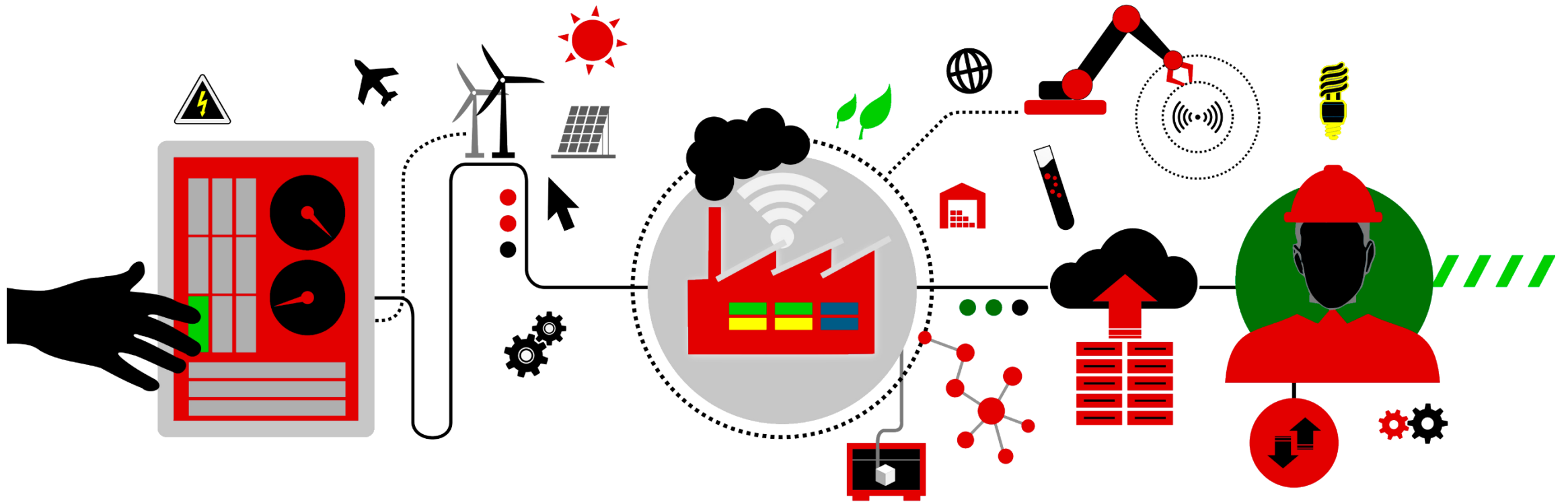# 01

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

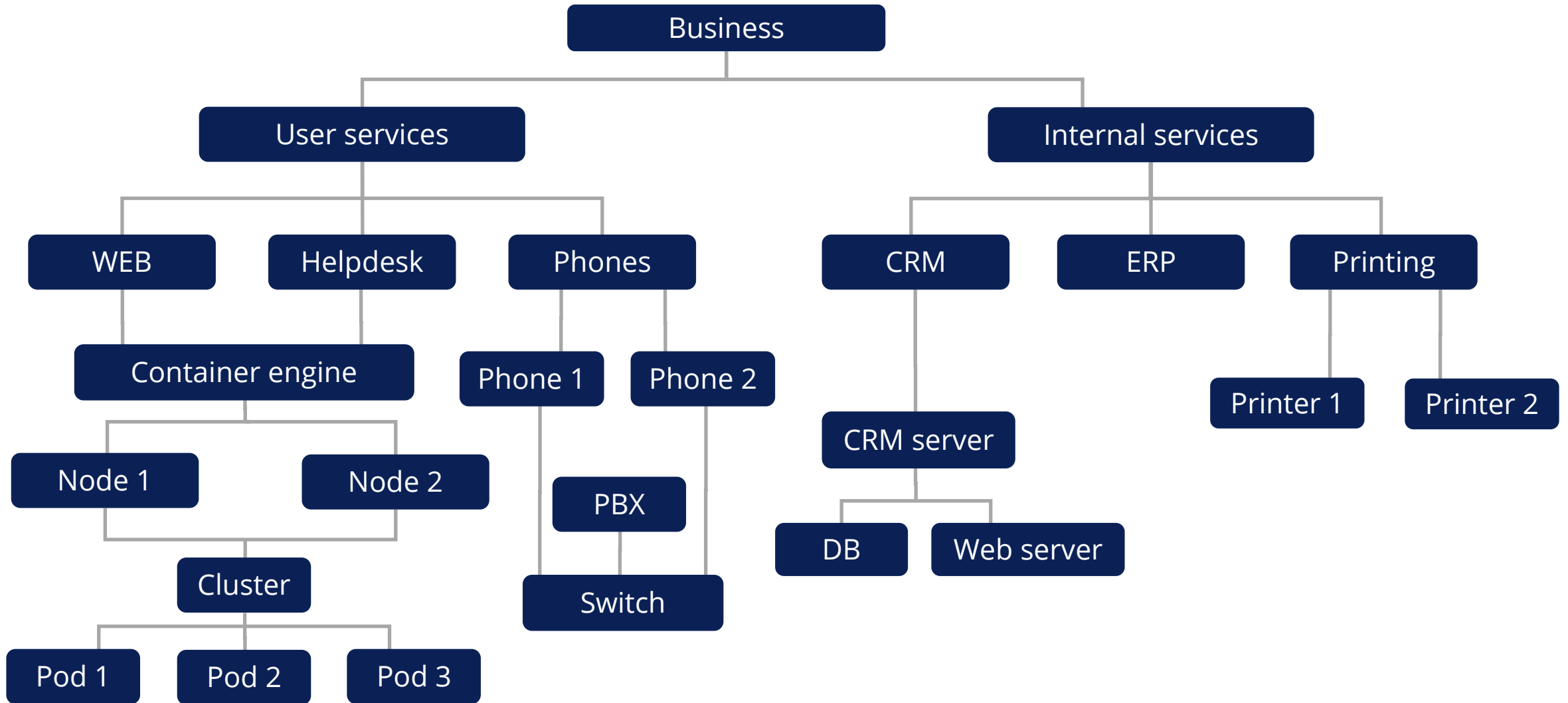- ⊘ Assign suitable data
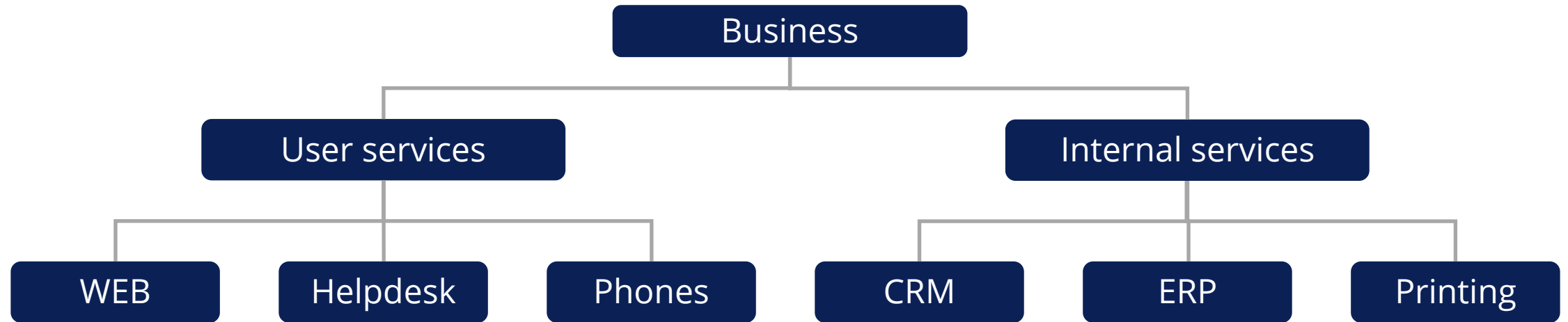
- ⊘ Track and Measure

02

DEFINE BUSINESS

Define your business environment

DEFINE YOUR BUSINESS

DEFINE YOUR BUSINESS SIMPLER

DEFINE YOUR BUSINESS SIMPLER IN ZABBIX

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

Displaying 8 of 8 found
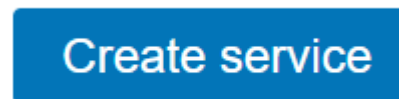
03

CONFIGURE SLA

Assign suitable data

SO HOW TO CONFIGURE?

- ⊘ Go to Monitoring -> Services

- ⊘ Find two new buttons in the top left corner | View | Edit |

- ⊘ Switch to Edit mode and click on **Create service**

- ⊘ Or use new fast editing options
  - ■ + - add a child service to this service
  - ■ ∠ - edit this service
  - ■ ✗ - delete this service

- ⊘ Start creating services!

DEFINE WHAT IS A SERVICE?

BE MORE SPECIFIC IF REQUIRED

IF SOME SERVICES ARE MORE IMPORTANT

⊘   Specify importance of the service

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
				Displaying 5 of 5 found

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:

ADD A TAG, TO SHOW A BIGGER PICTURE

CHILD SERVICES INVOLVED?

INCLUDING CROSSLINK OF SERVICES/NODES!

Add child services

| | Name | [   ] | Filter | Reset |

☐	Security	Most critical of child services	
☐	User Services	Most critical of child services	
☐	Web	Most critical of child services	
☐	Helpdesk	Most critical of child services	
☐	Support Center	Most critical of child services	
☐	Bot Support	Most critical of child services	
☐	E-mail Support	Most critical of child services	
☐	On-Call Support	Most critical of child services	
☐	Live Chat	Most critical of child services	
☐	Bank Number 1 Website	Most critical of child services	Customer: Bank Num…
☐	HA Cluster	Most critical of child services	
☐	Load Balancer	Most critical of child services	
☐	DB Node 1	Most critical of child services	DB Cluster: Node 1
☐	DB Node 2	Most critical of child services	DB Cluster: Node 2
☐	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 ▾		Severity	Recovery time	Status	Info	Host	Problem	Duration	Ack	Actions	Tags
13:14:52 •	☐	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!

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