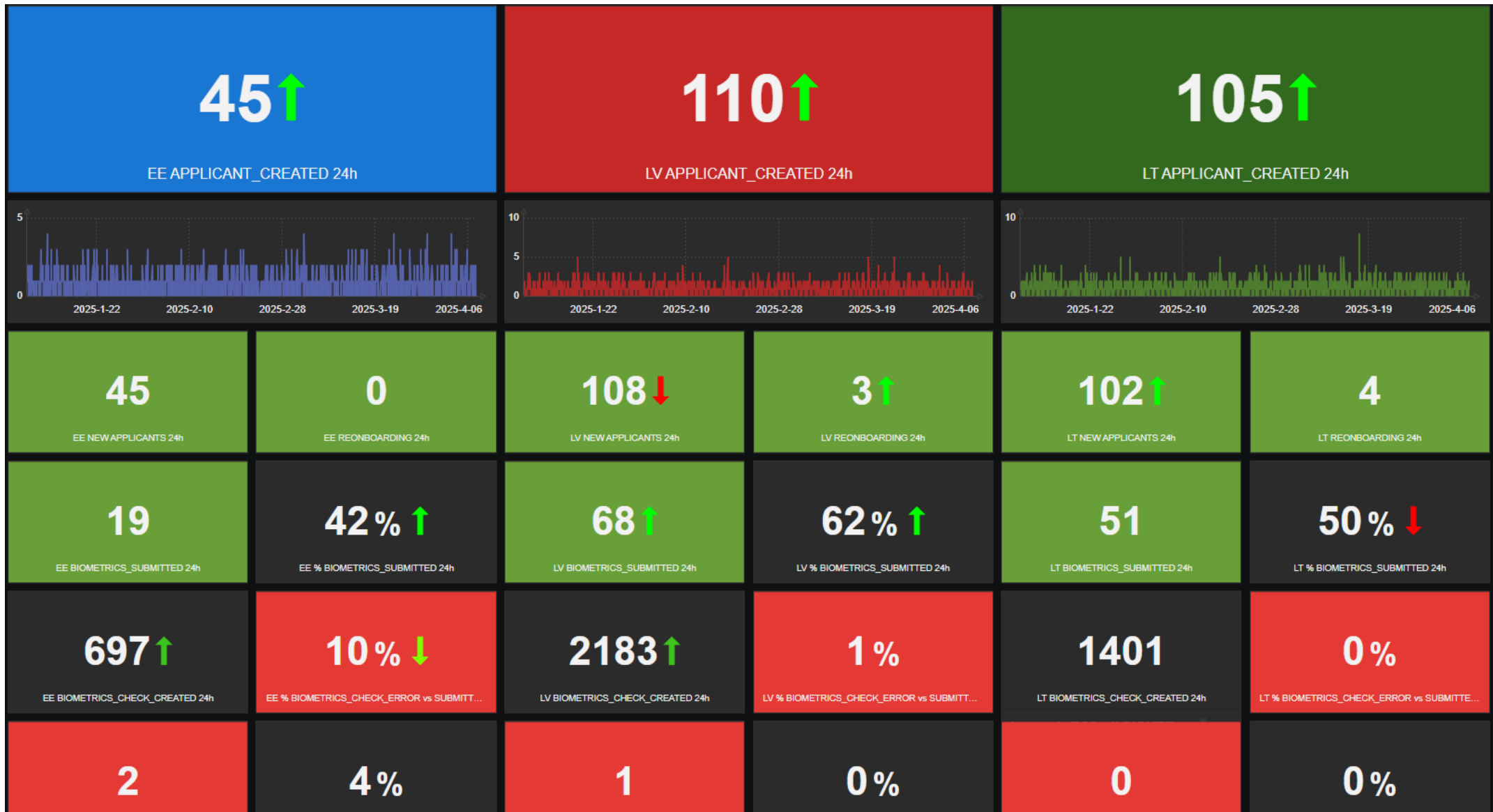
Parasta svētdiena



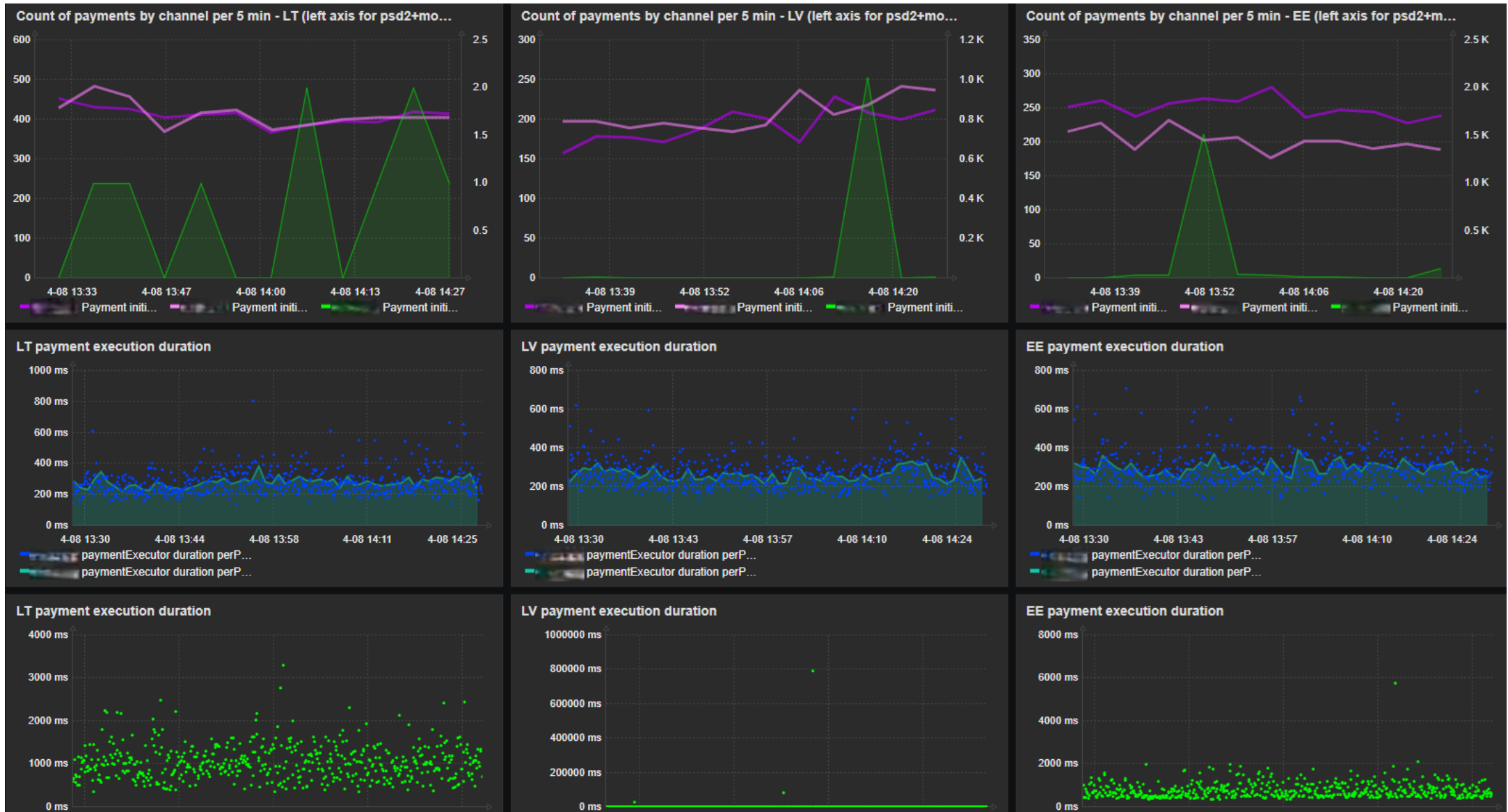
Internetbanka



Mobilā aplikācija



Maksājumi



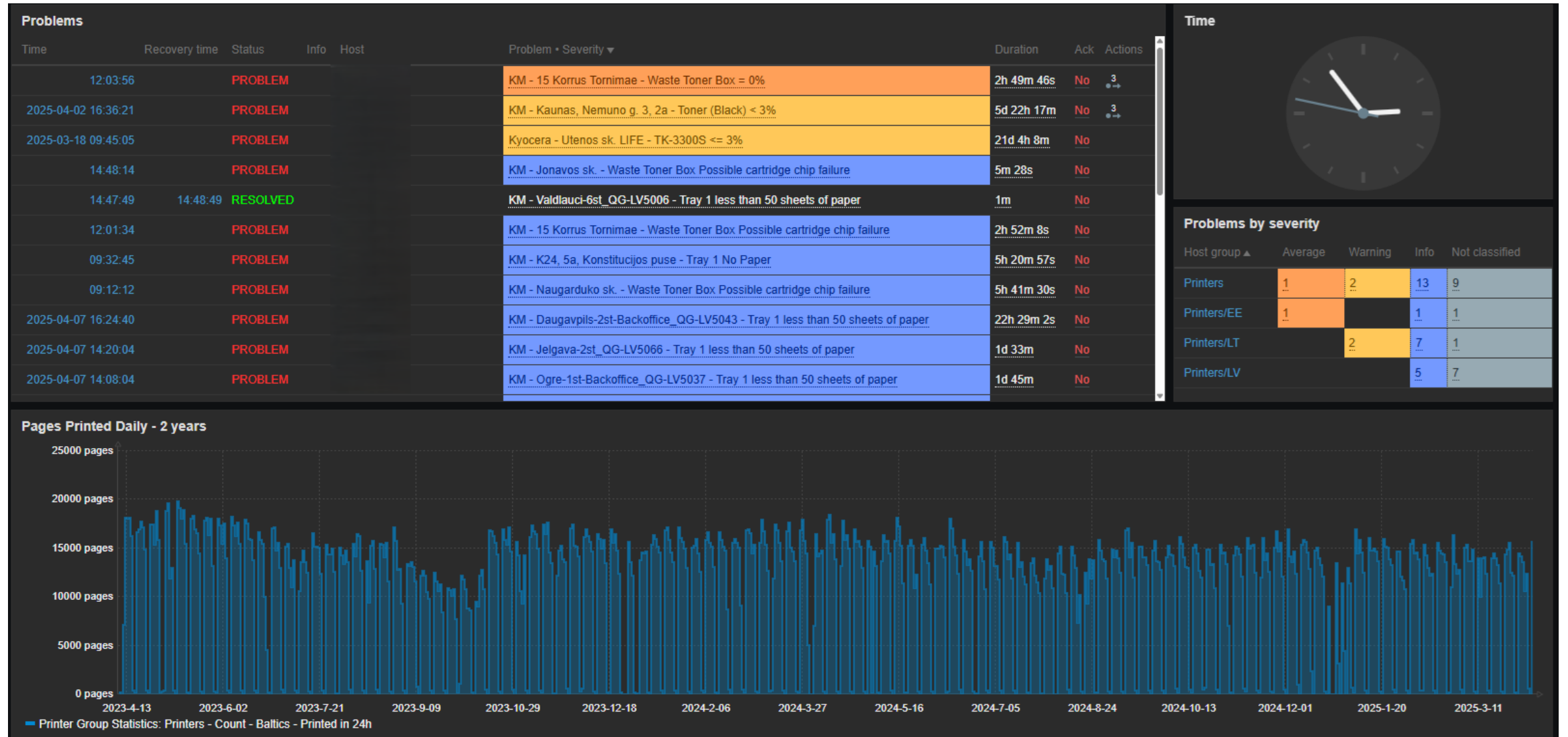
Mākoņpakalpojumi – Microsoft Cloud

Service Status		Microsoft Cloud Issues						
Hosts	Status	Time	Info	Host	Problem • Severity	Duration	Ack	Actions
Dynamics 365 Apps	serviceOperational	02:36:38		Microsoft Teams	advisory: Users with specific access policy configurations may be unable to retrieve new voicemails in Microsoft Teams TM1046914	12h 55s	No	8
Exchange Online	serviceDegradation	Today						
Microsoft 365 apps	serviceOperational	2025-04-07 23:57:02		Exchange Online	advisory: Users may be intermittently unable to see app installations or definitions within any Outlook connection method EX1050095	14h 40m 31s	No	1
Microsoft 365 for the web	serviceOperational	2025-04-07 22:56:38		Microsoft Teams	advisory: Users may be unable to utilize avatar and video filtering features in Microsoft Teams for Mac TM1050098	15h 40m 55s	No	8
Microsoft 365 suite	serviceDegradation	Yesterday						
Microsoft Bookings	serviceOperational	2025-04-04 00:47:22		SharePoint Online	advisory: Some users' published articles may not show in the News web part within SharePoint Online sites SP1042262	4d 13h 50m	No	8
Microsoft Clipchamp	serviceOperational	2025-04-03 21:16:38		Microsoft Teams	advisory: Some users may see a draft chat message to a call queue in Microsoft Teams TM1047160	4d 17h 20m	No	8
Microsoft Defender XDR	serviceOperational	2025-04-02 14:57:22		SharePoint Online	advisory: Users' SharePoint Online pages may be failing to generate webparts thumbnails SP1046723	5d 23h 40m	No	8
Microsoft Entra	serviceOperational	2025-04-01 18:46:38		Microsoft Teams	advisory: Some users' time zone and work hours may not be appearing on their profile card in the Microsoft Teams TM1044931	6d 19h 50m	No	8
Microsoft Forms	serviceOperational	April						
Microsoft Intune	serviceOperational	2025-03-31 13:28:02		Exchange Online	advisory: Users may be unable to view or access some public folders within the Outlook desktop client and Outlook on the web EX1042577	8d 1h 9m	No	1
Microsoft Power Automate	serviceOperational	2025-03-29 22:07:03		Microsoft Purview	advisory: Admins may be unable to import Personal Storage Table (PST) files within Microsoft Purview MP1043942	9d 15h 30m	No	1
Microsoft Power Automate in Microsoft 365	serviceOperational	2025-03-28 06:16:30		Microsoft 365 suite	advisory: Users may be visiting legacy content at the MicrosoftStream.com domain MO1042853	11d 7h 21m	No	1
Microsoft Purview	serviceDegradation	2025-03-27 20:46:38		Microsoft Teams	advisory: Users may be unable to upload background images larger than 1800x1800 during Microsoft Teams meetings TM1040294	11d 16h 50m	No	8
Microsoft Stream	serviceOperational	2025-03-13 05:57:22		SharePoint Online	advisory: Users may see a new "Content Freshness" template option when creating pages in SharePoint Online SP1030180	26d 7h 40m	No	8
Microsoft Teams	serviceDegradation	2025-03-11 00:07:02		Exchange Online	advisory: Users may see an error and can't attach Microsoft 365 data to email messages using the new Outlook for Windows EX1026017	28d 13h 30m	No	1
Microsoft Viva	serviceOperational							
Mobile Device Management for Office 365	serviceOperational							
OneDrive for Business	serviceOperational							
Planner	serviceOperational							
Power Apps	serviceOperational							
Power Apps in Microsoft 365	serviceOperational							
Power BI	serviceOperational							

Mākoņpakalpojumi – Zvanu centrs



Printeri



Kas to visu dara? Lielā mērā preprocesings.

```
1 {"@odata.context": "https://graph.microsoft.com/v1.0/  
$metadata#admin/serviceAnnouncement/healthOverviews",  
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```
1 [  
2 {  
3 "@odata.context": "https://graph.microsoft.com/v1.0/  
$metadata#admin/serviceAnnouncement/healthOverviews",  
4 "value": [  
5 {  
6 "service": "Exchange Online",  
7 "status": "serviceDegradation",  
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15 {  
16 "service": "Microsoft 365 suite",  
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18 "id": "OSDPPlatform"  
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94 },  
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96 "service": "Exchange Online",  
97 "status": "serviceDegradation",  
98 "id": "Exchange"  
99 }  
100 ]  
101 ]
```

Datu ieguves veidi

01

ZABBIX aģents un Agent 2

OS telemetrija

Specifiskie UserParametri

Log faili lielos apjomos ar Agent 2

02

SNMP aģents

SNMPv2

SNMPv3

SNMP trapi

03

Kalkulētie itemi

Log failu datu transformācija

Datu pareģojumi

Statistika pa stundām / dienām / mēnešiem

04

HTTP

WEB lapu statusi

Mākoņpakalpojumu statusi

Lapu pieejamība

05

Prometheus

Openshift telemetrija

06

citi

Vmware

Skripti

Zabbix Sender

Internal items

Izcils ne tikai ZABBIX, bet arī procesi

24/7 dzīvais monitorings

Telefona zvans sistēmas administratoram atbilstoši maiņu sarakstam

Automātiska Jira izveide 3 minūtes pēc problēmas atklāšanas

Incidentu SMS sūtīšana lietotāju grupām

Regulāra procesu pārvalde

TOP 100 triggers

Ilgi atvērtās problēmas

Incidenti bez monitoringa

Konsistence

Vienots monitoringa veidošanas stils

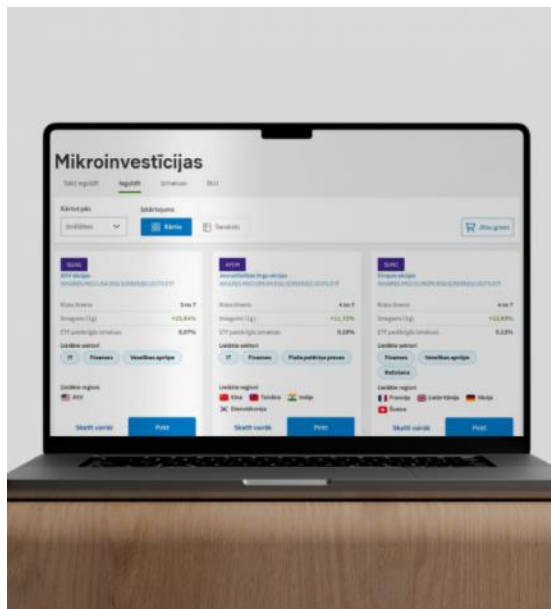
Dokumentācija, atsauces uz Jira

Par SEB

Kredīti



Investīcijas



Paldies!