



**SUMMIT
ONLINE** / 2021

GAINING NEW INSIGHTS WITH BUSINESS SERVICE MONITORING

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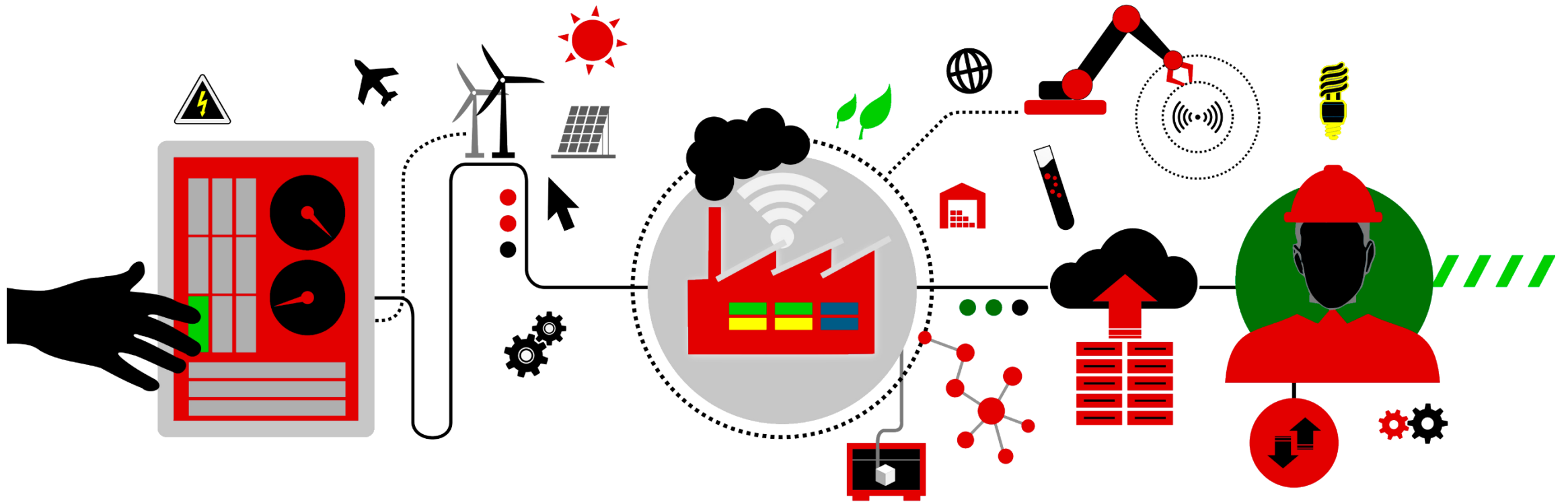
01

WHAT IS “BUSINESS SERVICE MONITORING”?

“EVERY PROBLEM IS A GIFT—WITHOUT PROBLEMS WE WOULD NOT GROW.”

- Anthony Robbins

BSM (BUSINESS SERVICE MONITORING)



BSM CHECK LIST

- ✓ Define business
- ✓ Configure SLA
- ✓ Assign suitable data
- ✓ Track and Measure

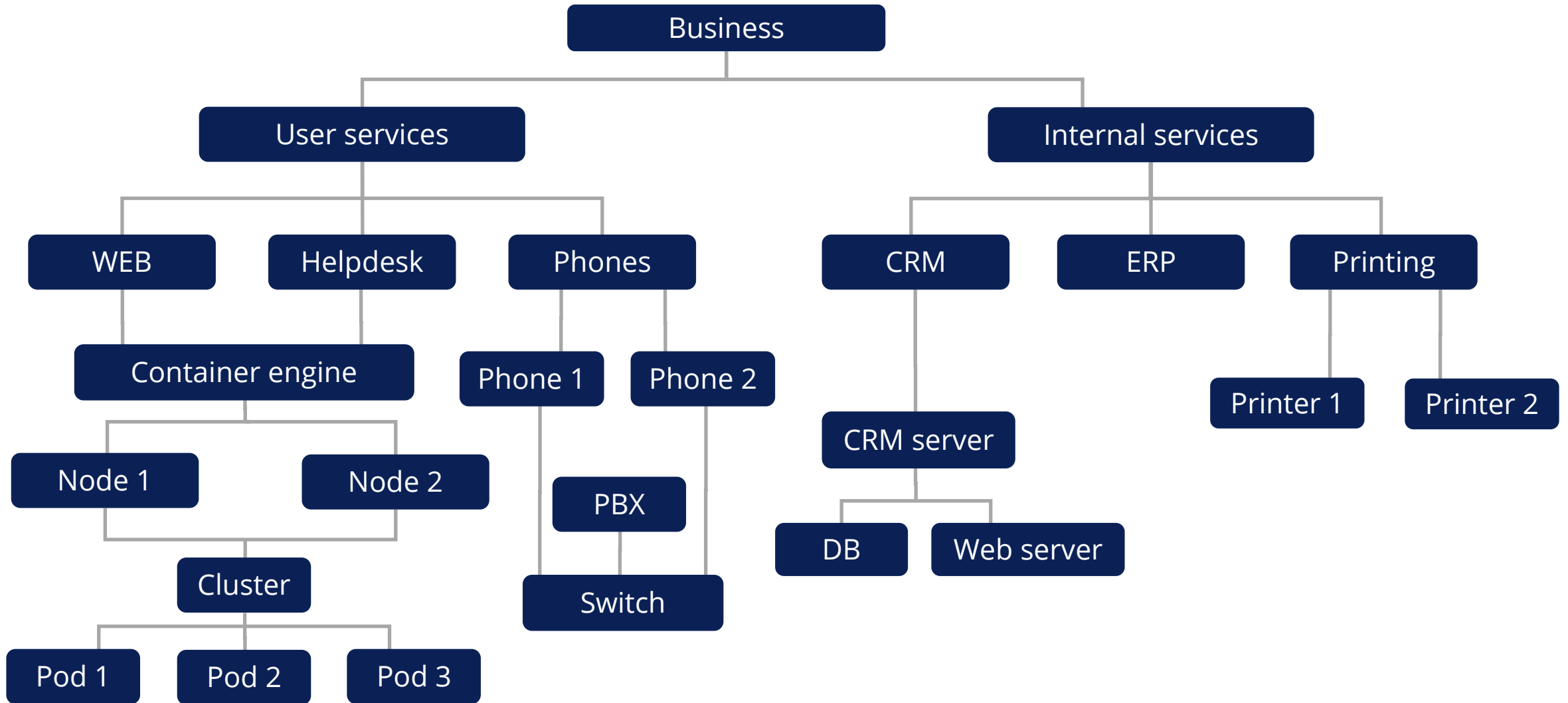
02

DEFINE BUSINESS

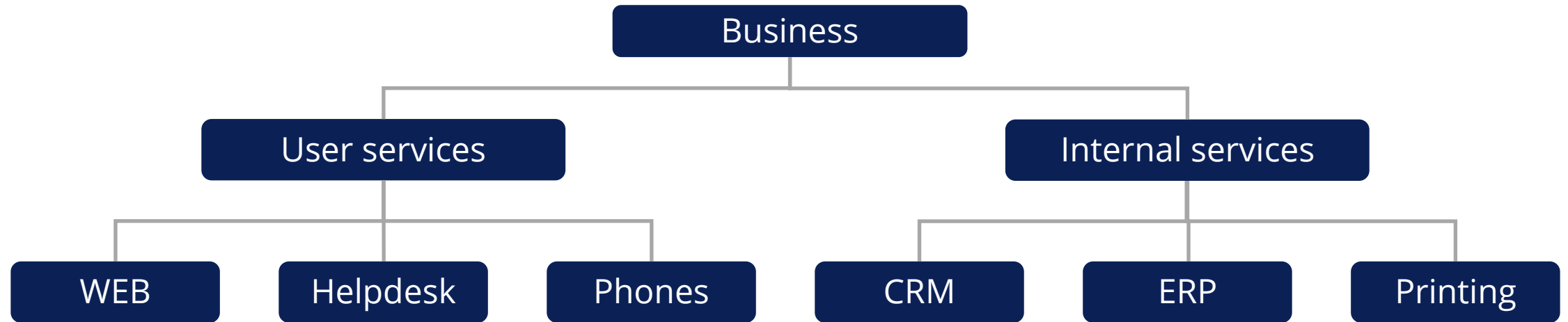
Define your business environment




DEFINE YOUR BUSINESS



DEFINE YOUR BUSINESS **SIMPLER**



DEFINE YOUR BUSINESS SIMPLER IN ZABBIX


Filter 

Name

Tags

And/Or Or

tag

Contains 

value

[Remove](#)

[Add](#)

Status

Any OK Problem

Apply

Reset

Name	Status	Root cause	SLA	Tags
Customers 8	OK		98.0000	<div>Customer: Company</div> <div>Services: External</div>
Internal services 3	OK		90.0000	<div>Services: Internal</div> <div>Type: Provisioning</div>
Support Center 4	OK		99.8000	<div>Services: External</div> <div>Type: Support</div>
User Services 3	OK		99.9000	<div>Services: External</div> <div>Type: All-round</div>

Displaying 4 of 4 found

SIMPLER, YET MORE PRECISE

All services / Support Center

Info ⓘ

Filter

Support Center

Parent services:

Status: OK

SLA: 99.8000

Tags: Services: External Type: Support

Name	Status	Root cause	SLA	Tags
Bot Support	OK		80.0000	Service: External Type: Support
E-mail Support	OK		99.9000	Service: External Type: Support
Live Chat	OK		90.0000	Service: External Type: Support
On-Call Support	OK		99.9000	Service: External Type: Support

Displaying 4 of 4 found

AND EVEN MORE DETAILED

All services / Customers

Info ⓘFilter ⌵

Customers

Parent services:

Status: Disaster

SLA: 98.0000

Tags: Customer: Company Services: External

Name	Status	Root cause	SLA	Tags
Agreements 3	Warning	Customers ticket without response for too long	80.0000	Agreement: MIN SLA
Bank 2	High	Bank Number 1 Website is not responding	99.9000	Agreement: MAX SLA Service: External
Business Plc.	OK		90.9000	Agreement: AVG SLA Service: External
Company LTD 2	Warning	Website is not responding	90.9000	Agreement: AVG SLA Service: External
Financial institutions 2	OK		99.9000	Agreement: MAX SLA Service: External
Government sector 4	OK		99.9000	Agreement: MAX SLA
Partner 1	OK		95.0000	Service: Internal
Partner 2	OK		95.0000	Service: Internal

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03

CONFIGURE SLA

Assign suitable data



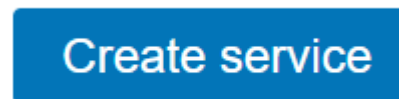
SO HOW TO CONFIGURE?

✓ Go to Monitoring -> Services

✓ Find two new buttons in the top left corner



✓ Switch to Edit mode and click on



✓ Or use new fast editing options

- + - add a child service to this service
- ∠ - edit this service
- x - delete this service

✓ Start creating services!

DEFINE WHAT IS A SERVICE?

Service

ServiceSLA ● Tags 2Child services

* Name

On-Call Support

Parent services

Support Center ✕

type here to search

Select

Problem tags

Name	Operation	Value	Action
Server	Equals ▼	PBX	Remove
Service	Equals ▼	Support	Remove
Add			

* Sort order (0->999)

0

Status calculation rule ⓘ

Most critical of child services ▼

Status calculation rule and additional rules are only applicable if child services exist.

✕

Update

Cancel

BE MORE SPECIFIC IF REQUIRED

New additional rule ✕

Set status to

High

▼

Condition

If at least **N** child services have **Status** status or above

▼

N

1

Status

OK

▼

New additional rule ✕

Set status to

High

▼

Condition

If at least **N** child services have **Status** status or above

▼

N

If at least **N** child services have **Status** status or above

Status

If at least **N%** of child services have **Status** status or above

▼

If less than **N** child services have **Status** status or below

If less than **N%** of child services have **Status** status or below

If weight of child services with **Status** status or above is at least **W**

If weight of child services with **Status** status or above is at least **N%**

If weight of child services with **Status** status or below is less than **W**

If weight of child services with **Status** status or below is less than **N%**

Add

.....

agation rule

As is

IF SOME SERVICES ARE MORE IMPORTANT

- Specify importance of the service

Diagram illustrating the configuration of service status propagation rules, showing three overlapping panels:

- Top Panel:** Shows the "Status propagation rule" dropdown menu. The selected option is "Increase by". Other options include "As is", "Increase by", "Decrease by", "Ignore this service", and "Fixed status". A "Weight" label is visible.
- Middle Panel:** Shows the "Status propagation rule" dropdown menu set to "Fixed status". Below the dropdown is a row of status buttons: "OK" (green), "Not classified", "Information", "Warning", "Average", "High", and "Disaster".
- Bottom Panel:** Shows the "Status propagation rule" dropdown menu set to "Increase by". Below the dropdown is a row of importance buttons (1, 2, 3, 4, 5), where button 1 is selected. Below this row is a "Weight" input field with the value 0.

A SIMPLE EXAMPLE:

Service SLA Tags 2 Child services 3

* Name HA Cluster

Parent services type here to search Select

Problem tags

Name	Operation	Value	Action
tag	Equals	value	Remove

Add

* Sort order (0->999) 0

Status calculation rule Most critical of child services

☒ Advanced configuration

Additional rules

Name

Warning - If weight of child services with Information status or above is at least 1

Average - If weight of child services with Information status or above is at least 2

Disaster - If weight of child services with Disaster status or above is at least 3

Add

Additional rule

Set status to Warning

Condition If weight of child services with Status status or above is at least W

W 1

Additional rule

Set status to Average

Condition If weight of child services with Status status or above is at least W

W 2

Additional rule

Set status to Disaster

Condition If weight of child services with Status status or above is at least W

W 3

Status Disaster

Update Cancel

A SIMPLE EXAMPLE:

Name	Status	Root cause	SLA	Tags
Customers 8	OK		98.0000	Customer: Company Services: External
HA Cluster 3	OK			Service: DB Type: HA
Internal services 4	OK		90.0000	Services: Internal Type: Provisioning
Support Center 4	OK		99.8000	Services: External Type: Support
User Services 3	OK		99.9000	Services: External Type: All-round

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Name	Status	Root cause
Customers 8	OK	
HA Cluster 3	Warning	Node in DB Cluster Down
Internal services 4	OK	
Support Center 4	OK	
User Services 3	OK	

Name	Status	Root cause
Customers 8	OK	
HA Cluster 3	Average	Node 2 in DB Cluster Down, Node in DB Cluster Down
Internal services 4	OK	
Support Center 4	OK	
User Services 3	OK	

Name	Status	Root cause
Customers 8	OK	
HA Cluster 3	Disaster	Node 2 in DB Cluster Down, Node 3 in DB Cluster Down, Node in DB Cluster Down
Internal services 4	OK	
Support Center 4	OK	
User Services 3	OK	

SET A PROPER SLA!

- ✓ By default, all services are expected to operate 24x7x365. But, if exceptions:

Service

Service

SLA ●

Tags 2

Child services

SLA ☒

99.9

Service times

Type	Interval	Note	Action
Uptime	Monday 09:00 - Monday 18:00		Edit Remove
Uptime	Tuesday 09:00 - Tuesday 18:00		Edit Remove
Uptime	Wednesday 09:00 - Wednesday 18:00		Edit Remove
Uptime	Thursday 09:00 - Thursday 18:00		Edit Remove
Uptime	Friday 09:00 - Friday 18:00		Edit Remove
Downtime	Saturday 00:00 - Saturday 24:00		Edit Remove
Downtime	Sunday 00:00 - Sunday 24:00		Edit Remove
Add			

Update

Cancel

ADD A TAG, TO SHOW A BIGGER PICTURE

Service ✕

[Service](#) [SLA ●](#) [Tags 3](#) [Child services](#)

Tags

Name	Value	Action
<input type="text" value="Service"/>	<input type="text" value="External"/>	Remove
<input type="text" value="Type"/>	<input type="text" value="Support"/>	Remove
<input type="text" value="Customer"/>	<input type="text" value="All"/>	Remove
Add		

CHILD SERVICES INVOLVED?

Service

Service SLA Tags Child services 8

Name

Filter

Reset

Child services

Service	Status calculation rule	Problem tags	Action
Agreements	Most critical of child services		Remove
Bank	Most critical of child services		Remove
Business Plc.	Most critical of child services	Customer: Business Plc. Service: External	Remove
Company LTD	Most critical of child services		Remove
Financial institutions	Most critical of child services		Remove
Government sector	Most critical of child services		Remove
Partner 1	Most critical of child services	Service: Internal	Remove
Partner 2	Most critical of child services	Service: Internal	Remove

[Add](#)

Displaying 8 of 8 found

Update

Clone

Cancel

INCLUDING **CROSSLINK** OF SERVICES/NODES!

Add child services

Name

Filter

Reset

<input type="checkbox"/>	Security	Most critical of child services	
<input type="checkbox"/>	User Services	Most critical of child services	
<input type="checkbox"/>	Web	Most critical of child services	
<input type="checkbox"/>	Helpdesk	Most critical of child services	
<input type="checkbox"/>	Support Center	Most critical of child services	
<input type="checkbox"/>	Bot Support	Most critical of child services	
<input type="checkbox"/>	E-mail Support	Most critical of child services	
<input type="checkbox"/>	On-Call Support	Most critical of child services	
<input type="checkbox"/>	Live Chat	Most critical of child services	
<input type="checkbox"/>	Bank Number 1 Website	Most critical of child services	Customer: Bank Num...
<input type="checkbox"/>	HA Cluster	Most critical of child services	
<input type="checkbox"/>	Load Balancer	Most critical of child services	
<input type="checkbox"/>	DB Node 1	Most critical of child services	DB Cluster: Node 1
<input type="checkbox"/>	DB Node 2	Most critical of child services	DB Cluster: Node 2
<input type="checkbox"/>	DB Node 3	Most critical of child services	DB Cluster: Node 3

Select

Cancel

04

TRACK, SOLVE AND
MEASURE



SEE THE **ROOT CAUSE** OF ISSUE IN A CLICK

Name	Status	Root cause	SLA
Customers 8	Disaster	Bank Number 1 Website is not responding, Customers ticket without response for too long, Website is not responding	98.0000
Internal services 3	OK		90.0000
Support Center 4	OK		99.8000
User Services 3	High	Bank Number 1 Website is not responding	99.9000



Time ▼	<input type="checkbox"/> Severity	Recovery time	Status	Info	Host	Problem	Duration	Ack	Actions	Tags
13:14:52	<input type="checkbox"/> High		PROBLEM		Bank Number 1 Website	Bank Number 1 Website is not responding	1h 45m 20s	No		Customer: Bank Num...

Displaying 1 of 1 found

AND GET NOTIFIED!

Service actions ▾

Trigger actions

Service actions

Discovery actions

Autoregistration actions

Internal actions

New condition

TypeService ▾

OperatorService

* ServicesService name

Service tag name

Service tag value

ActionOperations 3

* Default operation step duration1h

Operations

Steps	Details	Start in	Duration	Action
1	Send message to user groups: Responsible person via all media	Immediately	Default	Edit Remove
Add				

Recovery operations

Details	Action
Notify all involved	Edit Remove
Add	

Update operations

Details	Action
Notify all involved	Edit Remove
Add	

* At least one operation must exist.

[Add](#) [Cancel](#)

EVEN MORE IS COMING

- ✓ New SLA graphical visualizations
- ✓ New SLA Reports
- ✓ New service tree and SLA reporting widgets
- ✓ Services tree Import and Export
- ✓ Impact analysis



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ONLINE/2021

Thank you!

www.zabbix.com