Orange Slovensko Zabbix story

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About us

Why open source ?

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Reason 1

Save OPEX and CAPEX

Reason 2

Sick of licensing, re-licensing, audits, …

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Reason 3

Questionable value of "standard" software support

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Reason 4

Change of product lines and major upgrades

The Zabbix project

Let's try open source

- 2014 – decision to pilot open source and open source selection process
- 2015 – pilot on Zabbix
- 2016 and 2017 - migration project in place

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Key why's for Zabbix

- Mature Open Source solution
- Good local presence
  - Partner's experience with both management systems
  - Real projects implemented in Slovakia
- Well applicable for IT services, infrastructure, databases, applications
- Zabbix is not only fault management tool - Performance management, SLA, Inventory, Web monitoring ...
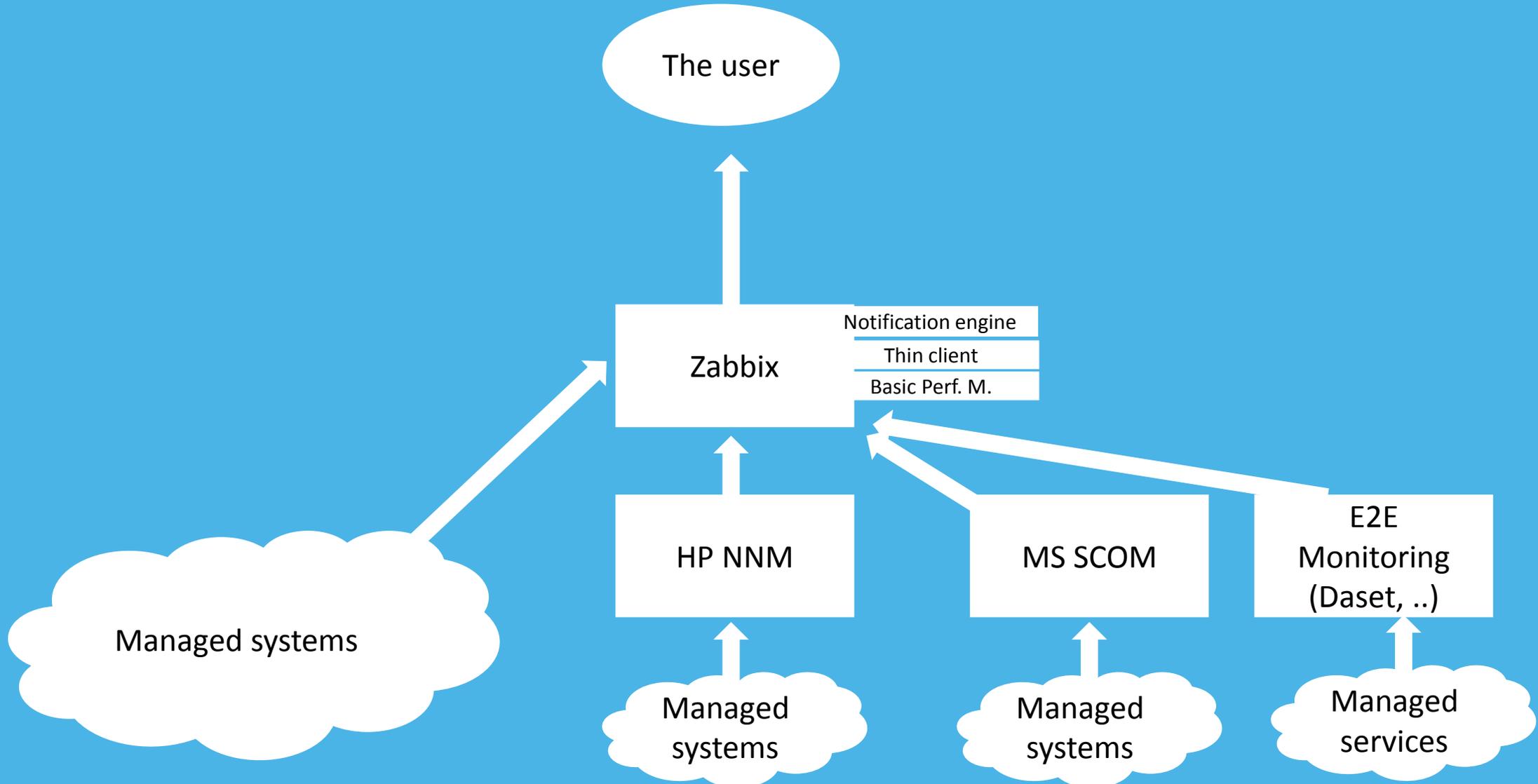
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Scope

- Migration of 130 services to new supervision
  - Application fault management
  - Infrastructure fault management
  - Database fault management (GRID replacement)
  - Integration of 10+ additional fault management or NMS systems
- Change of culture and way of work

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Architecture from
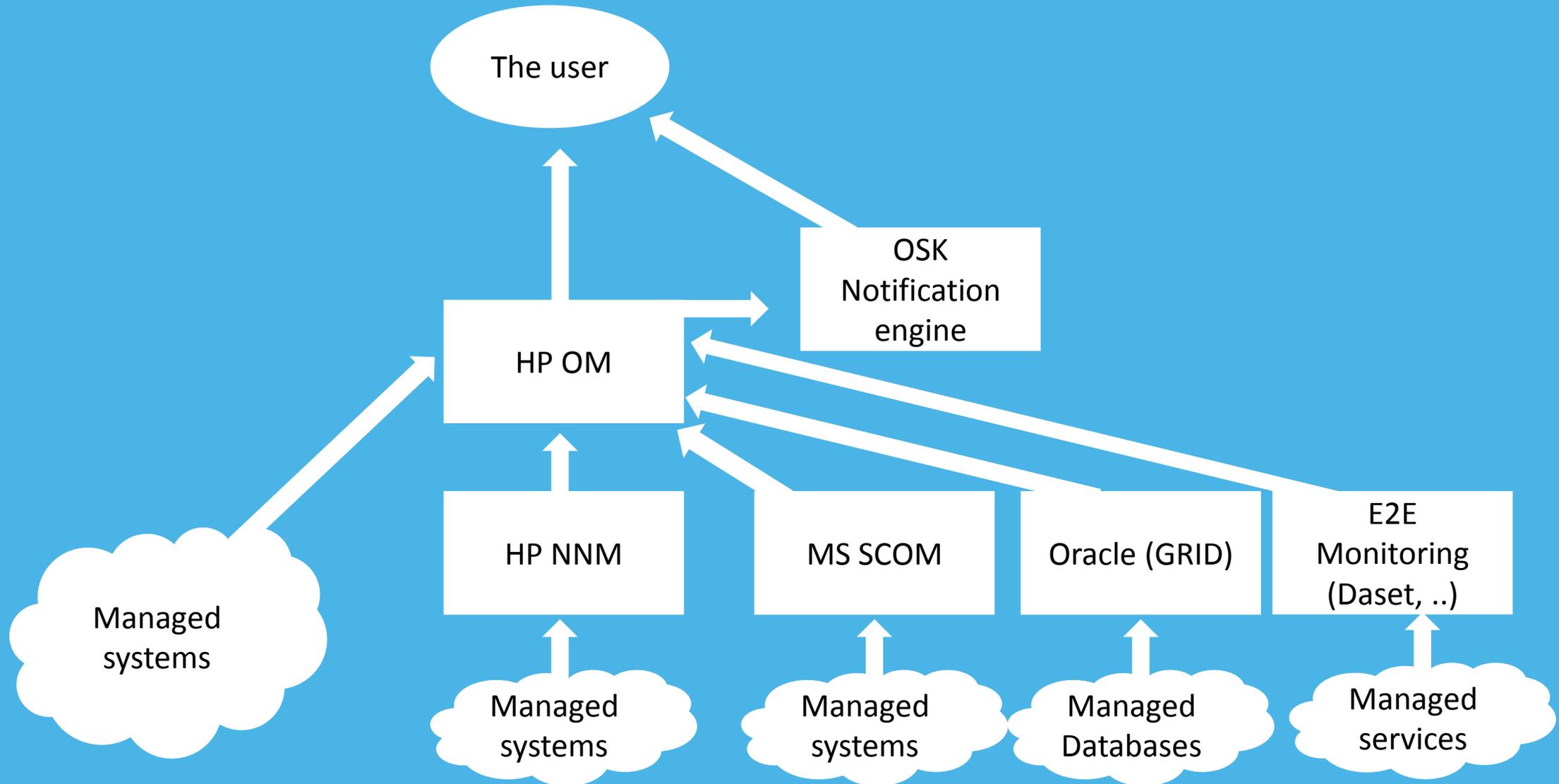
Architecture to

Timing

- o Stage 1 (Preparation)
  - ▪ architecture, design, security
- o Stage 2 (Infrastructure)
  - ▪ network ready, infrastructure ready, distribution model, prefabricates,
- o Stage 3 (OEM Cloud control replacement)
  - ▪ supervision of all Oracle and MySQL databases, WebLogic
- o Stage 4 (Integration)
  - ▪ SBI integration from tools HP NNMi, MS SCOM, E2E DASET/VOSET, OSK watchdogs (WDB&WOS),
  - ▪ NBI integration into OSK Performance management tool,
  - ▪ ZABBIX notification subsystem
  - ▪ supervision of all SAP services
- o Stage 5 (migration)
  - ▪ migration of all other supervision (130 services)

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Project benefits

- OPEX saving on licensed software
- CAPEX avoidance by more efficient delivery
- Ability to use Open Source
- Skills acquired to use the solution

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Like / Dislike

We like (around 30 items …)

- Lightweight agent
- Metrics based
- Integrated performance management
- Web GUI
- Community and good pace of update releases
- Value

We don't like

- Missing comfortable deployment tool
- Weak filtering possibilities
- IP networks supervision maturity

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Lessons learnt

Lesson 1

Set the expectations correctly
Keep the promises under control

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Lesson 2

Train and show Zabbix before the project

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Lesson 3

Take into account solution differences (events vs. metrics)

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Lesson 4

Focus on design for data structure
(hosts groups, naming convention,...)

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Lesson 5

Do in phases (6-9 months loop max)

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Lesson 6

Involve operation staff from beginning

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Lesson 7

Communicate ... communicate ... communicate ....

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What next

- Solution stabilization
- Integration with BIG DATA
- Extend E2E monitoring
- Virtualization and self-correcting incidents

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Thank you

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