

SAZKA Status Page

**Employee portal providing global
overview of services status, projects,
and solution progress state**



Tomáš Heřmánek
Zabbix Certified Trainer
initMAX s.r.o.



Václav Svatoš
Senior Project Manager
SAZKA a.s.



01 Introduction

Monitoring Team

ZABBIX
PREMIUM PARTNER

ZABBIX
CERTIFIED TRAINER



Tomáš

CEO



Tomáš

Developer



Alois

Technical consultant



Marek

Technical consultant



Václav Jirsa

Account manager



About SAZKA

500+

Employees

120+

Techs

7000+

Sales outlets

2

Data Centers



Initial requirements

SAZKA Status Page

TASK DEFINITION

Zabbix Assessment

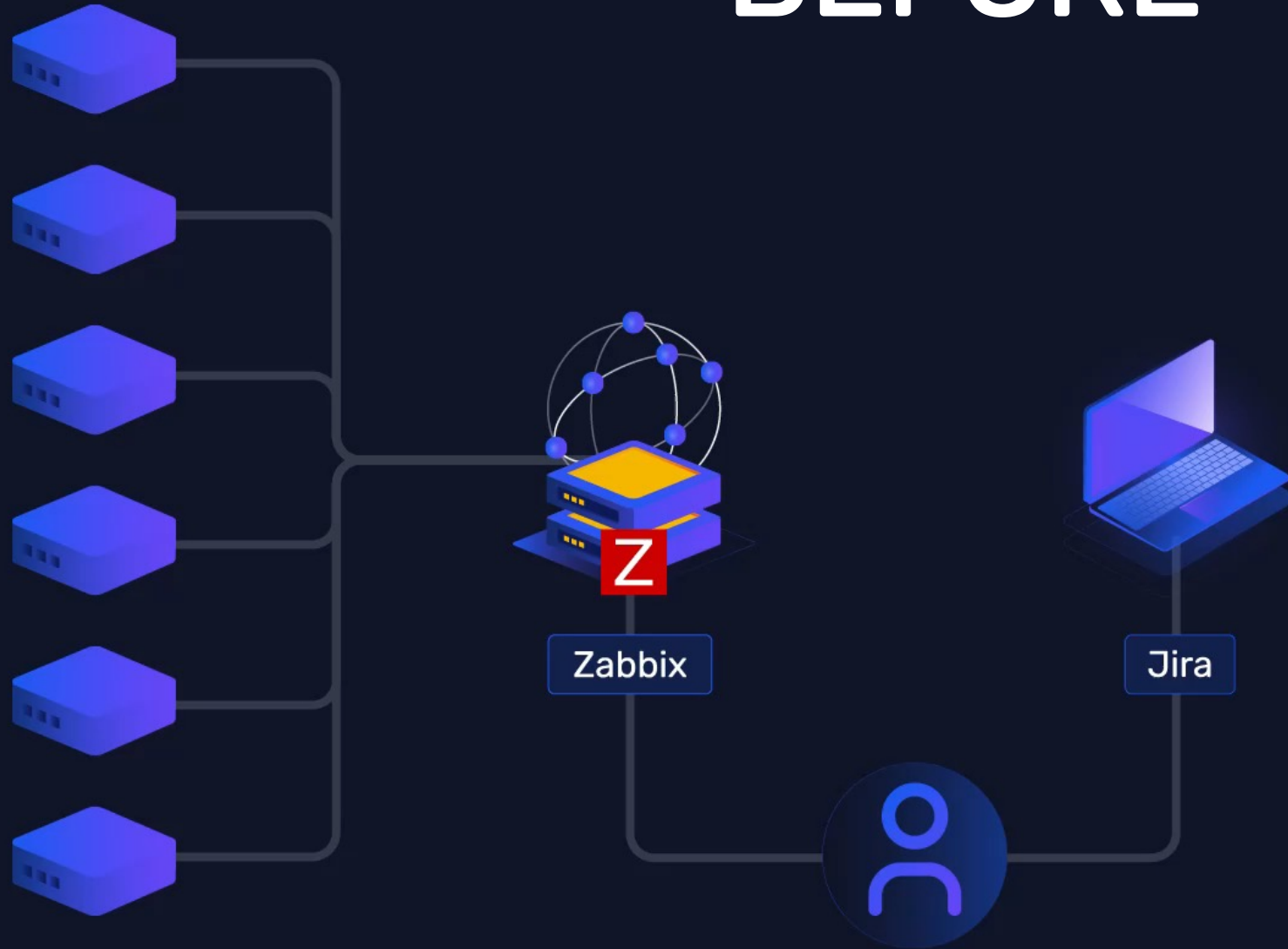
Definition of Sample Services

Easy Accessibility

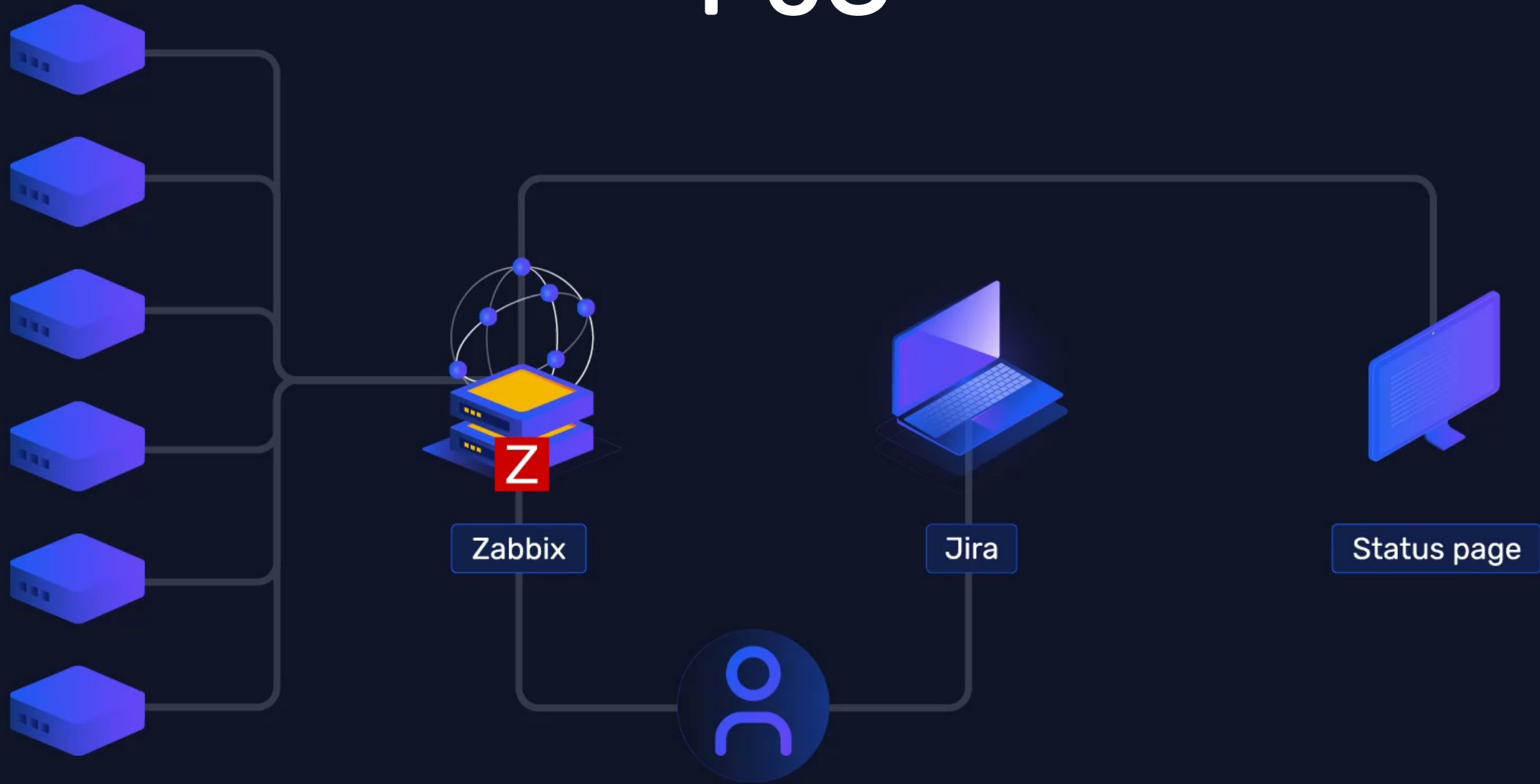
Simple & Clear Design



BEFORE



PoC



GOAL (in testing)





SAZKA Status Page

The screenshot shows a SharePoint status page for SAZKA. The browser address bar displays 'sazka.sharepoint.com'. The SharePoint navigation bar includes a search box and a menu with items like 'Intranet', 'Sazka', 'Zaměstnanec', 'Bořislavka - Pracoviště', 'Nástroje', 'Divize', and 'Koronavirus'. Below the navigation bar is a yellow banner with several smiley face emojis. The main content area features a large image of two smartphones displaying the SAZKA mobile app. To the right, there are widgets for 'Weather Praha' (10°C), 'Tuesday 19. 3. 2024', 'Name Day Jozef, Josef', 'Kontakty' (with a search box), and 'Aktuálně z LinkedInu' (with a post by Petr Chlumsky). At the bottom, there is a row of blue navigation buttons.



SAZKA Status Page (non-production data)

The screenshot shows a web browser window with the URL 'sazka.cz'. The page has a yellow header with navigation links: STATUS, SERVICES, PROJECTS, CALENDAR, OUTAGES, OTHER DATA, and a user profile 'SAM ADMIN'. The main content is divided into several sections:

- Overall Status:** A large pink banner with the text "Some services are experiencing critical issues." and a warning icon.
- Outages:** A grid of four outage cards:
 - Nefunkční VPN:** 11:45, "Doba trvání řešení incidentu: 1:45 - 2:58..."
 - Sazka Hry 3:** Yesterday, "Dobry den, evidujeme problém s některými poskytovateli her na portálu sazka.cz/hry. Na..."
 - Sazka Hry 2:** Thursday, "Dobry den, evidujeme problém s některými poskytovateli her na portálu sazka.cz/hry. Na..."
 - Sazka Hry 1:** Friday, "Dobry den, evidujeme problém s některými poskytovateli her na portálu sazka.cz/hry. Na..."
- Service Desk:** A box containing contact information: "8 - 20 h", "266 121 277", "podpora@sazka.cz", and a "REPORT INCIDENT" button.
- Upcoming Events:** A calendar view for Wednesday, 31 May, with a list of events and a "FILTER" dropdown.



SAZKA Status Page (non-production data)

The screenshot shows a web browser window with the URL 'sazka.cz'. The page has a navigation bar with 'STATUS', 'SERVICES', 'PROJECTS', 'CALENDAR', 'OUTAGES', and 'OTHER DATA'. The user is logged in as 'SAM ADMIN'. The main content area is titled 'Overall Status' and shows a red banner for 'Some services' and a list of 'Outages'. One outage is highlighted: 'Nefunkční VPN' with a duration of '1:45 - 2:58...'. A modal window is open over this outage, displaying the following details:

Nefunkční VPN [OPEN X]

Description
Doba trvání řešení incidentu:
1:45 - 2:58

Zadavatel:
Kontaktní centrum

Čas zadání tiketu:
1:58

Původní text:
Dobrý den,
momentálně se nelze cca od 1:45 hod. připojit na VPN a nelze tak řešit požadavky zákazníků. Prosim o prověření.
Děkuji.

Průběh řešení:
V 1:45 si zaměstnanci KC všimnuli, že došlo k výpadku VPN a nemohli se připojit zpět
V 1:58 byl založen tiket a v 2:10 volán TOC kvůli řešení problému
V 2:12 převzetí tiket a kontaktování pracovníků Infrastruktury (Menší komplikace kvůli tomuto výpadku kdy nebylo jednoduché zjistit kdo má pohotovost)
V 2:58 vyřešení problému

Ovlivnění hráčů:
Všichni hráči kteří volali v této době na Kontaktní centrum. Zaměstnanci KC nebyli schopni pracovat a připojit se do aplikací které potřebují k práci.

Příčina:
[Redacted]

Assignee: [Redacted] **Jira Key:** OUT-43 **Outage Priority:** Critical

Outage Start: 2023-11-24 01:45 AM



SAZKA Status Page (non-production data)

The screenshot shows a web browser window with the URL 'sazka.cz'. The page has a yellow navigation bar with 'STATUS SERVICES PROJECTS CALENDAR INCIDENTS OTHER DATA' and 'SAM ADMIN' on the right. The main content is titled 'Service Status' and shows a grid of service status indicators for '24 January 2024'. The grid is organized into columns and rows, with each cell containing a status icon (red exclamation mark, yellow triangle, or green checkmark) and the service name. A legend at the bottom explains the icons: green checkmark for 'The service is working without limitations', yellow triangle for 'The service is working with limitations', red exclamation mark for 'The service is not working', and a red square with a white exclamation mark for 'Historical Outage'. The services listed include eLosy, File system, DHCP, Genesys, Firewall, IGT eLoterie, Lottery inside Coop, PayPal, Zlaté kolo, Balíky Česká Pošta, BIKing, Docházka (Aktion), Edunio, Interní SW pro distribuci losů, Kentico server, Lottery DB, PayU, Spira, Active Directory, Ardoq, Azure FE, Azure Infra, Balíky DPD, Balíky WEDO, Bank ID, Bloomreach, Bonusomat, Bořislavka, Casino, Centrum souhlasů, Cognos, Confluence, Crestron, DBG Admin, DNS, DWH, eLoterie, ESB, ESB ETL, ESB Kafka, EVOS, Exchange, Fiori, GISS, HW a příslušenství, tiskárny, TV, Chatbot, IGT číselné loterie a POSy, IGT Data connector, IGT loyaltý, IGT Navigator, IGT terminálová síť, IGT Winchecker, Interní SW pro Lottery Inside, Interní SW pro POSy, Interní SW Výherka, Intranet, Jira Service Management, Jira SW, Kentico DB, Kibana, Kolo Štěstí, Konferenční místnost, Kukátko API, Kukátko sFTP, Kurzové sázky, Losy, Loterie, Lottery inside Česká pošta, Loyalty data, Loyalty FE, M-Files, Mentor, Mobilní aplikace Casino, Mobilní aplikace Kurzovky, Mobilní aplikace Loterie, Mobilní aplikace Retail, NG Kafka, Moje sázky, MS SharePoint, MS Defender, MS Teams, Multicash, NG PAM, NG transakční e-mail, PaySafeCard, PowerAuth, Rychlé eLoterie, Rychlé Kačky, SAG, Sales App, Sankční a PEP listy, SAP, SAP DB, Sazka Klub, Scholasticus, SMS, SMS brána, Státní registry, SW / aplikace, Teamio, Vklad na online účet, VPN, Výběr z online účtu, WEB Sazka.cz, WEB sazkaticket.cz, WISPI, and Zabbix.



SAZKA Status Page (non-production data)

The screenshot displays the SAZKA Status Page for 24 January 2024. The page is titled "Service Status" and includes a navigation bar with "STATUS SERVICES PROJECTS CALENDAR INCIDENTS OTHER DATA" and a user name "SAM ADMIN". A date filter is set to "24 January 2024". The main content area shows a grid of service status indicators, each with a green checkmark (working), a yellow triangle (limitations), or a red exclamation mark (not working). A modal window is open for "eLosy", showing a "CRITICAL OUTAGE" message: "Dobry den, evidujeme problem s nekterymi poskytovateli her na portalu sazka.cz/hry. Na naprave pracujeme, pro vice informaci sledujte teamsovy kanal. Dobry den, evidujeme proble..."

Service	Status
eLosy	CRITICAL OUTAGE
eLoterie	Working
Fiori	Working
IGT loyalty	Working
Interní SW Výherka	Working
Kolo Štěstí	Working
Loterie	Working
Mobilní aplikace Casino	Working
MS SharePoint	Working
NG PAM	Working
SAG	Working
Scholasticus	Working
Vklad na online účet	Working
Zabbix	Working
ESB	Working
GISS	Working
IGT Navigator	Working
Intranet	Working
Konferenční místnost	Working
Lottery inside Česká pošta	Working
Mobilní aplikace Kurzovky	Working
MS Defender	Working
NG transakční e-mail	Working
Sales App	Working
SMS	Working
VPN	Working
ESB ETL	Working
HW a příslušenství, tiskárny, TV	Working
IGT terminálová síť	Working
Jira Service Management	Working
Kukátko API	Working
Loyalty data	Working
Mobilní aplikace Loterie	Working
MS Teams	Working
PaySafeCard	Working
Sankční a PEP listy	Working
SMS brána	Working
Výběr z online účtu	Working
Genesys	Not Working
Balíky Česká Pošta	Limitations
Lottery DB	Limitations
Azure Infra	Working
Bořislavka	Working
DBG Admin	Working
ESB Kafka	Working
Chatbot	Working
IGT Winchecker	Working
Jira SW	Working
Kukátko sFTP	Working
Loyalty FE	Working
Mobilní aplikace Retail	Working
Multicash	Working
PowerAuth	Working
SAP	Working
Státní registry	Working
WEB Sazka.cz	Working
Firewall	Not Working
BIKing	Limitations
PayU	Limitations
Balíky DPD	Working
Casino	Working
DNS	Working
EVOS	Working
IGT číselné loterie a POSy	Working
Interní SW pro Lottery Inside	Working
Kentico DB	Working
Kurzové sázky	Working
M-Files	Working
Mobilní telefony	Working
NG Kafka	Working
Rychlé eLoterie	Working
SAP DB	Working
SW / aplikace	Working
WEB sazkaticket.cz	Working
IGT eLoterie	Not Working
Docházka (Aktion)	Limitations
Spíra	Limitations
Balíky WEDO	Working
Centrum souhlasů	Working
DWH	Working
Exchange	Working
IGT Data connector	Working
Interní SW pro POSy	Working
Kibana	Working
Losy	Working
Mentor	Working
Moje sázky	Working
NG NeoSphere	Working
Rychlé Kačky	Working
Sazka Klub	Working
Teamio	Working
WISPI	Working

Legend:
 ✓ The service is working without limitations.
 ⚠ The service is working with limitations.
 ❗ The service is not working.
 📅 Historical Outage



SAZKA Status Page (non-production data)

The screenshot displays the SAZKA Status Page interface. At the top, there is a navigation bar with 'STATUS SERVICES PROJECTS CALENDAR INCIDENTS OTHER DATA' and a user profile 'SAM ADMIN'. The main content area is titled 'Service Status' and includes a filter menu (ALL, BUSINESS, TECHNICAL, PRODUCTS) and a search icon. A date filter is set to '24 January 2024'. A central modal window is open for the 'eLosy' service, which is marked as a 'CRITICAL OUTAGE'. The modal shows service details, including the Business Owner, Keywords, and a section for 'Linked Outages' with two entries: 'Sazka Hry 4' (13:28) and 'Sazka Hry 2' (11:45). The background shows a grid of service status indicators, each with a green checkmark, a yellow triangle, or a red exclamation mark. A legend at the bottom explains the icons: green checkmark for 'The service is working without limitations', yellow triangle for 'The service is working with limitations', red exclamation mark for 'The service is not working', and a red exclamation mark with a cross for 'Historical Outage'.



SAZKA Status Page (non-production data)

The screenshot displays the SAZKA Status Page Event Calendar. The page is titled "Event Calendar" and shows a weekly view for the period from May 1st to June 4th, 2023. The calendar is organized by days of the week (MON to SUN) and dates. A prominent yellow banner across the top of the calendar reads "Casino Sazka Hry slaví své 5. narozeniny!" (Casino Sazka Games celebrate their 5th birthday!).

Key events and their status are as follows:

- May 1st (MON):** Public holiday.
- May 2nd (TUE):** Server patch installation (Completed), NG Release 4 (Completed), NG hotfix for SMS wit... (Completed).
- May 3rd (WED):** Restart GIS (Completed), Casino Isofbet Maint... (Completed).
- May 4th (THU):** 1T Regular Release (Completed), Casino Isofbet Maint... (In Progress), 1T mimořádný release (Downtime).
- May 5th (FRI):** No events.
- May 6th (SAT):** No events.
- May 7th (SUN):** No events.
- May 8th (MON):** Public holiday.
- May 9th (TUE):** Go live Losokolo and P... (Not Started), NG hotfix (Not Started), IGT fix release 6_BTC 15 (Not Started), Restart GIS (Not Started).
- May 10th (WED):** Allodium PariPlay GoLive (Not Started).
- May 11th (THU):** Verification of IGT moving traffic to a backup datacenter (Not Started).
- May 12th (FRI):** No events.
- May 13th (SAT):** No events.
- May 14th (SUN):** No events.
- May 15th (MON):** No events.
- May 16th (TUE):** Casino Sazka Hry slaví své 5. narozeniny! (Important Sazka Events).
- May 17th (WED):** NG turned off registration (Not Started), 1T Regular release (Not Started), Servers kafka update certificate (Not Started).
- May 18th (THU):** IGT Fix Release (Not Started), 1T Regular release (Not Started), OB Cloudflare to Imperva Migration - Test on internal DNS (Not Started).
- May 19th (FRI):** OB Cloudflare to Imper... (Not Started), TomHorn Secret Keys u... (Not Started), NG Windows update (Not Started).
- May 20th (SAT):** NG ZHH fixes (Not Started), NG turned off registrati... (Not Started), Sportka and Eurojackpot drawtime change (Not Started), ISB Maintenance (Not Started), Casimi Secret Keys upd... (Not Started), Server patch (Not Started).
- May 21st (SUN):** NG Penetration testing (Not Started), NG Release 5/2023 (Not Started).
- May 22nd (MON):** Casino Sazka Hry slaví své 5. narozeniny! (Important Sazka Events).
- May 23rd (TUE):** Servers kafka... (Not Started), 1T Regular release (Not Started), NG hotfix for validation... (Not Started).
- May 24th (WED):** IGT fix release (6_BTC... (Not Started), DDoS Simulation (Not Started), Maintenance UAT (Not Started), LSP - opening of Bonus... (Not Started).
- May 25th (THU):** No events.
- May 26th (FRI):** No events.
- May 27th (SAT):** No events.
- May 28th (SUN):** No events.
- May 29th (MON):** No events.
- May 30th (TUE):** No events.
- May 31st (WED):** No events.
- June 1st (THU):** 1. VI (Public holiday).
- June 2nd (FRI):** No events.
- June 3rd (SAT):** No events.
- June 4th (SUN):** No events.

A legend at the bottom of the calendar identifies event types: PROD (blue), UAT (teal), QA (grey), Release (blue with gear), Maintenance (red with wrench), Important Sazka Events (yellow), Not Started (white), In Progress (blue with play), Downtime (red with stop), and Completed (green with checkmark).



SAZKA Status Page (non-production data)

The screenshot shows the SAZKA Status Page interface. At the top, there's a navigation bar with 'STATUS', 'SERVICES', 'PROJECTS', 'CALENDAR', 'INCIDENTS', and 'OTHER DATA'. The user is logged in as 'SAM ADMIN'. The main content is an 'Event Calendar' for the period 'May 1 - June 4, 2023'. A modal window titled 'NG Windows update' is open, displaying details for a maintenance event. The modal includes a description, labels, priority, environment, involved vendors, testing requirements, responsible person, JIRA key, installation and outage start/end times.

NG Windows update Maintenance NOT STARTED

Description
 Start: 17.5.2023
 End: 18.5.2023
 Each day: initiates at 6.00 CZ time and finishes around 13.00.
 • In the production environment, we manage two sites with two pools of nodes for each site (Total 4).
 • When we run the Windows update operation on production, we take out one pool each time to maintain production.
 • This process has no impact on production. For each operation that required taking out of pool, we run verification steps (sanity test) before we bring back the pool to production.

Labels
 No impact to customers No impact to other vendors

Priority
 High

Environment
 UAT

Involved Vendors
 IGT

Potential Risks
 No

Reason
 Update

Testing Required
 Yes

Responsible
 [Redacted]

JIRA Key
 SI-29

Installation Start
 January 20, 2024, 1:45 AM

Installation End
 January 20, 2024, 3:30 AM

Outage Start
 January 20, 2024, 2:45 AM

Outage End
 January 20, 2024, 3:00 AM

Legend: PROD UAT QA Release Maintenance Important Sazka Events Not Started In Progress Downtime Completed

Technical solution



SAZKA Status Page

The screenshot shows the initMAX web interface. The left sidebar contains navigation options: Dashboards, Monitoring, Services (selected), SLA, SLA report, Inventory, Reports, Data collection, Alerts, Users, Administration, Help, User settings, and Sign out. The main content area is titled 'Services' and shows a search for 'Sazka Overall Status'. The status is 'OK'. A table below shows the service details.

Parent services	Name	Status	Root cause	Created at	Tags
	Sazka Overall Status 109	OK		2024-03-12	

Displaying 1 of 1 found

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SAZKA Status Page

The screenshot shows the 'Services' page in the initMAX application. The browser address bar shows 'initmax.cz'. The left sidebar contains navigation options: Dashboards, Monitoring, Services (selected), SLA, SLA report, Inventory, Reports, Data collection, Alerts, Users, Administration, Help, User settings, and Sign out. The main content area is titled 'Services' and shows the 'Sazka Overall Status' section. Below this, there is a table listing various services with their status, root cause, and creation date.

Sazka Overall Status

Parent services:
Status: OK
SLA:
Tags:

Name	Status	Root cause	Created at	Tags
Active Directory	OK		2024-03-12	
Ardoq	OK		2024-03-12	
Azure FE	OK		2024-03-12	
Azure Infra	OK		2024-03-12	
BlKing	OK		2024-03-12	
Balíky DPD	OK		2024-03-12	
Balíky WEDO	OK		2024-03-12	
Balíky Česká Pošta	OK		2024-03-12	
Bank ID	OK		2024-03-12	
Bloomreach	OK		2024-03-12	
Bonusomat	OK		2024-03-12	
Bořislavka	OK		2024-03-12	
Casino	OK		2024-03-12	



SAZKA Status Page

The screenshot shows the initMAX web interface. The left sidebar contains navigation options: Dashboards, Monitoring, Services (selected), SLA, SLA report, Inventory, Reports, Data collection, Alerts, Users, Administration, Help, User settings, and Sign out. The main content area is titled 'Services' and shows the breadcrumb 'All services / Sazka Overall Status / Azure Infra'. There are buttons for 'Create service', 'View', and 'Edit'. Below the breadcrumb, there are 'Info' and 'Filter' buttons. The service details for 'Azure Infra' are shown, including 'Parent services: Sazka Overall Status 109', 'Status: OK', 'SLA:', and 'Tags:'. A table lists four services, all with 'OK' status and a creation date of '2024-03-19'. The table has columns for Name, Status, Root cause, Created at, and Tags. At the bottom of the table, it says 'Displaying 4 of 4 found'. Below the table, there are '0 selected', 'Mass update', and 'Delete' buttons. The footer of the page reads 'Zabbix 7.0.0 © 2001–2024, Zabbix SIA'.

Services

All services / Sazka Overall Status / Azure Infra

Create service View Edit

Info Filter

Azure Infra

Parent services: Sazka Overall Status 109

Status: OK

SLA:

Tags:

<input type="checkbox"/>	Name	Status	Root cause	Created at	Tags
<input type="checkbox"/>	Service 1	OK		2024-03-19	+ ↙ ×
<input type="checkbox"/>	Service 2	OK		2024-03-19	+ ↙ ×
<input type="checkbox"/>	Service 3	OK		2024-03-19	+ ↙ ×
<input type="checkbox"/>	Service 4	OK		2024-03-19	+ ↙ ×

Displaying 4 of 4 found

0 selected Mass update Delete

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SAZKA Status Page



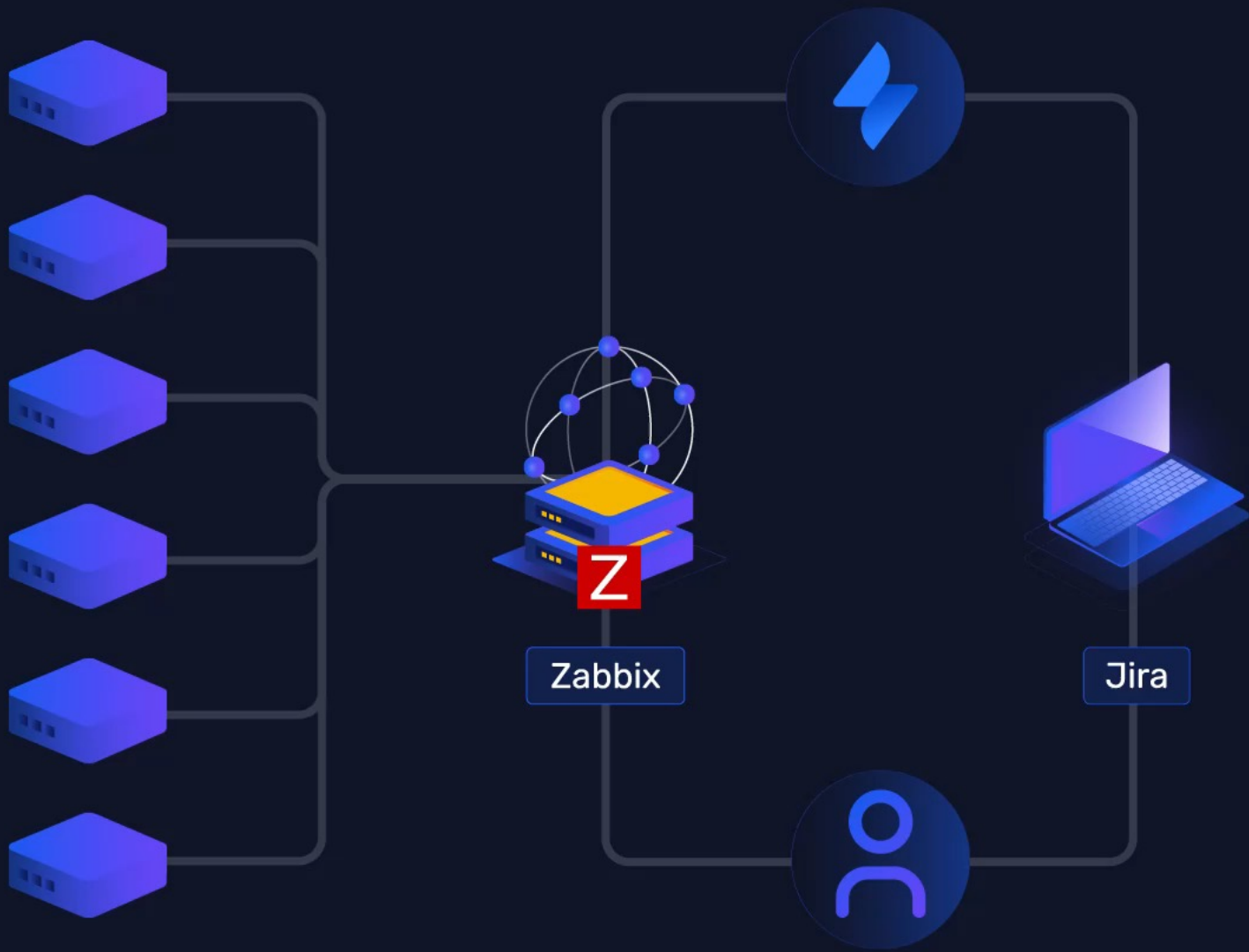
initMAX

03

The screenshot shows the 'Services' configuration page in the initMAX interface. A modal window is open for editing the 'Azure Infra' service. The modal contains the following fields and options:

- Name:** Azure Infra
- Parent services:** Sazka Overall Status (with a 'Select' button)
- Problem tags:** A table with columns: Name, Operation, Value, Action. It contains one row with 'tag', 'Equals', 'value', and 'Remove'. There is an 'Add' button below.
- Sort order (0->999):** 1
- Status calculation rule:** Most critical if all children have problems (dropdown)
- Description:** It is not fine when we have 3 or more services down!
- Created at:** 2024-03-12
- Advanced configuration:**
 - Additional rules:** A table with columns: Name, Action. It contains one row: 'Disaster - If at least 3 child services have Warning status or above', with 'Edit' and 'Remove' buttons. There is an 'Add' button below.
 - Status propagation rule:** As is (dropdown)
 - Weight:** 0

At the bottom of the modal are buttons for 'Update', 'Clone', 'Delete', and 'Cancel'. The background shows the 'Services' list with 'Azure Infra' selected and a status of 'OK'. The sidebar contains navigation options like Dashboards, Monitoring, Services, SLA, Inventory, Reports, Data collection, Alerts, Users, and Administration.





Results and next steps

- ✓ Using PHP framework Symfony
- ✓ Responsible design
- ✓ Independent of Zabbix source code
- ✓ Data sources and data feedback
 - Zabbix (via API and Zabbix data protocol)
 - Jira (via API)
- ✓ Admin area for settings



Results and next steps



Results and next steps

- ✓ **PoC:** Setting up the Service Structure in Zabbix, Connecting Zabbix to Status Page
- ✓ **Service Catalogue:** Business Services, Technical Services, Critical Services Highlighted
- ✓ **Automation:** Zabbix, Jira, Ardoq - API Connection
- ✓ **Release Calendar:** SW Releases, Maintenance Windows, Business Events
- ✓ **Project Status:** Re-Using the API between Jira and Status Page
- ✓ **Zabbix Maintenance Mode Automation:** Based on Release Calendar Data





SAZKA Status Page

The screenshot displays the SAZKA Status Page in a browser window. The page has a yellow header with navigation links: STATUS, SERVICES, PROJECTS, CALENDAR, OUTAGES, and OTHER DATA. The user is logged in as SAM ADMIN.

Overall Status: A prominent red banner states "Some services are experiencing critical issues." with a warning and question mark emoji.

Outages: A list of recent incidents is shown, including "Nefunkční VPN" (11:45), "Sazka Hry 3" (Yesterday), "Sazka Hry 2" (Thursday), and "Sazka Hry 1" (Friday). Each entry includes a brief description of the problem.

Service Desk: Contact information is provided, including hours (8-20h), phone number (266 121 277), and email (podpora@sazka.cz). A "REPORT INCIDENT" button is visible.

Upcoming Events: A calendar view for Wednesday, 31 May, lists several events such as "Maintenance PMS" and "Login not working".

Service Health Indicators: At the bottom, six circular gauges represent the status of different services. Each gauge features a progress ring and a smiley face emoji. The gauges for "Nefunkční VPN" and "Sazka Hry 1" show a red warning icon, while the others show a green checkmark.



THANK YOU & SEE YOU
AT THE MEETUP



www.initmax.com



info@initmax.com

Visit our booth or explore hands on examples at our GIT on git.initmax.com